

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F3Z FA ID: 0045110865  
Account #: 0045110000 Customer Name: VEDNER, HOWARD A Phone #: (407) 774-0427  
Address: 1733 ALVARADO CT CSR: Constance Dunn Operator: Mike Finnegan  
Entry Date: 11/7/2011 10:29:54AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer called stating that pressure is low.  
Due Date: 11/8/2011 6:00:00PM Resolution Date: 11/8/2011 12:00:00AM FA Status: Completed  
Resolution: Curb stop was almost turned off. I turned the curb stop all the way on and the PSI is 60.

Sub Division: 368 MR Route: F5F FA ID: 0373410364  
Account #: 0373410000 Customer Name: BENNETT, SANDRA D Phone #: (407) 832-7803  
Address: 143 ESSEX DR CSR: Lorie Mayeski Operator: Kevin Cooper  
Entry Date: 6/9/2011 10:41:40AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer stated the water pressure has gotten worse. Acknowledged UI has been out in the past. No resolve. She stated water line and meter located under big oak tree. Pressure has dropped past 2 days.  
Due Date: 6/10/2011 6:00:00PM Resolution Date: 6/10/2011 12:00:00AM FA Status: Completed  
Resolution: Customer requested a call. Checked meter and put it on a riser and free flowed meter. 60 PSI and meter flowed 36 gallons per minute. Called customer and informed of findings. Left tag. KEV

Sub Division: 368 MR Route: F4F FA ID: 0490210244  
Account #: 0490210000 Customer Name: YANOVITCH, TERRY Phone #: (407) 788-7765  
Address: 224 S SHADOWBAY BLVD CSR: Vicki Wilson Operator: Thomas Keys  
Entry Date: 7/22/2011 10:40:22AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer complaining strong chlorine smell and taste; can't drink water.  
Due Date: 7/22/2011 8:00:00PM Resolution Date: 7/22/2011 12:00:00AM FA Status: Completed  
Resolution: Flushed lines and everything is fine.

Sub Division: 368 MR Route: F5G FA ID: 0498900871  
Account #: 2265717464 Customer Name: D'AQUISTO, JENNIFER Phone #: (407) 383-8957  
Address: 233 LITTLE HAMPTON CL CSR: Madelin Collado Operator: Donna Brown  
Entry Date: 9/22/2011 8:40:51AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called stating they are having very low water pressure.  
Due Date: 9/23/2011 6:00:00PM Resolution Date: 9/22/2011 12:00:00AM FA Status: Completed  
Resolution: Tested PSI 54. 225,214 and 221 all had 52 PSI. Tagged door stating PSI 54 is in normal range. DB

Sub Division: 368 MR Route: F4G FA ID: 0885610528  
Account #: 0885610000 Customer Name: MYERS, CHRIS Phone #: (321) 229-2848  
Address: 806 RIVERBEND BLVD CSR: Cristina Harden Operator: Kevin Cooper  
Entry Date: 7/27/2011 1:54:35PM SO Type: M-SIO Request Type: Air in Water  
Instructions: Customer reports air in line for about 2 weeks.  
Due Date: 7/28/2011 6:00:00PM Resolution Date: 7/28/2011 12:00:00AM FA Status: Completed

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Resolution: Flushed hydrant and checked house. Air in line is probably from bad seal on the water softener. Contacted customer and informed our side was fine and to have his softener checked. KEV

Sub Division: 368 MR Route: F5F FA ID: 0898510372  
Account #: 0898510000 Customer Name: SCHOENECK, SANDRA J Phone #: (407) 788-0487  
Address: 316 CAMBRIDGE DR CSR: Linda Jones Operator: Donna Brown  
Entry Date: 8/4/2011 2:20:02PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer reporting low water pressure. Customer is upset.  
Due Date: 8/5/2011 6:00:00PM Resolution Date: 8/5/2011 12:00:00AM FA Status: Completed  
Resolution: PSI = 62. Same in neighborhood. Tagged door. DB

Sub Division: 368 MR Route: F5F FA ID: 0935610117  
Account #: 0935610000 Customer Name: HENDERSHOT, CANDISE Phone #: (407) 869-0320  
Address: 149 HARROGATE PLACE CSR: Batch System Operator: Rodel Hermano  
Entry Date: 4/20/2011 7:01:39PM SO Type: M-EXCHNG  
Instructions: Customer reporting low water pressure inside home.  
Due Date: 4/20/2011 7:01:39PM Resolution Date: 4/22/2011 12:00:00AM FA Status: Completed  
Resolution: Replaced stuck 1" meter. Pressure check and okay at 60 PSI. Informed customer and told her to check her plumbing for restrictions inside the house. RH

Sub Division: 368 MR Route: F4S FA ID: 1064210524  
Account #: 1064210000 Customer Name: MORRIS, ELLIS R Phone #: (407) 332-6283  
Address: 103 FOXRIDGE RUN CSR: Lisa Silva Operator:  
Entry Date: 8/16/2011 2:20:13PM SO Type: M-SIO Request Type: Sewer Service Line Break  
Instructions: Customer called reporting that sewage is leaking from the waste water treatment plant near his home onto the tennis courts and the field where children play. He's concerned it's a health hazard. Spoke to KC at 3:20PM.  
Due Date: 8/16/2011 8:00:00PM Resolution Date: 8/16/2011 12:00:00AM FA Status: Completed  
Resolution: Informed Nate and Don Hasty of situation and the pond will be lowered. The problem had to do with the rainfall We've been getting. JAM

Sub Division: 368 MR Route: F5G FA ID: 1109710994  
Account #: 1109710000 Customer Name: DIGRAVINA, NICHOLAS Phone #: (407) 869-9208  
Address: 236 NEEDLES TRL CSR: Brandi Deere Operator: Kevin Cooper  
Entry Date: 3/23/2011 3:40:21PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer reports they replaced pipes and now black spots are coming out of faucets and it has been like this for a few years. Check and tag door with results.  
Due Date: 3/24/2011 6:00:00PM Resolution Date: 3/24/2011 12:00:00AM FA Status: Completed  
Resolution: Don Hasty spoke to customer and flushed hydrant upstream and downstream of her home. Water was clear and CL2 residual was 1.5 KEV

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Sub Division: 368 MR Route: F4SFA ID:1148500831  
Account #: 3163742582 Customer Name: HD REALTY INC Phone #: (407) 260-8800  
Address: 1499 W SR 434 CSR: Jennifer Elliot Operator: Matthew Morrell  
Entry Date: 5/9/2011 7:54:01AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer states that she has no water. I called Kevin Cooper.  
Due Date: 5/9/2011 8:00:00PM Resolution Date: 5/9/2011 12:00:00AM FA Status: Completed  
Resolution: Found customer's curb stop was turned off due to leak on their side. After speaking with customer they found out that the maintenance person turned it off on Sunday. Matt.

Sub Division: 368 MR Route: F5G FA ID: 1201700896  
Account #: 1201700000 Customer Name: MULLIGAN, JOSEPH Phone #: (407) 774-9853  
Address: 107 E CUMBERLAND CIR CSR: Maxine Norris Operator: Rodel Hermano  
Entry Date: 10/3/2011 7:58:34AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer reporting very low water pressure in the home. Tag door with findings.  
Due Date: 10/4/2011 6:30:00PM Resolution Date:10/5/2011 12:00:00AM FA Status: Completed  
Resolution: Pressure at premise is 54 PSI at hose bib. Spoke to the customer and he said he usually has the pressure problem in the morning and just wants to make sure he have enough pressure for his house. RH

Sub Division: 368 MR Route: F4T FA ID: 1246400479  
Account #: 1246400000 Customer Name: MARVIN, NANCY T Phone #: (407) 869-8257  
Address: 100 SPRINGSIDE CT CSR: Sheri Demonbreun Operator: Kevin Cooper  
Entry Date: 12/22/2011 1:33:47PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer reporting low pressure for about one week. Call to Kevin.  
Due Date: 12/22/2011 8:00:00PM Resolution Date: 12/22/2011 12:00:00AM FA Status: Completed  
Resolution: Checked meter and all is okay. Customer had a softener and I put it on bypass. Checked hose bib and pressure was good. Had customer check inside and some faucets had good pressure and some did not. Informed customer to call plumber. Our side is fine.

Sub Division: 368 MR Route: F4S FA ID: 1282200720  
Account #: 4129324130 Customer Name: FELICIANO, TROY Phone #: (407) 274-8741  
Address: 148 TOLLGATE TRL CSR: Brandi Deere Operator: Kevin Cooper  
Entry Date: 6/6/2011 8:21:52AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer states water smells like chlorine. Paged to Kevin.  
Due Date: 6/6/2011 6:00:00PM Resolution Date: 6/6/2011 12:00:00AM FA Status: Completed  
Resolution: CL2 was high but not much more than normal. Ran the water hose bib until CL2 started dropping down. Informed customer to flush line inside house and it will drop back to normal. Unsure of cause of high CL2 in his home. No one else is having this problem.

Sub Division: 368 MR Route: F3Z FA ID: 1538200302  
Account #: 3103575532 Customer Name: VITALE JR, ROCCO Phone #: (303) 775-5516  
Address: 1226 BAYPOINT CT CSR: Maxine Norris Operator: Thomas Keys  
Entry Date: 7/27/2011 7:59:51AM SO Type: M-SIO Request Type: Taste or Odor in the Water

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Instructions: Customer states that she get a bad chlorine smell from the water and this has been going on for a couple of months now and is getting worse.

Due Date: 7/28/2011 6:30:00PM Resolution Date: 7/28/2011 12:00:00AM FA Status: Completed

Resolution: CL2 1.4 PPM at hose bib. No one home and left door tag. Dosage has been ok at point of entry to distribution. Will check the equipment. All is normal now. Don Hasty

Sub Division: 368 MR Route: F4S FA ID: 1682410689  
Account #: 3814049529 Customer Name: MOWRY, WILLIAM Phone #: (954) 305-1880  
Address: 102 WESTERN FORK CSR: Loretta Abbott Operator: Kevin Cooper  
Entry Date: 4/27/2011 12:52:13PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting sewer backing up into their house and neighbor's house. Called to Kevin C. He is going to premise to check.

Due Date: 4/27/2011 6:00:00PM Resolution Date: 4/28/2011 12:00:00AM FA Status: Completed

Resolution: Blockage in our line due to tree roots. Rodded sewer to free blockage and came out the next morning. Replaced 20' of 6" sewer pipe from Y to middle of street. KEV

Sub Division: 368 MR Route: F4S FA ID: 1686310468  
Account #: 1686310000 Customer Name: SAGE, STANLEY Phone #: (407) 331-0733  
Address: 205 ADAIR AVE CSR: Linda Schnauer Operator: Rodel Hermano  
Entry Date: 11/22/2011 10:51:50AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reports low pressure. Called to Nate at 11:51am.

Due Date: 11/22/2011 6:00:00PM Resolution Date: 11/22/2011 12:00:00AM FA Status: Completed

Resolution: Residual water pressure checked @ 60PSI. Customer was only having problems at one shower and sink. Advised them to check the filters because something might be restricting the flow. RH

Sub Division: 368 MR Route: F5F FA ID: 1775410874  
Account #: 1775410000 Customer Name: GLICKMAN, ROBERT Phone #: (407) 862-4154  
Address: 146 ESSEX DR CSR: Tara Drury Operator: Shawn Ebert  
Entry Date: 5/11/2011 8:37:51AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer complaining of low water pressure in the morning and evening. Called to Kevin C.

Due Date: 5/11/2011 6:00:00PM Resolution Date: 5/11/2011 12:00:00AM FA Status: Completed

Resolution: Checked pressure and found it to be low. Checked meter and found that customer's plumbing has a sever break. She was running about 10 GPM. Turned off curb stop per customer. She will call plumber to come and repair.

Sub Division: 368 MR Route: F4S FA ID: 1937410058  
Account #: 1472558863 Customer Name: Karleskint Jr., Greg Phone #: (407) 474-3510  
Address: 129 WEATHERVANE WAY CSR: Constance Dunn Operator: Chris Gosnell  
Entry Date: 9/2/2011 8:45:27AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reporting that pressure has been very low for a month. Tag door with findings.

Due Date: 9/6/2011 8:00:00PM Resolution Date: 9/6/2011 12:00:00AM FA Status: Completed

Resolution: Checked water PSI at meter and house valve; both had 65 PSI. Tagged door. CRG MAF

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Sub Division: 368 MR Route: F4G FA ID: 1969510426  
 Account #: 2969510000 Customer Name: BAKER, DOUGLAS Phone #: (954) 821-2609  
 Address: 110 COVERIDGE LN CSR: Tricia Anderson Operator:  
 Entry Date: 10/25/2011 9:15:41AM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Customer states his water pressure is very high and is wanting to know if we have changed something.  
 Due Date: 10/26/2011 6:00:00PM Resolution Date: 10/26/2011 12:00:00AM FA Status: Completed  
 Resolution: PSI at 86; same at 108 address. Talked to KC about it and he advised normal reading. Customer is having a problem with his water heater. DB

Sub Division: 368 MR Route: F4F FA ID: 1991410553  
 Account #: 1991410000 Customer Name: BAKER, JUNE S Phone #: (407) 862-7413  
 Address: 352 CYPRESS LANDING DR CSR: Karen Thimmes Operator: Kevin Cooper  
 Entry Date: 8/8/2011 8:32:34AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Customer complaining of odor in water and bad taste. Customer would also like meter reread as she is concerned with usage.  
 Due Date: 8/15/2011 8:00:00PM Resolution Date: 8/15/2011 12:00:00AM FA Status: Completed  
 Resolution: Tom Keys went out to check water and got a 1.6 CL2 residual at house. Did not find a bad smell in water but did flush hydrant in front of her house. Checked meter and it is registering a small leak on her property. No one answered the door or phone, tagged door with findings.

Sub Division: 368 MR Route: F4F FA ID: 1991410057  
 Account #: 1991410000 Customer Name: BAKER, JUNE S Phone #: (407) 862-7413  
 Address: 352 CYPRESS LANDING DR CSR: Linette Orengo Operator: Kevin Cooper  
 Entry Date: 2/16/2011 3:54:06PM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Bad swampy taste in water. Paged Kevin and he will call customer.  
 Due Date: 2/17/2011 6:00:00PM Resolution Date: 2/17/2011 12:00:00AM FA Status: Completed  
 Resolution: Called customer and informed her there is no work being done in the area and had her flush her lines. Informed customer to call back if there is no change. KEV

Sub Division: 368 MR Route: F5F FA ID: 2068300929  
 Account #: 2068300000 Customer Name: HERMANSEN, GEORGE H Phone #: (407) 869-1766  
 Address: 110 TINDALE CIR CSR: Linette Orengo Operator: Kevin Cooper  
 Entry Date: 8/3/2011 9:39:25AM SO Type: M-SIO Request Type: Water Service Line Break  
 Instructions: Water gushing out between 110 and 112 Tindale and no water pressure. Paged Kevin.  
 Due Date: 8/3/2011 6:00:00PM Resolution Date: 8/3/2011 12:00:00AM FA Status: Completed  
 Resolution: Replaced 2 feet of 3/4" poly under street with 2 comp x comp, filled in hole and will asphalt.

Sub Division: 368 MR Route: F4G FA ID: 2104310836  
 Account #: 0539301747 Customer Name: VARNADO, MONICA Phone #: (352) 359-6546  
 Address: 111 SWEETWATER CREEK LN CSR: Brandi Deere Operator: Matthew Morrell  
 Entry Date: 9/7/2011 8:28:41AM SO Type: M-EXCHNG

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Instructions: Customer reporting low water pressure. Paged to Kevin.

Due Date: 9/7/2011 6:00:00PM Resolution Date: 9/7/2011 12:00:00AM FA Status: Completed

Resolution: Checked meter and meter was leaking out from under the register head but not bad enough to cause low water pressure. Customer has leak in their line from meter to house. Shut off meter per customer request and he was informed to call plumber.

Sub Division: 368 MR Route: F5F FA ID: 2537700564

Account #: 2537700000 Customer Name: LEVINE, MARK J Phone #: (407) 869-6739

Address: 226 DUNCAN TRL CSR: Linette Orengo Operator: Donna Brown

Entry Date: 3/1/2011 9:17:36AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer has low water pressure. Paged Kevin.

Due Date: 3/1/2011 6:00:00PM Resolution Date: 3/1/2011 12:00:00AM FA Status: Completed

Resolution: Leak on customer side. Showed customer leak. Advised customer of 27 gal per min. water loss. Not registering on meter so installed new meter while there. Customer did not want water shut off. Curb stop lubed and exercised. Tagged door with information.

Sub Division: 368 MR Route: F4S FA ID: 2646510148

Account #: 2646510000 Customer Name: WARDE, DAVID Phone #: (407) 339-0294

Address: 1361 N MARCY DR CSR: Loretta Abbott Operator: Kevin Cooper

Entry Date: 5/12/2011 7:21:01AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting the water has a bad smell this morning. Check and tag the door with findings. Called out to Kevin Cooper at 8:20.

Due Date: 5/12/2011 6:00:00PM Resolution Date: 5/12/2011 12:00:00AM FA Status: Completed

Resolution: Checked hose bib at the opposite side of house from meter for chlorine and got a residual of almost 3.0 PPM. Water has not smell to it other than chlorine. Informed customer to flush lines in home by running faucets for a couple of minutes. Water should clear up.

Sub Division: 368 MR Route: F4G FA ID: 2715210476

Account #: 2715210000 Customer Name: BURGESS, WILLIAM Phone #: (407) 774-0277

Address: 103 SQUIRREL TRL CSR: Lorie Mayeski Operator:

Entry Date: 6/20/2011 12:10:15PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called upset about high chlorine smell in her tap water.

Due Date: 6/20/2011 6:00:00PM Resolution Date: 6/20/2011 12:00:00AM FA Status: Completed

Resolution: Corey went to the customer's house and the CL2 residual was 2.5 PPM. He told her that we would try to maintain a lower level.

Sub Division: 368 MR Route: F5F FA ID: 2891700927

Account #: 2891700000 Customer Name: MARION, MARLOWE Phone #: (407) 774-5562

Address: 124 Beaufort Dr. CSR: Tara Drury Operator: Rodel Hermano

Entry Date: 8/12/2011 7:07:24AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer states that they have low pressure and that the leak that we repaired last month is leaking again at the meter. Speak with customer or tag door with results.

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Due Date: 8/12/2011 6:00:00PM Resolution Date: 8/12/2011 12:00:00AM FA Status: Completed

Resolution: Leak is found in the customer's PVC line after the meter. They will call a plumber to fix the problem. Left service off for repairs. RH

Sub Division: 368 MR Route: F4S FA ID: 3069510276  
Account #: 3069510000 Customer Name: BELL, KREIDER L Phone #: (407) 767-0450  
Address: 103 WINDMILL WAY CSR: Tricia Anderson Operator: Kevin Cooper  
Entry Date: 12/12/2011 1:19:35PM SO Type: M-SIO Request Type: General Investigation

Instructions: **Customer states her water is very dirty and per plumber**, it's dirty before it goes through the filter.

Due Date: 12/12/2011 6:00:00PM Resolution Date: 12/15/2011 12:00:00AM FA Status: Completed

Resolution: No one answered door, looked over fence and noticed water softener. Could not check water at house but did flush and check hydrant on right side of house. Ran hydrant for 10 min at 150 gpm. Water was dirty for first 20 seconds.

Sub Division: 368 MR Route: F5G FA ID: 3098500850  
Account #: 1359383153 Customer Name: DEL AGUILA, PERCY Phone #: (305) 401-5292  
Address: 124 E BERKSHIRE CIR CSR: Lorie Mayeski Operator: Rodel Hermano  
Entry Date: 4/11/2011 7:46:03AM SO Type: M-EXCHNG

Instructions: Customer reporting low water pressure.

Due Date: 4/11/2011 6:00:00PM Resolution Date: 4/11/2011 12:00:00AM FA Status: Completed

Resolution: Residual pressure is 52 PSI and static pressure is 70 PSI. Flow rate is 19 GPM. Replaced 1" curb stop, meter coupling and 1" meter. RH

Sub Division: 368 MR Route: F4G FA ID: 3302700046  
Account #: 6858752534 Customer Name: ALLIS, ROBERT Phone #: (407) 402-8378  
Address: 405 SWEETWATER COVE BLVD CSR: Tara Drury Operator: Kevin Cooper  
Entry Date: 5/3/2011 11:18:36AM SO Type: M-SIO Request Type: General Investigation

Instructions: Low water pressure. Customer states that outside hose won't even spray with the nozzle on and they have to take it off to get water out of it.

Due Date: 5/3/2011 8:00:00PM Resolution Date: 5/3/2011 12:00:00AM FA Status: Completed

Resolution: Checked pressure at hose bib outside where water comes into house; 65 PSI. Customer did have a water softener and filter under kitchen sink and both have not been serviced in over a year. Informed customer to have them checked. KEV

Sub Division: 368 MR Route: F4F FA ID: 3603600721  
Account #: 3603600000 Customer Name: FAUCETT, CLARICE Phone #: (321) 258-2600  
Address: 513 SABAL TRAIL CIR CSR: Deborah Volz Operator: Mike Finnegan  
Entry Date: 7/19/2011 1:38:16PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer has no pressure.

Due Date: 7/19/2011 8:00:00PM Resolution Date: 7/19/2011 12:00:00AM FA Status: Completed

Resolution: Pressure checked ok. Customer's water softener needs to be serviced. Placed water softener on bypass. MAF

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Sub Division: 368 MR Route: F5F FA ID: 3832510663  
 Account #: 4718214355 Customer Name: MC CABE, MARK Phone #: (407) 252-5270  
 Address: 148 HOLDERNESS DR CSR: Karen Thimmes Operator: Donna Brown  
 Entry Date: 8/17/2011 8:51:57AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Low water pressure at showers and sinks.  
 Due Date: 8/17/2011 8:00:00PM Resolution Date: 8/17/2011 12:00:00AM FA Status: Completed  
 Resolution: PSI = 62. Tested 146 Holderness Dr. and PSI and it was the same. Tagged with info and to check screens in faucets and shower. Will also need to check water softener if they have one. DB

Sub Division: 368 MR Route: F5G FA ID: 4472810718  
 Account #: 4993823771 Customer Name: ZUNIGA, LORENZO Phone #: (407) 625-5506  
 Address: 2004 ST ANDREWS PL CSR: Tara Drury Operator: Donna Brown  
 Entry Date: 6/3/2011 3:06:43PM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Low water pressure. Customer had normal pressure and then it dropped.  
 Due Date: 6/3/2011 6:00:00PM Resolution Date: 6/3/2011 12:00:00AM FA Status: Completed  
 Resolution: Investigated address and customer has good pressure. No leaks found. Spoke with customer and he will call back if problem persists. KEV

Sub Division: 368 MR Route: F3Y FA ID: 4607110617  
 Account #: 4607110000 Customer Name: MONTALDO, CHRISTOPHE V Phone #: (407) 468-2328  
 Address: 105 MAGNOLIA LAKE CT CSR: Karen Thimmes Operator: Rodel Hermano  
 Entry Date: 9/9/2011 7:13:46AM SO Type: M-SIO Request Type: No Water  
 Instructions: No water pressure since yesterday.  
 Due Date: 9/12/2011 8:00:00PM Resolution Date: 9/9/2011 12:00:00AM FA Status: Completed  
 Resolution: Checked address and our lines are fine but customer has a leak somewhere on property as meter was running. Tagged door to inform customer, no one was home. RRH

Sub Division: 368 MR Route: F3Y FA ID: 4802110287  
 Account #: 9872415765 Customer Name: HUNT, DANIEL Phone #: (407) 920-4868  
 Address: 702 SWEETWATER CLUB BLVD CSR: Lisa Bachmann Operator: Kevin Cooper  
 Entry Date: 12/27/2011 11:45:31AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: High water pressure; 98PSI. Pipes are splitting. Please adjust pressure. Customer upset with water damage.  
 Due Date: 12/28/2011 8:00:00PM Resolution Date: 12/28/2011 12:00:00AM FA Status: Completed  
 Resolution: Shawn checked press at 10 am this morning and got 82 PSI. Called customer and informed him that the pressure is fine. The pressure is the same for every house in neighborhood. He has replumbed and it is possible that pipes were never strapped.

Sub Division: 368 MR Route: F4S FA ID: 4925510133  
 Account #: 9345086824 Customer Name: MILLER, ELLEN Phone #: (407) 869-1582  
 Address: 1338 N MARCY DR CSR: Lisa Bachmann Operator: Kevin Cooper

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Entry Date: 12/6/2011 8:56:51AM SO Type: M-SIO Request Type: Water Quality

Instructions: Travis requests water test. Complains of high chlorine, bacteria and odor. Saw boil order notice on news. Reports dry skin and illness in his family. Customer will have 3<sup>rd</sup> party tester on site.

Due Date: 12/7/2011 8:00:00PM Resolution Date: 12/7/2011 12:00:00AM FA Status: Completed

Resolution: Don Hasty went to address and checked water at hose bib where water line comes into house. CL2 measures 2.2 PPM, hardness measures 150-160 PPM, and there was no boil order issued for this area or any Sanlando area. Informed water quality is in compliance.

Sub Division: 368 MR Route: F5F FA ID: 4932210209

Account #: 4932210000 Customer Name: MANCONE, ANDREW F Phone #: (407) 682-3591

Address: 162 HAVILLAND PT CSR: Karen Thimmes Operator: Matthew Morrell

Entry Date: 2/21/2011 10:30:06AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called to report reduced pressure. Please tag door with results.

Due Date: 2/21/2011 8:00:00PM Resolution Date: 2/22/2011 12:00:00AM FA Status: Completed

Resolution: Checked meter and found nothing wrong. Checked pressure and they had 50PSI at 9am. Customer also has a water softener. Tagged door with info and advised to check water softener if pressure is still low. Matt

Sub Division: 368 MR Route: F3Y FA ID: 5037600141

Account #: 3072600000 Customer Name: HUNTER, CURTIS Phone #: (407) 682-1419

Address: 1257 BELLA VISTA CIR CSR: Vicki Wilson Operator: Kevin Cooper

Entry Date: 7/13/2011 12:51:37PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called said water pressure to high on reclaimed water bursting sprinkler heads causing gushing.

Due Date: 7/13/2011 8:00:00PM Resolution Date: 7/13/2011 12:00:00AM FA Status: Completed

Resolution: Checked area and the pressure is about 80 PSI and the plant pumps out at 100 PSI. The problems is not our system. The pressure has been the same for over three years. Informed customer that our system is fine. Kev

Sub Division: 368 MR Route: F4T FA ID: 5239500849

Account #: 1660333444 Customer Name: NORRIS, SHANE Phone #: (321) 439-5206

Address: 657 RIVERPARK CIR CSR: Deborah Volz Operator: Kevin Cooper

Entry Date: 5/12/2011 7:51:49AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer states odor is so strong that when she washes her clothes can smell rotten odor in her clothes.

Due Date: 5/12/2011 8:00:00PM Resolution Date: 5/12/2011 12:00:00AM FA Status: Completed

Resolution: Checked hose bibs outside and chlorine was low. Flushed lines and rechecked chlorine and got a 2.0 ppm residual. No one was home, tagged door that water is good and if she still has odor to flush faucets inside home.

Sub Division: 368 MR Route: F5F FA ID: 5521700999

Account #: 5521700000 Customer Name: JACOBS, KATHY L Phone #: (407) 484-1624

Address: 213 DUNCAN TRL CSR: Isabel Ceballos Operator: Rodel Hermano

Entry Date: 12/12/2011 1:26:46PM SO Type: M-EXCHNG

Instructions: Customer would like to have pressure checked. She says pressure is not enough for sprinkler heads to pop up.

Due Date: 12/13/2011 6:00:00PM Resolution Date: 12/13/2011 12:00:00AM FA Status: Completed

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

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Resolution: Customers curb stop was barely open upon investigation. Pressure is at 70PSI and flow rate of 39gpm. Replaced fogged 5/8" meter. Notified her that the meter is registering a leak at her property. RRH

Sub Division: 368 MR Route: F4S FA ID: 5607200176  
Account #: 5607200000 Customer Name: KRYGER, HANS Phone #: (407) 332-6026  
Address: 153 STONEY RIDGE DR CSR: Maxine Norris Operator: Shawn Ebert  
Entry Date: 8/1/2011 10:03:07AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer thinks that water pressure is too low based on the irrigation people report. Please consult with customer regarding meter test and meter replacement.  
Due Date: 8/2/2011 6:30:00PM Resolution Date: 8/2/2011 12:00:00AM FA Status: Completed

Resolution: Talked with customer. Pulled meter and tested on a riser at c/s = 24.5 gpm at 65 PSI, at house hose bib 12 gpm at 63 PSI. Customer is happy with findings. I will replace line from meter to house. SME

Sub Division: 368 MR Route: F4T FA ID: 5896200892  
Account #: 5896200000 Customer Name: STERLING, ROSEMARY Phone #: (407) 677-5878  
Address: 306 PARTRIDGE LN CSR: Sheri Demonbreun Operator: Shawn Ebert  
Entry Date: 3/21/2011 8:50:10AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called complaining low water pressure also wants us to mark where water main is located.  
Due Date: 3/21/2011 8:00:00PM Resolution Date: 3/22/2011 12:00:00AM FA Status: Completed

Resolution: Located and marked meter. Low PSI is due to customers house valve almost closed. Valve is frozen. I informed customer of findings. SME

Sub Division: 368 MR Route: F3Z FA ID: 6463200518  
Account #: 6463200000 Customer Name: SHENOY, UDAY Phone #: (407) 865-7750  
Address: 1815 MISTY MORN PL CSR: Karen Thimmes Operator: Kevin Cooper  
Entry Date: 6/20/2011 7:56:32AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer states black speaks and oily residue in water. States he cannot use the water.  
Due Date: 6/20/2011 8:00:00PM Resolution Date: 6/20/2011 12:00:00AM FA Status: Completed

Resolution: Outside faucet is clear. Had problem in 3 different areas of home. I informed customer to have plumber check those areas. Flushed hydrant by house and said he would call back if it continues again. KEV

Sub Division: 368 MR Route: F4G FA ID: 6572410675  
Account #: 6572410000 Customer Name: BRUPBACHER, ARI Phone #: (407) 682-4714  
Address: 807 S SWEETWATER BLVD CSR: Maxine Norris Operator: Kevin Cooper  
Entry Date: 8/16/2011 12:23:02PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer states that water pressure is very low and they are hardly getting any water.  
Due Date: 8/16/2011 6:30:00PM Resolution Date: 8/16/2011 12:00:00AM FA Status: Completed

Resolution: Checked meter and no leaks indicated. Customer had 65 PSI at hose bib outside house. Customer opened garage door and we saw there was a softener installed on water line going into house in the garage. Turned on water softener bypass and had customer check water.

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Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F4G FA ID: 6611400415  
Account #: 6611400000 Customer Name: SIMONS, DONNA K Phone #: (407) 862-3936  
Address: 100 PALMETTO CT CSR: Vicki Wilson Operator: Kevin Cooper  
Entry Date: 3/24/2011 9:45:52AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Very low pressure coming from faucets when flushing toilet. Has had home and water softener checked.  
Due Date: 3/24/2011 8:00:00PM Resolution Date: 3/24/2011 12:00:00AM FA Status: Completed  
Resolution: Ran hose bib where water comes into home and there was good pressure and flow there. Water softener is in garage. They did not service softener only had timer motor replaced. Informed to have softener serviced. House also has been replumbed. KEV

Sub Division: 368 MR Route: F4G FA ID: 6728500419  
Account #: 6728500000 Customer Name: ENNIS, MICHAEL Phone #: (407) 788-0557  
Address: 500 BUTTONWOOD CT CSR: Jennifer Elliot Operator: Kevin Cooper  
Entry Date: 4/1/2011 1:27:18PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Michael Ennis called in stating he has a drop in water pressure since last night and it's still the same this afternoon. I called Kevin Cooper.  
Due Date: 4/1/2011 8:00:00PM Resolution Date: 4/4/2011 12:00:00AM FA Status: Completed  
Resolution: Break in line that had not surfaced. Ran new poly service to both meters and tied into water main with with the help of John Bush running line under road. KEV

Sub Division: 368 MR Route: F4S FA ID: 7070200120  
Account #: 9593624056 Customer Name: PEREZ, STEVE Phone #: (407) 622-7148  
Address: 108 TOLLGATE TRL CSR: Linda Jones Operator: Kevin Cooper  
Entry Date: 5/26/2011 11:14:20AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Advised that water has a strong order of chlorine.  
Due Date: 5/26/2011 6:00:00PM Resolution Date: 5/26/2011 12:00:00AM FA Status: Completed  
Resolution: Checked hose and ran water for a couple of minutes. May have been a spike in L2. Everything is fine. KEV

Sub Division: 368 MR Route: F4S FA ID: 7099410855  
Account #: 7099410000 Customer Name: TEIXEIRA, KAREN Phone #: (407) 252-6774  
Address: 168 CASEY CT CSR: Vicki Wilson Operator: Kevin Cooper  
Entry Date: 5/5/2011 2:20:56PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: No water pressure for about a week.  
Due Date: 5/5/2011 8:00:00PM Resolution Date: 5/5/2011 12:00:00AM FA Status: Completed  
Resolution: Customer had an in line filter that was not on all the way on and needed to be changed. This is a customer problem. KEV

Sub Division: 368 MR Route: F4G FA ID: 7282400940  
Account #: 0103956896 Customer Name: COLLINS, LYN Phone #: (404) 550-1057  
Address: 3748 WATERCREST DR CSR: Brandi Deere Operator: Donna Brown  
Entry Date: 5/5/2011 1:42:27PM SO Type: M-SIO Request Type: No Water  
Instructions: Customer reported no water. Paged Kevin.

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Due Date: 5/5/2011 6:00:00PM Resolution Date: 5/5/2011 12:00:00AM FA Status: Completed

Resolution: Customer advised he had no water for about 2 hours. Water at this time. PSI= 90. Contacted Corey and no problems at plant. Told customer to call if any other problem. DB

Sub Division: 368 MR Route: F3Z FA ID: 7697597161  
Account #: 2715991081 Customer Name: BASSEN, GEORGE Phone #: (321) 578-2047  
Address: 1641 MYRTLE LAKE HILLS RD CSR: Linda Jones Operator: Shawn Ebert  
Entry Date: 1/20/2011 9:35:13AM SO Type: M-SIO Request Type: General Investigation

Instructions: **Customer called to advise low pressure and water has tint of yellow.** Called Kevin at 10:35am.

Due Date: 1/20/2011 6:00:00PM Resolution Date: 1/20/2011 12:00:00AM FA Status: Completed

Resolution: Found 72 PSI at house and water was clear. I informed the customer. SME

Sub Division: 368 MR Route: F4G FA ID: 8065400547  
Account #: 8065400000 Customer Name: NAVIA, IVAN Phone #: (407) 862-0432  
Address: 1004 BEARDED OAKS TER CSR: Miranda Roberts Operator:  
Entry Date: 7/13/2011 10:42:59AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer called stating there is a horrible smell of chlorine in her water and this has been going on for quite some time. Please check and advise customer of your findings. MR

Due Date: 7/13/2011 6:00:00PM Resolution Date: 7/13/2011 12:00:00AM FA Status: Completed

Resolution: Alex went over and checked. Their CL2 was a little high so he flushed the hydrant.

Sub Division: 368 MR Route: F3Y FA ID: 8253810181  
Account #: 8253810000 Customer Name: ANCONA, ROGER F Phone #: (407) 869-7478  
Address: 1440 SUZANNE WAY CSR: Linda Jones Operator: Donna Brown  
Entry Date: 3/1/2011 1:35:55PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called advising of low water pressure at resident.

Due Date: 3/2/2011 6:00:00PM Resolution Date: 3/22/2011 12:00:00AM FA Status: Completed

Resolution: Tested PSI = 66. Spoke to customer, he was concerned with irrigation not reaching as far as it did previously.

Sub Division: 368 MR Route: F3Y FA ID: 8625710994  
Account #: 8625710000 Customer Name: SHARMA, SHUB BEV Phone #: (407) 862-9920  
Address: 1540 JILL JENEE LN CSR: Kimberly Bennett Operator:  
Entry Date: 10/20/2011 2:25:56PM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: **Customer called to report white particles in water** coming through the kitchen sink that has a filter. The particles are clogging filter every other day. Please check and talk the customer.

Due Date: 10/20/2011 6:00:00PM Resolution Date: 10/21/2011 12:00:00AM FA Status: Completed

Resolution: Tom Keys met with the customer and noticed white flakes in kitchen faucet. Showed the customer how to flush their hot water heater. They stated they have never flushed the tank. Read 1069100

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Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F3Y FA ID: 8779110166  
Account #: 8779110000 Customer Name: SCHEPEN, PAUL VAN Phone #: (407) 869-1079  
Address: 1121 BROWNSHIRE CT CSR: Constance Dunn Operator: Rodel Hermano  
Entry Date: 10/27/2011 2:23:18PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer complaining of low pressure; mainly on the sprinkler line.  
Due Date: 10/28/2011 8:00:00PM Resolution Date: 10/28/2011 12:00:00AM FA Status: Completed  
Resolution: Water pressure is at 80PSI on the hose bib. Advised the customer to check her irrigation system. RRH

Sub Division: 368 MR Route: F4T FA ID: 9294310046  
Account #: 9294310000 Customer Name: MACMILLAN, CHRISTINE Phone #: (407) 682-9573  
Address: 215 WEEPING ELM LN CSR: Linda Jones Operator: Kevin Cooper  
Entry Date: 7/25/2011 11:51:26AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called stating low water pressure.  
Due Date: 7/26/2011 6:00:00PM Resolution Date: 7/28/2011 12:00:00AM FA Status: Completed  
Resolution: Called customer and found that he had a valve turned almost all the way off. Customer turned valve back on and now he has pressure. KEV

Sub Division: 368 MR Route: F4G FA ID: 9673300892  
Account #: 9673300000 Customer Name: DRAYER, JULI Phone #: (407) 788-6042  
Address: 500 TIMBERCOVE CIR CSR: Amanda Stonebreaker Operator: Rodel Hermano  
Entry Date: 11/22/2011 8:33:05AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer complains of low water pressure for 2 days now.  
Due Date: 11/22/2011 6:00:00PM Resolution Date: 11/22/2011 12:00:00AM FA Status: Completed  
Resolution: Residual pressure checked at 78PSI. I had the customer check all the water fixtures and everything seems to be ok. Customer will call back if low pressure occurs again. RH

Sub Division: 368 MR Route: F5F FA ID: 0160610062  
Account #: 5917399007 Customer Name: FISHER, JULIE L Phone #:  
Address: 280 CAMBRIDGE DR CSR: Constance Dunn Operator: Kevin Cooper  
Entry Date: 12/3/2012 12:24:58PM SO Type: M-SIO Request Type: No Water  
Instructions: Customer calling to report no water. E-mailed to OPS at 1:24pm.  
Due Date: 12/4/2012 6:00:00PM Resolution Date: 12/4/2012 12:00:00AM FA Status: Completed  
Resolution: Main throttled down to make repair, which caused the customer to have low pressure. Kev

Sub Division: 368 MR Route: F4T FA ID: 0273700631  
Account #: 0273700000 Customer Name: NELSON, LARRY W Phone #: (407) 942-3254  
Address: 561 ESTATES PL CSR: Loretta Abbott Operator: Kevin Cooper  
Entry Date: 12/5/2012 10:50:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Water has an odor for about a month and has not gone away. Customer does have a water softener.

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Due Date: 12/6/2012 6:00:00PM Resolution Date: 12/6/2012 12:00:00AM FA Status: Completed

Resolution: Checked address and bypassed water softener and informed to have serviced and possibly drain hot water heater and flush it. Customer will call back if nothing changes after this. Tom Keys

Sub Division: 368 MR Route: F4F FA ID: 0534410309

Account #: 0534410000 Customer Name: Clubside Condo Association Phone #: (407) 647-2622

Address: 4435 CLUBSIDE DR FTN 2 CSR: Matthew Chandler Operator: Donna Brown

Entry Date: 4/30/2012 9:32:08AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Property manager called in due to complaint of low water pressure at building 500 Clubside Drive.

Due Date: 4/30/2012 6:00:00PM Resolution Date: 4/30/2012 12:00:00AM FA Status: Completed

Resolution: PSI at building 5000 between 20 and 30 PSI depending on test area. Meter spinning. Buildings 3000 and 4000 have 72 PSI. Advised office that problem on their side. DB

Sub Division: 368 MR Route: F4S FA ID: 1041210959

Account #: 7668202275 Customer Name: DIPAOLO, CHELSIE Phone #: (561) 506-7490

Address: 1201 WINDSOR AVE CSR: Brandi Deere Operator: Kevin Cooper

Entry Date: 1/23/2012 1:09:29PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer reported a sulfur smell in water.

Due Date: 1/23/2012 6:00:00PM Resolution Date: 1/25/2012 12:00:00AM FA Status: Completed

Resolution: Water has sat in lines for some time due to house being vacant for over a year. The lady bought it and is renovating it to sell. Flushed outside hose bib and CL2 was a 3.4 PPM. Informed customer our side was good and that she needed to flush the lines.

Sub Division: 368 MR Route: F5G FA ID: 1109710070

Account #: 1109710000 Customer Name: DIGRAVINA, NICHOLAS Phone #: (407) 869-9208

Address: 236 NEEDLES TRL CSR: Deborah Volz Operator: Kevin Cooper

Entry Date: 6/26/2012 2:43:07PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer has black dots in water.

Due Date: 6/26/2012 8:00:00PM Resolution Date: 6/27/2012 12:00:00AM FA Status: Completed

Resolution: No softener system and black specs were oxides from main. Flushed hydrants at both ends and adjacent areas. May need to be flushed on a regular basis since neighbors were complaining of the same problem.

Sub Division: 368 MR Route: F3Z FA ID: 1538200764

Account #: 3103575532 Customer Name: VITALE JR, ROCCO Phone #: (303) 775-5516

Address: 1226 BAYPOINT CT CSR: Vicki Wilson Operator: Scott Gosnell

Entry Date: 4/26/2012 1:16:44PM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: Customer said water smells like bleach when she bathed her 7 month old and when she took her out of the water she smelled like bleach. Customer can be reached at 860-202-9655.

Due Date: 4/26/2012 8:00:00PM Resolution Date: 4/26/2012 12:00:00AM FA Status: Completed

Resolution: Went to address and took sample of water and got a 2.1 ppm CL2 level. Spoke with customer and informed her of chlorination process and we will monitor in the future. Don Hasty.

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Sub Division: 368 MR Route: F4S FA ID: 2038110709  
Account #: 2038110000 Customer Name: CHAIRES, GREGORY A Phone #: (407) 644-0516  
Address: 1651 WARWICK CT CSR: Matthew Chandler Operator: Matthew Morrell  
Entry Date: 3/8/2012 7:08:46AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer's washing machine filter is getting clogged with sand and calcium and her repair man thinks it is an UI issue.  
Due Date: 3/9/2012 6:00:00PM Resolution Date: 3/9/2012 12:00:00AM FA Status: Completed  
Resolution: Don spoke to the customer. Material appears to be calcium from hot water. Customer has not flushed in over six years. Showed customer how to flush hot water heater. Don Hasty.

Sub Division: 368 MR Route: F4S FA ID: 2144500687  
Account #: 2144500000 Customer Name: DOWELL, CHERYL Phone #: (407) 831-6814  
Address: 991 CITRUS WOOD CT CSR: Deloris Rowland Operator: Rodel Hermano  
Entry Date: 9/14/2012 1:00:37PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Please check meter. Customer states pressure is lower than normal.  
Due Date: 9/17/2012 6:00:00PM Resolution Date: 9/17/2012 12:00:00AM FA Status: Completed  
Resolution: Residual pressure is 56PSI. Static pressure is 60PSI and flows at 42.75gpm. Informed customer about findings and explained to him this is normal PSI in this area. Advised him to reconfigure his sprinkler settings to avoid pressure loss during high flow hrs. RH

Sub Division: 368 MR Route: F3Y FA ID: 2167710491  
Account #: 6543447446 Customer Name: DAVIS, HOLLY N Phone #: (407) 274-0169  
Address: 2401 JENNIFER HOPE BLVD CSR: Dona Richardson Operator: Scott Gosnell  
Entry Date: 8/27/2012 1:31:54PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer called to report sulfur smell in water.  
Due Date: 8/27/2012 6:00:00PM Resolution Date: 8/28/2012 12:00:00AM FA Status: Completed  
Resolution: Went to address and no one home, tagged door. The CL2 residual is 0.5 at hose bib. Spoke with customer the next day and he has water softener but says he is not using it. I informed the customer to put softener on bypass and water should clear up and to call back if it did not.

Sub Division: 368 MR Route: F3Z FA ID: 2462400306  
Account #: 7851293382 Customer Name: JUSTICE, KATHRYN Phone #: (214) 938-4576  
Address: 1884 WINGFIELD DR CSR: Tricia Anderson Operator: Kevin Cooper  
Entry Date: 10/10/2012 8:17:59AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer is reporting low water pressure.  
Due Date: 10/10/2012 6:00:00PM Resolution Date: 10/10/2012 12:00:00AM FA Status: Completed  
Resolution: House valve is not open all the way causing pressure loss. Notified customer about the problem. KEV

Sub Division: 368 MR Route: F5G FA ID: 2540210865  
Account #: 2540210000 Customer Name: PLATT, CINDY Phone #: (407) 788-3777  
Address: 111 DURHAM PL CSR: Karen Thimmes Operator: Kevin Cooper

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Entry Date: 11/1/2012 8:28:24AM SO Type: M-SIO Request Type: No Water

Instructions: Customer reporting no water.

Due Date: 11/1/2012 8:00:00PM Resolution Date: 11/1/2012 12:00:00AM FA Status: Completed

Resolution: Found that property management had a fire sprinkler contractor working on fire backflow device to a building and they shut off our main line valve to the street to make repairs without contacting anyone. Made them turn valve back on.

Sub Division: 368 MR Route: F5G FA ID: 2821176874

Account #: 1504391910 Customer Name: PATEL, VIPIN Phone #: (408) 221-3677

Address: 3939 OAKINGTON PL CSR: Karen Thimmes Operator: Rodel Hermano

Entry Date: 4/24/2012 8:54:12AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called to complain of odor in water. Please check and tag door with results.

Due Date: 4/25/2012 8:00:00PM Resolution Date: 4/24/2012 12:00:00AM FA Status: Completed

Resolution: Checked water at hose bib. Spoke with customer and advised her to check her plumbing. KEV

Sub Division: 368 MR Route: F3Z FA ID: 3277310634

Account #: 3277310000 Customer Name: PIET, DENNIS J Phone #: (407) 772-0098

Address: 2105 SILVER LEAF CT CSR: Deborah Volz Operator: Kevin Cooper

Entry Date: 6/5/2012 8:04:13AM SO Type: M-SIO Request Type: Discolored Water

Instructions: **Customer found black sediment in toilet tanks** This has been going awhile.

Due Date: 6/8/2012 8:00:00PM Resolution Date: 6/11/2012 12:00:00AM FA Status: Completed

Resolution: Went to address and checked CL2 at hose bib and got 1.6 ppm and ran hose bib a couple of minutes and water was clear. Opened hydrant 2 houses down and flushed for 15 minutes at 300 gal/min, which hydrant ran clear after 30 seconds. Tagged door with findings.

Sub Division: 368 MR Route: F5G FA ID: 3327710536

Account #: 4802088668 Customer Name: BLACK, GREGORY Phone #: (407) 703-3455

Address: 354 NEEDLES TRL CSR: Vicki Wilson Operator:

Entry Date: 6/13/2012 11:18:03AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer said that her water smells like sewer in every room of the house as well as her dishwasher.

Due Date: 6/13/2012 8:00:00PM Resolution Date: 6/13/2012 12:00:00AM FA Status: Completed

Resolution: Checked with the customer and had a 1.5 mg/l CL2 residual. Customer is ok with findings.

Sub Division: 368 MR Route: F5F FA ID: 3530510202

Account #: 3530510000 Customer Name: CHIVERTON, JENNIFER Phone #: (407) 222-9007

Address: 150 HOLDERNESS DR CSR: Amanda Stonebreaker Operator: Nate Carver

Entry Date: 5/16/2012 8:04:23AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: **Customer is calling complaining of cloudy water and** says it has a metal taste.

Due Date: 5/16/2012 6:00:00PM Resolution Date: 5/16/2012 12:00:00AM FA Status: Completed

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Resolution: Took CL2 sample and got 1.8 ppm. Customer has a water softener that has not been serviced in years. I informed the customer to have water softener serviced.

Sub Division: 368 MR Route: F3Z FA ID: 3972310054  
 Account #: 3972310000 Customer Name: COLEMAN, MARCELLA Phone #: (407) 491-3620  
 Address: 2050 JUDITH PL CSR: Maxine Norris Operator: Kevin Cooper  
 Entry Date: 3/30/2012 9:01:03AM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Customer called in stating that his water is trickling out and barely has any water pressure.  
 Due Date: 3/30/2012 6:30:00PM Resolution Date: 3/30/2012 12:00:00AM FA Status: Completed  
 Resolution: Customer has 65 PSI at hose bib but on one side of his house there is low pressure. Informed him to check his plumbing that our end was ok. KEV

Sub Division: 368 MR Route: F4F FA ID: 4133210238  
 Account #: 4133210000 Customer Name: JACOBS, ALAN Phone #: (407) 862-0267  
 Address: 500 BALD CYPRESS CT CSR: Ferrellyn Trovinger Operator:  
 Entry Date: 10/1/2012 1:12:40PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Customer is complaining of an odor in the water. Not really bad but unusual.  
 Due Date: 10/21/2012 6:00:00PM Resolution Date: 10/23/2012 12:00:00AM FA Status: Completed  
 Resolution: Checked the CL2 residual it was 2.0 ppm water did not have smell. Left door tag. Scott

Sub Division: 368 MR Route: F3Y FA ID: 4439627720  
 Account #: 3002081972 Customer Name: BLACKBURN, ROBERT Phone #: (407) 951-7200  
 Address: 1286 BELLA VISTA CIR CSR: Grace Dugan Operator: Thomas Keys  
 Entry Date: 3/19/2012 3:17:48PM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Customer complaining that the water tastes really bad. Please verify that the potable water is hooked up to the house and not the reuse, per John in ops.  
 Due Date: 3/20/2012 6:00:00PM Resolution Date: 3/20/2012 12:00:00AM FA Status: Completed  
 Resolution: Turned off meter. No water through backflow or house hose bib. No answer at door. Tom Keys on site to do water test and flush hydrants. Tom got 1.4 CL2 residual. Hydrants were flushed to make sure water was turned over. Called customer and will follow up.

Sub Division: 368 MR Route: F4T FA ID: 4642310859  
 Account #: 4642310000 Customer Name: MEGOW, PHILLIP W Phone #: (407) 682-9485  
 Address: 127 WISTERIA DR CSR: Sylvia Watler Operator:  
 Entry Date: 10/22/2012 8:04:06AM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Customer complaining of strong odor from lift station.  
 Due Date: 10/22/2012 6:00:00PM Resolution Date: 10/22/2012 12:00:00AM FA Status: Completed  
 Resolution: We will install an odor block at the station. JAM

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Sub Division: 368 MR Route: F4T FA ID: 4770500989  
Account #: 4770500000 Customer Name: WINDMUELLER, JOHANNA Phone #: (407) 682-9268  
Address: 136 BRIDGEVIEW CT CSR: Constance Dunn Operator: Thomas Keys  
Entry Date: 10/29/2012 7:57:50AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer** calling to say she still has black particles coming out of her cold tap.  
Due Date: 10/30/2012 6:00:00PM Resolution Date: 10/30/2012 12:00:00AM FA Status: Completed  
Resolution: Tom Keys and Mike Finigan went out to check. Flushed hydrant and meter. Residual was 1.5 at hose bib. Customer has braided lines under all sinks and toilets which have rubber lining that will breakdown over time.

Sub Division: 368 MR Route: F4T FA ID: 4770500685  
Account #: 4770500000 Customer Name: WINDMUELLER, JOHANNA Phone #: (407) 682-9268  
Address: 136 BRIDGEVIEW CT CSR: Maxine Norris Operator:  
Entry Date: 3/5/2012 1:45:25PM SO Type: M-SIO Request Type: Water Quality  
Instructions: **Customer stated that there is a black residue** left behind by the water in the shower, toilets, sink, etc.  
Due Date: 3/6/2012 6:30:00PM Resolution Date: 3/6/2012 12:00:00AM FA Status: Completed  
Resolution: Tom met customer and she showed him muddy looking deposits at her faucet. There were no deposits at the outside faucet. He asked if she flushed her hot water heater and she didn't know she was supposed to do that.

Sub Division: 368 MR Route: F4G FA ID: 4910410287  
Account #: 6699270055 Customer Name: RAM, JOSEPH E Phone #: (321) 282-3470  
Address: 600 SWEETWATER CREEK CT CSR: Dona Richardson Operator:  
Entry Date: 5/11/2012 1:49:26PM SO Type: M-SIO Request Type: Water Main Break  
Instructions: Mrs. Gillion called to report low pressure since 10am and discovered that the water is coming from down the street and the street appears to be caving in. Called to Kevin and John.  
Due Date: 5/11/2012 6:00:00PM Resolution Date: 5/11/2012 12:00:00AM FA Status: Completed  
Resolution: 1" poly leak repaired with 2' of 1" poly. Repaired concrete for sidewalk crew. KEV

Sub Division: 368 MR Route: F3Z FA ID: 5257410193  
Account #: 5257410000 Customer Name: MAXWELL, ELAINE Phone #: (407) 804-0660  
Address: 2816 WALDENS POND CV CSR: Linette Orengo Operator: Shawn Ebert  
Entry Date: 8/29/2012 9:55:31AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Mrs. Maxwell states her water pressure dropped yesterday and is not aware of any leaks. Please tag door.  
Due Date: 8/29/2012 6:00:00PM Resolution Date: 8/29/2012 12:00:00AM FA Status: Completed  
Resolution: Turned water off due to customer's line broken at point of connection to the meter. Leak was 20 gpm.

Sub Division: 368 MR Route: F5G FA ID: 5343200967  
Account #: 7372070527 Customer Name: Chamberlain, Sharon Phone #: (301) 828-6661  
Address: 3956 VILLAS GREEN CIR CSR: Karen Thimmes Operator:

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Entry Date: 2/28/2012 1:52:04PM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: Customer said there is sand in the water. Please check and tag door with results.

Due Date: 2/29/2012 8:00:00PM Resolution Date: 2/29/2012 12:00:00AM FA Status: Completed

Resolution: Spoke with Mrs. Chamberlain and informed her that we will flush the system. If she was interested, I would show her how to flush her hot water heater and check for sand in her hot tub.

Sub Division: 368 MR Route: F4G FA ID: 5410800242

Account #: 5410800000 Customer Name: VAKHORDDJIAN, PETER Phone #: (407) 862-7105

Address: 514 SMOKERISE BLVD CSR: Tricia Anderson Operator: Rodel Hermano

Entry Date: 7/26/2012 3:34:31PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer states he has low water pressure.

Due Date: 7/26/2012 6:00:00PM Resolution Date: 7/27/2012 12:00:00AM FA Status: Completed

Resolution: Pressure checked at 74PSI residual with good volume coming out of the hose bib. No one home on the visit. Tagged door with information. RH

Sub Division: 368 MR Route: F4T FA ID: 5681700294

Account #: 5681700000 Customer Name: BENITEZ, JOSE R Phone #: (407) 786-2497

Address: 750 MARKHAM WOODS RD CSR: Kimberly Bennett Operator: Thomas Keys

Entry Date: 10/17/2012 10:31:55AM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: **Customer called due to black sediments** in water. Customer is requesting someone come out to check.

Due Date: 10/17/2012 6:00:00PM Resolution Date: 10/17/2012 12:00:00AM FA Status: Completed

Resolution: Went out to address and found that the black sediment was coming from the water softener. Informed customer that she needs to have her water softener serviced by plumber or softener company.

Sub Division: 368 MR Route: F3Z FA ID: 5798500198

Account #: 5798500000 Customer Name: EICHENBLATT, LISA A Phone #: (407) 595-2592

Address: 1901 CALADIUM PL CSR: Amanda Stonebreaker Operator: Kevin Cooper

Entry Date: 3/22/2012 7:53:34AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer states she has very strong chlorine amount in water.

Due Date: 3/23/2012 6:00:00PM Resolution Date: 3/23/2012 12:00:00AM FA Status: Completed

Resolution: Checked CL2 residual at hose bib on left side of house and got a 1.9 mg/l. No one at house so we left a door tag informing the customer that everything was fine on our side. Don Hasty

Sub Division: 368 MR Route: F4S FA ID: 6130410919

Account #: 6130410000 Customer Name: ORTIZ, JOSE Phone #: (407) 782-3475

Address: 124 STONEY RIDGE CT CSR: Glenda Thompson Operator: Kevin Cooper

Entry Date: 7/19/2012 9:41:06AM SO Type: M-SIO Request Type: Discolored Water

Instructions: **Customer reports brown water.**

Due Date: 7/19/2012 6:00:00PM Resolution Date: 7/19/2012 12:00:00AM FA Status: Completed

Resolution: Spoke to customer chlorine checked at 2.2. Advised customer to call back and get a sample if it happens again. Flushed hydrant across the street for 15min at 280gpm. Don Hasty

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**  
 Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F3Z FA ID: 6463200683  
 Account #: 6463200000 Customer Name: SHENOY, UDAY Phone #: (407) 865-7750  
 Address: 1815 MISTY MORN PL CSR: Karen Legere Operator: Matthew Morrell  
 Entry Date: 7/3/2012 4:02:20PM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: Customer called back stating **debris in water** and has odor. Neighbor also has same problem. Please call customer when in transit. Emailed Nate Carver.  
 Due Date: 7/3/2012 6:00:00PM Resolution Date: 7/3/2012 12:00:00AM FA Status: Completed  
 Resolution: Cory called customer and she spoke with a plumber who believes that the problem is caused by a washer on her side. CL2=2.5. MR= 58450.

Sub Division: 368 MR Route: F5G FA ID: 6710010835  
 Account #: 0915485509 Customer Name: COELHO, CHRISTINE Phone #: (786) 521-3892  
 Address: 145 MARGATE MEWS CSR: Sylvia Watler Operator: Kevin Cooper  
 Entry Date: 8/7/2012 1:45:48PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
 Instructions: Customer called about strong sewer smell in area. Stated he can smell it in his home.  
 Due Date: 8/7/2012 6:00:00PM Resolution Date: 8/7/2012 12:00:00AM FA Status: Completed  
 Resolution: Robert Callahan went to address and searched area but did not smell sewer smell. Spoke with the customer at address and she stated that they were not aware of call or smell. They do live in front of a retention pond. KEV

Sub Division: 368 MR Route: F4F FA ID: 7086310530  
 Account #: 7086310000 Customer Name: STEINFELD, MICHAEL Phone #: (407) 788-0700  
 Address: 474 LONGMEADOW LN CSR: Destiny Nelson Operator: Mike Finnegan  
 Entry Date: 11/26/2012 11:26:49AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer is having very low water pressure. Please check for issues and leave information for customer.  
 Due Date: 11/26/2012 6:00:00PM Resolution Date: 11/27/2012 12:00:00AM FA Status: Completed  
 Resolution: I checked the pressure at the house at hose bib coming off the main line. The pressure was 60 PSI. I spoke with the homeowner and told him to check his water softener or to call a plumber. MAF

Sub Division: 368 MR Route: F4S FA ID: 7156410099  
 Account #: 2643517889 Customer Name: SARRAN, OUMKAAR Phone #: (321) 282-9895  
 Address: 145 TOLLGATE TRL CSR: Lisa Silva Operator: Matthew Morrell  
 Entry Date: 2/1/2012 7:12:56AM SO Type: M-SIO Request Type: No Water  
 Instructions: Customer is reporting no water. Spoke with Kevin at 8:10 AM.  
 Due Date: 2/1/2012 8:00:00PM Resolution Date: 2/1/2012 12:00:00AM FA Status: Completed  
 Resolution: Checked meter and it is on. Meter is spinning and indicating usage. Checked hose bib and water comes out but barely. Rang door bell, no answer. Tagged door and advised customer to check their plumbing. Matt

Sub Division: 368 MR Route: F4T FA ID: 7446600080  
 Account #: 7446600000 Customer Name: WHEATON, JAMES E Phone #: (407) 965-0304  
 Address: 2340 SPRINGS LANDING BLVD CSR: Karen Thimmes Operator: Kevin Cooper  
 Entry Date: 2/20/2012 7:26:28AM SO Type: M-SIO Request Type: Discolored Water

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Instructions: **Customer said water is turning black on and off, sometimes grey.**

Due Date: 2/20/2012 8:00:00PM Resolution Date: 2/21/2012 12:00:00AM FA Status: Completed

Resolution: Customer has water softener that has not been serviced in over a year. Our water is fine. Informed customer to have his softener checked and if he still had problems to give us a call back. KEV

Sub Division: 368 MR Route: F4G FA ID: 7592310395

Account #: 7592310000 Customer Name: MEYER, STEVE Phone #: (407) 865-7785

Address: 600 CROOKED OAK CT CSR: Deborah Volz Operator: Kevin Cooper

Entry Date: 8/6/2012 10:22:11AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer has complained before about low PSI on watering days. Told her not much we can do. She was told that we changed out the street pipes right up to her house and stopped. I told her I was not aware of that.

Due Date: 8/6/2012 8:00:00PM Resolution Date: 8/6/2012 12:00:00AM FA Status: Completed

Resolution: Called and informed customer the same thing that we've told her previously. She may need to change her watering times to avoid low pressure. KEV

Sub Division: 368 MR Route: F5F FA ID: 8245810577

Account #: 8245810000 Customer Name: KROLL, KIM Phone #: (407) 788-1464

Address: 106 DUNCAN TRL CSR: Carolyn McVicker Operator: Scott Gosnell

Entry Date: 8/24/2012 1:36:51PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer reporting a heavy sulfur taste and odor in cold water inside home as well as irrigation. Seemed to have started when a plumber fixed a leak. Emailing Kevin and John.

Due Date: 8/24/2012 6:00:00PM Resolution Date: 8/28/2012 12:00:00AM FA Status: Completed

Resolution: Met with the customer and ran outside hose bib until residual was a 1.0. Customer had filter in garage that had not been changed in 9 yrs. I convinced him to change the filter and flush his hot water heater annually.

Sub Division: 368 MR Route: F4G FA ID: 8930510604

Account #: 7651641360 Customer Name: COOPER, MICHAEL Phone #: (407) 719-1610

Address: 102 CRESTWOOD DR CSR: Karen Thimmes Operator: Kevin Cooper

Entry Date: 5/17/2012 2:43:42PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer stated home inspector gauged pressure at 82, he gauged it at 79.

Due Date: 5/18/2012 8:00:00AM Resolution Date: 5/18/2012 12:00:00AM FA Status: Completed

Resolution: Went to address and took pressure at hose bib, read 72 which is common and he should not be worried. KEV

Sub Division: 368 MR Route: F4S FA ID: 9175610797

Account #: 4057345474 Customer Name: OLIVER, LAURA Phone #: (407) 967-8181

Address: 127 TARRYTOWN TRL CSR: Linda Schnauffer Operator: Kevin Cooper

Entry Date: 1/4/2012 8:46:43AM SO Type: M-SIO Request Type: Discolored Water

Instructions: **Customer reports brown water this morning.** Called to Kevin at 9:46am.

Due Date: 1/4/2012 6:00:00PM Resolution Date: 1/5/2012 12:00:00AM FA Status: Completed

Resolution: Don Hasty went to customer's home and checked water. Water was clear and they had a 2.4 ppm chlorine residual. Left tag informing customer. KEV

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**  
 Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F5F FA ID: 9184510467  
 Account #: 9184510000 Customer Name: BELTRAN, DIANA Phone #: (407) 256-5353  
 Address: 106 HOLDERNESS DR CSR: Sylvia Watler Operator: Kevin Cooper  
 Entry Date: 10/31/2012 7:52:52AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Customer stated water pressure is very low. Wants us to check at meter.  
 Due Date: 11/1/2012 6:00:00PM Resolution Date: 10/31/2012 12:00:00AM FA Status: Completed  
 Resolution: Curb stop partially shut off causing the loss of pressure. Opened the curb stop all the way to fix the problem. Tagged door with findings. Kev

Sub Division: 368 MR Route: F5F FA ID: 9184510487  
 Account #: 9184510000 Customer Name: BELTRAN, DIANA Phone #: (407) 256-5353  
 Address: 106 HOLDERNESS DR CSR: Karen Thimmes Operator: Donna Brown  
 Entry Date: 10/17/2012 7:56:32AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Customer reporting low pressure.  
 Due Date: 10/18/2012 8:00:00PM Resolution Date: 10/18/2012 12:00:00AM FA Status: Completed  
 Resolution: PSI is 76. Good and normal. Tag. DB

Sub Division: 368 MR Route: F4G FA ID: 9387700736  
 Account #: 9387700000 Customer Name: BROWN, ELIZABETH Phone #: (407) 774-2028  
 Address: 123 OAK LEAF LN CSR: Crystal Woolard Operator: Donna Brown  
 Entry Date: 5/22/2012 3:47:11PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Low water pressure. Has been bad for the past several weeks but has gotten worse this past week. Seems to be low pressure all day.  
 Due Date: 5/23/2012 5:00:00PM Resolution Date: 5/23/2012 8:40:00AM FA Status: Completed  
 Resolution: Meter moving. No answer at door or by phone. Leak on customer side, if no one using water at this time. Also observed sand running down sidewalk on right side of house indicating leak. PSI =62. Tagged with all this info.

Sub Division: 368 MR Route: F4G FA ID: 9388600498  
 Account #: 5432009209 Customer Name: GEORGE, MELISSA Phone #: (407) 697-1444  
 Address: 208 W RIDGEWOOD CT CSR: Sylvia Watler Operator: Kevin Cooper  
 Entry Date: 6/27/2012 11:49:08AM SO Type: M-SIO Request Type: Odor in Sewer  
 Instructions: Customer is complaining of sewer smells in water.  
 Due Date: 6/27/2012 6:00:00PM Resolution Date: 6/28/2012 12:00:00AM FA Status: Completed  
 Resolution: Checked CL2 at hose bib and kitchen sink. It was 1.5 residual. No filters or softener. Customer states that it was only in kitchen sink. Informed that it may be the garbage disposal. Everything on our end is fine. KEV

Sub Division: 368 MR Route: F4G FA ID: 9543610931  
 Account #: 9543610000 Customer Name: RING, V ANNA K Phone #: (321) 689-7113  
 Address: 720 RIVERBEND BLVD CSR: Linette Orengo Operator: Chris Gosnell  
 Entry Date: 6/12/2012 10:58:28AM SO Type: M-SIO Request Type: Discolored Water

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Instructions: **Customer has cloudy water.** I emailed Kevin and John.

Due Date: 6/12/2012 6:00:00PM Resolution Date: 6/12/2012 12:00:00AM FA Status: Completed

Resolution: Water clear at hose outside, cloudy inside. They are going to have water softener serviced. crg

Sub Division: 368

MR Route: F5F

FA ID: 9744810623

Account #: 9744810000

Customer Name: ALSTEIN, GILBERT

Phone #: (407) 921-6774

Address: 255 MOUNTS BAY CT

CSR: Destiny Nelson

Operator: Donna Brown

Entry Date: 11/27/2012 3:21:52PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Customer states water meter isn't working due to lack of water pressure, per their repair man.

Due Date: 11/28/2012 6:00:00PM Resolution Date: 11/28/2012 12:00:00AM FA Status: Completed

Resolution: Spoke with customer. PSI= 62 which is normal. He has a water softener and I explained about it decreasing flow and to check it. Meter working. DB

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**  
Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F3Z FA ID: 0357210288  
Account#: 0357210000 Customer Name: BAGHDADI, SALEH Phone #: (407) 963-7018  
Address: 1062 EDMISTON PL CSR: Sylvia Watler Operator: Nate Carver  
Entry Date: 1/3/2013 7:56:21AM SO Type: M-SIO Request Type: Mineral Amount in Water  
Instructions: **Customer is reporting yellow water.**  
Due Date: 1/3/2013 6:00:00PM Resolution Date: 1/3/2013 12:00:00AM FA Status: Completed  
Resolution: Operator flushed line and checked, everything is fine.

Sub Division: 368 MR Route: F4F FA ID: 0461110012  
Account#: 0461110000 Customer Name: CROWN POINT CONDO Phone #: (407) 628-1086  
Address: CROWN POINT CIRCLE CONDOS CSR: Karen Thimmes Operator: Kevin Cooper  
Entry Date: 11/15/2013 9:19:28AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called due to low pressure. HOA told customer it was due to the work we did previously.  
Due Date: 11/15/2013 8:00:00PM Resolution Date: 11/15/2013 12:00:00AM FA Status: Completed  
Resolution: Checked address and the problem was just in the shower in one bathroom. I explained that the problem had nothing to do with the work we did previously and they needed to call a plumber. KEV

Sub Division: 368 MR Route: F5F FA ID: 0598410490  
Account#: 3005814446 Customer Name: HOUTZER, BRUCE Phone #: (407) 256-1554  
Address: 174 HOLDERNESS DR CSR: Loretta Abbott Operator: Mike Finnegan  
Entry Date: 2/4/2013 9:34:52AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Water pressure at this address is very low when the neighbors run their sprinklers.  
Due Date: 2/5/2013 6:00:00PM Resolution Date: 2/5/2013 12:00:00AM FA Status: Completed  
Resolution: I went out and checked the pressure at the house and they have 70 PSI at the house. Tagged door. MAF

Sub Division: 368 MR Route: F4F FA ID: 0600210461  
Account#: 7765431479 Customer Name: DUQUETTE, JOANNA Phone #: (407) 800-9248  
Address: 254 E HORNBEAM DR CSR: Shona Robinson Operator:  
Entry Date: 12/17/2013 12:22:32PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer states she is experiencing very low water pressure.  
Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed  
Resolution: Had an issue at the Wekiva plant.

Sub Division: 368 MR Route: F4T FA ID: 0810400176  
Account#: 0810400000 Customer Name: GUYET, PAUL & MARY Phone #: (407) 774-4509  
Address: 122 WISTERIA DR CSR: Margaret Coates Operator:  
Entry Date: 7/26/2013 2:22:05PM SO Type: M-SIO Request Type: No Water  
Instructions: Customer reports no water and has air in the lines.

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Due Date: 7/26/2013 6:00:00PM Resolution Date: 7/26/2013 12:00:00AM FA Status: Completed

Resolution: Flushed the lines due to break. Customer was told to run the water. KEV

Sub Division: 368 MR Route: F4S FA ID: 0905110477  
Account#: 0905110000 Customer Name: JEFCOAT, JENNIFER J Phone #: (407) 834-8774  
Address: 105 PALM SPRINGS DR CSR: Diane Adams Operator: Kevin Cooper  
Entry Date: 9/5/2013 1:59:12PM SO Type: M-SIO Request Type: Water Quality

Instructions: **Customer calling to report black sediment** like salt grains in water for last couple of weeks.

Due Date: 9/5/2013 6:00:00PM Resolution Date: 9/5/2013 12:00:00AM FA Status: Completed

Resolution: Checked water at hose bib and there was no sediment. Customer states that the faucet in the kitchen is where she noticed the black specs. Checked and the fixture has a steel braided line. Explained to customer that we have seen problems with these types of lines.

Sub Division: 368 MR Route: F4S FA ID: 0912600762  
Account#: 0912600000 Customer Name: LEWIS, CHARLES Phone #: (407) 332-8552  
Address: 114 BRIER PATCH CT CSR: Diane Adams Operator:  
Entry Date: 7/12/2013 11:35:41AM SO Type: M-SIO Request Type: Discolored Water

Instructions: **Mrs. Lewis is reporting brown discolored water.**

Due Date: 7/12/2013 6:00:00PM Resolution Date: 7/12/2013 12:00:00AM FA Status: Completed

Resolution: Main break on 434 caused brown water. Flushed the system & made repair KEV

Sub Division: 368 MR Route: F5G FA ID: 0939810793  
Account#: 0939810000 Customer Name: EDELSTEIN, GORDON Phone #: (407) 682-5310  
Address: 333 NEEDLES CT CSR: Sylvia Watler Operator:  
Entry Date: 8/27/2013 12:56:02PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: Customer is reporting that waste water is backing up into home.

Due Date: 8/29/2013 6:00:00PM Resolution Date: 8/29/2013 12:00:00AM FA Status: Completed

Resolution: Checked out lines and they are flowing. Cleaned gravity line and camera to locate customer's lateral. Found and marked.

Sub Division: 368 MR Route: F5G FA ID: 0961210617  
Account#: 2555412510 Customer Name: KOEHLER, LYNDE Phone #: (407) 921-2155  
Address: 139 DURHAM PL CSR: Karen Thimmes Operator: Rodel Hermano  
Entry Date: 2/27/2013 8:11:17AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reporting since meter exchange kitchen sink pressure very low. Emailed Kevin.

Due Date: 2/27/2013 8:00:00PM Resolution Date: 2/27/2013 12:00:00AM FA Status: Completed

Resolution: Kitchen sink screen filter is plugged with calcium particles from pipe. Cleaned filter. RH

Sub Division: 368 MR Route: F3Y FA ID: 0965100325  
Account#: 0965100000 Customer Name: CAVENDER, THERESA Phone #: (407) 682-4616

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Address: 424 RUTH ST CSR: Vanessa Robinson Operator: Thomas Keys  
Entry Date: 9/30/2013 7:26:00AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer reports water smells like rotten eggs.  
Due Date: 9/30/2013 6:00:00PM Resolution Date: 9/30/2013 12:00:00AM FA Status: Completed  
Resolution: Flushed blow off at end of street and got 1.3 ppm chlorine residual. Flushed customer's hose bib and spoke with customer. Informed to call back if no change. Tom Keys.

Sub Division: 368 MR Route: F3Y FA ID: 0965100052  
Account#: 0965100000 Customer Name: READING, ROBERT Phone #: (407) 682-4616  
Address: 424 RUTH ST CSR: Vanessa Robinson Operator:  
Entry Date: 9/24/2013 8:58:03AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer reporting sulfur smell coming from water for about 1 week.  
Due Date: 9/25/2013 6:00:00PM Resolution Date: 9/26/2013 12:00:00AM FA Status: Completed  
Resolution: Found the blow off. Set new meter box and flushed the line. KEV

Sub Division: 368 MR Route: F3Y FA ID: 1055000176  
Account#: 9925054313 Customer Name: KANE, SUSAN Phone #: (407) 869-4182  
Address: 2411 CLAY CT CSR: Jennifer Sides Operator:  
Entry Date: 7/29/2013 9:36:14AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer states very low pressure.  
Due Date: 7/29/2013 6:00:00PM Resolution Date: 7/29/2013 12:00:00AM FA Status: Completed  
Resolution: Found broken pipe due to root in yard. Informed customer they will need to call a plumber. JAM

Sub Division: 368 MR Route: F4G FA ID: 1091310530  
Account#: 1091310000 Customer Name: MILLER, SCOTT Phone #: (407) 774-5613  
Address: 500 S SWEETWATER BLVD CSR: Kimberly Bennett Operator: Kevin Cooper  
Entry Date: 3/8/2013 8:49:59AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called due to low water pressure per plumber 40 lbs. Neighbor's pressure is 80lbs.  
Due Date: 3/8/2013 6:00:00PM Resolution Date: 3/8/2013 12:00:00AM FA Status: Completed  
Resolution: Checked house and got 62 PSI. Checked neighbor and he has 62 PSI. Pulled meter and got 62 PSI and 20gpm Customer there to watch and was informed. KEV

Sub Division: 368 MR Route: F4F FA ID: 1224400617  
Account#: 2163658314 Customer Name: PEAVY, WILLIAM Phone #: (407) 473-3930  
Address: 2668 BENT HICKORY CIR CSR: Vanessa Robinson Operator:  
Entry Date: 12/17/2013 12:23:28PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer reports water pressure very low.  
Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed  
Resolution: Problem was at the Wekiva plant. We had a high service pump problem. JAM

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**  
 Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F5F FA ID: 1405710186  
 Account#: 1405710000 Customer Name: PERDOMO, CARLOS Phone #: (407) 788-8334  
 Address: 225 CANTERCLUB TRL CSR: Isabel Ceballos Operator: Kevin Cooper  
 Entry Date: 8/30/2013 9:53:30AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Customer states water in the refrigerator smells and tastes bad. Would like to have it tested. Customer will have a sample ready for pick up.  
 Due Date: 9/3/2013 6:00:00PM Resolution Date: 9/3/2013 12:00:00AM FA Status: Completed  
 Resolution: Met with customer and tested the water from kitchen sink and got a 2.0 CL2 residual.

Sub Division: 368 MR Route: F5G FA ID: 1438000444  
 Account#: 1438000000 Customer Name: AVERY, HELEN Phone #: (407) 682-1641  
 Address: 164 GOLFCLUB DR CSR: Ingrid Jenkins Operator: Rodel Hermano  
 Entry Date: 10/4/2013 10:59:11AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Stating her pressure is extremely low. I advised her that we could check the pressure.  
 Due Date: 10/4/2013 6:00:00PM Resolution Date: 10/4/2013 12:00:00AM FA Status: Completed  
 Resolution: Residual water pressure at hose bib is 55PSI. Customer stated water pressure is already back up and is suspecting her water softener needs to be serviced. RH

Sub Division: 368 MR Route: F4G FA ID: 1478500116  
 Account#: 8084843877 Customer Name: Mays, Greg Phone #: (407) 748-5275  
 Address: 205 SMOKERISE BLVD CSR: Vanessa Robinson Operator: Kevin Cooper  
 Entry Date: 9/23/2013 12:25:04PM SO Type: M-SIO Request Type: No Water  
 Instructions: Customer reports he is not getting water throughout house. Outside spigots work but inside does not.  
 Due Date: 9/23/2013 6:00:00PM Resolution Date: 9/23/2013 12:00:00AM FA Status: Completed  
 Resolution: Customer had valve off at water softener that ran the two hose bibs in the back of house and the irrigation backflow was running the one on the side of his garage and it was off as well. Turned on for customer and showed him there was a leak on PVC line.

Sub Division: 368 MR Route: F4S FA ID: 1551500065  
 Account#: 1551500000 Customer Name: ANDREONE, ANTHONY F Phone #: (407) 332-6939  
 Address: 195 SHERIDAN AVE CSR: Margaret Coates Operator: Rodel Hermano  
 Entry Date: 11/1/2013 1:38:45PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Field tech checked the water pressure earlier today; 60PSI. Suggested that customer check water softener. Customer disconnected water softener and screens and pressure is still low. Comes out normal at first then slows down to a drip within 15 seconds.  
 Due Date: 11/5/2013 6:00:00PM Resolution Date: 11/5/2013 12:00:00AM FA Status: Completed  
 Resolution: Spoke to the customer before pulling out the meter for a pressure/flow test. Customer stated everything is ok. A plumber was called in at the premise and found that the water softener needed to be serviced. RH

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Sub Division: 368 MR Route: F4S FA ID: 1551500220  
 Account#: 1551500000 Customer Name: ANDREONE, ANTHONY F Phone #: (407) 332-6939  
 Address: 195 SHERIDAN AVE CSR: Sylvia Watler Operator: Matthew Morrell  
 Entry Date: 11/1/2013 8:14:20AM SO Type: M-SIO Request Type:  
 Instructions: Customer is reporting very low water pressure.  
 Due Date: 11/1/2013 6:00:00PM Resolution Date: 11/1/2013 12:00:00AM FA Status: Completed  
 Resolution: Checked water pressure; 60PSI at hose bib. Knocked on door, nobody home. Tagged door with findings and advised if they have a water softener to have it checked. Matt. R

Sub Division: 368 MR Route: F4F FA ID: 1595210072  
 Account#: 8388430119 Customer Name: Grinberg, Uzi Phone #: (404) 783-4600  
 Address: 346 W HORNBEAM DR CSR: Deloris Rowland Operator: Thomas Keys  
 Entry Date: 1/15/2013 10:54:09AM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: Customer called stating that he has black water when it comes out of the faucet.  
 Due Date: 1/16/2013 6:00:00PM Resolution Date: 1/16/2013 12:00:00AM FA Status: Completed  
 Resolution: Met with customer and found that black water was caused by braided lines under sink. Informed to replace. Tom

Sub Division: 368 MR Route: FA ID: 1683300175  
 Account#: 1683300000 Customer Name: IOA PROPERTIES Phone #: (407) 998-4115  
 Address: 1855 SR 434 / LONGWOOD VILLAGE OFFICES CSR: Diane Adams Operator:  
 Entry Date: 7/12/2013 11:44:02AM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: Customer reporting brown discolored water at the business. DA  
 Due Date: 7/12/2013 6:00:00PM Resolution Date: 7/12/2013 12:00:00AM FA Status: Completed  
 Resolution: Spoke with the customer. There was a main break on 434. Repaired 8" main and flushed system. KEV

Sub Division: 368 MR Route: F5F FA ID: 1706300000  
 Account#: 3350853480 Customer Name: FREEDMAN, DANIEL Phone #: (954) 304-7333  
 Address: 107 LEDBURY DR CSR: Caleb Alday Operator: Rodel Hermano  
 Entry Date: 12/2/2013 10:02:45AM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Sewer backed up. Put camera down the line and found roots at 62' and 67'. Cleared most of the roots but needs to be dug up and rodded with 4" router head and 6" cleanout installed by the road.CA/SME  
 Due Date: 12/3/2013 12:00:00AM Resolution Date: 12/3/2013 12:00:00AM FA Status: Completed  
 Resolution: Roots found 11' from the Y. Installed a 6" clean out on top of the double service Y. Jet rodded the line to eliminate the root infiltration. RH, .Matt, Frank and SME

Sub Division: 368 MR Route: F4S FA ID: 1836400223  
 Account#: 1836400000 Customer Name: ELUKOVICH, ANDREA Phone #: (407) 332-0405  
 Address: 164 SHERIDAN AVE CSR: Israel Santos Operator:  
 Entry Date: 9/4/2013 10:51:40AM SO Type: M-SIO Request Type: High or Low Pressure

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Instructions: Customer reporting of very low pressure and hardly any water.  
Due Date: 9/4/2013 6:00:00PM Resolution Date: 9/4/2013 12:00:00AM FA Status: Completed  
Resolution: Checked meter and everything is fine. Hose bib has good pressure. Customer has softener. Advised to have softener checked. KEV

Sub Division: 368 MR Route: F4T FA ID: 1996700658  
Account#: 2747459083 Customer Name: Dibiase, Richard Phone #: (321) 279-9737  
Address: 2068 HUTTON PT CSR: Constance Dunn Operator:  
Entry Date: 3/18/2013 1:36:27PM SO Type: M-SIO Request Type: No Water  
Instructions: Customer calling to report no pressure.  
Due Date: 3/19/2013 6:00:00PM Resolution Date: 3/19/2013 12:00:00AM FA Status: Completed  
Resolution: Kevin spoke with the customer and it appears to be something in the house. Customer to check water softener.

Sub Division: 368 MR Route: F4S FA ID: 2011700247  
Account#: 2011700000 Customer Name: ROLLING HILLS MORAVIAN Phone #: (407) 332-8380  
Address: 1525 W SR 434 CSR: Deborah Volz Operator:  
Entry Date: 4/29/2013 11:37:58AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer states water tastes strong of chlorine.  
Due Date: 4/29/2013 8:00:00PM Resolution Date: 4/29/2013 12:00:00AM FA Status: Completed  
Resolution: Spoke with customer and we did some flushing in the area. JAM

Sub Division: 368 MR Route: F5F FA ID: 2161000540  
Account#: 2161000000 Customer Name: BEECH, LEA Phone #: (407) 461-7650  
Address: 105 LEYBURN PL CSR: Diane Adams Operator: Kevin Cooper  
Entry Date: 3/20/2013 9:05:37AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer is reporting low water pressure.  
Due Date: 3/20/2013 6:00:00PM Resolution Date: 3/20/2013 12:00:00AM FA Status: Completed  
Resolution: Checked meter spinning very fast. Determined that customer has a bad leak on their irrigation. Found valve to shut it off with them still having water inside home. Customer was there and I explained everything. KEV

Sub Division: 368 MR Route: F4T FA ID: 2219300574  
Account#: 1835315152 Customer Name: BODY, JACQUELINE Phone #: (407) 810-0655  
Address: 98 WISTERIA DR CSR: Diane Adams Operator:  
Entry Date: 11/25/2013 10:16:18AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions: Customer thinks she and her son got sick from water in July and is scared to drink water and wants us to come out. Customer will be at home.  
Due Date: 11/27/2013 6:00:00PM Resolution Date: 12/6/2013 12:00:00AM FA Status: Completed  
Resolution: 11-27-13 at 12:10 Don Hasty measured CL2 at kitchen sink at 2.4 ppm. Talked to customer. Doctor told her that her son caught cryptosporidium from the drinking water. Customer said that there was a main break in front of her home just before her son was taken to the hospital.

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Sub Division: 368 MR Route: F5G FA ID: 2301210430  
Account#: 6680044593 Customer Name: HUNTE KERRI Phone #: (321) 972-2366  
Address: 123 DURHAM PL CSR: Haida Caruso Operator:  
Entry Date: 12/26/2013 4:00:32PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer states water tastes terrible compared to his previous address at 3969 Lancashire in the same complex.  
Due Date: 12/30/2013 12:00:00PM Resolution Date: 12/31/2013 12:00:00AM FA Status: Completed  
Resolution: Spoke with customer. Customer had stale tasting water at kitchen. Had customer taste water at hose bib. He agreed that it tastes better there. He will call a plumber. CL2 1.5. R:1297420.

Sub Division: 368 MR Route: F4S FA ID: 2596210344  
Account#: 2596210000 Customer Name: MADEIROS, PAUL A Phone #: (407) 834-5043  
Address: 1511 MARVIN ST CSR: Linette Orengo Operator:  
Entry Date: 6/17/2013 3:54:02PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer had a strong chlorine smell in the water all day.  
Due Date: 6/17/2013 6:00:00PM Resolution Date: 6/17/2013 12:00:00AM FA Status: Completed  
Resolution: Tom Keyes went to the customer's house explained that we had a problem at the plant causing the chlorine to rise too high in the system.

Sub Division: 368 MR Route: F4G FA ID: 2760410769  
Account#: 2760410000 Customer Name: WETZEL, TIMOTHY M Phone #: (407) 862-5188  
Address: 205 W SWEETWATER CREEK DR CSR: Jennifer Sides Operator:  
Entry Date: 12/31/2013 9:37:55AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer states there is a sulfur smell in the water throughout the home.  
Due Date: 12/31/2013 6:00:00PM Resolution Date: 12/31/2013 12:00:00AM FA Status: Completed  
Resolution: No odor at hose bib. Spoke with customer on phone. Customer has a carbon filter at kitchen sink. Customer will flush inside fixtures. If problem persists she will call us back. CL2 is 1.7. R:73170

Sub Division: 368 MR Route: F4S FA ID: 2996310455  
Account#: 2996310000 Customer Name: COLBERT, DR DON Phone #: (407) 331-7209  
Address: 1908 BOOTHE CIR UN 10 CSR: Crystal Woolard Operator:  
Entry Date: 7/12/2013 11:42:06AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Office has discolored water. Each time they flush the toilet the water looks more brownish in color.  
Due Date: 7/12/2013 6:00:00PM Resolution Date: 7/12/2013 12:00:00AM FA Status: Completed  
Resolution: Flushed the system. Main break on 434 by contractor. KEV

Sub Division: 368 MR Route: F3Z FA ID: 3033600657  
Account#: 3033600000 Customer Name: BOWEN, RAYMOND L Phone #: (407) 637-9385  
Address: 1436 CANAL POINT RD CSR: Loretta Abbott Operator: Caleb Alday

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Entry Date: 8/5/2013 8:38:19AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer states they have been having problems with high low pressure for 2 months now.  
Due Date: 8/12/2013 6:00:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed  
Resolution: Customer states every so often the water pressure will change. The pressure at the hose spigot is at 80PSI.

Sub Division: 368 MR Route: F3Y FA ID: 3144110100  
Account#: 1033049568 Customer Name: WAYNE, LISA Phone #: (407) 862-0104  
Address: 505 SWEETWATER CLUB BLVD CSR: Vanessa Robinson Operator: Donna Brown

Entry Date: 8/14/2013 2:11:08PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer reports water is brown** and has air pockets.  
Due Date: 8/14/2013 6:00:00PM Resolution Date: 8/14/2013 12:00:00AM FA Status: Completed  
Resolution: No leaks detected. Water running clear. A spurt of air once. Customer advised they have had and are still having bathrooms plumbed. Advise to open all spiqots and run water for 10 minutes. Read: 20820. DB

Sub Division: 368 MR Route: F3Z FA ID: 3277310037  
Account#: 3277310000 Customer Name: PIET, DENNIS J Phone #: (407) 772-0098  
Address: 2105 SILVER LEAF CT CSR: Karen Thimmes Operator: Kevin Cooper

Entry Date: 5/29/2013 3:21:15PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer complaining of dirty water** which is making marks in toilet.  
Due Date: 6/3/2013 8:00:00PM Resolution Date: 6/3/2013 12:00:00AM FA Status: Completed  
Resolution: Customer had a whole house filter in his garage that he did not know was there nor has he had it serviced. Everything is good on our side. Don Hasty

Sub Division: 368 MR Route: F3Y FA ID: 3335100021  
Account#: 4666699194 Customer Name: KATZ, ALEXANDER Phone #: (386) 673-5380  
Address: 2440 W LAKE BRANTLEY RD CSR: Ann Raponi Operator: Donna Brown

Entry Date: 9/13/2013 10:20:10AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called about low pressure.  
Due Date: 9/13/2013 6:00:00PM Resolution Date: 9/13/2013 12:00:00AM FA Status: Completed  
Resolution: Spoke to customer and the landlord installed a new water heater and the pressure has fluctuated since. A regulator was install by the landlord and it is being adjusted by tenants. PSI 46 at hose bib. No problem on our side.

Sub Division: 368 MR Route: F4S FA ID: 3739310306  
Account#: 3739310000 Customer Name: ACEVEDO, DENISE Phone #: (407) 489-5453  
Address: 106 STONEY RIDGE CT CSR: Jennifer Sides Operator: Rodel Hermano

Entry Date: 2/1/2013 2:04:32PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer states he had a leak and it has been repaired, however there is still water around meter and he would like someone to check for leaks and to be sure meter is working properly. Also says it doesn't seem to be working properly. Please tag door with results.  
Due Date: 2/4/2013 6:00:00PM Resolution Date: 2/4/2013 12:00:00AM FA Status: Completed

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Resolution: Replaced leaking 3/4" curb stop and coupling. rh/ca

Sub Division: 368 MR Route: F4T FA ID: 3816200347  
 Account#: 2339635267 Customer Name: WOTRING, JOHN Phone #: (520) 631-0910  
 Address: 109 RED BAY DR CSR: Margaret Coates Operator:  
 Entry Date: 7/1/2013 10:29:27AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
 Instructions: Customer states there's a sewage blockage, roots in the line. Plumber was out and unblocked enough where they can use toilets but as he followed the line it went into the street under our jurisdiction.  
 Due Date: 7/2/2013 6:00:00PM Resolution Date: 7/2/2013 12:00:00AM FA Status: Completed  
 Resolution: TV'd the line & found some roots at the connection but also had roots out into the road. I will clean with rooter and see where they are coming in. JAM

Sub Division: 368 MR Route: F3Z FA ID: 3987210680  
 Account#: 3987210000 Customer Name: FELICIANO, AURELIO R Phone #: (407) 774-5454  
 Address: 1012 DUNHURST CT CSR: Shona Robinson Operator:  
 Entry Date: 10/29/2013 11:45:53AM SO Type: M-SIO Request Type: No Water  
 Instructions: Customer called stating that she has no water.  
 Due Date: 10/29/2013 6:30:00PM Resolution Date: 10/29/2013 12:00:00AM FA Status: Completed  
 Resolution: Break on EE Williamson. Had hydrants flowing causing low PSI in the area. JAM

Sub Division: 368 MR Route: F4G FA ID: 4180300727  
 Account#: 4180300000 Customer Name: SHEPHERD, CINDY Phone #: (407) 252-5199  
 Address: 105 FOX VALLEY CT CSR: Destiny Nelson Operator: Nate Carver  
 Entry Date: 1/21/2013 10:59:26AM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: **Customer called saying they have dirty water, looks black and metallic.**  
 Due Date: 1/21/2013 6:00:00PM Resolution Date: 1/21/2013 12:00:00AM FA Status: Completed  
 Resolution: Called and left message with customer. Went to address and no one home. Measured CL2 residual at hose bib and got 1.7. Tagged door with number to call back if still happening.

Sub Division: 368 MR Route: F4S FA ID: 4445310421  
 Account#: 4445310000 Customer Name: HALE, VICTORIA Phone #: (407) 767-8729  
 Address: 113 PALM SPRINGS DR CSR: Isabel Ceballos Operator:  
 Entry Date: 7/18/2013 3:39:36PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Customer complaining of high chlorine in the water.  
 Due Date: 7/18/2013 6:00:00PM Resolution Date: 7/18/2013 12:00:00AM FA Status: Completed  
 Resolution: Checked CL2 and left door tag. DH

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Sub Division: 368 MR Route: F3Z FA ID: 4534410708  
Account#: 4534410000 Customer Name: DECKER, HAROLD R Phone #: (407) 774-0660  
Address: 1862 ARLINGTON CT CSR: Micah Johnson Operator: Kevin Cooper  
Entry Date: 9/3/2013 3:25:45PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer experiencing a bleach smell in the water and says without her running the water her faucets go from feeling hot to cold.  
Due Date: 9/6/2013 6:00:00PM Resolution Date: 9/6/2013 12:00:00AM FA Status: Completed  
Resolution: Checked address and got 2.0 CL2 residual at hose bib. Met up with husband and let him know that everything was fine on our end. Faucet went cold because she turned on cold water by mistake. Pete

Sub Division: 368 MR Route: F3Z FA ID: 4534410046  
Account#: 4534410000 Customer Name: DECKER, HAROLD R Phone #: (407) 774-0660  
Address: 1862 ARLINGTON CT CSR: Linette Orengo Operator:  
Entry Date: 10/29/2013 12:37:10PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Please verify why there is very low to no pressure.  
Due Date: 10/29/2013 6:00:00PM Resolution Date: 10/29/2013 12:00:00AM FA Status: Completed  
Resolution: Break on EE Williamson. Hydrant flowing caused low PSI in the area. JAM

Sub Division: 368 MR Route: F4S FA ID: 4790200414  
Account#: 4790200000 Customer Name: BONE FISH GRILL B7012 Phone #: (407) 331-0131  
Address: 1761 SR 434 CSR: Lorie Mayeski Operator:  
Entry Date: 7/12/2013 1:10:43PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Received call from Sandy at Bonefish Grill stating water is terribly discolored. Emailed Kim Bennett and Deb  
Due Date: 7/12/2013 6:00:00PM Resolution Date: 7/12/2013 12:00:00AM FA Status: Completed  
Resolution: Explained to the customer to flush the lines inside. Main break on 434. Repaired and flushed. JAM

Sub Division: 368 MR Route: F4F FA ID: 4938310294  
Account#: 4938310000 Customer Name: FLACH, THOMAS R Phone #: (407) 774-4125  
Address: 449 WILLOWBROOK LN CSR: Amanda Stonebreaker Operator:  
Entry Date: 12/17/2013 12:22:45PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called stating low pressure.  
Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed  
Resolution: Problem was at the Wekiva plant. High service pump had a problem. JAM

Sub Division: 368 MR Route: F4S FA ID: 5015400438  
Account#: 5015400000 Customer Name: JUANICO, THOMAS M Phone #: (407) 339-9197  
Address: 108 SHERIDAN AVE CSR: Michael Finigan Operator: Mike Finnegan  
Entry Date: 2/7/2013 2:54:00PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer states has brown colored water.

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Due Date: 2/7/2013 12:00:00AM Resolution Date: 2/7/2013 12:00:00AM FA Status: Completed

Resolution: I called Mr. Thomas and he stated the water is fine now that it had cleared up.

Sub Division: 368 MR Route: F3Z FA ID: 5254410477

Account#: 5254410000 Customer Name: ANSON, JOE Phone #: (407) 862-9627

Address: 1874 ARLINGTON CT CSR: Micah Johnson Operator:

Entry Date: 10/29/2013 12:08:38PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer experiencing very low water pressure throughout their home.

Due Date: 10/29/2013 6:00:00PM Resolution Date: 10/29/2013 12:00:00AM FA Status: Completed

Resolution: Beak on EE Williamson. Had hydrants flowing which caused low PSI. JAM

Sub Division: 368 MR Route: F4S FA ID: 5469600264

Account#: 5469600000 Customer Name: TOTH, CAROLYN Phone #: (407) 274-0329

Address: 107 SHEPHERD TRL CSR: Jennifer Sides Operator:

Entry Date: 7/12/2013 10:31:42AM SO Type: M-SIO Request Type: Discolored Water

Instructions: **Customer states brown water in sink and toilet.**

Due Date: 7/15/2013 6:00:00PM Resolution Date: 7/12/2013 12:00:00AM FA Status: Completed

Resolution: Water main break on 434 caused brown water. Flushed the system. JAM

Sub Division: 368 MR Route: F4S FA ID: 5619410493

Account#: 5619410000 Customer Name: ANDERSON, WARREN Phone #: (407) 339-6287

Address: 1510 ROBERT ST CSR: Dona Richardson Operator:

Entry Date: 7/19/2013 8:33:29AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Warren Anderson called to report very low water pressure. Intermittent for the last 3 weeks.

Due Date: 7/19/2013 6:00:00PM Resolution Date: 7/19/2013 12:00:00AM FA Status: Completed

Resolution: Customer stated that he had low PSI sometimes in the AM and late at night. PSI was 70, CL2 1.5 He has a gauge on his hose bib to keep track.

Sub Division: 368 MR Route: F4F FA ID: 5703410809

Account#: 5703410000 Customer Name: GE CAPITAL Phone #: (407) 788-4149

Address: 140 WEKIVA SPRINGS RD CSR: Margaret Coates Operator: Kevin Cooper

Entry Date: 9/5/2013 11:39:05AM SO Type: M-SIO Request Type: Odor in Sewer

Instructions: Customer called indicating strong odor of sewer.

Due Date: 9/5/2013 6:00:00PM Resolution Date: 9/5/2013 12:00:00AM FA Status: Completed

Resolution: Checked area outside and nearby lift station and did not smell any sewer odors.

Sub Division: 368 MR Route: F4T FA ID: 5882500547

Account#: 5882500000 Customer Name: SOHAIL, MOHAMMAD G Phone #: (407) 682-5323

Address: 114-B WISTERIA DR CSR: Micah Johnson Operator: Rodel Hermano

Entry Date: 10/2/2013 9:47:10AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called is experiencing low pressure.

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Due Date: 10/3/2013 6:00:00PM Resolution Date: 10/3/2013 12:00:00AM FA Status: Completed

Resolution: Customer has 68PSI residual pressure at the hose bib. Notified customer with findings. RH

Sub Division: 368 MR Route: F4S FA ID: 6126310592  
Account#: 6126310000 Customer Name: MOREY, JUAN M Phone #: (407) 221-1517  
Address: 405 RAYMOND AVE CSR: Ingrid Jenkins Operator: Kevin Cooper  
Entry Date: 9/25/2013 12:23:56PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer has brown water** and extremely low pressure. Also there is air in the lines

Due Date: 9/25/2013 6:00:00PM Resolution Date: 9/25/2013 12:00:00AM FA Status: Completed

Resolution: Brown water was due to construction workers hitting line to church on corner and stirred up main. Pulled meter and flushed line. Flushed hose bibs and inside home. Informed customer that everything fine.

Sub Division: 368 MR Route: F4S FA ID: 6505210962  
Account#: 6505210000 Customer Name: DESIMONE, BETH Phone #: (407) 756-8896  
Address: 312 PRESSVIEW AVE CSR: Sarah Locascio Operator:  
Entry Date: 12/12/2013 12:58:11PM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks  
Instructions: Customer reports that landscaping was damaged when we did repairs, please repair lawn.

Due Date: 12/13/2013 6:00:00PM Resolution Date: 12/13/2013 12:00:00AM FA Status: Completed

Resolution: Repaired leak at the service saddle on main. Replaced poly from new saddle to meter. Will get the lawn repaired as soon as we can get sod. Will inform customer. JAM

Sub Division: 368 MR Route: F4G FA ID: 6689600764  
Account#: 5570082510 Customer Name: Stricker, Joy Phone #: (407) 788-1734  
Address: 133 RIDGEWOOD DR CSR: Glenda Thompson Operator: Kevin Cooper  
Entry Date: 11/7/2013 7:41:04AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Joy called to report very high water pressure.

Due Date: 11/7/2013 6:00:00PM Resolution Date: 11/7/2013 12:00:00AM FA Status: Completed

Resolution: Checked pressure at hose bib where water comes into house and got 76 PSI. Explained to the customer that this is normal for this area and that pressure stays the same. Everything is fine on our end.

Sub Division: 368 MR Route: F4F FA ID: 6771210459  
Account#: 6771210000 Customer Name: DALRYMPLE, RICK Phone #: (407) 834-3345  
Address: 212 N MONTEREY ISLE CSR: Constance Dunn Operator: Kevin Cooper  
Entry Date: 8/21/2013 9:45:11AM SO Type: M-SIO Request Type: Water Quality  
Instructions: **Customer reported water looking like a light weak tea** again. E-mailed Kim and Deb.

Due Date: 8/21/2013 6:00:00PM Resolution Date: 8/21/2013 12:00:00AM FA Status: Completed

Resolution: Corey responded to call and flushed hydrant across street for 10 minutes. Stated her technician told her the problem was with our water. Convinced her to bypass her water softener and check water quality after 3 days. Don Hasty.

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Sub Division: 368 MR Route: F5F FA ID: 6854110357  
Account#: 5777754363 Customer Name: STRONG, ERICH B Phone #: (407) 265-7405  
Address: 540 ALBANY PL CSR: Isabel Ceballos Operator:  
Entry Date: 10/17/2013 3:20:17PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Customer states a black ring forms around toilet and was told by his plumber it was fungus. He was also told by his plumber that since he was at the end of the street that he possibly was not getting enough chlorine. No longer has water softener.  
Due Date: 10/18/2013 6:00:00PM Resolution Date: 10/21/2013 12:00:00AM FA Status: Completed  
Resolution: Checked out chlorine residual at hose bib and got 2.4 ppm. No one home, left door tag informing chlorine residual was good and problem was more than likely a degrading rubber flapper in toilet. DH

Sub Division: 368 MR Route: F4G FA ID: 7396310792  
Account#: 7396310000 Customer Name: PUZZO, KATHLEEN Phone #: (321) 356-6999  
Address: 1000 S SWEETWATER BLVD CSR: Kimberly Bennett Operator: Shawn Ebert  
Entry Date: 7/8/2013 7:46:32AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer called due to low pressure for the past couple of days. Emailed Matt and Jim at 8:47 Kim.  
Due Date: 7/8/2013 6:00:00PM Resolution Date: 7/8/2013 1:45:00PM FA Status: Completed  
Resolution: Low pressure caused by broken irrigation after meter. Found backflow and turned off; leak stopped.

Sub Division: 368 MR Route: F5F FA ID: 7520610887  
Account#: 7520610000 Customer Name: ZUNIGA, JENNIFER Phone #: (407) 704-0516  
Address: 288 CAMBRIDGE DR CSR: Diane Adams Operator:  
Entry Date: 9/11/2013 3:19:47PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Mr. Zuniga calling to report low water pressure. He thinks pressure has been low since he moved in compared to neighbors.  
Due Date: 9/12/2013 6:00:00PM Resolution Date: 9/12/2013 12:00:00AM FA Status: Completed  
Resolution: Tom Keyes measured the PSI at the hose bib was 60 PSI. I suggested on the door tag that it might be clogged aerators on the faucet which could be cleaned.

Sub Division: 368 MR Route: F4S FA ID: 7662210207  
Account#: 7662210000 Customer Name: CLEGG, HIRAM A Phone #: (407) 831-4053  
Address: 1311 WINDSOR AVE CSR: Karon Hinchcliffe Operator:  
Entry Date: 7/12/2013 12:29:01PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Customer has yellow water coming out of cold and hot faucets.  
Due Date: 7/12/2013 6:00:00PM Resolution Date: 7/12/2013 12:00:00AM FA Status: Completed  
Resolution: Main break on 434 caused the problem. Flushed the line and repaired. KEV

Sub Division: 368 MR Route: F5G FA ID: 7898700763  
Account#: 7898700000 Customer Name: EDWARDS, MYRTICE W. Phone #: (407) 869-5812  
Address: 116 E CUMBERLAND CIR CSR: Margaret Coates Operator: Donna Brown

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**  
 Customer Complaints & Resolutions 01/01/11 to 12/31/15

Entry Date: 10/8/2013 11:25:28AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Customer reports very low water pressure throughout the house.  
 Due Date: 10/9/2013 6:00:00PM Resolution Date: 10/9/2013 12:00:00AM FA Status: Completed  
 Resolution: Customer's meter had been turned off by workers and not turned back on all the way. Turned on and she said everything is working fine.

Sub Division: 368 MR Route: F5G FA ID: 8527419485  
 Account#: 9018747959 Customer Name: LUKAS, TAMMY F Phone #: (407) 310-3273  
 Address: 129 STENHOUSE LANE CSR: Ingrid Jenkins Operator: Thomas Keys  
 Entry Date: 5/16/2013 10:32:24AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Low and high pressure complaint. Also odor in water and strong smell.  
 Due Date: 5/16/2013 6:30:00PM Resolution Date: 5/16/2013 12:00:00AM FA Status: Completed  
 Resolution: Measured the residual at hose bib it was 1.7ppm. I placed a door tag informing the customer that the residual was good and offered to help trace down their odor problem by calling my cell phone. Tom

Sub Division: 368 MR Route: F3Z FA ID: 8633400192  
 Account#: 8633400000 Customer Name: ABDI, SYED Phone #: (407) 833-8959  
 Address: 1918 WINGFIELD DR CSR: Constance Dunn Operator: Kevin Cooper  
 Entry Date: 1/9/2013 2:03:40PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Customer calling to report very low water pressure.  
 Due Date: 1/10/2013 6:00:00PM Resolution Date: 1/10/2013 12:00:00AM FA Status: Completed  
 Resolution: Checked pressure at outside hose bib and got 68 PSI. Customer has old water softener. Informed customer to have it checked. Alan Finch

Sub Division: 368 MR Route: F4T FA ID: 8709210420  
 Account#: 8709210000 Customer Name: SLOAN, SARAH J Phone #: (407) 869-7273  
 Address: 118 WILD FERN DR CSR: Isabel Ceballos Operator:  
 Entry Date: 7/26/2013 1:28:54PM SO Type: M-SIO Request Type: No Water  
 Instructions: Customer reported having no water.  
 Due Date: 7/26/2013 6:00:00PM Resolution Date: 7/26/2013 12:00:00AM FA Status: Completed  
 Resolution: Water main break (8"). Found valve off on Red Bug. Opened valve to 5 gpm for a while. KEV

Sub Division: 368 MR Route: F5F FA ID: 8717400606  
 Account#: 8717400000 Customer Name: RUDOLPH, KENDALL Phone #: (407) 788-7733  
 Address: 116 ALBRIGHTON DR CSR: Cammy Iwinski Operator:  
 Entry Date: 7/15/2013 2:59:29PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer stated his water pressure has been low for 2 weeks.  
 Due Date: 7/16/2013 6:00:00PM Resolution Date: 7/19/2013 12:00:00AM FA Status: Completed  
 Resolution: Checked the hose bib at the house; 79 PSI. The problem is only in the master shower. Advised her to clean shower head. Don Hasty

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Sub Division: 368 MR Route: F3Y FA ID: 8937010515  
 Account#: 8937010000 Customer Name: WEKIWA SPG STATE PARK Phone #: (407) 884-2006  
 Address: 1800 WEKIWA CIR / STATE PARK CSR: Isabel Ceballos Operator: Kevin Cooper  
 Entry Date: 9/18/2013 1:54:15PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Phillip reported sulfur smell in the water in the houses that are in the park.  
 Due Date: 9/19/2013 6:00:00PM Resolution Date: 9/19/2013 12:00:00AM FA Status: Completed  
 Resolution: Spoke with customer and informed them to flush lines internally. Smell is probably caused by non-use water sitting in lines. Informed customer to contact us if still a problem after flushing.

Sub Division: 368 MR Route: F4F FA ID: 9106800400  
 Account#: 3319279741 Customer Name: SABAL CLUB APARTS Phone #: (407) 774-5707  
 Address: 648 SABAL LAKE DR CSR: Linda Jones Operator: Kevin Cooper  
 Entry Date: 5/31/2013 9:18:25AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
 Instructions: Customer called to advise water very smelly.  
 Due Date: 5/31/2013 6:00:00PM Resolution Date: 5/31/2013 12:00:00AM FA Status: Completed  
 Resolution: Took chlorine residual, sample is good. Advised to flush lines to get rid of the odor. KEV

Sub Division: 368 MR Route: F3Z FA ID: 9349010229  
 Account#: 9349010000 Customer Name: PEDERSEN, ERIC Phone #: (407) 788-6158  
 Address: 1627 RUTLEDGE RD CSR: Micah Johnson Operator: Mike Finnegan  
 Entry Date: 11/15/2013 2:05:24PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Customer reporting very low water pressure since last night.  
 Due Date: 11/15/2013 6:00:00PM Resolution Date: 11/15/2013 12:00:00AM FA Status: Completed  
 Resolution: Water pressure at the hose bib coming off the main line to come into the house is at 60 PSI.

Sub Division: 368 MR Route: F5G FA ID: 9638110478  
 Account#: 9638110000 Customer Name: BAILEY, JUDY Phone #: (407) 699-6977  
 Address: 132 DURHAM PL CSR: Linette Orengo Operator: Mickey Shue  
 Entry Date: 11/14/2013 11:49:35AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: Low water pressure. Emailed to Deb.  
 Due Date: 11/14/2013 6:00:00PM Resolution Date: 11/14/2013 12:00:00AM FA Status: Completed  
 Resolution: Checked pressure at hose bib and got 50 PSI. Meter is all the way on and they have good volume at hose bib. Tried to contact customer by phone but got no answer. KEV

Sub Division: 368 MR Route: F4G FA ID: 9846410037  
 Account#: 9846410000 Customer Name: HELLER, CAROLE Phone #: (407) 862-5009  
 Address: 403 S SWEETWATER BLVD CSR: Ferrellyn Trovinger Operator: Kevin Cooper  
 Entry Date: 3/21/2013 10:23:49AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Ms. Heller called to report low pressure.

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Due Date: 3/21/2013 6:00:00PM Resolution Date: 3/21/2013 12:00:00AM FA Status: Completed

Resolution: Called customer and found out that everything but one toilet has good pressure and her kitchen sink did not have the pressure that it should. Informed customer that everything on our end is fine and she may want to call her plumber. KEV

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 Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F5G FA ID: 4852926093  
 Account #: 5217600000 Customer Name: RAPONI, ANTHONY Phone #: (407) 869-6149  
 Address: 3851 OAKINGTON PL CSR: Ann Raponi Operator: John Marinelli  
 Entry Date: 3/5/2014 8:19:40PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer called about low pressure at premise. Also middle meter box lid is broken.  
 Due Date: 3/6/2014 6:00:00PM Resolution Date: 3/6/2014 12:00:00AM FA Status: Completed  
 Resolution: Pressure at 47 PSI. Repaired meter box. FT

Sub Division: 368 MR Route: F3Y FA ID: 0127359321  
 Account #: 4572598663 Customer Name: NORRIS, CHRIS Phone #: (321) 946-1786  
 Address: 1520 TRACY DEE WAY CSR: Sylvia Watler Operator: Kevin Cooper  
 Entry Date: 10/29/2014 2:09:34PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer is reporting low water pressure. Has been getting worse over last few months.  
 Due Date: 10/30/2014 8:00:00PM Resolution Date: 10/30/2014 12:00:00AM FA Status: Completed  
 Resolution: Met with customer and plumber was there. They did have a softener and I suggested they put on bypass  
 Everything on our end is fine. KEV

Sub Division: 368 MR Route: F4S FA ID: 0555610230  
 Account #: 0555610000 Customer Name: MORDA, FRANCIS Phone #: (516) 503-0424  
 Address: 131 TARRYTOWN TRL CSR: Ingrid Jenkins Operator: John Marinelli  
 Entry Date: 3/10/2014 12:54:55PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer called stating very low pressure.  
 Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
 Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4S FA ID: 0912600699  
 Account #: 0912600000 Customer Name: LEWIS, CHARLES Phone #: (407) 332-8552  
 Address: 114 BRIER PATCH CT CSR: Linette Orengo Operator: John Marinelli  
 Entry Date: 3/10/2014 1:42:26PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer wants us to check why he has low pressure. I emailed Kim.  
 Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
 Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F3Y FA ID: 1255601435  
 Account #: 1257110000 Customer Name: NAYEE, JAYANTILAL Phone #: (407) 862-7808  
 Address: 400 MAGNOLIA LAKE DR CSR: Carolyn McVicker Operator: Kevin Cooper  
 Entry Date: 10/15/2014 8:44:28AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Water pressure fluctuates greatly when more than one activity in house. Emailing Kim and Sylvia

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Due Date: 10/15/2014 8:00:00PM Resolution Date: 10/15/2014 12:00:00AM FA Status: Completed  
 Resolution: Checked meter and curb stop is on all the way. Meter is working fine. Pressure at hose bib is 64PSI. I did notice that the house has been replumbed and they have a water softener. Informed customer that everything on our side is fine.

Sub Division: 368 MR Route: F4T FA ID: 1290500839  
 Account #: 1290500000 Customer Name: TRAYNOR, BRUCE Phone #: (407) 869-0772  
 Address: 140 BRIDGEVIEW CT CSR: Karen Thimmes Operator: Kevin Cooper  
 Entry Date: 2/3/2014 9:28:24AM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: Customer called due to cloudy water. Emailed Kim.  
 Due Date: 2/3/2014 8:00:00PM Resolution Date: 2/3/2014 12:00:00AM FA Status: Completed  
 Resolution: Called and left message to flush line at hose bib. They are the only house affected. KEV

Sub Division: 368 MR Route: F5G FA ID: 1413620411  
 Account #: 1415000000 Customer Name: HELIN, MONTY L Phone #: (407) 843-8992  
 Address: 171 GOLFCLUB DR CSR: Lorie Mayeski Operator: Caleb Alday  
 Entry Date: 8/26/2014 8:04:01AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer stating she lives in Wekiva Country Club Villas and for past couple of months their water pressure has dropped. It is not enough pressure to run dishwasher or clothes washer. Emailed Kim and Sylvia at 9:05 a.m.  
 Due Date: 8/26/2014 8:00:00PM Resolution Date: 8/26/2014 12:00:00AM FA Status: Completed  
 Resolution: Spoke with customer and checked water pressure. They have 45PSI but not a lot of flow. I checked his house valve and it was almost turned completely off. I turned the house valve on and showed the customer the amount of flow he has now.

Sub Division: 368 MR Route: F5G FA ID: 1557212783  
 Account #: 1554710000 Customer Name: CREEKMORE, JEFF Phone #: (407) 830-1717  
 Address: 203 CHURCHILL DR CSR: Isabel Ceballos Operator:  
 Entry Date: 8/13/2014 7:53:04AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer is experiencing high and low pressure every 10 minutes or so.  
 Due Date: 8/13/2014 8:00:00PM Resolution Date: 8/13/2014 12:00:00AM FA Status:Completed  
 Resolution: Spoke with the customer and they stated they have a bad toilet leak. I told him to call back if the problem comes back after he makes the repair. JAM / Don H.

Sub Division: 368 MR Route: F3Y FA ID: 1863100127  
 Account #: 7376903551 Customer Name: SHULTZ, COREY Phone #: (972) 955-5988  
 Address: 395 KAPOK CT CSR: Israel Santos Operator: Mike Finnegan  
 Entry Date: 5/30/2014 10:47:28AM SO Type: M-SIO Request Type: No Water  
 Instructions: Linda called stating there is no water.  
 Due Date: 5/30/2014 8:00:00PM Resolution Date: 5/30/2014 12:00:00AM FA Status: Completed  
 Resolution: The water is on at the water meter. I tagged the door let the customer know to check the house value. MAF

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Sub Division: 368 MR Route: F4S FA ID: 1982210312  
 Account #: 1982210000 Customer Name: RIPPEY, ARTHUR Phone #: (407) 772-2004  
 Address: 1401 WINDSOR AVE CSR: Loretta Abbott Operator: Matthew Morrell  
 Entry Date: 6/2/2014 12:14:18PM SO Type: M-SIO Request Type: No Water  
 Instructions: Customer states he has very low water pressure. Emailed Kim and Deb.  
 Due Date: 6/2/2014 8:00:00PM Resolution Date: 6/2/2014 12:00:00AM FA Status: Completed  
 Resolution: Customer is having sinkhole drilling done and wanted to know if we could give him more volume and pressure. I told him that we are giving him the same as everybody else. Nothing we can do. He said ok.

Sub Division: 368 MR Route: F4S FA ID: 2155500702  
 Account #: 2155500000 Customer Name: FERRIS, RICHARD T Phone #: (407) 949-9033  
 Address: 128 DELLWOOD DR CSR: Bonnie Storm Operator:  
 Entry Date: 3/10/2014 10:25:22AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Received call through City of Longwood. Customer reporting low pressure.  
 Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
 Resolution: There was a problem at the plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4T FA ID: 2214023022  
 Account #: 2211400000 Customer Name: SHADER, RONALD Phone #: (407) 788-3725  
 Address: 140 WISTERIA DR CSR: Sarah Locascio Operator: Kevin Cooper  
 Entry Date: 9/18/2014 2:59:53PM SO Type: M-SIO Request Type: High or Water Pressure  
 Instructions: Customer reports low pressure in the mornings and when she turns on shower water barely comes out.  
 Due Date: 9/19/2014 6:00:00PM Resolution Date: 9/19/2014 12:00:00AM FA Status: Completed  
 Resolution: Customer has 65 PSI at hose bib and curb stop. House valves are both on all the way. Called her and she stated that they have a water softener. She may need to have softener looked at.

Sub Division: 368 MR Route: F4S FA ID: 2291410343  
 Account #: 2291410000 Customer Name: REEVES, CHRISTINA E Phone #: (407) 260-5510  
 Address: 237 TOLLGATE TRL CSR: Glenda Thompson Operator: Caleb Alday  
 Entry Date: 4/9/2014 9:17:25AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer reports very low pressure.  
 Due Date: 4/9/2014 6:00:00PM Resolution Date: 4/9/2014 12:00:00AM FA Status: Completed  
 Resolution: Pulled meter and did a flow test. Customer has 14gpm at 58PSI. Tagged door with findings. KEV

Sub Division: 368 MR Route: F4S FA ID: 2337400039  
 Account #: 2337400000 Customer Name: MCGUIRK, CHARLES Phone #: (407) 260-1445  
 Address: 194 SHERIDAN AVE CSR: Amanda Stonebreaker Operator: Kevin Cooper  
 Entry Date: 3/10/2014 10:51:27AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Please check for low pressure.

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Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed

Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F5F FA ID: 2540740203  
Account #: 2544700000 Customer Name: LYON, ALLAN Phone #: (407) 774-0798  
Address: 125 LYNDHURST DR CSR: Constance Dunn Operator: Kevin Cooper  
Entry Date: 8/6/2014 9:16:34AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called to report very low pressure.

Due Date: 8/6/2014 8:00:00PM Resolution Date: 8/6/2014 12:00:00AM FA Status: Completed

Resolution: Talked with customer and explained that we had pressure control equipment at the plant that failed. Everything is back in service and pressure is normal again. Don Hasty

Sub Division: 368 MR Route: F4F FA ID: 2572892311  
Account #: 6402677874 Customer Name: Davis, Clark Phone #: (321) 388-7226  
Address: 343 W HORNBEAM DR CSR: Ewan Dehnert Operator: Kevin Cooper  
Entry Date: 11/13/2014 2:53:07PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer states for past few months pressure has been dropping month after month.

Due Date: 11/14/2014 8:00:00PM Resolution Date: 11/19/2014 12:00:00AM FA Status: Completed

Resolution: Checked pressure and they have 68 PSI at hose bib with good volume. Meter is working fine and curb stop is on all the way. House has been replumbed and I informed the customer the problem may be internal. KEV

Sub Division: 368 MR Route: F5G FA ID: 2587837041  
Account #: 2584710000 Customer Name: POMMISS, RICHARD Phone #: (407) 774-3171  
Address: 1864 ST ANDREWS PL CSR: Brooke Storm Operator: Kevin Cooper  
Entry Date: 12/30/2014 7:53:30AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer called stating pressure dropped and came back to normal but with very dirty water.

Due Date: 12/30/2014 8:00:00PM Resolution Date: 12/30/2014 12:00:00AM FA Status: Completed

Resolution: Checked hose bib and water pressure was fine and water was clear. No one answered door. Tagged with findings and informed to call back if it happens again. KEV

Sub Division: 368 MR Route: F4G FA ID: 2586500240  
Account #: 2586500000 Customer Name: GRODI-KENNON, THERESA Phone #: (407) 389-1732  
Address: 320 GREEN OAK CT CSR: Jennifer Sides Operator: Thomas Keys  
Entry Date: 5/19/2014 12:00:04PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Please check water. Customer states that the water taste funny and has a metal taste to it.

Due Date: 5/19/2014 8:00:00PM Resolution Date: 5/19/2014 12:00:00AM FA Status: Completed

Resolution: Customer's CL2 residual is 2.7ppm. Customer wanted to know if anything had changed at plant and I told him no. I flushed upstream hydrant; 400 gals. CS

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Sub Division: 368 MR Route: F4S FA ID: 2678300748  
Account #: 2678300000 Customer Name: WOODLANDS ELEM SCHOOL Phone #:(407) 320-7483  
Address: 1420 EE WILLIAMSON RD CSR: Constance Dunn Operator: Kevin Cooper  
Entry Date: 3/10/2014 1:19:43PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Randy Hale called to advise very low pressure throughout school. E-mailed to Kim at 2:24pm.  
Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F5G FA ID: 2688867218  
Account #: 2684010000 Customer Name: RUIZ, LUIS Phone #: (321) 206-8718  
Address: 124 ROMNEY MARSH RD CSR: Amanda Stonebreaker Operator: Kevin Cooper  
Entry Date: 8/21/2014 9:34:32AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called to report low pressure for about 2 weeks.  
Due Date: 8/21/2014 8:00:00PM Resolution Date: 8/22/2014 12:00:00AM FA Status: Completed  
Resolution: Checked meter and meter was on all the way. Checked house valve and it was on all the way. Ran hose and he has good pressure there. Customer has softener but it was on bypass. Informed to have plumbing inside checked KEV.

Sub Division: 368 MR Route: F5F FA ID: 3034983129  
Account #: 3032710000 Customer Name: DUNN, RUSSELL Phone #: (407) 869-4775  
Address: 208 HARROGATE PL CSR: Isabel Ceballos Operator: Rodel Hermano  
Entry Date: 8/7/2014 2:47:24PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer is reporting very low pressure for about a month now off and on and can't run sprinklers.  
Due Date: 8/7/2014 8:00:00PM Resolution Date: 8/7/2014 12:00:00AM FA Status: Completed  
Resolution: Forwarded to Don Hasty. Low pressure is caused by PLC malfunction at the water plant. KEV

Sub Division: 368 MR Route: F3Z FA ID: 3054110942  
Account #: 3054110000 Customer Name: RONNING, DOUGLAS Phone #: (407) 862-9327  
Address: 1737 ALVARADO CT CSR: Carolyn McVicker Operator: Kevin Cooper  
Entry Date: 4/3/2014 7:11:18AM SO Type: M-SIO Request Type: No Water  
Instructions: No water at the premise since about 5-6pm on 4/2/14. Emailing Kim and Deb.  
Due Date: 4/3/2014 6:00:00PM Resolution Date: 4/3/2014 12:00:00AM FA Status: Completed  
Resolution: Went to address and checked meter and curbstop. Everything on our end is fine. Discovered they have a water softener. Put on bypass and checked inside and they now have water. Advised to have water softener serviced. KEV

Sub Division: 368 MR Route: F4S FA ID: 3061063454  
Account #: 3069510000 Customer Name: BELL, KREIDER L Phone #: (407) 767-0450  
Address: 103 WINDMILL WAY CSR: Karen Thimmes Operator: Kevin Cooper  
Entry Date: 9/9/2014 9:10:58AM SO Type: M-SIO Request Type: Clogged Sewer

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Instructions: Customer reporting back up in bath and toilets. That plumber stated tree roots are around sewer area.  
Due Date: 9/9/2014 8:00:00PM Resolution Date: 9/12/2014 12:00:00AM FA Status: Completed  
Resolution: Ran camera down line and found tree root intrusion at 16 feet past cleanout next to sidewalk. This is in our line and we need to schedule with customer and locate other utilities to repair. KEV. On 9/11/14 we dug up and replaced 6 feet of 4" sewer pipe on our side and filled in hole. Will come back tomorrow to sod.

Sub Division: 368 MR Route: F4T FA ID: 3351600557  
Account #: 8702147354 Customer Name: Bourgoin, Susan Phone #: (407) 463-9001  
Address: 636 RIVERPARK CIR CSR: Micah Johnson Operator: Kevin Cooper  
Entry Date: 1/10/2014 7:45:34AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Low water pressure for over a week.  
Due Date: 1/10/2014 6:00:00PM Resolution Date: 1/10/2014 12:00:00AM FA Status: Completed  
Resolution: Checked meter and everything is fine and curbstop is on all the way. Went to hose bib and they have excellent pressure. I showed her the pressure on hose bib and she stated it was her kitchen sink.

Sub Division: 368 MR Route: F4G FA ID: 3461290426  
Account #: 3469610000 Customer Name: RAYMOND, RICKY Phone #: (407) 619-9020  
Address: 727 RIVERBEND BLVD CSR: Kevin Marcial Operator:  
Entry Date: 12/23/2014 8:42:07AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer states water smells like chlorine and taste weird. Please test water and assist.  
Due Date: 12/23/2014 6:00:00PM Resolution Date: 12/23/2014 12:00:00AM FA Status: Completed  
Resolution: Customer's CL2 was 3.3. Made adjustment to CL2 at plant. I spoke with customer said he was fine.

Sub Division: 368 MR Route: F5F FA ID: 3867561481  
Account #: 3864400000 Customer Name: CLARK, LAURIE Phone #: (407) 772-4148  
Address: 108 LUDLOW DR CSR: Sarah Locascio Operator: Scott Gosnell  
Entry Date: 10/23/2014 2:08:03PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer reported low water pressure over the past couple of weeks throughout their entire home.  
Due Date: 10/23/2014 6:00:00PM Resolution Date: 10/23/2014 12:00:00AM FA Status: Completed  
Resolution: PSI at hose bib was 79 PSI. No one home. Left door tag informing customer and to have them check their water softener and instructions to put on bypass. If PSI increased they may need to change filter. Don Hasty

Sub Division: 368 MR Route: F4G FA ID: 4129200633  
Account #: 4129200000 Customer Name: BEAUCHINE, AMY Phone #: (407) 788-8898  
Address: 409 FOX VALLEY DR CSR: Deborah Volz Operator: Kevin Cooper  
Entry Date: 5/8/2014 7:55:39AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called to report low PSI.  
Due Date: 5/8/2014 8:00:00PM Resolution Date: 5/9/2014 12:00:00AM FA Status: Completed  
Resolution: Checked pressure at outside hose bib and got 80 PSI. Spoke to customer and he has a water softener. Explained that he may want to check his softener. Don hasty

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Sub Division: 368 MR Route: FA ID: 4406800846  
 Account #: 6121769578 Customer Name: SP LONGWOOD PROPERTIES, LLC Phone #: (502) 429-9888  
 Address: 329 SABAL PARK PL CSR: Sylvia Watler Operator:  
 Entry Date: 2/26/2014 8:25:33AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Property manager is reporting odor in water at buildings 314 and 329 Sabal Park Place.  
 Due Date: 2/26/2014 6:00:00PM Resolution Date: 2/26/2014 12:00:00AM FA Status: Completed  
 Resolution: Checked water at both buildings; 3.0 ppm CL2. The sulfur smell last night in the top units was caused by master meter which feeds the buildings. I informed her to tell them to flush for 3-5 minutes. Don Hasty

Sub Division: 368 MR Route: F5FFA ID:4441710184  
 Account #: 4441710000 Customer Name: WENGER, KENT R Phone #: (407) 719-5800  
 Address: 207 LOCHBERRY PL CSR: Israel Santos Operator: Kevin Cooper  
 Entry Date: 1/30/2014 12:21:27PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions: Customer called stating that the water smells like sulfur.  
 Due Date: 1/30/2014 6:00:00PM Resolution Date: 1/30/2014 12:00:00AM FA Status: Completed  
 Resolution: Checked CL2 at his home and there is no residual. Houses on each side measured 2.5mg/l CL2 Spoke with customer and they have whole house filter. Informed to bypass filter or replace. D.H.

Sub Division: 368 MR Route: F5G FA ID: 4553482740  
 Account #: 4554010000 Customer Name: FRANKLIN, PAUL Phone #: (407) 786-5998  
 Address: 110 ROMNEY MARSH RD CSR: Linette Orengo Operator: Kevin Cooper  
 Entry Date: 8/5/2014 10:28:14AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer has had low water pressure for the last few days. I emailed Kim  
 Due Date: 8/5/2014 8:00:00PM Resolution Date: 8/6/2014 12:00:00AM FA Status: Completed  
 Resolution: Plant operators are having to regulate pressure due to mechanical issues. Everything is fine. They just have lower pressure than normal, no need to boil water. KEV

Sub Division: 368 MR Route: F4S FA ID: 4994210860  
 Account #: 4994210000 Customer Name: WEISS, WENDY D Phone #: (407) 923-9469  
 Address: 310 PRESSVIEW AVE CSR: Diane Adams Operator: Kevin Cooper  
 Entry Date: 3/10/2014 9:16:17AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Weiss calling to report low water pressure for about 4 days.  
 Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
 Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4S FA ID: 5086410302  
 Account #: 1375619373 Customer Name: DOWNS, CORETHIA CHANTANA Phone #: (407) 782-4966  
 Address: 139 WEATHERVANE WAY CSR: Bonnie Storm Operator: Kevin Cooper  
 Entry Date: 3/10/2014 9:55:36AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer states marked decrease in pressure since this weekend.

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Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed

Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4T FA ID: 5150500523  
Account #: 5150500000 Customer Name: BROWN, LAURA Phone #: (863) 804-6001  
Address: 1959 LOST SPRING CT CSR: Jennifer Sides Operator: Kevin Cooper  
Entry Date: 7/15/2014 9:47:51AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer states that water coming out of faucet in kitchen and bathroom smells like sewage.

Due Date: 7/15/2014 8:00:00PM Resolution Date: 7/15/2014 12:00:00AM FA Status: Completed

Resolution: Checked water at outside hose bib and there is good CL2 residual and no smell. Spoke with customer and the smell seems different in bathroom and in kitchen but no smell in rest of home. I informed them that they may want to clean the drains in sinks in bath and kitchen.

Sub Division: 368 MR Route: F5F FA ID: 5190610909  
Account #: 0850816845 Customer Name: WATTS, HOLLY Phone #: (407) 242-1986  
Address: 274 CAMBRIDGE DR CSR: Madelin Collado Operator: Thomas Keys  
Entry Date: 5/13/2014 12:08:41PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer states low water pressure. Now back up but experiencing discolored water with particles in it.

Due Date: 5/13/2014 8:00:00PM Resolution Date: 5/14/2014 12:00:00AM FA Status: Completed

Resolution: Checked outside hose bib of house and water was clear. Chlorine residual was 2.5ppm. Tagged door with results. Don Hasty

Sub Division: 368 MR Route: F4T FA ID: 5216510721  
Account #: 5216410000 Customer Name: HARRIS, TRISH Phone #: (407) 748-5070  
Address: 101 AUTUMN DR CSR: Glenda Thompson Operator: Kevin Cooper  
Entry Date: 12/5/2014 11:55:22AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer reports low pressure in her outside faucets in the back and side yard.

Due Date: 12/9/2014 8:00:00PM Resolution Date: 12/10/2014 12:00:00AM FA Status: Completed

Resolution: Customer has 70 PSI at hose bib out front of home and no problems inside but was having issues with hose bib in rear. Informed customer they may have to call plumber because everything else is fine. KEV

Sub Division: 368 MR Route: F4S FA ID: 5320610834  
Account #: 5320610000 Customer Name: MARTIN, LORI Phone #: (407) 695-2985  
Address: 3 HORSEMAN CV CSR: Ingrid Jenkins Operator: Kevin Cooper  
Entry Date: 3/10/2014 9:12:39AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Mr. Martin reporting very low pressure.

Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed

Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

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Sub Division: 368 MR Route: F4T FA ID: 5469400612  
Account #: 5469400000 Customer Name: MCCALL, ERIKA Phone #: (407) 788-0113  
Address: 204 SPRINGSIDE RD CSR: Isabel Ceballos Operator:  
Entry Date: 1/20/2014 9:57:58AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Customer reported white milky water and too much air in lines.  
Due Date: 1/20/2014 6:00:00PM Resolution Date: 1/20/2014 12:00:00AM FA Status: Completed  
Resolution: Flushed the line and customer stated it was ok. KEV

Sub Division: 368 MR Route: F4T FA ID: 5532410529  
Account #: 5532410000 Customer Name: KRANZ, PATRICIA Phone #: (407) 599-9058  
Address: 107 STARLING LN CSR: Micah Johnson Operator: Thomas Keys  
Entry Date: 3/18/2014 4:01:22PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer states water has a bad sulfur smell.  
Due Date: 3/18/2014 6:00:00PM Resolution Date: 3/19/2014 12:00:00AM FA Status: Completed  
Resolution: Went to address and measured CL2 at hose bib and got 1.9 ppm and there was no odor. Hung door tag and talked to customer. Informed her that no biological growth can occur at a 1.9 ppm CL2 level.

Sub Division: 368 MR Route: F3Z FA ID: 5541310367  
Account #: 1900776088 Customer Name: Miller, Fred Phone #: (407) 292-0975  
Address: 1841 E CROWLEY CIR CSR: Ferrellyn Trovinger Operator: Kevin Cooper  
Entry Date: 3/10/2014 1:09:29PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called stating the pressure has been low for past couple of days.  
Due Date: 3/10/2014 12:00:00AM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4S FA ID: 5741510146  
Account #: 5741510000 Customer Name: MARTIN, KEVIN Phone #: (386) 956-7212  
Address: 165 TOLLGATE BR CSR: Lorie Mayeski Operator: Kevin Cooper  
Entry Date: 3/10/2014 12:31:22PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer states low water pressure. Has been getting lower over the past couple of days. Emailed Kim.  
Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4T FA ID: 5747340716  
Account #: 8830123755 Customer Name: DUDLEY, ERIC Phone #: (407) 474-4880  
Address: 207 WEEPING ELM LN CSR: Zakia Bouldin Operator: Kevin Cooper  
Entry Date: 12/12/2014 12:23:56PM SO Type: M-SIO Request Type: Water Quality  
Instructions: Customer called to report the water quality in area is not good. Water taste like bleach.

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Due Date: 12/12/2014 8:00:00PM Resolution Date: 12/12/2014 12:00:00AM FA Status: Completed

Resolution: Checked CL2- 2.5ppm. Spoke with customer and told her it was within perimeters. AF

Sub Division: 368 MR Route: F4S FA ID: 6088700457  
Account #: 6088700000 Customer Name: FINN, MIKE Phone #: (407) 920-0776  
Address: 211 BROM BONES LN CSR: Deborah Volz Operator: Pete Figueroa  
Entry Date: 5/12/2014 8:49:01AM SO Type: M-SIO Request Type: Mineral Amount in Water  
Instructions: Customer said little particles are in water.

Due Date: 5/12/2014 8:00:00PM Resolution Date: 5/14/2014 12:00:00AM FA Status: Completed

Resolution: Checked water at hose bib and water was clear and had good CL2 residual. Tagged door. Pete F.

Sub Division: 368 MR Route: F4S FA ID: 6108500641  
Account #: 6108500000 Customer Name: MAY, THOMAS P Phone #: (407) 331-3123  
Address: 1358 SHADY KNOLL CT CSR: Vanessa Robinson Operator: Kevin Cooper  
Entry Date: 3/10/2014 9:53:06AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer reports very low pressure this morning throughout house.

Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed

Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F4F FA ID: 6132210673  
Account #: 6132210000 Customer Name: CASEY, DONALD L Phone #: (407) 869-9224  
Address: 218 E HORNBEAM DR CSR: Kimberly Bennett Operator: Kevin Cooper  
Entry Date: 7/7/2014 11:04:24AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called due to low pressure for 3 weeks. Dispatched at 12:05 pm.

Due Date: 7/7/2014 6:00:00PM Resolution Date: 7/7/2014 12:00:00AM FA Status: Completed

Resolution: Checked address and found that they have water softener, PSI was 86. Spoke with customer and states they had their softener unplugged but water was not on bypass. Will place on bypass.

Sub Division: 368 MR Route: F3Z FA ID: 6229210086  
Account #: 6229210000 Customer Name: ENGEL, HARRY S Phone #: (407) 786-0901  
Address: 1746 RUTLEDGE RD CSR: Isabel Ceballos Operator: Kevin Cooper  
Entry Date: 3/10/2014 8:22:28AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer reported low pressure the last several days.

Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed

Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F5G FA ID: 6241097179  
Account #: 4505403361 Customer Name: KIRWAN, SHAUN Phone #: (919) 270-8899  
Address: 148 MARGATE MEWS CSR: Sylvia Watler Operator: Shawn Ebert

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Entry Date: 8/29/2014 7:38:10AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer is reporting low water pressure from time to time. States it fluctuates from day to day.  
Due Date: 8/29/2014 8:00:00PM Resolution Date: 8/29/2014 10:19:00AM FA Status: Completed  
Resolution: Pressure at house is 49 PSI, same as neighbor at 144 Margate. House at 140 is 50 PSI. No one home. Called no answer. Talked with Don Hasty at Wekiva plant and we are not having any problems. SME

Sub Division: 368 MR Route: F4S FA ID: 6329600278  
Account #: 6329600000 Customer Name: KOHL, MARK Phone #: (407) 830-7962  
Address: 112 SHEPHERD CT CSR: Bonnie Storm Operator:

Entry Date: 3/10/2014 1:42:19PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer reporting very low pressure.  
Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed  
Resolution: Called the customer about low PSI at plant.

Sub Division: 368 MR Route: F4F FA ID: 6571944110  
Account #: 6570210000 Customer Name: SABIA, DENNIS Phone #: (407) 774-1450  
Address: 236 S SHADOWBAY BLVD CSR: Jessica Bridges Operator:

Entry Date: 12/17/2014 7:34:23AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Customer called to find out the status of her sewer complaint. Customer is the head of the HOA and has received several complaints from home owners regarding sewage backing up in their showers. Shawn the technician went to the area on 12/15 regarding this matter. He advised her that the manhole may need to be vacuumed. Please call Mrs. Sabia regarding this matter.  
Due Date: 12/17/2014 6:30:00PM Resolution Date: 12/16/2014 12:00:00AM FA Status: Completed  
Resolution: We cleaned the lines on Monterey and both upstream and downstream on Shadowbay.

Sub Division: 368 MR Route: F4G FA ID: 6572410710  
Account #: 6572410000 Customer Name: BRUPBACHER, ARI Phone #: (407) 682-4714  
Address: 807 S SWEETWATER BLVD CSR: Lorie Mayeski Operator: Caleb Alday

Entry Date: 3/5/2014 11:26:42AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions: Received call from customer stating UI Techs were in street in front of his home yesterday working. Today the water is bubbling up so hard it is pushing up asphalt. Lorie Emailed Kim and Deb at 12:26pm for dispatch.  
Due Date: 3/5/2014 6:00:00PM Resolution Date: 3/5/2014 12:00:00AM FA Status: Completed  
Resolution: Service line break under road. Used 3/4" poly, .2 comp-comps and 1' of 3/4" poly. CA/RH/SME/MATT

Sub Division: 368 MR Route: F4S FA ID: 6734473555  
Account #: 6731400000 Customer Name: GRAVES, RANDY Phone #: (407) 782-7347  
Address: 107 SLADE DR CSR: Zakia Bouldin Operator:

Entry Date: 10/23/2014 7:16:24AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Randy called to report water coming out brown.

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Due Date: 10/23/2014 8:00:00PM Resolution Date: 10/23/2014 12:00:00AM FA Status: Completed  
Resolution: Spoke with the customer and told him we did some work last night and relocated the main for the 434 project. Flushed the lines on Slade and Rock Lake. JAM

Sub Division: 368 MR Route: F4F FA ID: 6812410495  
Account #: 4140534290 Customer Name: REID, HEATHER Phone #: (407) 252-1355  
Address: 485 WINDING CREEK PL CSR: Brooke Storm Operator: Kevin Cooper  
Entry Date: 6/17/2014 8:58:07AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Customer called due to sewer backup last night caused by pump failure. Says that the floor was flooded and caused some damage on the inside. She's wanting to know about possible assessment of damage.  
Due Date: 6/17/2014 8:00:00PM Resolution Date: 6/17/2014 12:00:00AM FA Status: Completed  
Resolution: Turned over to Bryan Gongre (Regional Manager) and he filed a claim with our insurance carrier and spoke with Customer. Provided insurance contact information to customer. KEV

Sub Division: 368 MR Route: F5F FA ID: 6824810598  
Account #: 6824810000 Customer Name: BLAKEY, GUY Phone #: (407) 683-4737  
Address: 321 COBLE DR CSR: Israel Santos Operator: Rodel Hermano  
Entry Date: 5/29/2014 8:31:56AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called stating low water pressure.  
Due Date: 5/30/2014 8:00:00PM Resolution Date: 5/30/2014 12:00:00AM FA Status: Completed  
Resolution: Customer is getting a flow rate of 38 gpm at 58PSI. Replaced leaking 1" curb stop, 1"x3/4" reducer and couplings. Notified with results and advised him to check his lines because meter flow rate is almost at max. RH

Sub Division: 368 MR Route: F5F FA ID: 7273700603  
Account #: 7971002163 Customer Name: SIMMONS, KYLE Phone #: (407) 615-0413  
Address: 100 BEAUFORT DR CSR: Carolyn McVicker Operator:  
Entry Date: 5/13/2014 10:32:28AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Very low water pressure early 6:30AM-7AM. Shower does not even come on pressure so low. Emailing Kim.  
Due Date: 5/13/2014 8:00:00PM Resolution Date: 5/13/2014 12:00:00AM FA Status: Completed  
Resolution: Plant problem with high service pumps. PSI back up to 60PSI at house. JAM

Sub Division: 368 MR Route: F5G FA ID: 7483310460  
Account #: 2573276345 Customer Name: YOUNT, JUSTIN Phone #: (407) 790-9516  
Address: 300 NEW WATERFORD PL APT 204 CSR: Carolyn McVicker Operator:  
Entry Date: 5/13/2014 8:16:05AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: During early morning hours (5AM-7AM) water pressure is frequently very low. Ok now at 8AM. Another Longwood customer reported same issue on 5/12. Emailing Kim/Deb.  
Due Date: 5/13/2014 8:00:00PM Resolution Date: 5/13/2014 12:00:00AM FA Status: Completed  
Resolution: Plant had high service pump problem. PSI back up 60 PSI. JAM

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Sub Division: 368 MR Route: F4F FA ID: 7491857952  
Account #: 7492310000 Customer Name: VERO, TERESA Phone #: (407) 682-7857  
Address: 2824 SPYGLASS CV CSR: Crystal Woolard Operator: Kevin Cooper  
Entry Date: 12/2/2014 10:39:26AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Customer is having a strong sewer gas smell coming into the home especially in the front of the home.  
Due Date: 12/2/2014 8:00:00PM Resolution Date: 12/2/2014 12:00:00AM FA Status: Completed  
Resolution: Checked manhole out front of home and everything is clear and flowing. No one home. Unsure what the issue with the smell. Maybe dishwasher or garbage disposal. Informed via door tag that everything on our side is fine.

Sub Division: 368 MR Route: F5F FA ID: 7971560599  
Account #: 7976700000 Customer Name: COLLINS, JANE Phone #: (407) 786-7025  
Address: 1105 CAMBRIDGE CT CSR: Jessica Bridges Operator:  
Entry Date: 11/26/2014 9:13:12AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions: Jane called to report she is experiencing low water pressure.  
Due Date: 11/26/2014 6:30:00PM Resolution Date: 11/26/2014 12:00:00AM FA Status: Completed  
Resolution: Went to house. Hose bib 60 PSI.

Sub Division: 368 MR Route: F4T FA ID: 8010500507  
Account #: 7031410000 Customer Name: SILVA, ESTELLE Phone #: (407) 461-4323  
Address: 2120 WOODBRIDGE RD CSR: Ingrid Jenkins Operator: Caleb Alday  
Entry Date: 7/23/2014 9:35:34AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: Clyde Wagner called to report meter is leaking.  
Due Date: 7/23/2014 6:00:00PM Resolution Date: 7/23/2014 12:00:00AM FA Status: Completed  
Resolution: Repaired leak with a 2.13 repair clamp. Leak was about 2-3 gpm. CA/KEV

Sub Division: 368 MR Route: F5F FA ID: 8037977424  
Account #: 8030810000 Customer Name: LAWHORN, MICHAEL C Phone #: (407) 774-1179  
Address: 243 CANTERCLUB TRL CSR: Ewan Dehnert Operator: Thomas Keys  
Entry Date: 9/19/2014 11:23:22AM SO Type: M-SIO Request Type: Inspection  
Instructions: Customer states they have very bad smelling water with slight discoloration  
Due Date: 9/19/2014 8:00:00PM Resolution Date: 9/19/2014 12:00:00AM FA Status: Completed  
Resolution: Customer's CL2 residual was 0.3 upon arrival so I flushed hydrant 2000 gal to bring CL2 residual to 2.5. CS

Sub Division: 368 MR Route: F5F FA ID: 8036119740  
Account #: 8030810000 Customer Name: LAWHORN, MICHAEL C Phone #: (407) 774-1179  
Address: 243 CANTERCLUB TRL CSR: Ingrid Jenkins Operator: Kevin Cooper  
Entry Date: 9/29/2014 9:00:47AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer called stating his water is strong again and wanted to know if we can place a filter on the lines.

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Due Date: 9/29/2014 6:00:00PM Resolution Date: 10/1/2014 12:00:00AM FA Status: Completed

Resolution: Spoke with customer and advised that we will continue to flush line daily. We have ordered an automatic flush valve and we will continue to flush until it comes in.

Sub Division: 368 MR Route: F5F FA ID: 8134500272  
Account #: 6415596066 Customer Name: Harris, Lisa A Phone #: (407) 595-1101  
Address: 101 HOLDERNESS DR CSR: Micah Johnson Operator: Caleb Alday  
Entry Date: 7/31/2014 9:04:52AM SO Type: CHK STAT

Instructions: Customer hears water coming from somewhere. Customer thinks it may be his water heater.

Due Date: 7/31/2014 8:00:00PM Resolution Date: 7/31/2014 12:00:00AM FA Status: Completed

Resolution: Customer has a major leak somewhere on the property. They do not see any water just hear the water running through the hot water heater. The leak must be under the house. The meter is off and they are going to call a plumber.

Sub Division: 368 MR Route: F4S FA ID: 8261327067  
Account #: 9932143074 Customer Name: BECK, DONNA Phone #: (717) 443-6871  
Address: 178 TOLLGATE TRL CSR: Glenda Thompson Operator: Kevin Cooper  
Entry Date: 12/10/2014 3:35:45PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer reports that her water still smells like sulfur. She's tried flushing her lines as advised by ops.

Due Date: 12/10/2014 8:00:00PM Resolution Date: 12/11/2014 12:00:00AM FA Status: Completed

Resolution: House has new water softener and house was vacant for about 2 years. Checked water at hose bib and CL2 residual was at 2.5 ppm. Water was clear and no smell. Customer to flush all water lines at house. Pete F

Sub Division: 368 MR Route: F4S FA ID: 8291310053  
Account #: 3174072521 Customer Name: LAUGHREY, MATTHEW Phone #: (386) 837-2543  
Address: 106 ROSE BRIAR DR CSR: Carolyn McVicker Operator: Kevin Cooper  
Entry Date: 5/12/2014 10:26:51AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Matthew called stating water pressure is very low since about Thursday 5/8 throughout house. Emailing Kim

Due Date: 5/12/2014 8:00:00PM Resolution Date: 5/12/2014 12:00:00AM FA Status: Completed

Resolution: Checked meter and the curbstop was not on all the way and box was dug out. It appears someone has been turning off or on meter. Turned on curbstop and checked house valve and made sure it was on. Tagged

Sub Division: 368 MR Route: F3Y FA ID: 8316810139  
Account #: 8316810000 Customer Name: BROADDUS, RAYMOND Phone #: (407) 967-8338  
Address: 2801 CITRON DR CSR: Kimberly Bennett Operator: Rodel Hermano  
Entry Date: 6/12/2014 12:29:36PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called due to low pressure which fluctuates throughout the day. Dispatched at 1:32 pm.

Due Date: 6/12/2014 6:00:00PM Resolution Date: 6/12/2014 12:00:00AM FA Status: Completed

Resolution: Customer's water softener needs to be serviced. Meter is also registering a small leak at the property. Notified customer about findings. RH

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Sub Division: 368 MR Route: F4G FA ID: 8498389785  
 Account #: 8495210000 Customer Name: DAWKINS, SAM Phone #: (407) 637-2154  
 Address: 313 VALLEY DR CSR: Samantha Tackett Operator: Kevin Cooper  
 Entry Date: 9/9/2014 10:59:24AM SO Type: M-SIO Request Type: Odor in Sewer  
 Instructions: Sewer odor. They live across from pump station. After it rains the odor becomes very strong in their house.  
 Due Date: 9/9/2014 8:00:00PM Resolution Date: 9/9/2014 12:00:00AM FA Status: Completed  
 Resolution: Lift station technician washed station down and put in deodorizer block and informed customer. KEV

Sub Division: 368 MR Route: F3Y FA ID: 8562100242  
 Account #: 8562100000 Customer Name: FOREST LAKE ACADEMY Phone #: (407) 862-8411  
 Address: 500 EDUCATION LOOP CSR: Brooke Storm Operator:  
 Entry Date: 7/23/2014 11:28:40AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer called due to low pressure issue. Says that when water is off, pressure builds back up, but when it's running, pressure runs low.  
 Due Date: 7/23/2014 8:00:00PM Resolution Date: 7/23/2014 12:00:00AM FA Status: Completed  
 Resolution: Need to check backflow on system. Met customer on site. JAM

Sub Division: 368 MR Route: F5G FA ID: 8635791964  
 Account #: 0073527170 Customer Name: RICHEY, GREG Phone #: (407) 590-5578  
 Address: 207 W COTTESMORE CIR CSR: Loretta Abbott Operator: Kevin Cooper  
 Entry Date: 8/18/2014 7:48:51AM SO Type: M-SIO Request Type: Water Service Line Break  
 Instructions: Customer called saying they can hear what sounds like water running in the wall behind the hot water heater and can see some water behind the washer & dryer. Please check the meter to see if they have a leak. No water softener. He would also like for you to mark where the shut off valve is. Please tag the door with your findings.  
 Due Date: 8/18/2014 8:00:00AM Resolution Date: 8/18/2014 12:00:00AM FA Status: Completed  
 Resolution: Customer did have leak indicated at meter of approx. 1 gpm. Customer's wife was at home and I informed her of leak. I also found house valve buried next to hose bib on right side of house and uncovered for customer.

Sub Division: 368 MR Route: F4S FA ID: 8737510890  
 Account #: 8214820638 Customer Name: RODRIGUEZ, BLANCA Phone #: (407) 221-8897  
 Address: 5 TAPPAN ZEE LN CSR: Sylvia Watler Operator: Rodel Hermano  
 Entry Date: 2/14/2014 2:24:15PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Alexandra from Reda Realty is reporting very low water pressure and possible leak at premise.  
 Due Date: 2/17/2014 6:00:00PM Resolution Date: 2/17/2014 12:00:00AM FA Status: Completed  
 Resolution: House valve is not on all the way causing the pressure/flow problem. Unable to leave the water on because shower is running at the locked pool/patio area. Placed a ribbon on the house valve for them to turn on at valve.

Sub Division: 368 MR Route: F5F FA ID: 8892500053  
 Account #: 4563782547 Customer Name: Smith, Tonya M. Phone #: (321) 295-7417  
 Address: 101 OAKLEY CT CSR: Bonnie Storm Operator: Thomas Keys

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

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Entry Date: 3/27/2014 8:11:37AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer reporting yellow water. No odor. Just noticed it this AM.

Due Date: 3/27/2014 6:00:00PM Resolution Date: 3/27/2014 12:00:00AM FA Status: Completed

Resolution: Tom Keys talked to customer at house. Measured CL2 residual at 2.0 PPM. Customer said all was ok now, yellow water was isolated to only one bathroom. No softener in house. Don Hasty

Sub Division: 368 MR Route: F4S FA ID: 8930210218

Account #: 8930210000 Customer Name: STRATFORD, WILLIAM K Phone #: (407) 339-5487

Address: 1207 ROXBORO RD CSR: Isabel Ceballos Operator: John Marinelli

Entry Date: 3/10/2014 9:07:54AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer is reporting low pressure.

Due Date: 3/10/2014 6:00:00PM Resolution Date: 3/10/2014 12:00:00AM FA Status: Completed

Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368 MR Route: F5G FA ID: 8973000687

Account #: 0718181721 Customer Name: Pastore, Carmela Phone #: (407) 786-0671

Address: 147 GOLFCLUB DR CSR: Glenda Thompson Operator: Thomas Keys

Entry Date: 4/7/2014 11:27:39AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer called to report that the water is grey in her toilet and leaves a black film. She is requesting to have the water tested. No issues through the rest of the home.

Due Date: 4/8/2014 6:00:00PM Resolution Date: 4/8/2014 12:00:00AM FA Status: Completed

Resolution: Met the customer at about 2 pm. She had black sediment in one toilet tank. Her plumber said we would test the water for her. I measured the CL2 in the water in her bathroom sink at 0.3 residual and PH from the water in the toilet tank at 7.3 units. Tom K.

Sub Division: 368 MR Route: F5F FA ID: 9082300908

Account #: 9082300000 Customer Name: PATEL, BINDESH H Phone #: (407) 383-5165

Address: 101 TEDWORTH CT CSR: Amanda Stonebreaker Operator: Kevin Cooper

Entry Date: 3/20/2014 7:48:37AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer states very low water pressure.

Due Date: 3/20/2014 6:00:00PM Resolution Date: 3/20/2014 12:00:00AM FA Status: Completed

Resolution: Checked address and everything seems fine. Spoke with customer and she says house is fine but irrigation is low. Informed customer that she is getting max amount of pressure she can get. I informed the customer that she may want to change watering times or contact irrigation company.

Sub Division: 368 MR Route: F5F FA ID: 9100900802

Account #: 3379567796 Customer Name: LEVINE, BRIAN Phone #: (407) 415-2770

Address: 430 STANTON PL CSR: Ferrellyn Trovinger Operator: Kevin Cooper

Entry Date: 6/16/2014 10:21:28AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer said there is a deadly bacteria, campylobacter that caused the dogs to be sick. There are 3 other dogs in the neighborhood at the same vet today. He can be reached at 896-481-8601.

Due Date: 6/16/2014 8:00:00PM Resolution Date: 6/18/2014 12:00:00AM FA Status: Completed

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Resolution: Per Scott Gosnell, Bryan Gongre had them take samples at the address and will call when results are in. 6-18-14 samples came back good and customer was notified by Bryan Gongre. KEV

Sub Division: 368 MR Route: F4S FA ID: 9623188661  
 Account #: 9620800000 Customer Name: DE SANTIS, SUZANNE C Phone #: (407) 257-9252  
 Address: 207 GARDEN LN CSR: Linette Orengo Operator: Kevin Cooper  
 Entry Date: 9/26/2014 9:05:29AM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: **Customer has cloudy brownish water since yesterday.** I didn't see anything in alerts. I emailed Kim.  
 Due Date: 9/26/2014 8:00:00PM Resolution Date: 9/29/2014 12:00:00AM FA Status: Completed  
 Resolution: Spoke with customer and she stated the water has cleared up and is fine. CL2 residual is 1.6. Pete F.

Sub Division: 368 MR Route: F5F FA ID: 9753061078  
 Account #: 2942844657 Customer Name: ALAND, BEVERLY Phone #: (407) 951-6270  
 Address: 222 SELKIRK WAY CSR: Brooke Storm Operator: Kevin Cooper  
 Entry Date: 8/6/2014 9:09:30AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer called to report that water pressure has been fluctuating over the past few days. States her neighbors also seem to be having the same problem.  
 Due Date: 8/6/2014 8:00:00PM Resolution Date: 8/6/2014 12:00:00AM FA Status: Completed  
 Resolution: Spoke with customer and explained that we lost a PLC that controls pressure at the plant. Everything is back in service and pressure is normal again. Don Hasty

Sub Division: 368 MR Route: F5F FA ID: 9845610308  
 Account #: 3251241021 Customer Name: GILES, GIA Phone #: (407) 463-8194  
 Address: 153 HARROGATE PLACE CSR: Jerrie Hoffman Operator:  
 Entry Date: 5/21/2014 1:36:57PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Water pressure very low pressure, mainly in the morning.  
 Due Date: 5/22/2014 6:00:00PM Resolution Date: 5/22/2014 12:00:00AM FA Status: Completed  
 Resolution: There was a problem at the Wekiva plant. Had 52 PSI read this morning.

Sub Division: 368 MR Route: F4G FA ID: 9990710258  
 Account #: 7646081793 Customer Name: SANCHEZ, DANIEL Phone #: (321) 277-9210  
 Address: 807 RIVERBEND BLVD CSR: Jerrie Hoffman Operator: Mike Finnegan  
 Entry Date: 7/18/2014 11:00:27AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer is reporting high water pressure.  
 Due Date: 7/21/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed  
 Resolution: The water pressure is fine it 65 PSI. I let the customer know. MAF

Sub Division: 368 MR Route: F4S FA ID: 5456664237  
 Account #: 5702733614 Customer Name: PATEL, PARAG Phone #: (347) 322-0824  
 Address: 1339 BELLA TUSCANY COVE CSR: Amanda Stonebreaker Operator: Kevin Cooper

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Entry Date: 3/10/2014 8:35:55AM      SO Type: M-SIO      Request Type: High or Low Water Pressure  
Instructions: Customer called stating very low pressure.  
Due Date: 3/10/2014 6:00:00PM      Resolution Date: 3/10/2014 12:00:00AM      FA Status: Completed  
Resolution: There was a problem at plant that caused pressure to drop. Operators are working to restore pressure.

Sub Division: 368      MR Route: F3Y      FA ID: 8340080107  
Account #: 2500592985      Customer Name: Acct Department      Phone #: (407) 303-3441  
Address: 645 CAMPUS LOOP      CSR: Isabel Ceballos      Operator:

Entry Date: 9/18/2014 10:09:18AM      SO Type: M-SIO      Request Type: High or Low Water Pressure  
Instructions: Customer states water pressure has dropped from 60 PSI down to 30 PSI and is not keeping up with the demand in his laundry facility. He doesn't think it's due to other customers using their irrigation.  
Due Date: 9/18/2014 8:00:00PM      Resolution Date: 9/18/2014 12:00:00AM      FA Status: Completed  
Resolution: Went to the site and we had 60PSI at the meter. Spoke with plant and they are leaving the plant with 80PSI. KEV

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Sub Division: 368 MR Route: F5G FA ID: 0839932772  
Account #: 0498957831 Customer Name: HURTADO, CLARA Phone #: (321) 202-0121  
Address: 3959 OAKINGTON PL CSR: Zakia Bouldin Operator: Rodel Hermano  
Entry Date: 7/16/2015 7:35:07AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer reporting little to no pressure throughout the home.  
Due Date: 7/16/2015 8:00:00PM Resolution Date: 7/16/2015 12:00:00AM FA Status: Completed  
Resolution: Meter is all the way on at the meter. Water pressure is at 49 PSI with a good amount of flow coming out of the hose bib. Left voicemail message with results. RH

Sub Division: 368 MR Route: F5F FA ID: 0066051189  
Account #: 4552440780 Customer Name: BERGLING,ZACHARY Phone #: (321) 332-2252  
Address: 212 CANTERCLUB TRL CSR: Zakia Bouldin Operator: Kevin Cooper  
Entry Date: 6/23/2015 7:32:24AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Zachary reporting an odor in the sewer. States can smell the odor in laundry room and master bath.  
Due Date: 6/23/2015 8:00:00PM Resolution Date: 6/23/2015 12:00:00AM FA Status: Completed  
Resolution: Spoke with customer and he stated that it is only in his laundry and master bath that has the smell. Everything is working and draining fine. I informed the customer to put bleach in his P traps overnight.

Sub Division: 368 MR Route: F3Z FA ID: 0161685731  
Account #: 0305454939 Customer Name: SCOTT, WAYNE Phone #: (617) 413-1922  
Address: 1056 EDMISTON PL CSR: Micah Johnson Operator: Frank Turner  
Entry Date: 2/6/2015 8:50:16AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer states very low water pressure for the past few day.  
Due Date: 2/6/2015 8:00:00PM Resolution Date: 2/6/2015 12:00:00AM FA Status: Completed  
Resolution: Cleaned out meter and checked curb stop, ok. Customer has very bad irrigation leak. FT

Sub Division: 368 MR Route: F5F FA ID: 0264026403  
Account #: 0263310000 Customer Name: INBORNONE, PATRICIA Phone #: (407) 862-6696  
Address: 208 HOLDERNESS DR CSR: Constance Dunn Operator: Kevin Cooper  
Entry Date: 4/14/2015 1:42:19PM SO Type: M-SIO Request Type: Water Quality  
Instructions: **Customer called to say that water in pool and in house is coming out black.**  
Due Date: 4/16/2015 8:00:00PM Resolution Date: 4/16/2015 12:00:00AM FA Status: Completed  
Resolution: Met with the customer and she had black specs coming from cold water faucet on occasion. I explained to her that we had noticed on occasion that braided supply lines under sinks have a rubber tubing inside them that deteriorates over time with the chlorine in the water. She also showed me her pool that had debris floating in it.

Sub Division: 368 MR Route: F4T FA ID: 0276282759  
Account #: 0273700000 Customer Name: NELSON, LARRY W Phone #: (407) 942-3254  
Address: 561 ESTATES PL CSR: Karon Hinchcliffe Operator:  
Entry Date: 6/30/2015 1:37:06PM SO Type: M-SIO Request Type: Discolored Water

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Instructions: Customer states her water is coming out yellow and smells like sulfur. The outside is coming out black.  
Due Date: 7/1/2015 6:00:00PM Resolution Date: 7/1/2015 12:00:00AM FA Status: Completed  
Resolution: Spoke with the customer. The house has been vacant for a year. I informed to flush house. Read 6249540. Matt

Sub Division: 368 MR Route: F4G FA ID: 0406764717  
Account #: 0140855068 Customer Name: GILLILAND, KELLI Phone #: (407) 774-6588  
Address: 300 COVE LAKE CT CSR: Amanda Stonebreaker Operator: Kevin Cooper  
Entry Date: 5/15/2015 7:12:12AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer called to report brown water. She did call our after-hours service and they told her to flush lines. She has flushed the lines but still has dirty water.

Due Date: 5/15/2015 8:00:00PM Resolution Date: 5/15/2015 12:00:00AM FA Status: Completed  
Resolution: Flushed lines in area and informed to flush hose bib and faucets inside house. KEV

Sub Division: 368 MR Route: F4F FA ID: 0616795991  
Account #: 2925872724 Customer Name: PATEL, GHANSHYAM Phone #: (847) 704-2045  
Address: 625 N LONGVIEW PL CSR: Ewan Dehnert Operator: Mike Finnegan  
Entry Date: 3/12/2015 11:10:33AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Please check premise as customer states the water pressure is very low.

Due Date: 3/13/2015 8:00:00PM Resolution Date: 3/13/2015 12:00:00AM FA Status: Completed  
Resolution: I checked the water pressure at the hose bib coming off the main pipe going in to the house there is 60 PSI.MAF

Sub Division: 368 MR Route: F4S FA ID: 0722268807  
Account #: 4864181291 Customer Name: CAMPANALE, KATHERINE Phone #: (407)  
310-2396  
Address: 127 SLADE DR CSR: Kimberly Bennett Operator: Kevin Cooper  
Entry Date: 4/1/2015 7:47:05AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called due to low water pressure in the evening and morning for the past 3 months.

Due Date: 4/1/2015 6:00:00PM Resolution Date: 4/1/2015 12:00:00AM FA Status: Completed  
Resolution: Checked meter and curbstop. It is open all the way and meter is working fine. House valve is open all the way and they have 50 PSI at hose bib. House has been replumbed and unsure if they have water softener.

Sub Division: 368 MR Route: F4G FA ID: 0744280548  
Account #: 0741600000 Customer Name: HUNT, THOMAS E Phone #: (407) 788-2020  
Address: 108 ELDERBERRY LN CSR: Carolyn McVicker Operator: Rodel Hermano  
Entry Date: 5/18/2015 11:13:52AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer has noticed a substantial decrease in his water pressure (sprinklers only run at about half strength) since we changed out the meter for 110 Elderberry (also in his meter box). The neighbor's sprinklers have a lot of pressure, but his pressure is too low

Due Date: 5/18/2015 8:00:00PM Resolution Date: 5/18/2015 12:00:00AM FA Status: Completed  
Resolution: Neighbor from 110 Elderberry have a bigger size meter than his which is slightly affecting flow when they are watering the yard. Advised to either upgrade to a 1" meter or change his sprinkler run time to avoid the problems.

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RH.CA

Sub Division: 368 MR Route: F5F FA ID: 0844626844  
Account #: 5809580355 Customer Name: RAMNARINE, DAVID Phone #: (917) 345-0678  
Address: 100 SUFFOLK CT CSR: Yanet Garcia Operator:  
Entry Date: 7/16/2015 11:44:27AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer complaining about black color water.**  
Due Date: 7/16/2015 12:00:00AM Resolution Date: 7/16/2015 12:00:00AM FA Status: Completed  
Resolution: Customer has water softener. Customer will flush inside and bypass softener CL2 is 0.8. CS

Sub Division: 368 MR Route: F4S FA ID: 0853202173  
Account #: 6890698690 Customer Name: GRIFFIN, CANDACE Phone #: (321) 948-3246  
Address: 159 SHERIDAN AVE CSR: Ewan Dehnert Operator: Kevin Cooper  
Entry Date: 8/3/2015 12:45:28PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer states the water is coming out with a yellow color.**  
Due Date: 8/3/2015 6:00:00PM Resolution Date: 8/3/2015 12:00:00AM FA Status: Completed  
Resolution: Checked address and customer stated that he saw someone out flushing hydrants yesterday. We informed him that it may have been the city of Longwood. Checked water and it is clear at hose bib. Informed customer to flush inside. Don Hasty

Sub Division: 368 MR Route: F5F FA ID: 0886054104  
Account #: 0886700000 Customer Name: AZULA, FRANCISCO Phone #: (407) 869-0212  
Address: 234 DUNCAN TRL CSR: Cammy Iwinski Operator: Rodel Hermano  
Entry Date: 9/16/2015 1:55:33PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions: Customer experienced backup in her house 2 month ago and was told by UI that they would bring a camera in to investigate. Plumber told them that is 80 feet from their house.  
Due Date: 9/17/2015 8:00:00PM Resolution Date: 9/17/2015 12:00:00AM FA Status: Completed  
Resolution: No cleanout found. Customer stated that the root infiltration is at 80' at the connection where the PVC and clay pipe meet. Informed the customer that it's still their responsibility at the connection to install a cleanout accessible for us to investigate. She is to call when this has been done. RH/CA

Sub Division: 368 MR Route: F4S FA ID: 0929046884  
Account #: 0923410000 Customer Name: ROBINSON, WANDA L Phone #: (407) 332-0989  
Address: 109 SHADY VALE CSR: Sylvia Watler Operator:  
Entry Date: 8/18/2015 8:26:32AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer is reporting muddy water.**  
Due Date: 8/18/2015 8:00:00PM Resolution Date: 8/18/2015 12:00:00AM FA Status: Completed  
Resolution: Checked for muddy water. Meter was previously changed and ran hose bib but something went into house causing muddy water. Water was clear when I arrived. JAM

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Sub Division: 368 MR Route: F3Z FA ID: 0998039562  
Account #: 0996500000 Customer Name: PEASE, LEROY A Phone #: (407) 333-4716  
Address: 310 VISTA OAK DR CSR: Linette Orengo Operator: Kevin Cooper  
Entry Date: 3/4/2015 7:31:15AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: **Customer stated the water is very cloudy** and spurting out. It has been like this since Tuesday afternoon.  
Due Date: 3/5/2015 8:00:00PM Resolution Date: 3/5/2015 12:00:00AM FA Status: Completed  
Resolution: Meter was replaced on 3/2/15. There may have been air and dirt in lines after meter was flushed that made it into house. I apologized to customer and informed her that everything was clear and she did state that it cleared up yesterday afternoon. KEV

Sub Division: 368 MR Route: F4G FA ID: 1135577261  
Account #: 1133210000 Customer Name: GARY, TOM Phone #: (407) 869-8166  
Address: 100 BAY HAMMOCK LN CSR: Sylvia Watler Operator: Thomas Keys  
Entry Date: 5/27/2015 3:18:30PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer is calling about very low water pressure, said irrigation only sputters when turned on. States we came out last week due to chlorine smell in water and we flushed lines. Ever since then pressure is very low.  
Due Date: 5/28/2015 8:00:00PM Resolution Date: 5/28/2015 12:00:00AM FA Status: Completed  
Resolution: Met with the home owner, she said a plumber had replumbed her house. When I arrived I placed a gauge on her outside hose bib and it read 82 PSI. When she turned the sprinklers on it read 50 PSI. I noticed the service to the house was 1" at the meter.

Sub Division: 368 MR Route: F5F FA ID: 1154590680  
Account #: 2153310000 Customer Name: SCHWOLSKY, BARBARA Phone #: (407) 454-2014  
Address: 210 HOLDERNESS DR CSR: Sylvia Watler Operator: Jeff Methaney  
Entry Date: 10/20/2015 10:47:26AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called to say she still has lower than normal pressure. Said was ok till 10/16 when we were out there.  
Due Date: 10/24/2015 8:00:00PM Resolution Date: 10/22/2015 12:00:00AM FA Status: Completed  
Resolution: Valve is turned completely on. No sign of tampering with box or valve. Grass grown completely over box meter and box is full of sand. No sign of leak or adherence to flow. JM

Sub Division: 368 MR Route: F5F FA ID: 1155870300  
Account #: 2153310000 Customer Name: SCHWOLSKY, BARBARA Phone #: (407) 454-2014  
Address: 210 HOLDERNESS DR CSR: Ferrellyn Trovinger Operator: Jeff Methaney  
Entry Date: 10/19/2015 10:37:32AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called to complain of low pressure. She said it started Friday after two UI employees were outside her home at the water meter.  
Due Date: 10/19/2015 8:00:00PM Resolution Date: 10/19/2015 12:00:00AM FA Status: Completed  
Resolution: Curbstop on completely. No signs of leak.

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Sub Division: 368 MR Route: F4F FA ID: 1210199457  
 Account #: 1215310000 Customer Name: CHAMPAGNE, MICHAEL Phone #: (407) 788-6383  
 Address: 552 S LONGVIEW PL CSR: Samantha Gongre Operator:  
 Entry Date: 12/3/2015 12:51:48PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer called due to low pressure. She states that she is not the only one experiencing this on her street.  
 Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/4/2015 12:00:00AM FA Status: Completed  
 Resolution: Spoke with the customer their water softener went bad. We have 61PSI going to the house. JAM

Sub Division: 368 MR Route: F5G FA ID: 1599498436  
 Account #: 8356919602 Customer Name: GEE, RICHARD Phone #: (321) 972-3743  
 Address: 1928 ST ANDREWS PL CSR: Paul Wright Operator:  
 Entry Date: 10/16/2015 8:37:47AM SO Type: M-SIO Request Type: Discolored Water  
 Instructions: **Customer is stating that they are having discolored water pretty** often now at the house. She said it's not all day but it's throughout the day at random times. She wants us to check to make sure everything is ok.  
 Due Date: 10/16/2015 8:00:00PM Resolution Date: 10/16/2015 12:00:00AM FA Status: Completed  
 Resolution: Barner Cook went to house and spoke with the customer about their water and their concerns. He flushed their line at the spigot and at the garage. Customer seemed pleased with the visit.

Sub Division: 368 MR Route: F5F FA ID: 1756436304  
 Account #: 1752800000 Customer Name: PEAK, CHARLES T Phone #: (407) 788-2769  
 Address: 229 COBLE DR CSR: Karon Hinchcliffe Operator: Caleb Alday  
 Entry Date: 11/5/2015 12:12:14PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Very low pressure since his meter was replaced. Does he still have a 1" meter?  
 Due Date: 11/6/2015 6:00:00PM Resolution Date: 11/6/2015 12:00:00AM FA Status: Completed  
 Resolution: He has 1 " meter. His house valve is failing. He is going to have it repaired.CA/RH/KEV

Sub Division: 368 MR Route: F5F FA ID: 1964542847  
 Account #: 8631582010 Customer Name: WILKERSON, LORI Phone #: (407) 497-4002  
 Address: 103 LYNDHURST DR CSR: Brooke Storm Operator: Rodel Hermano  
 Entry Date: 9/3/2015 11:18:28AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Lori called to report low pressure.  
 Due Date: 9/3/2015 8:00:00PM Resolution Date: 9/3/2015 12:00:00AM FA Status: Completed  
 Resolution: House valve at premise is off. Unable to leave the valve on because water is leaking from the top of the customer's valve. Left a message on the voicemail and tagged door with findings. RH.

Sub Division: 368 MR Route: F4S FA ID: 1987249766  
 Account #: 1982210000 Customer Name: RIPPEY, ARTHUR Phone #: (407) 772-2004  
 Address: 1401 WINDSOR AVE CSR: Jerrie Hoffman Operator: Caleb Alday  
 Entry Date: 5/28/2015 1:22:01PM SO Type: M-SIO Request Type: High or Low Water Pressure

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Instructions: Low pressure reported by customer. Customer states softening system serviced last year. No plugged screens.

Due Date: 5/29/2015 8:00:00PM Resolution Date: 5/29/2015 12:00:00AM FA Status: Completed

Resolution: Customer has 62PSI. Put the water softener on bypass and the water spigot doubled in flow. The water softener needs to be serviced. Nobody was home. Tagged door with findings.CA

Sub Division: 368 MR Route: F3Y FA ID: 2717438942

Account #: 7586073841 Customer Name: PEACOCK, DAVID Phone #: (801) 455-9325

Address: 2721 JENNIFER HOPE BLVD CSR: Carolyn McVicker Operator:

Entry Date: 7/14/2015 10:06:43AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer called stating his water continues to have a dark tint and is cloudy. Runs water and it will clear and then comes back. He recently repaired his hose spigot and had to turn water off and on. It started after this event.

Due Date: 7/14/2015 8:00:00AM Resolution Date: 7/14/2015 12:00:00AM FA Status: Completed

Resolution: Customer has a softener. His water is clear at front hose bib. Advised customer to flush inside fixtures. CL2 2.6 Scott Moss

Sub Division: 368 MR Route: F3Z FA ID: 3252348370

Account #: 8944706705 Customer Name: Shaikh, Sahar Phone #: (407) 403-4442

Address: 1702 IVERNESS CT CSR: Amanda Stonebreaker Operator:

Entry Date: 3/3/2015 7:08:31AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer called to complain of odor in water. Said smells like sewage.

Due Date: 3/3/2015 8:00:00PM Resolution Date: 3/3/2015 12:00:00AM FA Status: Completed

Resolution: Spoke with the customer. No smell when he arrived; had a 1.5 residual. Informed her to run the water in the other bathrooms as it may have been stagnant from no use. Pete

Sub Division: 368 MR Route: F4T FA ID: 3267273772

Account #: 3264600000 Customer Name: OLLA, DENNIS Phone #: (407) 862-6552

Address: 111 FOREST POINT LN CSR: Ingrid Jenkins Operator:

Entry Date: 11/17/2015 1:24:00PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reporting of black water in toilets and in his sinks.

Due Date: 11/18/2015 12:00:00AM Resolution Date: 11/18/2015 12:00:00AM FA Status: Completed

Resolution: Customer had sample in jar was easily identified as black rubber from the lines in the house. Suggested customer replace toilet lines then monitor results, then replace all other lines that are going bad. CL2 2.0 at house. Don H

Sub Division: 368 MR Route: F5G FA ID: 3290865900

Account #: 0074614122 Customer Name: SCAMEHORN, JONATHAN Phone #: (269) 352-5464

Address: 286 NEEDLES TRL CSR: Sylvia Watler Operator:

Entry Date: 10/19/2015 8:39:43AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer is reporting low water pressure.

Due Date: 10/20/2015 8:00:00PM Resolution Date: 10/20/2015 12:00:00AM FA Status: Completed

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Resolution: Spoke with customer she will call a plumber. PSI 65 before softener. 60 PSI after softener. Corey Sudal

Sub Division: 368 MR Route: F4G FA ID: 3305333172  
Account #: 6858752534 Customer Name: ALLIS, ROBERT Phone #: (407) 402-8378  
Address: 405 SWEETWATER COVE BLVD CSR: Sylvia Watler Operator: Kevin Cooper  
Entry Date: 9/28/2015 8:35:02AM SO Type: M-SIO Request Type: No Water  
Instructions: Customer is reporting no water at premise. Stated plumber come out and said the meter had collapsed.  
Due Date: 9/28/2015 8:00:00PM Resolution Date: 9/28/2015 12:00:00AM FA Status: Completed  
Resolution: Checked meter and meter is on all the way with no problems. Checked hose bib and they have plenty of water and pressure at bib. They are having plumbing work done inside the house and they do have a water softener but plumber had put on bypass this morning.

Sub Division: 368 MR Route: F4T FA ID: 3341122564  
Account #: 3348500000 Customer Name: HAERING, CAMMIE Phone #: (407) 862-4607  
Address: 248 SPRINGSIDE RD CSR: Sylvia Watler Operator: Kevin Cooper  
Entry Date: 10/30/2015 9:11:32AM SO Type: M-SIO Request Type: No Water  
Instructions: Customer is reporting no water at premise.  
Due Date: 10/30/2015 8:00:00PM Resolution Date: 10/30/2015 12:00:00AM FA Status: Completed  
Resolution: Low water pressure due to water main break on Riverbend Court. Had main isolated and turned off within a few minutes and pressure came back up to normal. KEV

Sub Division: 368 MR Route: F4S FA ID: 3399606920  
Account #: 3394500000 Customer Name: MICHELLE (DAUGHTER CELL # BELOW) Phone #: (407) 260-5362  
Address: 129 SHERIDAN AVE CSR: Charles Curry Operator:  
Entry Date: 12/16/2015 10:29:26AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Sewer odor coming into the home through all the drains.  
Due Date: 12/16/2015 6:00:00PM Resolution Date: 12/16/2015 12:00:00AM FA Status: Completed  
Resolution: Called customer and explained that the smell might be from her vent stack, which may be plugged. Will need to check the manholes to be sure they are all clear. Jam

Sub Division: 368 MR Route: F4G FA ID: 3466635738  
Account #: 3469610000 Customer Name: RAYMOND, RICKY Phone #: (407) 619-9020  
Address: 727 RIVERBEND BLVD CSR: Kimberly Bennett Operator:  
Entry Date: 10/30/2015 9:39:14AM SO Type: M-SIO Request Type: Water Quality  
Instructions: Customer called due to high chlorine this morning.  
Due Date: 10/30/2015 8:00:00PM Resolution Date: 10/30/2015 12:00:00AM FA Status: Completed  
Resolution: Arrived at house at 12:12 pm. Checked CL2 was 3.3 at hose bib. I informed Scott Moss. Scott called Laura and explained that hypo was turned down at plant and odor should reduce soon. Scott Moss

Sub Division: 368 MR Route: F5F FA ID: 3562902364  
Account #: 7227044924 Customer Name: POWELL, RANDY Phone #: (407) 310-1243



**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

his sink. CL2 2.5 ppm. Allen Finch

Sub Division: 368 MR Route: F3Y FA ID: 4086581797  
Account #: 5773345001 Customer Name: HAUBERT, PEGGY Phone #: (321) 356-9553  
Address: 1511 SUZANNE WAY CSR: Sylvia Watler Operator: Kevin Cooper  
Entry Date: 8/4/2015 3:15:35PM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions: Customer called to say he had sewage back up and the plumber cleared line but said that blockage was due to roots after the cleanout and under sidewalk. Will need for us to clear.  
Due Date: 8/7/2015 8:00:00PM Resolution Date: 8/7/2015 12:00:00AM FA Status: Completed  
Resolution: Ran camera and it appears our YIS broke due to tree roots. Informed customer that we will dig up and replace tomorrow. KEN \ KEV

Sub Division: 368 MR Route: F4T FA ID: 4184452517  
Account #: 4180510000 Customer Name: KINYON, CHARLES E Phone #: (407) 862-6566  
Address: 104 WOODMILL RD CSR: Glenda Thompson Operator: Kevin Cooper  
Entry Date: 10/30/2015 9:10:43AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer reports no water pressure.  
Due Date: 10/30/2015 8:00:00PM Resolution Date: 10/30/2015 12:00:00AM FA Status: Completed  
Resolution: Low water pressure due to water main break on Riverbend Court. Had main isolated and turned off within a few minutes and pressure came back up to normal. KEV

Sub Division: 368 MR Route: F5F FA ID: 4343846094  
Account #: 2895211867 Customer Name: MCWHORTER, KIM Phone #: (407) 252-8813  
Address: 308 CAMBRIDGE DR CSR: Jessica Bridges Operator:  
Entry Date: 4/17/2015 2:04:12PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called to report his water pressure is too low.  
Due Date: 4/17/2015 8:00:00PM Resolution Date: 4/20/2015 12:00:00AM FA Status: Completed  
Resolution: April 20th around 13:15 I tested the PSI and it was 65. The chlorine residual was 0.2 so I suspect they have a water softener. Tom Keys

Sub Division: 368 MR Route: F4F FA ID: 4405241655  
Account #: 5961101120 Customer Name: SP LONGWOOD PRO, LLC Phone #: (502) 429-9888  
Address: 302 SABAL PARK PL CSR: Haida Caruso Operator:  
Entry Date: 11/11/2015 3:40:29PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Matthew, service manager reports sulfur odor or taste in water in Building 306. Please meet with Matthew.  
Due Date: 11/17/2015 8:00:00PM Resolution Date: 11/18/2015 12:00:00AM FA Status: Completed  
Resolution: Checked and found odor was isolated to the kitchen sink. I ran sink 30 seconds and odor went away. CL2 is 0.9 and customer was advised to run water if sink has not been in use for some time.

Sub Division: 368 MR Route: F4F FA ID: 4404540673  
Account #: 5961101120 Customer Name: SP LONGWOOD PROP, LLC Phone #: (502) 429-9888

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Address: 302 SABAL PARK PL CSR: Karon Hinchcliffe Operator:  
Entry Date: 7/21/2015 1:59:39PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Rachel from Americure Insurance said that when they had a located done by our operations department, Operations said it was all clear. They hit a pipe and the water and sand from the broken pipe damaged a car. Please call Rachel.  
Due Date: 7/22/2015 12:00:00AM Resolution Date: 7/22/2015 12:00:00AM FA Status: Completed  
Resolution: Spoke with Rachel about a claim from one of the tenants for damage to his vehicle. I will get with Bryan to see what needs to be done. JAM

Sub Division: 368 MR Route: F4F FA ID: 4401413448  
Account #: 5961101120 Customer Name: SP LONGWOOD PROP, LLC Phone #: (502) 429-9888  
Address: 302 SABAL PARK PL CSR: Ewan Dehnert Operator:  
Entry Date: 12/22/2015 3:25:03PM SO Type: M-SIO Request Type: Water Quality  
Instructions: Please check premise as customer states there is a very bad odor and taste to the water.  
Due Date: 12/23/2015 8:00:00PM Resolution Date: 12/28/2015 12:00:00AM FA Status: Completed  
Resolution: At 11am reported to Matthew, the maintenance supervisor concerning water complaint. I could not leave message as voice mail was too full. I informed Scott of the situation of no one calling back. Fred Rogers.

Sub Division: 368 MR Route: F4T FA ID: 4469132201  
Account #: 4467300000 Customer Name: YANKOWICH, EDWARD Phone #: (407) 774-0171  
Address: 307 WILD OLIVE LN CSR: Linette Orengo Operator: Rodel Hermano  
Entry Date: 10/1/2015 3:22:46PM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer states she needs to know the volume of water going into the home because she cannot have 2 faucets on at the same time.  
Due Date: 10/6/2015 8:00:00PM Resolution Date: 10/6/2015 12:00:00AM FA Status: Completed  
Resolution: Customer is getting 36gpm at 60 PSI at the meter. Advised to check her plumbing. Left a message on the phone and tagged door with findings. RH

Sub Division: 368 MR Route: F4S FA ID: 4550758831  
Account #: 4550510000 Customer Name: VORAN, ROSELLE C Phone #:  
Address: 620 CAMBRIDGE CT CSR: Jessica Bridges Operator: Greg Liggins  
Entry Date: 6/2/2015 8:55:06AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions: Customer called with concerns about her water. She said, last night she had **brown debris in her water**. She was told by her neighbor she should run her water for an hour which should correct the problem. This morning the water is clear with no debris. She wants to know if the water is safe to drink.  
Due Date: 6/2/2015 8:00:00PM Resolution Date: 6/2/2015 12:00:00AM FA Status: Completed  
Resolution: Checked water and ran it for a while; it was clear. Customer was not home. GL

Sub Division: 368 MR Route: F4S FA ID: 4553578107  
Account #: 4550510000 Customer Name: VORAN, ROSELLE C Phone #:  
Address: 620 CAMBRIDGE CT CSR: Karon Hinchcliffe Operator: Rodel Hermano  
Entry Date: 2/9/2015 12:23:46PM SO Type: M-SIO Request Type: High or Low Water Pressure

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

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Instructions: Customer complains of low pressure.

Due Date: 2/9/2015 6:00:00PM Resolution Date: 2/9/2015 12:00:00AM FA Status: Completed

Resolution: Customer has 60 PSI residual pressure. Stated that she is only having trouble on the hot water side and suspects that it may be caused by the new heater installed. RH

Sub Division: 368 MR Route: F4T FA ID: 4612907539  
Account #: 4619410000 Customer Name: STEWART, JANICE Phone #: (407) 252-0177  
Address: 109 WOODMILL RD CSR: Ferrellyn Trovinger Operator: Kevin Cooper  
Entry Date: 10/30/2015 9:14:40AM SO Type: M-SIO Request Type: No Water

Instructions: Customer called stating she has no water. She states her neighbor has no water either.

Due Date: 10/30/2015 9:00:00PM Resolution Date: 10/30/2015 12:00:00AM FA Status: Completed

Resolution: Low water pressure due to water main break on Riverbend court. Had main isolated and turned off within a few minutes and pressure came back up to normal. KEV

Sub Division: 368 MR Route: F4S FA ID: 4711311799  
Account #: 4716200000 Customer Name: GIUNTA, ANTOINETTE Phone #: (407) 332-6283  
Address: 133 STONEY RIDGE DR CSR: Cammy Iwinski Operator:  
Entry Date: 2/25/2015 1:15:53PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer stated her water keeps getting calcium build up and she has to scrape it off her faucet every 2 days.

Due Date: 2/26/2015 8:00:00PM Resolution Date: 2/26/2015 12:00:00AM FA Status: Completed

Resolution: Advised customer to flush hot water heater.

Sub Division: 368 MR Route: F5F FA ID: 4730040355  
Account #: 4737700000 Customer Name: HAYES, CYNTHIA Phone #: (407) 227-0639  
Address: 1104 CAMBRIDGE CT CSR: Lorie Mayeski Operator: Kevin Cooper  
Entry Date: 5/18/2015 7:49:25AM SO Type: M-SIO Request Type: No Water

Instructions: Received an E-Mail from customer stating the following. "I discovered our water pressure was unusually low this morning, but in about a half hour it has completely turned off. I have suspicions there are issues in the neighborhood because of a "river" of water that flowed down across street yesterday for a long time. Is there a way to let us know when this may be fixed? E-Mailed Kim and Sylvia at 8:50 AM.

Due Date: 5/18/2015 8:00:00PM Resolution Date: 5/18/2015 12:00:00AM FA Status: Completed

Resolution: Went to address and checked pressure, everything is fine. The problem was caused by a break that was repaired down the street on Sunday. Tagged door to inform. KEV

Sub Division: 368 MR Route: F4T FA ID: 4766148568  
Account #: 4761300000 Customer Name: BIGLER, MICHAEL Phone #:  
Address: 108 HIDDEN OAK DR CSR: Sylvia Watler Operator: Kevin Cooper  
Entry Date: 10/30/2015 9:21:33AM SO Type: M-SIO Request Type: No Water

Instructions: Customer is reporting no water at premise.

Due Date: 10/30/2015 8:00:00PM Resolution Date: 10/30/2015 12:00:00AM FA Status: Completed

Resolution: Low water pressure due to water main break on Riverbend court. Had main isolated and turned off within a few minutes and pressure came back up to normal. KEV

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**  
 Customer Complaints & Resolutions 01/01/11 to 12/31/15

Sub Division: 368 MR Route: F4G FA ID: 4930368115  
 Account #: 4932410000 Customer Name: DOVER, BETH Phone #: (407) 788-7441  
 Address: 403 N SWEETWATER BLVD CSR: Sarah Locascio Operator:  
 Entry Date: 4/22/2015 1:57:39PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer reports low pressure. She believes that the meter valve is not opened up all the way  
 Due Date: 4/22/2015 6:00:00PM Resolution Date: 4/22/2015 12:00:00AM FA Status: Completed  
 Resolution: Checked valve and someone had partially shut off. Turned full open. JSM

Sub Division: 368 MR Route: F4G FA ID: 5034898717  
 Account #: 5036600000 Customer Name: MOSELEY, KENNETH Phone #: (407) 788-1760  
 Address: 111 COVE LAKE DR CSR: Jessica Bridges Operator:  
 Entry Date: 5/14/2015 3:36:25PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
 Instructions: The customer called report low water pressure and brown water.  
 Due Date: 5/14/2015 8:00:00PM Resolution Date: 5/14/2015 12:00:00AM FA Status: Completed  
 Resolution: Was checking valving in the area and shut water off for a short time. Called the customer. JAM

Sub Division: 368 MR Route: F5G FA ID: 5128662022  
 Account #: 0669874536 Customer Name: MACAUTHUR, GREG Phone #: (407) 579-0982  
 Address: 386 NEW WATERFORD PL CSR: Brooke Storm Operator: Shawn Ebert  
 Entry Date: 5/12/2015 3:18:39PM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer says that he has noticed lower than normal water pressure the last 3-4 months  
 Due Date: 5/14/2015 8:00:00PM Resolution Date: 5/14/2015 9:00:00AM FA Status: Completed  
 Resolution: House PSI is 49, gpm is 8. At the meter PSI is 52, gpm is 30. Customer has a lot of volume. There is restriction after the meter. Spoke with customer and informed him of all of my findings. SME

Sub Division: 368 MR Route: F5F FA ID: 5163574476  
 Account #: 0001743612 Customer Name: FREEBURG, JOHN Phone #: (321) 972-5329  
 Address: 255 CAMBRIDGE DR CSR: Ewan Dehnert Operator:  
 Entry Date: 1/2/2015 9:57:28AM SO Type: M-SIO Request Type: High or Low Water Pressure  
 Instructions: Customer states there is very little to no water pressure.  
 Due Date: 1/2/2015 8:00:00PM Resolution Date: 1/2/2015 12:00:00AM FA Status: Completed  
 Resolution: Went to house at 12:30 am no one home. Checked PSI at hose bib in front of house. PSI was 62. Checked meter and neighbors meter, both are OK. Left tag to check water softener. Don Hasty

Sub Division: 368 MR Route: F5F FA ID: 5212334688  
 Account #: 5219310000 Customer Name: THOMPSON, ELIZABETH J Phone #: (407)



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Instructions: Customer reporting very low pressure. Says it is an issue with the entire cul-de-sac. No pressure to shower or water lawn. If neighbors are using water, other neighbors have none.

Due Date: 6/2/2015 8:00:00PM Resolution Date: 6/2/2015 12:00:00AM FA Status: Completed

Resolution: Read-1481450...Checked service and found partially closed valve, we open the valve all the way and she is now getting 22gpm at 58PSI. Customer also has leak registering on the meter. Tagged door with findings. CA/KEV

Sub Division: 368 MR Route: F4S FA ID: 6092711412  
Account #: 6094510000 Customer Name: DELONG, NANCY E Phone #: (407) 754-0393  
Address: 520 PRESTON RD CSR: Linette Orengo Operator: Kevin Cooper  
Entry Date: 8/5/2015 11:56:20AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer states the water again has a strong bleach smell he and his wife have very dry skin due to the water. Also states he and his wife have stomach problems this morning. Please speak with customer. Wants water tested.

Due Date: 8/5/2015 8:00:00PM Resolution Date: 8/5/2015 12:00:00AM FA Status: Completed

Resolution: Measured CL2 at 2.0 at outside hose bib.

Sub Division: 368 MR Route: F4S FA ID: 6097655223  
Account #: 6094510000 Customer Name: DELONG, NANCY E Phone #: (407) 754-0393  
Address: 520 PRESTON RD CSR: Bonnie Storm Operator: Scott Gosnell  
Entry Date: 7/6/2015 9:57:12AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer reporting a bleach type of smell and bad taste to the water.

Due Date: 7/10/2015 8:00:00PM Resolution Date: 7/10/2015 12:00:00AM FA Status: Completed

Resolution: Flushed hose bib and checked water and everything was fine. Spoke with customer and informed to flush faucets inside. SG

Sub Division: 368 MR Route: F4T FA ID: 6196198381  
Account #: 6196410000 Customer Name: ZIA-MIAN, MICHAEL B Phone #: (407) 772-0369  
Address: 112 AUTUMN DR CSR: Carolyn McVicker Operator:  
Entry Date: 12/21/2015 8:06:51AM SO Type: M-SIO Request Type: General Investigation

Instructions: Driveway is completely mud due to water main break on Saturday. Found driveway to be cracked near the asphalt in 2 places. Customer is expecting company and insisting this be repaired today. E-mailing Kim and Silvia

Due Date: 12/21/2015 8:00:00PM Resolution Date: 12/21/2015 12:00:00AM FA Status: Completed

Resolution: Spoke with Mike and we cleaned the driveway and I told him we will get Seth with Seminole asphalt to get the driveway done after the holidays. JAM

Sub Division: 368 MR Route: F3Z FA ID: 6192387939  
Account #: 6197110000 Customer Name: RODRIGUEZ, ANTONIO L Phone #: (407) 830-9236  
Address: 1801 WINGFIELD DR CSR: Shona Robinson Operator:  
Entry Date: 3/20/2015 9:24:00AM SO Type: M-SIO Request Type: High or Low Water Pressure

**Sanlando Utilities (Des Pinar, Knollwood & Wekiva)**

Customer Complaints & Resolutions 01/01/11 to 12/31/15

Instructions: Customer called to state that she is experiencing low water pressure.

Due Date: 3/23/2015 8:00:00PM Resolution Date: 3/24/2015 12:00:00AM FA Status: Completed

Resolution: We need to install long side service. John Bush is installing on March 24th

Sub Division: 368 MR Route: F4T FA ID: 6317795495  
Account #: 6315410000 Customer Name: SHANE, A LEE Phone #: (407) 790-7655  
Address: 111 CEDAR POINT LN CSR: Carolyn McVicker Operator: Kevin Cooper  
Entry Date: 10/30/2015 9:14:02AM SO Type: M-SIO Request Type: No Water

Instructions: No water. Utility crews onsite.

Due Date: 10/30/2015 8:00:00PM Resolution Date: 10/30/2015 12:00:00AM FA Status: Completed

Resolution: Low water pressure due to water main break on Riverbend court. Had main isolated and turned off within a few minutes and pressure came back up to normal. KEV

Sub Division: 368 MR Route: F4T FA ID: 6738394448  
Account #: 4190526761 Customer Name: CLARK, DEEANA Phone #: (407) 716-2705  
Address: 1958 LOST SPRING CT CSR: Amanda Stonebreaker Operator: Kevin Cooper  
Entry Date: 10/28/2015 2:09:09PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer calling to report low pressure.

Due Date: 10/28/2015 8:00:00PM Resolution Date: 10/28/2015 12:00:00AM FA Status: Completed

Resolution: Found that house valve was shut off almost all the way. Turned on and informed customer. KEV

Sub Division: 368 MR Route: F4S FA ID: 6978176639  
Account #: 6971200000 Customer Name: McWILLIAMS, JOHN Phone #: (407) 331-2984  
Address: 128 HEATHER HILL RD CSR: Jerrie Hoffman Operator:  
Entry Date: 10/19/2015 12:51:55PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer states "bad taste" to the water.

Due Date: 10/19/2015 8:00:00PM Resolution Date: 10/19/2015 12:00:00AM FA Status: Completed

Resolution: CL2 at 1.7 ppm at hose bib in front of house. They have a water softener that may be the problem. I showed him how to bypass the softener. Don Hasty

Sub Division: 368 MR Route: F5G FA ID: 7010894966  
Account #: 7017110000 Customer Name: MILLETT, JAMES M Phone #: (407) 308-5647  
Address: 3983 LANCASHIRE LN CSR: Shona Robinson Operator: Scott Gosnell  
Entry Date: 7/21/2015 12:45:43PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer states that he is experiencing **discolored water**. States it has a grayish tint to it.

Due Date: 7/24/2015 8:00:00PM Resolution Date: 7/23/2015 12:00:00AM FA Status: Completed

Resolution: Spoke with customer and he has a water softener. Water at hose bib was clear and had a 3.0 CL2 residual. Informed customer that they may want to have softener serviced. SG

Sub Division: 368 MR Route: F4S FA ID: 7596104458

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Customer Complaints & Resolutions 01/01/11 to 12/31/15

Account #: 7590410000                      Customer Name: HOMAN, STEVE                      Phone #: (407) 256-0787  
Address: 212 TOLLGATE TRL                      CSR: Kimberly Bennett                      Operator: Kevin Cooper  
Entry Date: 1/23/2015 8:53:37AM                      SO Type: M-SIO                      Request Type: High or Low Water Pressure

Instructions: Mr. Steve called due to low water pressure for a week

Due Date: 1/23/2015 6:00:00PM    Resolution Date: 1/23/2015 12:00:00AM    FA Status: Completed

Resolution: Checked address and found that the house valve was barely open. Opened valve all the way and they now have great pressure. Contractor was there last week working in their kitchen. KEV

Sub Division:                                      368                      MR Route:                                      F4F    FA ID:7875820013

Account #: 1283928105                      Customer Name: MILLIGAN, MARC                      Phone #: (407) 670-5945  
Address: 2719 NIGHT HAWK CT                      CSR: Loretta Abbott                      Operator:  
Entry Date: 10/8/2015 9:53:56AM                      SO Type: M-SIO                      Request Type: Taste or Odor in the Water

Instructions: Customer states for about a month her water has had a bad taste. Emailing Kim and Sylvia.

Due Date: 10/8/2015 8:00:00PM    Resolution Date: 10/9/2015 12:00:00AM    FA Status: Completed

Resolution: Arrived at location and rang doorbell, no one home. Flushed water at hose bib. Took CL2 read 1.8. Left door tag with explanation on how to flush water from faucets and toilets. Allen

Sub Division: 368                                      MR Route: F4S                                      FA ID: 8622779941

Account #: 5201496299                      Customer Name: MONTGOMERY, STEFANIE                      Phone #: (317) 431-4957  
Address: 100 TOLLGATE TRL                      CSR: Kimberly Bennett                      Operator:  
Entry Date: 10/7/2015 2:13:55PM                      SO Type: M-SIO                      Request Type: Discolored Water

Instructions: Customer reporting **black water**.

Due Date: 10/7/2015 8:00:00PM    Resolution Date: 10/7/2015 12:00:00AM    FA Status: Completed

Resolution: Spoke with the customer and the house has been vacant. They also replumbed. I informed the customer to drain the hot water and flush the line internally. KEV

Sub Division: 368                                      MR Route: F3Z                                      FA ID: 8684220707

Account #: 8685210000                      Customer Name: WHITCOMB, DEBRA                      Phone #: (407) 774-7472  
Address: 1711 SUNWOOD DR                      CSR: Paul Wright                      Operator: Scott Gosnell  
Entry Date: 12/29/2015 1:57:26PM                      SO Type: M-SIO                      Request Type: Mineral Amount in Water

Instructions: Customer called in to say he has **heavy amounts of minerals in the water and is a greyish color**". He said it's been like this for a couple weeks but they thought we were doing something out there. I advised I didn't see anything on alerts.

Due Date: 12/30/2015 8:00:00PM    Resolution Date: 12/30/2015 12:00:00AM    FA Status: Completed

Resolution: Spoke with customer and they have a charcoal filter system that may be the reason for the gray water and black specs. Informed customer that they may want to check filter system.

Sub Division: 368                                      MR Route: F5F                                      FA ID: 8704064813

Account #: 8701810000                      Customer Name: GRACE, MOLLY                      Phone #: (407) 869-4631  
Address: 326 COBLE DR                      CSR: Crystal Woolard                      Operator: Kevin Cooper

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Entry Date: 3/19/2015 12:25:48PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer has low water pressure and says it looks like valve is not all the way open.

Due Date: 3/19/2015 8:00:00PM Resolution Date: 3/19/2015 12:00:00AM FA Status: Completed

Resolution: Customer is correct. Found that meter valve was just barely open. I opened curbstop all the way. Tried to call and inform customer but number was disconnected. Tagged door with solution.

Sub Division: 368 MR Route: F4S FA ID: 8737215770

Account #: 8738510000 Customer Name: MEACHAM, SHEILA Phone #: (407) 830-7441

Address: 138 TARRYTOWN TRL CSR: Amanda Stonebreaker Operator: Rodel Hermano

Entry Date: 5/20/2015 9:08:05AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer stated when her neighbor waters their lawn or uses water, they lose water pressure in their home. Can you please check to make sure there is no cross connection?

Due Date: 5/20/2015 8:00:00PM Resolution Date: 5/20/2015 12:00:00AM FA Status: Completed

Resolution: Customer has 72PSI. I explained to her that her neighbor has a shorter run of pipe from the meter to the house compared to hers, causing the flow of water (friction loss) to her house to drop when her neighbor is using the sprinkler system. Advised that installing a larger size pipe will help. No cross connection. RH

Sub Division: 368 MR Route: F4S FA ID: 8935302119

Account #: 0160676124 Customer Name: STEVENS, LAURIE Phone #: (303) 520-9570

Address: 140 TOLLGATE TRL CSR: Jerrie Hoffman Operator: Greg Liggins

Entry Date: 6/1/2015 12:28:57PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer reports low pressure. Has no filtration or softening system at premise.

Due Date: 6/2/2015 8:00:00PM Resolution Date: 6/2/2015 12:00:00AM FA Status: Completed

Resolution: Found water pressure to be very strong on outside. Customer didn't answer the door.

Sub Division: 368 MR Route: F5F FA ID: 9076700395

Account #: 9074310000 Customer Name: DENHAM, JESSICA Phone #: (407) 862-0393

Address: 120 COLYER DR CSR: Sylvia Watler Operator: Jeff Methaney

Entry Date: 1/14/2015 8:14:36AM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer is reporting very low water pressure for past week.

Due Date: 1/14/2015 8:00:00PM Resolution Date: 1/14/2015 12:00:00AM FA Status: Completed

Resolution: Pulled meter and tested, showing approx. 60 PSI and passing approx. 20 GPM. Spoke with customer and suggested possibly changing outside water filter. JM

Sub Division: 368 MR Route: F5F FA ID: 9186364773

Account #: 9183500000 Customer Name: EMORY, W H Phone #: (407) 869-4720

Address: 119 OAKLEY CT CSR: Shona Robinson Operator: Rodel Hermano

Entry Date: 1/29/2015 12:32:02PM SO Type: M-SIO Request Type: High or Low Water Pressure

Instructions: Customer called stating that he has low water pressure and due to low pressure his grass is dying.

Due Date: 1/30/2015 8:00:00PM Resolution Date: 1/30/2015 12:00:00AM FA Status: Completed

Resolution: Customer is getting 54 PSI and 22GPM. Grass is only dying on the right side of the property. Advised to make

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some adjustments on his sprinkler system or the type of sod to plant. RH

Sub Division: 368 MR Route: F4S FA ID: 9208075845  
Account #: 9204310000 Customer Name: ICARDI, LAWRENCE Phone #: (407) 332-7982  
Address: 103 CEDAR OAK TRL CSR: Loretta Abbott Operator:  
Entry Date: 8/18/2015 9:38:21AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Customer reporting low pressure and brown water.  
Due Date: 8/18/2015 8:00:00PM Resolution Date: 8/18/2015 12:00:00AM FA Status: Completed  
Resolution: Kitchen sink was the only problem. Checked and cleaned screen for customer. Caleb

Sub Division: 368 MR Route: F4G FA ID: 9278176072  
Account #: 9273200000 Customer Name: SWEETWATER OAKS NSRY SCH Phone #: (407) 682-1886  
Address: 885 FOX VALLEY DR CSR: Ewan Dehnert Operator:  
Entry Date: 10/20/2015 8:58:34AM SO Type: M-SIO Request Type: Inspection  
Instructions: Customer states there is a very bad sewer smell due to possible sewer leak outside of premise.  
Due Date: 10/20/2015 8:00:00PM Resolution Date: 10/20/2015 12:00:00AM FA Status: Completed  
Resolution: We checked the manholes and they are fine. This building had a grease trap at one time and may be the problem. Informed the customer. Matt

Sub Division: 368 MR Route: F4G FA ID: 9286326206  
Account #: 5744693889 Customer Name: SHEPPARD, JACOB Phone #: (352) 359-0250  
Address: 102 WAYLAND CIR CSR: Sylvia Watler Operator:  
Entry Date: 9/22/2015 8:14:16AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions: Customer calling about bad taste and odor in water.  
Due Date: 9/22/2015 8:00:00PM Resolution Date: 9/22/2015 12:00:00AM FA Status: Completed  
Resolution: Customer not home. Checked outside hose bib. Had no odor and a 2.6 CL2. Left door tag. Allan Finch

Sub Division: 368 MR Route: F4T FA ID: 9330342075  
Account #: 9334700000 Customer Name: NUSYNOWITZ, LINDA Phone #: (321) 439-1148  
Address: 621 ESTATES PL CSR: Constance Dunn Operator: Caleb Alday  
Entry Date: 5/26/2015 10:30:31AM SO Type: M-SIO Request Type: Water Quality  
Instructions: Customer called to report brown water which has been going on for three weeks. They have a new water softener.  
Due Date: 5/27/2015 8:00:00PM Resolution Date: 5/27/2015 12:00:00AM FA Status: Completed  
Resolution: Pulled and flushed service. Customer has problem with water softener. She is going to contact a plumber to make repairs. CA/KEV

Sub Division: 368 MR Route: F5F FA ID: 9377289405  
Account #: 2572291034 Customer Name: HOUSE, ANGELA Phone #: (321) 972-1621



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Resolution: Explained the procedure with the customer. A boil water notice is advised first due to the law and once we receive the lab results, we will hang a notice when the water is ok. JAM

Sub Division: 368 MR Route: F3Z FA ID: 9631691723  
Account #: 9635010000 Customer Name: RICKETTS, NORMA Phone #: (407) 869-8186  
Address: 1204 KUMQUAT CT CSR: Bonnie Storm Operator:  
Entry Date: 8/5/2015 7:49:03AM SO Type: M-SIO Request Type: No Water  
Instructions: Customer reporting no water.  
Due Date: 8/5/2015 8:00:00PM Resolution Date: 8/5/2015 12:00:00AM FA Status: Completed  
Resolution: Customer has a bad water softener, switched to bypass. KEV

Sub Division: 368 MR Route: F5G FA ID: 9698250215  
Account #: 9382528297 Customer Name: GAYLON, NATASHA Phone #: (321) 946-1158  
Address: 1915 ST ANDREWS PL CSR: Brooke Storm Operator: Rodel Hermano  
Entry Date: 6/9/2015 9:59:35AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer called to report very low water pressure.  
Due Date: 6/9/2015 8:00:00PM Resolution Date: 6/9/2015 12:00:00AM FA Status: Completed  
Resolution: Checked meter and curbstop which was almost all the way off. Turned meter on and customer had pressure. RH

Sub Division: 368 MR Route: F3Y FA ID: 9820964678  
Account #: 9823010000 Customer Name: TEPASKE, DOROTHEA Phone #: (407) 682-7814  
Address: 3302 SUNSET RIDGE CT CSR: Sylvia Watler Operator: Caleb Alday  
Entry Date: 10/28/2015 8:14:32AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Customer is calling to report very low water pressure.  
Due Date: 10/29/2015 8:00:00PM Resolution Date: 10/29/2015 12:00:00AM FA Status: Completed  
Resolution: 70PSI and low flow. Spoke with customer about water softener. Put softener on bypass and gained a lot of flow. Left in bypass and customer is going to call a plumber to service softener. CA

Sub Division: 368 MR Route: F3Y FA ID: 8345600435  
Account #: 2500592985 Customer Name: Acct Dept Phone #: (407) 303-3441  
Address: 645 CAMPUS LOOP CSR: Sylvia Watler Operator:  
Entry Date: 9/24/2015 7:44:53AM SO Type: M-SIO Request Type: High or Low Water Pressure  
Instructions: Calling about reduced water pressure for laundry. States it is very important that PSI stays at least 50PSI. This morning it was at 30PSI and has come back up to 48PSI. He wants someone to contact him about this. His production drops dramatically when PSI changes.  
Due Date: 9/24/2015 8:00:00PM Resolution Date: 9/24/2015 12:00:00AM FA Status: Completed  
Resolution: We had a problem at the Wekiva plant. Set pumps on hand and pressure came back up. JAM