

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Application for increase in water and	)	
wastewater rates in Charlotte, Highlands, Lake,	)	Docket No. 160101-WS
Lee, Marion, Orange, Pasco, Pinellas, Polk, and	)	
Seminole Counties by Utilities, Inc. of Florida	)	FILED: March 6, 2017
_____	)	

**DIRECT TESTIMONY**

**OF**

**DENISE N. VANDIVER, CPA**

**On Behalf of the Citizens of the State of Florida**

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5 Before the

6 Florida Public Service Commission

7 Docket No. 160101-WS

8  
9 **INTRODUCTION**

10 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

11 A. My name is Denise N. Vandiver. My business address is 111 West Madison Street,  
12 Room 812, Tallahassee, FL 32399-1400.

13  
14 **Q. BY WHOM ARE YOU EMPLOYED AND WHAT IS YOUR POSITION?**

15 A. I am a Certified Public Accountant licensed in the State of Florida and employed as a  
16 Legislative Analyst with the Office of Public Counsel (OPC). I began my employment  
17 with OPC in May 2009.

18  
19 **Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND**  
20 **PROFESSIONAL EXPERIENCE.**

21 A. I received a Bachelor of Science degree from Jacksonville University in 1978 with a  
22 major in accounting. I received a Master of Accountancy degree from the University  
23 of North Florida in 1982. Previous to my work at OPC, I worked at the Florida Public  
24 Service Commission (PSC or Commission) from March 1983 until May 2009. I worked  
25 six and a half years in the Division of Water and Wastewater as a Regulatory Analyst  
26 performing accounting analyses of water and wastewater utilities. I then spent three

1 years in the Economic Regulatory Standards Control Section and the Division of  
2 Research and Regulatory Review as an Economic Analyst and supervisor performing  
3 various reviews in all industries regulated by the PSC. I was appointed as Bureau Chief  
4 of Auditing Services in January 1993, with the responsibility of managing all the  
5 financial audits performed by the Commission's four district offices. Prior to my work  
6 at the Commission, I worked at the City of Jacksonville Beach and Memorial Medical  
7 Center in Savannah, Georgia.

8

9 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE FLORIDA**  
10 **PUBLIC SERVICE COMMISSION?**

11 A. Yes. I testified on behalf of the PSC staff in two rate cases: the Spring Hill Utilities, a  
12 division of Deltona Utilities, Inc., rate case, Docket No. 830059-WS and the Martin  
13 Downs Utilities, Inc. rate case, Docket No. 840315-WS. I also testified on behalf of the  
14 PSC before the Division of Administrative Hearings in Case No: 97-002485RU; Aloha  
15 Utilities, Inc., and Florida Waterworks Association, Inc., Petitioners, vs. Florida Public  
16 Service Commission, Respondent, and Citizens of the State of Florida, Office of Public  
17 Counsel, Intervenors. Since I have been with the Office of Public Counsel, I have  
18 testified in two rate cases: the Aqua Utilities Florida, Inc. rate case, Docket No. 100330-  
19 WS and the Water Management Services, Inc. rate case, Docket No. 110200-WU.

20

21 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

22 A. My testimony provides a summary of the various letters, testimony, exhibits and  
23 discovery that addresses issues regarding the quality of service that occurred  
24 during or after the test year. Sections 367.081(2)(a)1 and 367.0812, Florida  
25 Statutes (F.S.), provide the Commission shall consider the quality of the service  
26 when setting rates. Commission Rule 25-30.433(1), Florida Administrative Code

1 (F.A.C.), further details the Commission's requirements as follows:

2  
3 The Commission in every rate case shall make a determination  
4 of the quality of service provided by the utility. This shall be  
5 derived from an evaluation of three separate components of  
6 water and wastewater utility operations: quality of utility's  
7 product (water and wastewater); operational conditions of  
8 utility's plant and facilities; and the utility's attempt to address  
9 customer satisfaction. Sanitary surveys, outstanding citations,  
10 violations and consent orders on file with the Department of  
11 Environmental Protection (DEP) and county health departments  
12 or lack thereof over the preceding 3-year period shall also be  
13 considered. DEP and county health department officials'  
14 testimony concerning quality of service as well as the testimony  
15 of utility's customers shall be considered.

16  
17 For my testimony, I have reviewed the testimony and attached exhibits of the  
18 Utilities, Inc. of Florida (UIF or Utility) witnesses for quality of service issues. I  
19 have gathered the data I found on the Florida Department of Environmental  
20 Protection (DEP) Oculus public database, UIF's Minimum Filing Requirements  
21 (MFRs), and deficiency responses addressing various quality issues for DEP  
22 quality of service issues. I have also assembled the customers' letters filed in the  
23 docket file. In addition, I have compiled the service complaints filed by UIF as  
24 part of its initial filing and in response to the Commission Staff's deficiency  
25 letters. I have also summarized the customer testimony presented at the eight  
26 Commission Customer Service Hearings. My testimony attempts to provide all  
27 this information in a summary format for the Commission to consider in its  
28 determination of UIF's quality of service.

29  
30 **Q. WHY DID YOU INCLUDE QUALITY OF SERVICE ISSUES THAT**  
31 **OCCURRED AFTER THE TEST YEAR?**

32 **A.** The Commission should make its determination of quality of service based upon

1 the most up-to-date information available. Quality of service issues, like water  
2 quality, affect the customers' quality of life and their pocketbooks. If a situation  
3 that arose after the test year affects the quality of service determination, then it  
4 could be an indication of an issue which the Commission should consider when  
5 making its determination.

6

7 **DEP QUALITY OF SERVICE ISSUES**

8 **Q. WHAT DID YOU REVIEW REGARDING DEP QUALITY OF SERVICE**  
9 **ISSUES?**

10 A. DEP information about UIF's quality of service issues was obtained from a  
11 number of sources. I reviewed the documentation submitted by the Utility with  
12 its MFRs as well as its responses to the deficiency letters. I also reviewed the  
13 documentation available to the public on the DEP Oculus database. I used the  
14 System ID numbers shown on the operating reports included in the MFRs. I then  
15 searched Oculus for all correspondence for each system and created a list of the  
16 correspondence that related to quality of service complaints and deficiencies.  
17 While Oculus contains information related to UIF systems going back many  
18 years, I have only included items from the 2015 test year through January 2017.  
19 This is attached to my testimony as DNV-2.

20

21 **Q. CAN YOU SUMMARIZE THE HIGHLIGHTS OF THIS LIST OF DEP**  
22 **QUALITY OF SERVICE ISSUES?**

23 A. I created a summary of the list which is page 1 of DNV-2 that indicates four  
24 categories of water issues. These four categories pertain to five of UIF's systems,  
25 some with more than one issue. Most notably, there is one consent order for Lake  
26 Utilities Services, Inc. (LUSI) and three systems with deficiencies noted on the

1 Sanitary Survey (Labrador, Sanlando, and UIF-Pasco). The schedule also  
2 includes five categories of wastewater issues which pertain to 11 of UIF's  
3 systems, some again with more than one issue. Most notably, there are two  
4 consent orders (Sandalhaven and Sanlando), and seven systems with deficiencies  
5 noted on the Compliance Inspection Report (Cypress Lakes, Eagle Ridge, Lake  
6 Placid, LUSI, Mid-County, Pennbrooke, and Sanlando).

7

8 The remainder of the quality of service issues listed include Boil Water Notices,  
9 Sewage Spills, Customer Complaints to DEP, Phosphorous exceedances by  
10 wastewater systems, and a follow-up on chlorine residuals.

11

12 **Q. DO YOU HAVE ANY COMMENTS REGARDING THESE FINDINGS?**

13 A. Yes, I do. These issues should be included for consideration by the Commission  
14 in this rate proceeding and should be evaluated as a part of the overall quality of  
15 service issue. Any evaluation should include consideration of these issues, even  
16 if the Utility has since corrected any deficiencies. The customers who have  
17 experienced these quality issues have paid rates as if UIF was in compliance, and  
18 UIF should not be allowed to operate in non-compliance during the test year then  
19 resolve any deficiencies for the rate case and expect to get a clean bill of health.

20

## 21 **CUSTOMER COMPLAINTS TO THE UTILITY**

22 **Q. DID YOU REVIEW THE CUSTOMER COMPLAINTS FILED AS PART**  
23 **OF THE UTILITY'S MFRs?**

24 A. Yes, I reviewed these customer complaints and tabulated all the quality  
25 complaints. This tabulation is included with my testimony as DNV-3. This does  
26 not include the complaints labeled as "billing" complaints by the Utility. UIF

1 failed to provide the quality of service or billing complaints in a form that would  
2 allow easy manipulation. Therefore, I only focused on the quality of service  
3 complaints in my table. However, I skimmed over the billing complaints and  
4 have a few comments that I will discuss later in my testimony. In addition, UIF  
5 has not provided the last five years of quality of service complaints as required  
6 by Commission Rule 25-30.440 (11), F.A.C.,<sup>1</sup> for the Sanlando system.  
7 Therefore, I have only included the one year that the Utility actually submitted  
8 in response to the long list of deficiencies noted by Staff to UIF's MFRs.

9

10 **Q. WHAT HIGHLIGHTS DID YOU FIND WHEN YOU SCANNED THE**  
11 **BILLING COMPLAINTS?**

12 A. Generally, my review of the billing complaints shows that most of these  
13 complaints occur after a customer received a high bill and UIF conducted a  
14 follow up investigation to determine whether there is a leak that is the  
15 responsibility of the Utility. I would also note that several of the billing  
16 complaints included in the MFRs also included complaints relating to the quality  
17 of service provided by the Utility. Several examples of these quality of service  
18 complaints are found in UIF's response to Staff's deficiencies (Document No.  
19 08552-16):

- 20 • Pennbrooke - 4/9/15 - 512 Grand Vista Trail: Water is coming out with black  
21 sediment and is damaging all her filters (PDF Page 1124)
- 22 • LUSI (Lake Louisa) - 1/27/15 – 11250 Wishing Well Lane: Water pressure  
23 is lower than normal in portions of the house (PDF Page 1079)
- 24 • LUSI (Four Lakes) – 12/16/15 – 16153 Harbar Oaks Drive: Wants her water

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<sup>1</sup> Rule 25-30.440(11) requires UIF to "Provide a copy of all customer complaints that the utility has received regarding DEP secondary water quality standards during the past five years."

checked, it tastes like it has a lot of chemicals in it. (PDF Page 1020)

- UIF-Orange – 11/2/15 – 67 N Main Street: The water pressure is very low, plus sand, grit in the water and they have to keep cleaning out the filters. (PDF Page 1019)

**Q. WHAT DID YOU FIND IN YOUR REVIEW OF THE QUALITY OF SERVICE COMPLAINTS?**

A. As indicated on the summary page in Exhibit DNV-3, the systems with the highest rate of complaint are the systems providing water service. There are a lesser number of quality of service complaints from wastewater customers unless there is a lift station or manhole overflow or a blockage or other sewer back up at the customers' premises. I calculated an average annual complaint rate by comparing the average number of complaints for 2011-2015 to the total customers at the end of 2015 for each of the systems. Of the eleven UIF water systems, eight systems have an average annual complaint rate greater than 1%. Since there is no criteria established by the Commission for rate of complaints, I used a greater than 1% complaint rate as an indicator for which systems necessitated a more in-depth review.

<b>Total Complaints 2011 - 2015</b>					
<b>System</b>	<b>Customers</b>	<b>Odor-Water</b>	<b>Color</b>	<b>Low Pressure</b>	<b>Odor-WWTP</b>
Cypress Lakes	1,517	>120		25	
Labrador	900		13	110	29
Lake Placid	123	5			
LUSI	10,298	>70	>80	>200	
UIF-Marion	519			26	
UIF-Pasco	2,915	>80	>80	20	
UIF-Pinellas	506			26	
UIF-Seminole	2,574	>115	>100	>119	

1

2 **Q. WHAT DID YOU FIND REGARDING THOSE SYSTEMS WITH AN**  
3 **AVERAGE ANNUAL RATE OF COMPLAINT OVER 1%?**

4

5 A. I found a multitude of common issues regarding the color, taste, and smell of the  
6 water. In addition, certain systems had a large number of complaints relating to  
7 pressure. With respect to the disposition of complaints, frequently it was difficult  
8 to determine the actual resolution by UIF as the description merely states that the  
9 field technician “spoke with customer” or would “follow up.”

10

11 **Q. DO YOU HAVE ANY CONCERNS REGARDING THE COMPLAINTS**  
12 **THAT YOU REVIEWED?**

13 A. Yes, I do. To begin, the Utility submitted its response to Staff’s first deficiency  
14 letter on October 31, 2016, which included approximately 290 pages of customer  
15 complaints. The Utility then submitted its response to Staff’s second deficiency



1 letter on November 22, 2016 with approximately 125 pages of customer  
2 complaints. That date was established as the official filing date.

3

4 On February 25, 2017, we received in Excel format a discovery response  
5 containing many more customer complaints received by UIF during the test year;  
6 however, these complaints were not provided with the MFRs or in the responses  
7 to Staff's deficiency letters. The discovery request was for all contacts filed by  
8 the customers with UIF for 2013-2016. The due date for this discovery request  
9 was February 22, 2017; therefore, we did not receive these complaints in a timely  
10 manner for all UIF's systems. On February 25, 2017, we received the complaints  
11 as follows: Cypress – 2015; LUSI – 2015; UIF – 2015; Labrador – 2013, 2014,  
12 2015; and Pennbrooke – 2013, 2014, 2015. And UIF has provided no explanation  
13 as to why these complaints were not included with its MFR's or in response to  
14 Staff's deficiency letters.

15

16 **Q. WHAT DID YOU FIND WHEN YOU REVIEWED THESE FILES?**

17 A. I have not had time to analyze all of these new complaints in depth; however, my  
18 preliminary review reveals there are significantly more customer complaints  
19 recorded in these files than reported to the Commission in the MFRs or in  
20 response to Staff's deficiency letters.

21

22 For instance, I reviewed the complaints included in the 2015 file for Pennbrooke.  
23 The MFRs included 17 complaints for 2015, yet the Excel file provided in the  
24 discovery response included at least 90 complaints for this same period.  
25 Moreover, it is not clear as to the exact number of complaints since there does  
26 not appear to be a consistent application of the coding by UIF for each contact.

1 In addition, I found numerous complaints under codes not used specifically for  
2 customer complaints such as ACCT UPDATE, COMINQ, CUSTPAY, and  
3 CUSTPROB.  
4

5 **Q. HOW DOES THIS IMPACT THIS RATE PROCEEDING?**

6 A. It is axiomatic that UIF has the burden to demonstrate its quality of service is  
7 satisfactory. As stated previously, the Commission must make a determination  
8 regarding the overall quality of service provided by the Utility by evaluating  
9 three separate components of its operations. One of these components is the  
10 Utility's attempt to address customer satisfaction. The Commission and  
11 intervenors cannot perform a reasonable review without having all the relevant  
12 and accurate complaint information for UIF, including the total population of  
13 complaints. If the Utility does not provide a complete record of all customer  
14 complaints it has received, then it has not met its burden of proof for this issue  
15 making it impossible for the Commission to render a satisfactory quality of  
16 service determination. A utility is in control of when it will submit a petition for  
17 a change in its rates, and has the absolute obligation to provide the Commission  
18 with ALL the customer complaints in its possession at the time it files for such  
19 rate relief. It is not fair, just or reasonable to its ratepayers for a utility to wait  
20 almost six months after it files its initial petition for rate relief and more than  
21 three months after it cures its MFR deficiencies to provide this required  
22 complaint information.  
23

24 **Q. IN YOUR OPINION, DID UIF FULLY COMPLY WITH THE**  
25 **COMMISSION'S RULES REGARDING CUSTOMER COMPLAINTS?**

26 A. No, it did not. I do not believe that the Utility has fully complied with the

1 Minimum Filing Requirements and should be required to do so before any rate  
2 increase is considered. Allowing UIF to violate the statutory and regulatory  
3 requirements in this manner is prejudicial to its customers.  
4

## 5 **CUSTOMER LETTERS**

6 **Q. DID YOU REVIEW THE CUSTOMER LETTERS FILED IN THIS**  
7 **DOCKET?**

8 A. Yes, I did. I reviewed and logged in each of the customer letters and customer  
9 comments filed at the Commission. I also prepared Exhibit DNV-4 to summarize  
10 this information which includes over 750 individual letters and comments. For  
11 purposes of this exhibit, if any household submitted the same letter more than  
12 once, I only included the first one filed in my summary; however, if there were  
13 multiple unique letters filed by the same household, each of those unique letters  
14 was included. For purposes of this testimony, I have listed each letter and  
15 comment by the customer name and the document number assigned by the  
16 Commission Clerk.  
17

18 **Q. WHAT ELSE DO YOU INCLUDE IN THIS EXHIBIT?**

19 A. Each letter and comment is categorized in the exhibit. The majority of the  
20 customer letters and comments express concerns relating to the Utility requesting  
21 another rate increase. Many of these systems have seen repeated increases  
22 requested by UIF every 3 years or so. These increases are in many cases  
23 substantial and are in addition to the annual price index and pass-through  
24 increases obtained by the Utility. In addition, there are numerous customers who  
25 have commented that the quality of the water is so bad, it is insulting to continue  
26 to pay more for it, especially considering how many customers testified that they

1 are unable to use the water for routine daily activities, such as cooking, washing,  
2 and drinking and are forced to purchase equipment, filters, and bottled water to  
3 be able to live with the water provided by UIF. Some of the specific excerpts  
4 from letters are as follows:

- 5  
6 ○ Ms. Vasely asks the question that with all the rate increases in the past, why are  
7 rates going up again – where has all the money gone? (Document No. 02088-  
8 17)
- 9  
10 ○ Ms. Ratliff writes that every three months she replaces her water heater filter  
11 and it is filled with sand. (Document No. 01871-17)
- 12  
13 ○ Ms. Scott writes “poor water quality – need filters to drink it, calcium deposits  
14 so bad dishwasher had to be replaced even though it worked.” (Document No.  
15 01494-17)
- 16  
17 ○ Mr. Chaloupka is concerned with whether the system is being maintained  
18 properly as well as the poor response when there is a problem. (Document No.  
19 01496-17)
- 20  
21 ○ Mr. Dunn writes that there “have been many times where my water pressure in  
22 the last five to eight years has been poor. I have called Utilities Inc. Sanlando  
23 several times. They always come out and check the pressure and flippantly state  
24 they are meeting the requirements.” (Document No. 01561-17)
- 25  
26 ○ Ms. Genzlinger writes that “100% of the homes in Pennbrooke Fairways have  
27 iron stains on the outside of their homes from the water sprinkler systems.” In  
28 addition, she writes that “95+% of the homes in Pennbrooke Fairways purchase  
29 water filtering systems to remove SOME of the iron and sediments that comes  
30 into the homes.” (Document No. 01600-17)
- 31  
32 ○ Mr. Patterson writes that a “158.2% increase for sulfur smelling, iron laden and  
33 low water pressure is absurd. We've had numerous NO water pressure situations  
34 over the 20+ years and never a boil water notice with total loss of water  
35 pressure. Isn't this both dangerous and illegal?” (Document No. 01208-17)

1  
2       ○ Xiomara Raba, the Pennbrooke Community Association Manager, wrote  
3       regarding the “long history of dissatisfaction with water pressure and quality,  
4       and the utility has on several occasions filed rate cases with overstated costs  
5       resulting a considerable effort on our part, and by the Public Service  
6       Commission and the Office of Public Counsel, to expose the defects in the  
7       filings.” Document No. 08802-16)

8  
9       ○ Mr. and Mrs. Carver write “we have been experiencing water problems such as  
10      sulfur smelling or rotten egg smell, and brown water.” They also included a  
11      timeline from March 2016 to July 2016 of numerous calls to the Utility and  
12      elected officials to try to resolve the problems. This timeline included at least  
13      18 calls to the Utility. (Document No. 05768-16)

14  
15      ○ Ms. Lemonier writes “I have a water main that has been broken and repaired  
16      three times on my street...they aren't doing the job now why should we pay them  
17      more!” (Document No. 00285-17)

18  
19      ○ Mr. Robinson writes the “idea of nearly tripling the costs either reveals  
20      mismanagement of funds by the utility or poor budgetary planning.” (Document  
21      No. 00527-17)

22  
23      ○ Mr. May also writes that having “seen a pipe burst under the street a several  
24      times on Smokerise Blvd, and knowing the Utilities company has dug it up and  
25      made several repairs (never permanent, as it bursts and ruptures water up  
26      through the street surface again soon thereafter) I question the local  
27      management and operational teams whether they are effective and fiscally  
28      responsible in their work and efforts. The little exposure I've had to Utilities  
29      Inc. based on their field work in this area makes me question their effectiveness  
30      in operations and management.” (Document No. 01039-17)

31  
32      Customers have also raised concerns with UIF’s proposal to consolidate rates:  
33

34      ○ Mr. and Mrs. Browne write that the “letter from Utilities Inc. of Pennbrooke  
35      states that a number of capital projects are planned for Utilities Inc. locations-  
36      none of which seem to affect Pennbrooke Fairways. Why should we subsidize  
37      projects in other communities?” (Document No. 01486-17)

38  
39      ○ Mr. Erwin writes that using “the reasoning that standardizing rates across all

1 Utilities, Inc. properties makes administration easier for them, or that we are  
2 somehow "pre-paying" for possible, future upgrades to our facilities, does not  
3 sound reasonable or give me any assurance that they have managed their  
4 business well." (Document No. 01039-17)

- 5  
6 ○ Mr. Stevenson writes that if "you combine systems you do it to be cost-effective  
7 it should not cost more to operate." (Document No. 01969-17)

8  
9 **Q. ARE THERE ANY TYPES OF LETTERS THAT ARE NOT INCLUDED**  
10 **IN YOUR SCHEDULE?**

11 A. Yes, there are. In addition to the letters I already addressed that were duplicates,  
12 there are 14 filings received from Mr. Shallcross, eleven of which addressed  
13 specific issues and concerns regarding this rate case. Mr. Shallcross identified  
14 many concerns with the notice provided to customers regarding the interim  
15 increase, the rate case proceeding, and the service hearings. He further criticized  
16 the Utility's customer service. While his landlord is the customer of record, Mr.  
17 Shallcross is the consumer and user of UIF's water; therefore, his personal  
18 knowledge and comments should also be considered. These are included as  
19 Exhibit DNV-5.

20  
21 **CUSTOMER SERVICE HEARINGS**

22 **Q. HAVE YOU REVIEWED THE TRANSCRIPTS OF THE**  
23 **COMMISSION'S SERVICE HEARINGS?**

24 A. Yes, I have. I reviewed the eight transcripts from the Customer Service Hearings  
25 and I prepared a summary of the comments made at those hearings. The summary  
26 is attached as Exhibit DNV-6. At six of the eight hearings, there were 163  
27 speakers who testified to over 200 complaints. The testimony primarily  
28 addressed the high rates and the quality of service.

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Pasco County Commissioner Jack Mariano attended the Zephyrhills meeting. His testimony echoed many of the customer comments and testimony regarding the quality of water and the fact that UIF has continued to raise rates over the last 25 years without any noticeable improvement to the systems. As Commissioner Mariano pointed out, the Summertree system has fought for improved service for 25 years. Only after the Legislature appropriated money for an Interconnection of the system with the county did the customers finally realize improved quality of water. Commissioner Mariano further testified that UIF adds no benefit to the customers. Before the interconnection with the county, UIF knew one well was really bad, yet they utilized the bad well more than the good wells (Zephyrhills SH TR 22).<sup>2</sup>

Flip Mellinger, the Assistant County Administrator - Utility Services for Pasco County, testified at the Summertree hearing. He addressed the recent interconnection of the Summertree system with the Pasco County water system. (New Port Richey SH TR 27-32)

Three elected officials testified at the Altamonte Springs hearing. State Representative Scott Plakon expressed concerns regarding the doubling of the rates and the proposed consolidation of rates. He stated any consolidation is solely for the convenience of the Utility as there are different dynamics in extracting water in different parts of the state. State Representative Bob Cortes stated that when he was a City Commissioner and Mayor of Longwood, the city had looked into purchasing the Utility system but found that the infrastructure

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<sup>2</sup> Service Hearing Transcript (SH TR)

15

1 was decaying and it would be too expensive to repair on top of the price tag that  
2 UIF was requesting. He also commented about the many complaints regarding  
3 the bad quality of water and customer service. One last concern he expressed was  
4 the impact on future development in the area from the high rates that are being  
5 proposed. Seminole County Commissioner Lee Constantine also addressed the  
6 consolidated rates and said that the “one-size-fits-all is not the right way to go.”  
7 Commissioner Constantine further expressed concern with the customer notice  
8 as there appeared to be “a great deal of misunderstandings and  
9 miscommunications” with the customers. (Altamonte Springs SH TR 28-29)

10

11 The customers testified about a wide range of quality issues ranging from  
12 drinkability to cost to rate design. Primary water quality standards are established  
13 by DEP rule and relate to the safety of the water sold to customer. Secondary  
14 water quality standards are established by DEP rule and relate to aesthetic  
15 attributes of the water sold to customers, including taste, color, odor, sediment,  
16 and other things in the water that, while meeting primary standards, negatively  
17 affect the palatability and use of the water. Many customers addressed these  
18 secondary water quality issues as follows:

- 19 - Ms. Beaulier testified “I never drink the water. It tastes terrible.” (Leesburg  
20 SH TR 41, Line 19)
- 21 - Mr. Vaughn testified “this is the world's worst water I've ever seen in my  
22 entire life.” (Leesburg SH TR 84, Lines 15-16)
- 23 - Ms. Horne testified that “most of us have to use house filters and drink  
24 bottled water because of the smell and the taste.” (Altamonte Springs SH TR  
25 111, Lines 17-18)
- 26 - Ms. Palin testified that the “water tastes terrible.” (New Port Richey SH TR



154, Lines 13-14)

There were also complaints about color:

- Mr. Brooke-Stewart testified about the water quality, “especially the rust.

The iron content is very, very high . . .”. (Leesburg SH TR 53, Lines 4-5)

- Mr. Beeghly also testified that the color of the water has been bad.

(Altamonte Springs SH TR 36, Lines 10-11)

- Mr. Kehoe testified that before the Summertree system was switched over to

County water the water was so bad it colored your clothes in the wash. (New

Port Richey SH TR 43, Lines 6-12)

Some customers testified about the extra costs that they are incurring because of the poor quality of the water they must buy from UIF. Many customers pay extra to self-treat UIF’s water and/or buy bottled water for drinking, cooking, and their pets. Not only do they need to install fixtures to improve the quality of the water, but they have to replace these (such as toilets, hot water heaters, etc.) more frequently:

- Ms. Minger brought in a water filter that should last three to four months but was

replaced after 45 days. (Leesburg SH TR 43-46)

- Ms. Kowynia testified that she has lived in her current house for eight years. In

that time she has replaced the water heater, and has had to replace the filtration

system twice. She testified that “every plumber in the area knows that the only

reason for those pipes to go bad is because the quality of the water in Pennbrooke

is so bad that they frequently tell you to replace it before you install the water

heater.” (Leesburg SH TR 60, Lines 11-15)

- Mr. Elkins testified that he has “had to purchase a water conditioner tank,

1 water filter cartridges, and many cases of bottled water. . . . in order for us to  
2 have decent water in our house that we are able to drink and use. Needless to  
3 say, this has been a big expense for us. I also have to continuously purchase  
4 40-pound bags of salt pellets to put into my water conditioner. Let me tell  
5 you, these bags are heavy to lift.” (Lakeland SH TR 20, Lines 15-23)

6  
7 Customers also testified about pressure problems:

- 8 - Mr. Bozoti complained about the continuing pressure problems (Leesburg  
9 SH TR 82)
- 10 - Ms. Baltos also testified that the water pressure bad. (Lakeland SH TR 37,  
11 Line 8)
- 12 - Ms. Jones testified that “our water pressure is horrible.” (Altamonte Springs  
13 SH TR 33, Line 7)
- 14 - Ms. Scott testified that “the pressure is hideous.” (Altamonte Springs SH TR  
15 48, Line 9)

16  
17 Customers also testified to infrastructure problems:

- 18 - Mr. Alexandrowicz testified “the service we receive from Utilities, Inc. It's  
19 terrible. So far on my street where I live, on Autumn Drive, we had nine  
20 water main breaks going in the evening and during the day. . . . I lost my  
21 driveway, I lost the front of my yard the first time, my neighbors all had water  
22 in their garages and some even in their house, and it took them two hours to  
23 get out there and fix this thing. And it's three times the water main has broken  
24 in my -- in the front of my house.” (Altamonte Springs SH TR 39, Lines 21-  
25 24- Page 40, Lines 1-6)
- 26 - Ms. Knuckey also testified they had several water main breaks in her

1 neighborhood. (Altamonte Springs SH TR 75, Lines 2-3),

2

3 One customer expressed concern that she did not get a boil water notice after a  
4 main break:

5 - Ms. Schott said that “the only person who told me was my neighbor.”  
6 (Altamonte Springs SH TR 56, Line 6)

7

8 Customers testified that the requested return on equity was excessive:

9 - Mr. Holmes opined that the 10.4 return on equity is too high. (Altamonte  
10 Springs SH TR 53, Lines 5-7)

11 - Mr. Adams asked how you can justify a 10 plus return on investment in the  
12 current market. (Altamonte Springs SH TR 61, Lines 7-8)

13

14 Customers also testified about damage to property by Utility vehicles.

15 - Mr. Stevenson testified that the trucks broke a bridge in the Cypress Lakes  
16 neighborhood (Leesburg SH TR 77, Line 11)

17

18

19 Customers were also concerned that a uniform rate was an unfair requirement  
20 for some systems to subsidize other systems:

21 - Mr. Shockey managed the rate department of Cleveland Electric Illuminating  
22 for 10 years. His comment was “it would not be permitted in Ohio to  
23 consolidate one community subsidizing another and vice versa. Here you've  
24 got a dozen communities, give or take, that they're trying to consolidate. It  
25 should be based on -- the cost of service should be based on their used and

1           useful equipment and the cost of operating that for that individual  
2           community.” (Leesburg SH TR 55, Lines 12-19)

3           - Mr. Terrero, speaking on behalf of Seminole County (a customer of UIF)  
4           testified to the rate shock to the county (Altamonte Springs SH TR 50, Lines  
5           21-23)

6           - Mr. Scales questioned the very idea of raising rates after a consolidation.  
7           “Now the idea of consolidation, most companies consolidate in order to  
8           reduce cost. That's competently run companies. Now if you consolidate and  
9           the consolidation results in you having to increase your prices, there's little  
10          point in consolidation. It just -- that does not make any sense.” (Altamonte  
11          Springs SH TR 76, Lines 5-10)

12          - Mr. Gross also commented on statements made on the Corix website.  
13          “Corix's strategy is based on the belief that the traditional approach of  
14          applying a standardized system of rates, products, or services across different  
15          customer groups, markets, cost structures, and regulatory jurisdiction  
16          increases regulatory and business risk. Treating all customers the same fails  
17          to meet the unique requirements of separate customers in communities such  
18          as residential developments, military bases, resorts, and university campuses.  
19          A multi-utility approach is the most cost-effective way to serve customers  
20          and communities where economies of scale are not achievable.” (Altamonte  
21          Springs SH TR 86, Lines 20-25- Page 87, Lines )

22  
23          There were also several customers that testified that the notice for this rate case  
24          was confusing and overwhelming:

25          - Ms. Zinser said that “a company this large should certainly be able to send

1 bills that are customer friendly, and that customers can understand, . . .” (New  
2 Port Richey SH TR 151, Lines 3-6)

3 - Ms. Ryan also stated that the paperwork sent by UIF is very confusing. (New  
4 Port Richey SH TR 91, Line 4)

5 - Mr. Ural testified that the “long letter of rate increases was very confusing to  
6 many people . . . Many people have complained that they have not received.  
7 And, of course, it's not -- doesn't come by registered mail, so you don't know  
8 who to believe”. (Altamonte Springs SH TR 73, Line 11-16)

9 - Ms. May also addressed the notice. She testified that “it's very confusing. It  
10 almost had the appearance of spam or junk mail. And had it not been for  
11 fellow neighbors bringing this to our attention, many would not have known  
12 about it. And I feel like many still do not know about it.” (Altamonte Springs  
13 SH TR 87, Lines 21-25)

14  
15 **Q. DOES YOUR TESTIMONY SUMMARIZE ALL THE TESTIMONY OF**  
16 **ALL CUSTOMERS FROM THE CUSTOMER SERVICE HEARINGS?**

17 A. No, it does not. In order to make my testimony brief, I only selected a sample of  
18 representative complaints. Furthermore, as customers were encouraged not to be  
19 repetitive in order to hear from everyone in attendance who wanted to speak, the  
20 customer complaints described above may not accurately represent the number  
21 of people complaining about each specific issue as a significant number of  
22 customers simply testified “ditto” that they supported the testimony of other  
23 witnesses. Therefore, if those witnesses did not identify a specific issue, their  
24 issue(s) were not included in my summary.

25

1 **CONCLUSION**

2 **Q. WHAT HAS THE UTILITY STATED REGARDING ITS FUTURE**  
3 **INFRASTRUCTURE NEEDS?**

4 A. At four of the customer service hearings (Leesburg, Punta Gorda, Summertree,  
5 and Zephyrhills), UIF's president, Mr. John Hoy, spoke to infrastructure needs.  
6 His statement at the Leesburg hearing is as follows:

7  
8 The state of Florida, if you listen to the American Society of  
9 Civil Engineers, gets a grade of C+ in terms of the condition of  
10 our water and wastewater infrastructure, and the EPA estimates  
11 that about \$16.5 billion will need to be invested over the next  
12 few years just to bring them up to snuff. We've got some of  
13 those same challenges with infrastructure. (Leesburg SH TR  
14 12, Lines 14-20)

15 First, I believe that the Commission should carefully consider what is being said  
16 by UIF in this quote. Mr. Hoy references the American Society of Civil  
17 Engineers (ASCE) which provides a comprehensive assessment of the nation's  
18 major infrastructure categories once every four years. The last ASCE Report  
19 Card was prepared four years ago in 2013 and stated that there is a "**significant**  
20 **backlog of overdue maintenance** across our infrastructure systems" (emphasis  
21 added) and a "pressing need for modernization."  
22 (<http://www.infrastructurereportcard.org>). The Commission should consider  
23 whether Mr. Hoy's statement indicates that UIF's capital improvement needs are  
24 for planned improvements or for *overdue maintenance* as was suggested by a  
25 few customers. As such, OPC has a definite concern with the volume of customer  
26 complaints and whether they are the result of deferred or neglected maintenance.

1 In addition, OPC questions whether any neglected maintenance has resulted in  
2 higher future costs that will be included in this and future rate cases.

3

4 Second, UIF makes a blanket statement about the deteriorating infrastructure  
5 across Florida without distinguishing between privately and public-owned  
6 infrastructure. Further, the Utility has never submitted or discussed that it has  
7 proactively developed an improvement plan for its Florida operations. It would  
8 make sense that a utility the size of UIF would have a five or ten-year capital  
9 improvement plan that identifies future needs, problem areas, and other  
10 concerns, as well as how the Utility plans to address these issues.

11

12 **Q. CAN YOU SUMMARIZE THE MAJOR CONCERNS RAISED BY YOUR**  
13 **TESTIMONY?**

14 A. Yes, I will. Past Commission orders have frequently determined quality of  
15 service based on the Utility's "attempts" to address customer satisfaction.  
16 However, very little evidence has been provided by UIF to show how it has  
17 competently and expediently addressed the secondary concerns that have been  
18 repeatedly articulated by the customers, both in letters to the Commission and in  
19 testimony at the Service Hearings. For example in Summertree, UIF purchased  
20 a system that obviously needed improvements, yet no material improvements  
21 have been implemented by UIF in the 25 years that it has owned the system  
22 (Zephyrhills SH TR 16, Lines 7-19). The Utility has continued to add costs to  
23 rate base; however, the customers never saw an improvement in the quality of its  
24 water until the customers took the initiative to interconnect with Pasco County.  
25 It is the duty of a utility, not the customers, to proactively solve these types of  
26 quality of service issues.

1

2 My exhibits reflect problems that continue year after year with the quality of the  
3 water, customer service issues, and DEP violations. These concerns have  
4 occurred before the test year as well as during the test year. When considering  
5 the quality of service in this proceeding, the Commission should base its  
6 determination on all the evidence provided in this proceeding.

7

8 **Q. CAN YOU SUMMARIZE THE QUALITY OF SERVICE ISSUES IN**  
9 **PRIOR PSC PROCEEDINGS?**

10 A. Yes, I will. I reviewed the last three orders for each UIF system (except for those  
11 that have not had at least three prior rate cases before this Commission.) A  
12 summary of the findings is included as Exhibit DNV-7. In summary, the  
13 following systems have had previous determinations of less than satisfactory  
14 quality of service:

- 15 • Cypress Lakes
- 16 • Labrador
- 17 • Mid-County
- 18 • Pennbrooke
- 19 • UIF-Pasco (Summertree)

20 In addition, my review found that the following systems had DEP violations:

- 21 • LUSI – Consent Order
- 22 • Sandalhaven – Consent Order
- 23 • Sanlando – Consent Order

24

25 Only four UIF systems (Eagle Ridge, Lake Placid, Longwood, and Tierra Verde)



1 have not had DEP Consent Orders discussed in at least one of their last three PSC  
2 proceedings or significant customer complaints. The remainder of the UIF's  
3 systems either continue to experience customer dissatisfaction with the quality  
4 of the water or wastewater service or have been found to be in violation of the  
5 DEP requirements.

6

7 **Q. DO YOU HAVE ANY RECOMMENDATIONS REGARDING QUALITY**  
8 **OF SERVICE?**

9 A. Yes, I do. I recommend that the Commission consider the severity of the quality  
10 of service issues experienced by UIF's customers, the length of time those issues  
11 have existed, whether UIF has proactively attempted to resolve those known  
12 issues, and the existence of DEP violations or consent orders during or after the  
13 test year. My recommendation is based upon the available quality of service  
14 information provided by UIF, obtained through discovery, or from DEP's Oculus  
15 database, much of which I have attempted to summarize in my testimony. Based  
16 upon the quality of service information currently known from the test year and  
17 thereafter relating to specific UIF systems, and summarized in my testimony, I  
18 recommend the Commission consider a finding of marginal or unsatisfactory  
19 quality of service for the following systems:

- 20 ○ Cypress Lakes (DEP Deficiencies, >1% average customer complaints,  
21 past history of customer complaints)
- 22 ○ Labrador (prior Commission orders, >1% average customer complaints)
- 23 ○ LUSI (Consent order)
- 24 ○ Mid-County (prior Commission orders, customer complaints at DEP)
- 25 ○ Pennbrooke (Current and past history of customer complaints)
- 26 ○ Sandalhaven (Consent order)

- Sanlando (Consent order, customer complaints at service hearing)
- UIF
  - Pasco (Summertree) (prior Commission orders, >1% average customer complaints)
  - UIF-Seminole (>1% average customer complaints)

The systems above represent 8 of the 12 systems in this proceeding. UIF has requested a uniform rate and these systems represent the majority of the systems. The Commission will also need to determine whether the quality of service should be applied on a system basis or a consolidated basis.

If the Commission makes a finding of unsatisfactory quality of service, for all or some of the systems, I recommend the Commission reduce the return on equity for the Utility by at least 25 basis points. If the system(s) have a history of repeated or unresolved issues, the return on equity should be reduced by at least 50 basis points. “History of issues” includes past Commission decisions as well as past customer complaints. In addition, the quality of service determination should include also those systems where the quality of service may have been found satisfactory in the past, yet there were strong indications that the customers were dissatisfied with the secondary standards, pressure, or other water/wastewater issues, and the Utility has failed or refused to proactively address those issues. If UIF ignored evidence presented in prior rate case proceedings that its customers are dissatisfied with the quality of service and no action was taken to address or improve that service, then that supports a further reduction in the return on equity. A well-run utility should not wait until the Commission imposes a penalty before it decides to provide the satisfactory

1           quality of service that its customers are paying for and deserve.

2

3   **Q.    WHAT ABOUT SATISFACTORY QUALITY OF SERVICE FINDINGS**  
4   **FOR THE REMAINING UIF SYSTEMS?**

5   A.    I do not have any specific recommendation for those systems, and leave it to the  
6       Commission to decide whether the evidence supports taking affirmative action  
7       against the Utility. I based my recommendations above on known information  
8       about the systems which should be considered marginal or unsatisfactory.

9   **Q.    DOES THAT CONCLUDE YOUR TESTIMONY?**

10  A.    Yes, it does.

**CERTIFICATE OF SERVICE**

**DOCKET NO. 160101-WS**

**I HEREBY CERTIFY** that a true and correct copy of the foregoing Citizens' Testimony of Denise Vandiver, CPA has been furnished by electronic mail to the following parties on this 6<sup>th</sup> day of March, 2017.

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/s/Patricia A. Christensen  
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Associate Public Counsel

**EXHIBIT DNV-1**  
**OF**  
**DENISE N. VANDIVER**  
**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**RESUME OF DENISE N. VANDIVER**

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**Denise N. Vandiver, CPA**

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**Professional Experience**

**Legislative Analyst**

2009 – Present

**Office of Public Counsel**

In my current position, I perform financial and accounting analysis involving utility filings before the Florida Public Service Commission on behalf of the Citizens of the State of Florida. I work with attorneys in preparing discovery, preparing for formal presentations, and provide testimony, when needed.

**Bureau Chief of Auditing**

1993 – 2009

**Florida Public Service Commission**

In this position, I managed the Florida Public Service Commission field audit staff of 30 auditors located in four cities throughout Florida. The audit staff performed financial and billing audits of electric, gas, telecommunication, water, and wastewater companies. These audits typically addressed rate cases, cost recovery clauses, earnings reviews, customer complaints, affiliate transactions, construction contracts, and special investigations. I established and supervised compliance with operational guidelines, administrative policies and procedures for the conduct of field audits with particular attention to preserving an independent audit staff. I reviewed all audit reports for compliance with internal standards and resolved technical and administrative issues that adversely affected the completion of timely and professional audits. My other duties included authorizing staff travel, recommending new employee hiring, and reviewing employee performance evaluations.

**Public Utilities Supervisor**

1991 – 1993

**Florida Public Service Commission**

In this position, I supervised a staff of six in preparing research papers, set deadlines, and ensured that project objectives were met. Research papers covered all industries regulated by the Commission and generally addressed emerging issues and policies. I established performance criteria and evaluated employee performance. I also developed training programs and administered the policies and procedures of the Commission.

**Economic Analyst**

1989 – 1991

**Florida Public Service Commission**

In this position I analyzed data and prepared economic and statistical research reports. These reports typically involved coordination among multiple industries and addressed economic or accounting policy alternatives under consideration by the Commission.

**Regulatory Analyst**

1983 – 1989

**Florida Public Service Commission**

I was hired in the Division of Water and Wastewater as an Analyst II and was promoted to a level III in 1985 and a level IV in 1987. In this position I analyzed financial information filed by water and wastewater utilities in support of various filings with the Commission (such as rate increases, transfer applications, and certificate applications.) I prepared financial recommendations to the commissioners and prepared and presented expert testimony.

**Director of Accounting**

1982-1983

**Memorial Medical Center**

Savannah, Georgia

In this position I supervised a staff of seven and was responsible managing the operations of the general accounting office. This included preparing the financial statements, maintaining the internal control procedures for the accounting department, authorizing all expenditures and transactions, maximizing cash investments and maintaining cash projections, participating in the internal and external audit process, and analyzing the results of financial operations and providing management information.

**Accountant**

1978 – 1982

**City of Jacksonville Beach**

In this position I supervised the accounting clerk and was responsible for preparing financial statements, reconciling and examining records for accuracy, maintaining audit controls for payroll and utility billing, and scheduling cash flow and investment analysis.

**Education**

Master of Accountancy

1979-1982

University of North Florida

GPA: 3.58

Bachelor of Science

1974-1978

Jacksonville University

GPA: 3.25

Major in accounting; minor in economics, financed expenses by full tuition scholarship and part-time work

**Professional Licenses**

CPA Certificate #10937 dated April 27, 1982

Member of FICPA

**EXHIBIT DNV-2**  
**OF**  
**DENISE N. VANDIVER**

**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**SUMMARY OF DEP CORRESPONDENCE**



## Utilities, Inc. of Florida Summary Table of DEP Correspondence

<b>Water Systems</b>				
<b><u>Consent Order</u></b>	<b><u>Sanitary Survey</u></b>	<b><u>Main Breaks/Loss of Pressure</u></b>	<b><u>E-mail</u></b>	
LUSI	Labrador Sanlando UIF-Pasco	Labrador (4) LUSI UIF-Pasco (4) UIF-Pinellas (2)	UIF-Pasco	
<b>Wastewater Systems</b>				
<b><u>Consent Order</u></b>	<b><u>Compliance Inspection</u></b>	<b><u>Sewage Spills</u></b>	<b><u>Exceedances</u></b>	<b><u>Customer Complaint</u></b>
Sandalhaven Sanlando	Cypress Lakes Eagle Ridge Lake Placid LUSI Mid-County Pennbrooke Sanlando	Cypress Lakes Longwood Mid-County (21) Sandalhaven Sanlando (10) UIF-Marion	Sanlando (3) UIF-Seminole	Mid-County (4)

**Utilities, Inc. of Florida**  
**Summary of DEP Correspondence**

**Cypress Lakes Wastewater**  
**Compliance Inspection Report**  
**Dated 8/21/15**

**Page 12**

- For Compliance well MWC-01, the groundwater quality standard of 4 CFU/100ml for fecal coliform was not met in September 2012 when the result was 1,400 CFU/100ml.
- The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-01 for June 2014, December 2014, March 2015 and June 2015, when the results were 4.6 Standard Units (S.U.), 4.41 S.U., 4 S.U. and 4.16 S.U., respectively.
- The groundwater quality standard of 500.0 mg/L for total dissolved solids (TDS) for compliance well MWC-02, was not met for December 2012, June 2014, September 2014, December 2014, March 2015 and June 2015, when the results were 810 mg/L, 1000 mg/L, 1000 mg/L, 640 mg/L, 1100 mg/L and 890 mg/L, respectively.
- The groundwater minimum standard of 250.0 mg/L for chloride for compliance well MWC-02, was not met for September 2014, June 2015 and March 2015, when the results were 410 mg/L, 320 mg/L and 460 mg/L, respectively.

**Wastewater Spill/Abnormal Event Report**  
**Dated 8/1/16**

**Page 16**

Lift Station #3 main power breaker OOC. Pumps not pumping causing overflow (raw sewage spill), approximate discharge 300 gallons to ground.

**Eagle Ridge Wastewater**  
**Compliance Assistance Offer**  
**Dated 6/20/16**

**Page 17**

- The calibration records did not include lot number and expiration date information for the reagents and standards used. The facility stated that they will update their calibration forms to ensure the required information is included.
- While a thermometer was present in the sample storage refrigerator, NIST-traceable certification records were not available for it.
- Excessive corrosion was noted on the surge tank
- Access walkways to filters did not appear to be safe. Several of the boards appeared to be in a state of disrepair.
- The reduced pressure zone backflow prevention device was leaking and is in need of repair or replacement
- The chart recorder for the flow meter was not operational at the time of the inspection.

**Labrador Water**  
**Loss of Pressure**  
**Dated 8/15/15**

**Page 25**

Loss of pressure due to system Variable Frequency Drives (VFD's) being tripped out due to an electrical storm. Backup system also tripped at main breaker which prevented that system from keeping the pressure at the appropriate levels.

**Loss of Pressure**

**Page 30**

**Dated 4/5/16**

Loss of pressure due to an electrical issue with a timer that controlled the operation of both wells at the plant.

**Sanitary Survey Report**

**Page 34**

**Dated 5/31/16**

No written Bacteriological Sampling Plan .

**Loss of Power**

**Page 37**

**Dated 9/27/16**

Caused by weekly test of the generator not transferred power to VFD.

**Lake Placid Wastewater  
Compliance Inspection Report  
Dated 5/27/15**

**Page 44**

- The lift station warning system was not functional.
- Lift station #4 was not operational.
- The disposal ponds were overgrown with vegetation.

**Longwood Wastewater  
Domestic Waste Malfunction Report  
Dated 8/24/15**

**Page 50**

The main breaker tripped at Lift Station LW-1 causing a manhole at 1471 Cricket Court to overflow approximately 200 gallons of raw sewage.

**LUSI Water  
Main Break  
Dated 3/26/15**

**Page 52**

Form indicates planned outage but boxes checked for: Water main breaks, pressure drop below 20 psi, outage.

**Consent Order  
Dated 9/12/16**

**Page 57**

Violation of maximum contaminant level ("MCL") for total trihalomethanes and the five haloacetic acids.

**LUSI Wastewater  
Compliance Inspection Report  
Dated 4/14/15**

**Page 70**

The Nitrate exceeded the current permit limits on November 11, 2014 as documented on the Discharge Monitoring Report submitted. The correct notification was sent to the Department.

**Mid-County Wastewater  
Wastewater Spill/Abnormal Event Report  
Dated 1/2/15**

**Page 74**

Sample at 7:00 AM was over the 2.5 limit; the bisulfite feed line was broken so no bisulfite was feeding CCC tank.

**Wastewater Spill/Abnormal Event Report  
Dated 2/23/15**

**Page 75**

Sludge can overflowed approximately 500 gallons of sludge onto wastewater plant grounds (operator error).

**Wastewater Spill/Abnormal Event Report  
Dated 2/28/15**

**Page 76**

Gravity main blockage, jetted main, found debris with big wad of rags, not a total blockage, approximate discharge: 200 gallons to surface water.

**Wastewater Spill/Abnormal Event Report  
Dated 5/11/15**

**Page 78**

Lift station - both pumps ragged up causing high level, approximate discharge of 25 gallons to ground.

**Wastewater Spill/Abnormal Event Report  
Dated 7/27/15**

**Page 79**

Manhole overflow, rags raked up, approximate discharge to ground - unknown.

**Wastewater Spill/Abnormal Event Report  
Dated 7/29/15**

**Page 80**

Manhole overflow, 14 rain event caused infiltration, approximate discharge to ground - unknown

**Wastewater Spill/Abnormal Event Reports  
Dated 8/3/15**

**Page 81**

Manhole overflow, approximate discharge to ground - unknown.

**Wastewater Spill/Abnormal Event Reports  
Dated 8/3/15**

**Page 82**

Manhole overflow, excessive rain - 5" in last 24 hours, approximate discharge to storm drain was greater than 1,000 gallons.

**Wastewater Spill/Abnormal Event Reports  
Dated 8/3/15**

**Page 83**

Manhole overflow, excessive rain - 5" in last 24 hours, approximate discharge to drainage ditch was greater than 1,000 gallons.

**Wastewater Spill/Abnormal Event Report  
Dated 8/6/15**

**Page 84**

Manhole overflow, power outage at lift station, approximate discharge to surface water was 300 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 8/27/15**

**Page 85**

Manhole overflow, 3.37" rain fell in 2 hours, small overflow, approximate discharge to ground was 50 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 8/27/15**

**Page 86**

Manhole overflow, 3.37" rain fell in 2 hours, small overflow, approximate discharge to ground was 100 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 1/9/16**

**Page 88**

Gravity main plugged with grease causing manhole to overflow, approximate discharge to ground of 350 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 2/3/16**

**Page 90**

Both pumps ragged up and tripped out causing high level, approximate discharge to ground of 500 gallons.

**Customer Complaint**  
**Dated 6/8/16**

**Page 91**

Customer called about an odor complaint, said the odor only lasted for a little while that evening but was gone after that.

**Compliance Inspection Report**  
**Dated 6/20/16**

**Page 92**

The Department received three odor complaints on June 6, 15 and 17, 2016. The treatment system is equipped with a Lignite Charcoal filter for odor control. At the master lift station, there is an odor control system consisting of a 55-gallon drum of deodorizer that is dispersed through a pvc pipe system. This deodorizing system was not in operation at the time of the inspection. The operator, Troy, stated that he will have it fixed this week. Mild odors were detected by the headworks dumpsters, but were not detected outside that area. These dumpsters are emptied three times per week, Monday, Wednesday, and Friday. The dumpster doors were closed and contained. The operator indicated that the odors were possibly related to the servicing of the dumpsters on those days. Department staff also drove through Doral Village. No objectionable odors were noted.

**Customer Complaint**  
**7/5/2016**

**Page 95**

Customer called about an odor complaint. He called to let us know that he noticed a bad odor on the road between the Mobile Home Park and the facility on July 1st at 4:30pm but was gone in one hour. He called the operator at Mid-County, on July 1st as well. The operator called him back yesterday, Monday July 4th, and they discussed the issue. The operator let the customer know that he replaced the 55 gallon drum of deodorizer to help with the smell. They discussed the fact that when the dumpster is moved that is when the worse smell occurs. The operator also told him that he has received several calls from the residents about this. The customer just wanted to keep us informed about what is happening.

**Wastewater Spill/Abnormal Event Report** **Page 96**

**Dated 9/1/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 97**

**Dated 9/1/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 98**

**Dated 9/1/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater/Effluent Release** **Page 99**

**Dated 9/1/16**

Utilities Incorporated reports an ongoing wastewater release of an unknown amount in the city of Clearwater. The release is occurring because of an overflow to the manhole. It is unknown if any water ways or storm drains are being affected at this time. Cleanup actions are planned.

**Wastewater Spill/Abnormal Event Report** **Page 103**

**Dated 9/3/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 104**

**Dated 9/3/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 105**

**Dated 9/3/16**

Manhole overflow, tropical storm - excessive rain, approximate discharge to surface water was 1,000 gallons, filed State Watch Office Incident Report.

**Wastewater Spill/Abnormal Event Report** **Page 106**

**Dated 9/3/16**

Manhole overflow, tropical storm - excessive rain, approximate discharge to ground was 1,000 gallons.

**Customer Complaint** **Page 107**

**Dated 11/23/16**

Odor complaint in Doral Village Mobile Home Park about Mid-County Services, called the plant operator to see if there have been any plant upsets or other issues, the plant operator said that he has been onsite and has not noticed any odors that would cause a problem. Actually, the winds are blowing the opposite direction from Doral Village on the day of the complaint, he did say that the dumpsters are hauled off on Monday, Wednesday, and Fridays and that could be what they are noticing, there have been complaints in the past that also corresponded to the days and times the dumpsters were hauled offsite.

**Customer Complaint**

**Page 108**

**Dated 12/13/16**

Odor complaint in Doral Village about Mid-County Services, spoke with plant operator, he had inspected the area and the plant and has not observed odors, he did state that the white dumpster was picked up Wednesday morning and that could have caused the odor.

**Pennbrooke Wastewater**

**Compliance Inspection Report**

**Page 109**

**Dated 4/15/15**

The facility incorrectly reported an exceedance of the required total chlorine residual for the public access reuse system during the months of October 2014 and February 2015. A review of records indicates that on the days reported all flow went to the reject ponds. This should not have been listed as an exceedance. Please resubmit corrected DMRs for the months in question.

**Sandalhaven Wastewater**

**Wastewater Spill/Abnormal Event Report**

**Page 115**

**Dated 7/28/15**

Force main break - work being done on force main to redirect flow, 25,600 gallons discharged to ground and small pond .

**Consent Order**

**Page 116**

**Dated 12/7/15**

Consent Order dated October 8, 2014 to address improper release of wastewater from land application system - closed 12/7/15.

**Sanlando Water**

**Sanitary Survey Report**

**Page 132**

**Dated 8/25/16**

- Well #2A pad contains cracks or is not properly maintained.
- Well #2A & #8 casing corroded.

**Sanlando Wastewater**

**Malfunction Report**

**Page 145**

**Dated 1/5/15**

Phosphorous exceedance max. exceedance 0.88 mg/L, monthly 0.5 mg/L, loading 123 lbs/month. 5 events in month, first 3 failed, last 2 passed due to alum feed.

**Malfunction Report**

**Page 146**

**Dated 1/15/15**

The control power breaker tripped causing a manhole to overflow approximately 200 gallons. The spill was contained to the area.

**Consent Order**  
**Dated 4/7/15**

**Page 148**

- On November 23, 2014, there was an unauthorized discharge of an estimated 750,000 gallons of untreated domestic wastewater into Sweetwater Creek, a Class III surface water, in violation of Section 403.088(1), Florida Statute.
- On November 29, 2014, there was an unauthorized discharge of an estimated 1,000,000 gallons of treated wastewater effluent due to a berm breach at the northeast corner of rapid infiltration basin (RIB) #1. The wastewater was treated in conformance with the permit limits established for discharge to the RIBs. The wastewater flowed north into the wetlands located between the Facility and Sweetwater Creek. This water was not treated sufficiently to meet the permit required standards established for surface water discharge in violation of Section 403.088(1), Florida Statute.
- On December 2, 2014, an unauthorized discharge from the previously decommissioned underdrain from the RIBs was observed by Department personnel. The discharge flowed into the wetlands between the facility and Sweetwater Creek to the north of RIB #1 in violation of Rule 62-600.740(2), Florida Administrative Code.
- On December 2, 2014, daylighting was observed originating from the north side of RIB #1 by Department personnel in violation of Rule 62-600.740(2), Florida Administrative Code.
- On December 2, 2014, Department personnel observed that RIB #s 2, 3, and 4 were not being properly operated and maintained, in violation of Rule 62-610.523(4), Florida Administrative Code.

**Malfunction Report**  
**Dated 4/21/15**

**Page 162**

A blown control power fuse at L/S C-11, located at 310 Spring Run Cr. In Longwood, resulted in the station overflowing approximately 100 gallons. The spill was contained to the area.

**Malfunction Report**  
**Dated 6/21/15**

**Page 164**

A grease blockage in a 10" sewer gravity main, caused a manhole on Blue Lake Dr. to overflow approximately 200 gallons.

**Malfunction Report**  
**Dated 8/5/15**

**Page 166**

A contractor hit a 12" sewer force main causing approximately 12,000 gallons of raw sewage to be released. The sewage went down the storm drain to a retention pond that is approximately 3 acres in size. The retention pond was already full of storm water.

**Malfunction Report**  
**Dated 9/2/15**

**Page 168**

The control fuse blew at L/S F-2 causing a manhole on Winding Creek to overflow approximately 500 gallons of raw sewage.

**Malfunction Report**  
**Dated 9/24/15**

**Page 170**

A gravity sewer line blockage caused a manhole at Hunt Club Blvd. and W. Wekiva Trail to overflow approximately 250 gallons of raw sewage.



**Malfunction Report**  
**Dated 10/10/15**

**Page 172**

A blockage in a sewer gravity main caused a manhole on Hickory Dr. to overflow approximately 200 gallons. The spill was contained to the area.

**Compliance Inspection Report**  
**Dated 10/14/15**

**Page 174**

- A copy of the current laboratory certification was not available at the time of the inspection.
- There were several transcription errors found in the Discharge Monitoring Reports. Specifically, for August and September 2014 the CBOD maximum results reported on Part A and Part B did not match. Additionally for September (R-002) and October (R-001) 2014 the TSS maximum on Part A and Part B did not match.
- The Total Phosphorus (TP) maximum result reported on the DMR for December 2014 was 0.88 milligrams per liter (mg/L), which exceeded the maximum of 0.5 mg/L for any one sample.
- The TP monthly average result reported on the DMR for December 2014 was 0.5 mg/L, which exceeded the maximum of 0.4 mg/L.
- The TP monthly total result reported on the DMR for December 2014 was 119.2 pounds per month (lb/mth), which exceeded the maximum of 40 lb/mth.
- The reuse hose bib at the headworks was not properly labeled as reuse.
- There was no advisory posted at the first tee at the Wekiva Golf Course. The entrance and the tenth tee did have proper notifications.

**Malfunction Report**  
**Dated 11/2/15**

**Page 182**

A grease blockage in a sewer gravity main caused a manhole on Gerry Dr. to overflow approximately 150 gallons. The spill was contained to the area.

**Malfunction Report**  
**Dated 3/31/16**

**Page 184**

FLW 2 flow meter is not reading and logging flow to the Rapid Infiltration Ponds.

**Malfunction Report**  
**Dated 10/14/16**

**Page 186**

A grease blockage in an 8" sewer gravity main caused a manhole behind 106 Oak Leaf Lane to overflow. The overflow was approximately 200 gallons.

**E-Mail Notification**  
**Dated 10/18/16**

**Page 188**

The Wekiva Hunt Club WWTF exceeded the surface water ammonia and Phosphorous limits for September.

**E-Mail Notification**  
**Dated 11/18/16**

**Page 189**

The Wekiva stream (D001) total phosphorous results exceeded the permit limits for October.

## **UIF-Marion Wastewater**

### **E-Mail Notification**

**Page 190**

**Dated 9/7/16**

UI received call about an alarm going off at Crownwood wastewater treatment plant. Upon arrival the technician noticed that both pumps in the Crownwood Lift Station were tripped out. Pumps were reset and the station was pumped down. Further troubleshooting found that two of the three float balls had failed. Both floats were changed out and the system placed back in normal operation. It is estimated that approximately 10 gallons of untreated sewerage was lost to the ground.

## **UIF-Pasco Water (Orangewood)**

### **Main Break**

**Page 191**

**Dated 9/4/15**

3" main crack .

### **Main Break**

**Page 193**

**Dated 8/10/16**

2" PVC Tee crack by tree roots.

### **Main Break**

**Page 198**

**Dated 8/19/16**

Oak tree crack 3/4 saddle off 2" main.

## **UIF-Pasco Water (Summertree)**

### **Sanitary Survey Report**

**Page 201**

**Dated 2/6/15**

- Well Pad #13 is cracked.
- Chlorine/Ammonia solution barrels at all three plants not properly sealed.

### **Main Break**

**Page 206**

**Dated 6/23/16**

Contractor locating water line broke it.

### **E-Mail Notification**

**Page 210**

**Dated 1/13/17**

E-mail addressing chlorine residual levels.

## **UIF-Pinellas**

### **Main Break**

**Page 211**

**Dated 8/18/15**

2" PVC Tee crack.

### **Main Break**

**Page 214**

**Dated 10/1/15**

Main break.

**UIF-Seminole (Weathersfield) Wastewater  
Malfunction Report  
Dated 7/27/16**

**Page 215**

A grease blockage in an 8" gravity main caused a manhole at Lynchfield Ave. and Notre Dame to overflow. The sewer overflow was approximately 150 gallons.

**Malfunction Report  
Dated 8/1/16**

**Page 217**

A grease blockage in a 6" gravity main caused a manhole at Birch Ct. to overflow. The sewer overflow was approximately 100 gallons.

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

# WASTEWATER COMPLIANCE INSPECTION REPORT

## FACILITY AND INSPECTION INFORMATION

Name and Physical Location of Facility		WAFR ID:	County	Entry Date/Time
Cypress Lakes WWTF 10000 North US Highway 98 Lakeland, FL 33809		FLA013123	Polk	8/21/15 1045 am
		Phone	Exit Date/Time	
		(407) 869-1919	8/21/15 1130 am	
Names of Field Representatives	Title	Email	Phone	
Steve Fuller	Operator	SLFullerJr@uiwater.com		
Name and Address of Permittee or Designated Representative		Title	Phone	Operator Certification #
Mr. Patrick C. Flynn 200 Weathersfield Avenue Altamonte Springs, FL 32714		Regional Director	(407) 869-1919	
		Email	PCFlynn@uiwater.com	

Inspection Type	C	E	I		Samples Taken(Y/N): N	@ Sample ID#:	Samples Split (Y/N):
X Domestic					Were Photos Taken(Y/N): Y	@ Log book Volume :	@ Page




## FACILITY COMPLIANCE AREAS EVALUATED

IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance; SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	MC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	NE	4. Sampling	IC	7. Flow Measurement	IC	10. ♦ Effluent Disposal
		IC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						MC	12. Groundwater
NA	14. Other:					NE	13. SSO Survey

Facility and/or Order Compliance Status:	X In-Compliance	Out-Of-Compliance	Significant-Out-Of-Compliance
Recommended Actions: See attached Field Notes			

Names and Signatures of Inspectors:	District Office/Phone Number	Date
Bekkah Marshall 	SWD/ (813)470-5861	10/01/2015
Vicki McGucken 	SWD/ (813)470-5755	10/05/2015
Signature of Reviewer Ramandeep Kaur 	SWD/ (813)470-5771	10/08/2015

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## **INSPECTION REPORT SUMMARY**

**Facility Name:** Cypress Lakes WWTF  
**Facility ID:** FLA013123  
**Inspection Type:** Compliance Evaluation Inspection  
**Inspection Date:** August 21, 2015

### **FACILITY BACKGROUND:**

**Facility Address:** 10,000 North US Highway 98, Lakeland, FL 33809

**Program/ Permit Information:** DW permit issue date: April 30, 2009, expiration date: April 29, 2019

**Treatment Summary:** Extended Aeration Domestic Wastewater Treatment Facility with Reuse to Cypress Lake Golf Course and 3 unlined wet weather storage ponds

**Permitted Capacity:** 0.083 MGD

1. **Permit:** RATING – In-Compliance.

2. **Compliance Schedules:** RATING – In-Compliance  
No item is required in Section VI, Schedules, of the permit.

3. **Laboratory:** RATING – Not Evaluated

**Observation:** Compliance samples are analyzed at Mid Florida Water Lab, DOH ID No. E84567, which is certified to perform permit-required analysis. The laboratory was not evaluated.

4. **Sampling:** RATING – Not Evaluated

Sampling by the certified operator was not observed.

### **Observations:**

4.1.: ISCO 3700 samplers are used for both effluent and influent sampling. The samplers are programmed for eight-hour composite sampling.

4.2.: An inline CL-17 meter and a two-pen 24-hour chart are used to monitor and record total chlorine residual. The meter is compared to standards daily.

4.3.: A Microtel turbidity meter provides continuous turbidity monitoring. The meter is calibrated with standards daily and compared to a bench meter weekly.

4.4.: An Oakton pH meter is used to manually monitor pH. The buffers used for calibration were within the expiration dates.

5. **Records and Reports:** RATING – In-Compliance

### **Observations:**

5.1.: Current copies of the facility's logbook, laboratory certification, operator's license and copy of current permit were onsite.

5.2.: A logbook was kept onsite to monitor the daily activities of the licensed operator and other personnel. The logbook contained sign in/out times, maintenance accomplished, and the signature and license number of the operator. The record was current to the day of the inspection.

5.3.: The current reduced pressure zone valve test record was not available for review. A copy of the record was emailed to the Department and the record was dated April 24, 2015. Please maintain recent copy of record at facility.

5.4: The Annual Reuse Reports were submitted timely for 2011-2012 and 2012-2013. Please submit an Annual Reuse Report for 2014-2015 by January 1, 2016.

5.5: A letter of certification in lieu of annual Reclaimed Water or Effluent Monitoring Analysis Reports was submitted for 2012, 2013 and 2014.

Additional Comments:

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**

**6. Facility Site Review:** RATING – In-Compliance

Observation: The facility is secure and appeared well-maintained.

**7. Flow Measurement:** RATING – In-Compliance

Observation: A 90 degree V-notch weir and an ultrasonic meter are used to measure flow. The current flowmeter calibration record was dated March 2, 2015.

**8. Operation and Maintenance:** RATING –In-Compliance

Observations:

1. The aeration had brown-colored mixed liquor without excessive foam.
2. A static screen, grit chamber, equalization tank and a splitter box were in use for preliminary treatment.
3. Floating covers are in use on the chlorine contact chamber.

**9. Effluent Quality:** RATING – Minor Out-of-Compliance

Observation: The total chlorine residual (TCR) was greater than 2.20 mg/L at 1010 hours, as measured by Department personnel. Facility meters indicated the TCR was greater than 5.0 mg/L and the turbidity was 0.66 NTU.

Deficiency Description: A review of the Discharge Monitoring Reports (DMRs) submitted for the period August 2012 through July 2015 revealed that for R-001, the effluent quality limit of 25 CFU/100ml for fecal coliform was not met for May 2013, June 2013, June 2014 and December 2014, when the results were 30 CFU/100 ml, 60 CFU/100 ml, 72 CFU/100 ml and 56 CFU/100ml, respectively.

Permit or rule reference: Rules 62-610.460 and 62-600.440(5) (f) 2, Florida Administrative Code, (F.A.C.), require that fecal coliform samples be obtained as specified in Chapter 62-601, F.A.C. Over a 30-day period, 75 percent of the fecal coliform values shall be below the detection limits. Any one sample shall not exceed 25 fecal coliform values per 100 mL of sample.

Corrective Action: Effluent to R-001 from this facility must meet, at a minimum, secondary treatment and high-level disinfection. Please ensure that the Part III Public Access standards are consistently met.

**10. Effluent Disposal:** RATING –In-Compliance

Observation: Reclaimed water is re-used on a Part III slow-rate public access system of 137 acres, providing reclaimed water to the Cypress Lakes Golf Course and stored in three unlined wet weather storage ponds. Signage with required wording was posted at the ponds.

**11. Biosolids/Sludge:** RATING – In-Compliance

Observation: Records revealed that 12 tons of biosolids were last hauled by Appalachian Material Service, Inc. on July 17, 2015.

12. **Groundwater Quality:** RATING – Minor Out-of-Compliance

A review of the semiannual Groundwater Monitoring Reports, Part D of the DMRs, for August 2012 through July 2015, identified the following deficiencies:

- a. **Deficiency Description:** For Compliance well MWC-01, the groundwater quality standard of 4 CFU/100ml for fecal coliform was not met in September 2012 when the result was 1,400 CFU/100ml.  
**Permit or rule reference:** Rule 62-520.420(1), F.A.C., requires that in addition to the minimum criteria in Rule 62-520.400, F.A.C., the primary and secondary drinking water quality standards for public water systems established pursuant to the Florida Safe Drinking Water Act, which are listed in Rules 62-550.310 and 62-550.320, F.A.C., shall apply to Class G-I and Class G-II ground water. Exceptions are for existing installations not having to meet secondary standards as provided in Rule 62-520.520, F.A.C., and subsection (4) below; that the total coliform bacteria standard shall be 4 per 100 milliliters;  
**Corrective Action:** Please ensure that groundwater standards are consistently met.
- b. **Deficiency Description:** The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-01 for June 2014, December 2014, March 2015 and June 2015, when the results were 4.6 Standard Units (S.U.), 4.41 S.U., 4 S.U. and 4.16 S.U., respectively.  
**Deficiency Description:** The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-02 for June 2014, December 2014, March 2015 and June 2015 when the results were 5.32 S.U., 5.15 S.U., and 5.24 S.U. and 5.15 S.U., respectively.  
**Deficiency Description:** The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-03, for June 2014, December 2014, March 2015 and June 2015 when the results were 5.12 S.U., 4.98 S.U., 4.4 S.U. and 4.41 S.U., respectively.  
**Permit or rule reference:** The ground water rule, 62-550.828, F.A.C., Table 6, Secondary Drinking Water Standards, limits pH in groundwater to the range of 6.5 S.U. to 8.5 S.U.  
**Corrective Action:** Please ensure that groundwater standards are consistently met.
- c. **Deficiency Description:** The groundwater quality standard of 500.0 mg/L for total dissolved solids (TDS) for compliance well MWC-02, was not met for December 2012, June 2014, September 2014, December 2014, March 2015 and June 2015, when the results were 810 mg/L, 1000 mg/L, 1000 mg/L, 640 mg/L, 1100 mg/L and 890 mg/L, respectively.  
**Permit or rule reference:** The Ground Water Rule, 62-550.828, F.A.C., Table 6, Secondary Drinking Water Standards, limits TDS in groundwater to 500 mg/L.  
**Corrective Action:** Please ensure that groundwater standards are consistently met.
- d. **Deficiency Description:** The groundwater minimum standard of 250.0 mg/L for chloride for compliance well MWC-02, was not met for September 2014, June 2015 and March 2015, when the results were 410 mg/L, 320 mg/L and 460 mg/L, respectively.  
**Permit or rule reference:** The Ground Water Rule, 62-550.828, F.A.C., Table 6, Secondary Drinking Water Standards, limits Chloride in groundwater to 250 mg/L.  
**Corrective Action:** Please ensure that groundwater standards are consistently met.

13. **SSO Survey:** RATING – Not Evaluated

14. **Other:** RATING – Not Applicable.

Mar 18 13:02:37a

Mid County Services

727-787-2565

p.1

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-1-16 1000 AM

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER E MAIL

DEP PERSON RECEIVING REPORT: BeKKah Marshall

DATE/TIME OF ABNORMAL EVENT: 7/31/16 900 AM

DISCHARGE REPORTED BY: \_\_\_\_\_ PHONE: \_\_\_\_\_

NAME OF FACILITY/COLLECTION SYSTEM: Cypress Lakes

TYPE OF ABNORMAL EVENT:

LIFT Station # 3 MAIN Power Breaker OOC RAW sewage spill  
Pumps Not pumping causing overflow

APPROXIMATE GALLONAGE DISCHARGED: 300 gals

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: MAIN Breaker Malfunction  
Breaker repaired + Lift station back in service

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: \_\_\_\_\_

MAIN Breaker repaired, pumps put back IN service

Line area of spill

TIME FACILITY WILL BE OPERATING AGAIN: Lift station back in service  
as soon as breaker was repaired 2 HRS



June 20, 2016

Patrick C. Flynn, Vice President of Operations  
Utilities, Inc. of Florida  
200 Weathersfield Ave  
Altamonte Springs, FL 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Compliance Assistance Offer  
Eagle Ridge WWTP  
FLA014498  
Lee County - DW

Dear Mr. Flynn:

A Compliance Evaluation Inspection was conducted at your facility on June 2, 2016. During this inspection potential non-compliance was noted. The purpose of this letter is to offer compliance assistance as a means of resolving these matter(s).

Specifically, potential non-compliance with the requirements of Chapter 403, Florida Statutes, and Chapters 62-600 and 62-620, Florida Administrative Code were observed. Please see the attached inspection report for a full account of Department observations and recommendations.

We request you review the item(s) of concern noted and respond in writing within **15 days** of receipt of this Compliance Assistance Offer. Your written response should include one of the following:

1. Describe what has been done to resolve the non-compliance issue or provide a schedule describing how/when the issue will be addressed,
2. Provide the requested information, or information that mitigates the concerns or demonstrates them to be invalid, or
3. Arrange for the case manager to visit your facility to discuss the item(s) of concern.

It is the Department's desire that you are able adequately address the aforementioned issues so that this matter can be closed. Your failure to respond promptly may result in the initiation of formal enforcement proceedings.

Please address your response and any questions to Alfredo Velazquez of the South District Office at (239) 344-5713 or via e-mail at [alfredo.velazquez@dep.state.fl.us](mailto:alfredo.velazquez@dep.state.fl.us). We look forward to your cooperation with this matter.

Sincerely,



---

Jennifer Carpenter  
Assistant Director  
South District

Enclosures: Inspection report

ec: Max Radcliff, Utilities, Inc. ([MLRadcliff@uiwater.com](mailto:MLRadcliff@uiwater.com))

COMET ENTRY DATE  
6/2/2016 3:32:00 PM

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

FACILITY AND INSPECTION INFORMATION

@ = Optional

<b>Name and Physical Location of Facility</b> Eagle Ridge WWTP 14668 Aeries Way Fort Myers, FL 33912	<b>WAFR ID:</b> FLA014498	<b>County</b> Lee  <b>Phone</b> (407) 869-1919	<b>Entry Date/Time</b> 6/2/2016  <b>@ Exit Date/Time</b> 6/2/2016
<b>Name(s) of Field Representatives(s)</b> Max Radcliff	<b>Title</b> Operator	<b>Email</b> MLRadcliff@uiwater.com	<b>Phone</b> 407-467-5755
<b>Name and Address of Permittee or Designated Representative</b> Patrick C Flynn 200 Weathersfield Ave Altamonte Springs, FL 32714 - 4027	<b>Title</b> VP of Operations  <b>Email</b> pcflyn@uiwater.com	<b>Phone</b> (407) 869-1919	<b>@ Operator Certification #</b>

<b>Inspection Type:</b>	<input checked="" type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> I <input type="checkbox"/>	<b>Samples Taken(Y/N):</b>	<input type="checkbox"/> @ <b>Sample ID#:</b>	<b>Samples Split (Y/N):</b>
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b>	<input checked="" type="checkbox"/> <b>Y</b>	<b>@ Log book Volume :</b>
		<b>@ Page</b>		

FACILITY COMPLIANCE AREAS EVALUATED							
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated							
Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "◆"							
	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1.◆Permit	NE	3. Laboratory	NC	6. Facility Site Review	IC	9. ◆Effluent Quality
IC	2.◆Compliance Schedules	MC	4. Sampling	NC	7. Flow Measurement	IC	10.◆Effluent Disposal
		IC	5.◆Records & Reports	IC	8.◆Operation & Maintenance	IC	11. Biosolids/Sludge
						NE	12. Groundwater
NE	14. Other:					NE	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b>	<input type="checkbox"/> In-Compliance	<input checked="" type="checkbox"/> Out-Of-Compliance	<input type="checkbox"/> Significant-Out-Of-Compliance
<b>Recommended Actions:</b> Please refer to compliance assistance offer letter.			

<b>Name(s) and Signature(s) of Inspector(s)</b> Alfredo Velazquez	<b>District Office/Phone Number</b> SD/ (239)344-5713	<b>Date</b> 6/7/2016
<b>@ Signature of Reviewer</b> Diane DiPascale	<b>District Office/Phone Number</b> SD/ (239)344-5641	<b>Date</b> 6/13/2016

<b>Single Event Violation Code(s):</b>
--

**Facility Name:** Eagle Ridge WWTP  
**Facility ID:** FLA014498  
**Inspection Type:** CEI  
**Inspection Date:** 6/2/2016

**FACILITY BACKGROUND:**

**Facility Address:** 14668 Aeries Way, Fort Myers, FL 33912, Lee County  
**Program/ Permit Information:** DW, permit issue date: 6/25/2013, expiration date: 6/24/2018  
**Treatment Summary:** Dual Ring Steel Stp's, Extended Aeration w/Effluent To Golf Course  
**Permitted Capacity:** 0.318 MGD

1. **Permit:** RATING – IN COMPLIANCE

1.1 **Observation:** *General* – A copy of the permit was onsite and available to plant personnel.

2. **Compliance Schedules:** RATING – IN COMPLIANCE

2.1 **Observation:** *General* – The schedules specified in the permit/order have been completed.

3. **Laboratory:** RATING – NOT EVALUATED

3.1 **Observation:** No observations were recorded.

4. **Sampling:** RATING – MINOR OUT-OF-COMPLIANCE

4.1 **Observation:** *General* – Safe and dry access to influent and effluent sampling points are provided.

4.2 **Observation:** *General* – Calibrations were performed correctly.

**Additional Comments:** The calibration records did not include lot number and expiration date information for the reagents and standards used. The facility stated that they will update their calibration forms to ensure the required information is included.

4.3 **Observation:** *General* – Sample collection is being performed in accordance with DEP-SOP-001/01

4.4 **Observation:** *General* – Calibration standards/buffers were within the expiration dates.

4.5 **Deficiency Description:** *General* – Please see specific comment

**Additional Comments:** While a thermometer was present in the sample storage refrigerator, NIST-traceable certification records were not available for it.

**Permit/Rule or Other Reference:**

F.A.C. Rule 62-620.610(18)e. states that field activities including on-site tests and sample collection shall follow the applicable standard operating procedures described in DEP-SOP-001/01. The full list of DEP SOPs is available online at: <http://www.dep.state.fl.us/water/sas/sop/sops.htm>

5. **Records and Reports:** RATING – IN COMPLIANCE

5.1 **Observation:** *General* – A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

5.2 Observation: *General* – Operators' certification(s) were current and available on-site.

5.3 Observation: *General* – The certified operator's daily logbook was complete.

6. **Facility Site Review: RATING – OUT OF COMPLIANCE**

6.1 Observation: *General* – The facility grounds were secured properly.

6.2 Observation: *General* – The facility grounds were clean and well maintained.

6.3 Observation: *General* – Foul odors did not permeate beyond the boundaries of the plant site at the time of the inspection.

6.4 Deficiency Description: *General* – Excessive corrosion was noted on the surge tank.

Permit/Rule or Other Reference: F.A.C. Rule 62-600.410(3) states that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and biosolids shall be maintained, at a minimum, so as to function as intended.

6.5 Deficiency Description: *General* – Access walkways to filters did not appear to be safe. Several of the boards appeared to be in a state of disrepair.

Permit/Rule or Other Reference: F.A.C. Rule 62-600.410(4) states that all permittees shall be responsible for making all facilities safe in terms of public health and safety at all times, including periods of inactivation or abandonment.

6.6 Observation: *Backflow Prevention* – A reduced pressure zone backflow prevention device was in place on the potable water supply line.

Additional Comments: Tested on January 2016.

6.7 Deficiency Description: *Backflow Prevention* – The reduced pressure zone backflow prevention device was leaking and is in need of repair or replacement.

Permit/Rule or Other Reference: F.A.C. Rule 62-600.410(3) states that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and biosolids shall be maintained, at a minimum, so as to function as intended.

6.8 Observation: *AlternatePower* – An alternative power source is available at the WWTF.

6.9 Observation: *AlternatePower* – The onsite generator is tested under load on a routine basis

6.10 Observation: *AlternatePower* – A record of testing was not available for the onsite generator.

Additional Comments: Operator stated that generator testing records will be kept moving forward.

6.11 Observation: *Headworks* – There were no excessive odors emanating from the headworks at the time of the inspection.

- 6.12 Observation: *Headworks* – The bar screen is cleaned on a routine basis.
- 6.13 Observation: *Headworks* – Screening and grit are being collected in suitable containers.
- 6.14 Observation: *Headworks* – Screening and grit are being disposed of at a Class I landfill.
- 6.15 Observation: *Aeration Basins/Act. Sludge* – The contents in the aeration chambers appeared to be adequately mixed.
- 6.16 Observation: *Aeration Basins/Act. Sludge* – The air line(s) to the aeration basin was free from leaks at the time of the inspection.
- 6.17 Observation: *Blowers/Motors* – The blower was operational at the time of the inspection.
- 6.18 Observation: *Blowers/Motors* – The secondary blower motor was operational.
- 6.19 Observation: *Blowers/Motors* – The blowers were equipped with belt guards.
- 6.20 Observation: *Clarifiers* – The clarifier weirs do not appear to be level.
- 6.21 Observation: *Clarifiers* – The skimmer appeared to be functioning properly.
- 6.22 Observation: *Clarifiers* – The clarifier had good settling and clear effluent.
- 6.23 Observation: *Filtration* – The filter contained sufficient media.
- 6.24 Observation: *Disinfection* – The chlorine contact chamber was clean and the effluent leaving the plant was clear
- 6.25 Observation: *Digestors* – The tank contents in the aerobic digester were well mixed.
- 6.26 Observation: *Digestors* – The digestors were free from excessive odors.
- 6.27 Observation: *Digestors* – The digester was free from excessive foaming.
- 6.28 Observation: *Ponds/Lagoons* – The ponds appeared to have adequate freeboard space.
- 6.29 Observation: *Ponds/Lagoons* – The ponds were properly secured to prevent unauthorized access.
- 6.30 Observation: *Ponds/Lagoons* – The pond berms were properly stabilized.

7. **Flow Measurement: RATING – OUT OF COMPLIANCE**

7.1 Observation: *General* – The copy of the flow calibration report is current and satisfactory.

7.2 Deficiency Description: *General* – The chart recorder for the flow meter was not operational at the time of the inspection.

**Additional Comments:** Notes on the meter calibration stickers indicated that the chart recorders may need to be replaced.

**Permit/Rule or Other Reference:** F.A.C. Rule 62-600.410(3) states that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and biosolids shall be maintained, at a minimum, so as to function as intended.

8. **Operation and Maintenance:** RATING – IN COMPLIANCE

8.1 **Observation:** *General* – A certified operator as required by Rule 62-602 and the Permit, was operating the WWTF.

9. **Effluent Quality:** RATING – IN COMPLIANCE

9.1 **Observation:** *General* – The final effluent chlorine residual was within the acceptable range.

**Additional Comments:** TRC > 5.00 mg/L (as measured with facility's continuous in-line meter).

10. **Effluent Disposal:** RATING – IN COMPLIANCE

10.1 **Observation:** *General* – The facility was discharging at the time of the inspection.

10.2 **Observation:** *General* – The effluent was free from visible sheen at the time of the inspection.

10.3 **Observation:** *General* – The effluent was free from excessive turbidity.

10.4 **Observation:** *General* – The effluent was free from excessive foam.

10.5 **Observation:** *General* – The percolation/evaporation ponds appeared to be well maintained

10.6 **Observation:** *Reuse* – All plastic reclaimed water piping, pipelines, valves, outlets, and other appurtenances were color-coded Pantone Purple.

11. **Biosolids/Sludge:** RATING – IN COMPLIANCE

11.1 **Observation:** *General* – Residuals were being disposed of in accordance with the permit.

**Additional Comments:** Biosolids hauled by Karle.

12. **Groundwater Quality:** RATING – NOT EVALUATED

12.1 **Observation:** No observations were recorded.

13. **SSO Survey:** RATING – NOT EVALUATED

13.1 **Observation:** No observations were recorded.

14. **Other:** RATING – NOT EVALUATED

14.1 **Observation:** No observations were recorded.

Eagle Ridge WWTP (FLA014498)  
Photos by Diane DiPascale on 6/2/2016

I certify that these photos represent the true  
on-site conditions observed  
and have not been altered in any way.

Diane DiPascale



1  
Corrosion on surge tank



2  
Unsafe access to filters



3  
Unsafe access to filters



4  
Chart recorders may be in need of replacement



DATE: 8-15-15

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest Lakes

Please be advised that:

- ☒ an equipment malfunction  
☐ main break  
☐

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 8-19-15

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest Lakes

The "Precautionary Boil Water Notice" issued on 8-15-15

is hereby rescinded following the:

- ☒ equipment repair  
☐ water main repair  
☐

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.

**UTILITIES, INC. OF FLORIDA**  
AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

Dept. Of Environmental Protection

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

SEP 11 2015

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

Southwest District

DATE/TIME REPORTED: 8/17/15 09:00 hrs.

FIRST NOTIFICATION BY:           PHONE      FAX      VOICE MAIL      OTHER

DEP PERSON RECEIVING REPORT: Rose Taylor

DATE/TIME OF ABNORMAL EVENT: 8/15/15      17:00 hrs.

REPORTED BY: Robert Buono      PHONE: 407 467-5753

NAME OF FACILITY: Forest Lake Estates

TYPE OF ABNORMAL EVENT:

Loss of pressure which required a boil water notice.

APPROXIMATE GALLONAGE DISCHARGED: N/A

NATURE AND CAUSE OF THE EVENT: The loss of pressure was due our system VFD's being tripped out due to an electrical storm that went through the area. Our backup system was also tripped at main breaker which prevented that system from keeping the pressure at the appropriate levels.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: The system was checked for damage from the electrical storm but nothing was found that would

cause future issues.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued normal operations after the system regained pressure.

### Southwest District

Sample Collection Date: 8-17-15

Effective 01/95, Revised 05/27/10

DEP/DOH USE ONLY

J. C. Schulz 8/18/15 8905

10000 Gulf Turnpike • Miramar, FL 33025 • 854.889.2288 • Fax 954.889.2281 • E82535  
10810 Princess Palm Ave. • Tampa, FL 33619 • 813.630.8818 • Fax 813.630.4327 • E84588  
528 S. North Lake Blvd., Ste. 1018 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



Advanced  
Environmental Laboratories, Inc.

Dept. Of Environmental Protection

SEP 11 2015

Southwest District

Report Number: 1751195 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4800

Collector: \_\_\_\_\_

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 8-18-15

Lab Receipt Date & Time: 8/18/15 1030

Analysis Date & Time: 8/18/15 15:00

Sample Acceptance Criteria: \_\_\_\_\_

Sample Preservation: ☐ On Ice ☐ Not On Ice 2.7°C

Disinfectant Check: ☐ Not Detected ☐ \_\_\_\_\_

This Sample does not meet the following NELAC requirements: \_\_\_\_\_

PWS I.D. 6514842

City: 20phyrhills, FL 33540

Fax #: same

Collector's Phone #: \_\_\_\_\_

DCM# AD-D045

Effective 01/95, Revised 05/27/10

To be completed by collector of sample

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH
1	6034 Presidential	0730	D	1.6	
2	6080 Spring Lakes	0735	P	1.2	

Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine or Total chlorine (circle one)) 1.4

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 514926)  
☐ Supervised by certified operator (# \_\_\_\_\_)  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

To be completed by lab

Analysis Method(s)<sup>2</sup> SM91223B

Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	A			001
	A			002

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: Analyst

INSERT NAME AND MAILING ADDRESS OF PERSON RECEIVING REPORT

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

DEP/DOH USE ONLY

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, S = Entry Point to Distribution, P = Plant Test, G = Special (potable use, etc.)

<sup>2</sup> MF-SM91223B & D; MTP-8221B & BSM-8221B; M3000-AFC-DAT22232; HPC-0302910

Relinquish By: Robert Brown

Date: 8/18/15 Time: \_\_\_\_\_

Revised By: [Signature]

8/18/15 0900



**Advanced  
Environmental Laboratories, Inc.**

- ☐ **Altamonte Springs:** 528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • Fax 407.937.1597  
☐ **Gainesville:** 4965 SW 41st Blvd. • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639  
☐ **Jacksonville:** 6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354  
☐ **Miramar:** 10200 USA Today Way, Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281  
☐ **Tallahassee:** 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275  
☐ **Tampa:** 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327
- T1510913

5-71510913

[illegible]

Received on Ice ☒ Yes ☐ No ☒ Temp taken from sample ☐ Temp from blank

☒ Where required, pH checked      Temperature when received 4.6 (In degrees Celsius)

Form revised 08/15/2013

Device used for measuring Temp by unique Identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 T: 10A A: 3A M: 3A S: 1V

Relinquished by:			Date	Time	Received by:			Date	Time
1	Robert Burns	8-12-15	905	8/12/15	905	8/12/15	905		
2	8/12/15	1100	8/12/15	1100	8/12/15	1100			
3									
4									

**FOR DRINKING WATER USE:**

(When PWS Information not otherwise supplied) PWS ID:

PWS ID:

**Contact Person:**

Phone :

**Supplier of Water:**

Site-Address:



06/24/2006 12:28 FAX 8136327671

DEP

06/24



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

### Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 4/5/16

TIME: 9:30 - 10:00 am

System Name: Labrador  
PWS-ID No. 6514842  
County: Pasco

Owner/Utility contact: Labrador

Telephone: (813) 355-4800

E-Mail: rabuono@ciwater.com

Fax Number: Same

Utility Contact Person: Robert Buono

Population effected (Connections): 1178

Estimated time for system to be returned to service: 1/2 hr

Cause (planned or unplanned event, do not just note main break) of incident: Loss of pressure due to a electrical issue with a timer that controlled the operation of both wells @ the WTP  
Corrective action undertaken: Remove the timer

How BWN delivered to customers: reverse call out & signs @ both entrances to the Park

How BWN will be rescinded: same as above

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Rose Taylor (called voice mail)

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

☐ 9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9816 • Fax 813.630.4327 • E84589  
☐ 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced  
Environmental Laboratories, Inc.**

D.E.P  
SOUTHWEST DIST

MAY 16 2011

AMP<sub>a</sub>

Report Number: 71604396 Sub-Contract Lab ID: \_\_\_\_\_

**Analysis Requested:** (check all that apply)

☒ Total Coliform/E. coli    ☐ Total Coliform/Fecal    ☐ Enterococci    ☐ Coliphage    ☐ HPC    ☐ Other.

Public Water System (PWS) Name: Labrador

PWS Address: 4311 Paquette Way

PWS or PWS Owner's Phone #: 513-355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System    ☐ Non-Transient Non-community Water System    ☐ Transient Non-community Water System

☐ Limited Use System    ☐ Bottled Water    ☐ Private Well    ☐ Swimming Pool    ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Support

☐ Clearance    ☐ Replacement (also check type of sample being replaced)    ☒ Boil Water Notice    ☐ Other:

Sample Collection Date: 4/5/16

PCN# AD-0345

Effective 01/95, Revised 05/27/10

[illegible]

Average of disinfectant residuals for distribution routine & repeat samples. <sup>3</sup> (Free chlorine or Total chlorine (circle one)).

#### **Disinfectant Residual Analysis Method:**

☒ DPD Colorimetric    ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# C14426)

☐ Supervised by certified operator (# \_\_\_\_\_)☐ Employed by a certified lab    ☐ Employed by DEP or DOH☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAP standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results:

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued:

Lab Signature: W. H. H.

Title: Analysis

POST BY NAME AND MAILING ADDRESS  
OF PERSON FOR: RM 500001

DEP/DOH USE ONLY

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEPT/DH:

DEP/DOH Reviewing Official:

\* Indicate the sample type for each sample collected. Sample type codes are: D = Detection (reading comparison), C = Repeat/Check, R = Raw, N = Every Point to Distribution, P = Peak Top, S = Special (potholes, etc.)

<sup>2</sup>MF=540222B & G; MTF=52210-G ECRAG; MANDRUG=540202B; KPC=540215S

Relinquish By: Robert Brown Date: 4/6/16 Time: 1100

Received 5.

4/6/16 11:08

9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9816 • Fax 813.630.4327 • E84599  
528 S. North Lake Blvd., Ste. 1018 • Altamonte Springs, FL 32701 • 407.937.1594 • E83076



Advanced  
Environmental Laboratories, Inc.

Report Number: T1604596 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: 813-355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Soil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 4/6/16

Lab Receipt Date & Time: 4/6/16 1200  
Analysis Date & Time: 4/6/16 17:51  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ 76 °C  
Disinfectant Check: ☐ Not Detected ☐ \_\_\_\_\_  
This Sample does not meet the following NELAC requirements: \_\_\_\_\_

PWS I.D. 6514842  
City: Zephyrhills, FL 33540  
Fax #: Same  
Collector's Phone #: \_\_\_\_\_

DCN: AD-0045 Effective 01/95, Revised 05/27/10

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM9228B</u>				
1	6080 Spring Lake	0730	D	2.4		Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
2	6035 Presidential	0725	D	2.4			A			003
							A			009

Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine or Total chlorine (circle one)).

2.9

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 014426)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: Analyst

DEP/DOH USE ONLY

☐ Satisfactory  
☒ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

DEP/DOH Reviewing Official: [Signature]

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (public connections), C = Replacement, R = Raw, M = Entry Point to Distribution, P = Point Tap, S = Special Information, etc.

<sup>2</sup> UF-S10222B & C; UFF-2221B & E; E84599; E83076; S10222B; S10222C; HPC-S10222B

Relinquish By: Robert Buono Date: 4/6/16 Time: 11:00  
[Signature] 4/6/16 11:00





04/07/16  
259100 Labrador 217 FI Boil Rescind  
886

This is a courtesy call from Utilities, Inc. of Florida, your local water provider at 1-866-842-8432. This number will be repeated at the end of this message.

Please be advised that effective today, we are lifting the boil water advisory that was previously issued in your service area.

The water sample results from the laboratory confirmed that your water continues to be safe and you no longer have to boil your water. Again, we are lifting the boil water advisory today.

This was a courtesy call from Utilities, Inc. of Florida. We apologize for any inconvenience this may cause and appreciate your patience.

If this message was incomplete or should you have any questions or concerns, please contact our Customer Service Department at 1-866-842-8432, again that number is 1-866-842-8432.

Thank you.



## Florida Department of Environmental Protection

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

Rick Scott  
Governor

Carlos Lopez-Cantera  
Lt. Governor

Jonathan P. Steverson  
Secretary

June 10, 2016

Patrick Flynn, VP of Operations  
Utilities, Inc. of Florida  
200 Weathersfield Ave.  
Altamonte Spring, FL 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Sanitary Survey  
Forest Lake Estates  
PWS ID #: 651-4842  
Pasco County

Dear Mr. Flynn:

Department personnel conducted a Sanitary Survey of the above-referenced facility on May 31, 2016. Based on the information provided during and following the inspection, the facility was determined to be in compliance. Any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state rules. Should you have any questions or comments, please contact Rose Taylor at (813) 470-5781, or via e-mail at [rose.taylor@dep.state.fl.us](mailto:rose.taylor@dep.state.fl.us).

Sincerely,

A handwritten signature in blue ink, appearing to read "J S Brock".

James S. Brock  
Government Operations Consultant  
Southwest District  
Florida Department of Environmental Protection

JB/rt

ec: Lee Neal, Utilities Inc. of Florida, [wln@uiwater.com](mailto:wln@uiwater.com)  
Rob Buono, Utilities Inc. of Florida, [rbuono@uiwater.com](mailto:rbuono@uiwater.com)

<b>SURVEY</b>	Water system: <u>UTILITIES INC. (FOREST LAKE ESTATES)</u>		System PWS #: <u>651-4842</u>		Date of survey: <u>05/31/2016</u>	
	Inspector name: <u>ROSE TAYLOR</u>		Person(s) contacted: <u>ROB BUONO-OP</u>			
	System type: <u>C</u>		Population: <u>2,356</u>		Connections: <u>1,178</u>	
		Design capacity: <u>288,000</u>		Storage capacity: <u>34,000</u>		
<b>SYSTEM</b>	System address: <u>6420 PRESIDENTIAL CIRCLE</u>		City <u>ZEPHYRHILLS</u>		State <u>FL</u> Zip <u>33540</u>	
	System phone: <u>(407)869-1919</u>		Cell: _____			
	Fax number: _____		Email: _____			
<b>OWNER</b>	Owner name: <u>PATRICK FLYNN</u>		Owner title: <u>VP OF OPERATIONS</u>			
	Owner address: <u>200 WEATHERSFIELD AVENUE</u>		City: <u>ALTAMONTE SPRINGS</u>		State <u>FL</u> Zip <u>32714</u>	
	Owner phone: <u>(404)869-1919</u>		Cell: _____			
	Fax number: _____		Email: <u>pcflyn@uiwater.com</u>			
<b>OPERATOR</b>	Operator required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No", Operator sections not applicable)		Operator class & cert. number: <u>C 14571</u>			
	Operator name: <u>LEE NEAL</u>		Phone: <u>(407)948-9863</u>			
	Fax number: _____		Email: <u>wlneal@uiwater.com</u>			

<b>SOURCE - WELL INFORMATION</b>	Well Name and/or FL Unique Well ID		Well 1 AAC 0163	Well 2 AAC 0164	Storage type used: <input type="checkbox"/> Hydro <input type="checkbox"/> Ground <input type="checkbox"/> Elevated <input type="checkbox"/> Bladder <input type="checkbox"/> N/A	
	Well head sealed? (Pad/conduit/openings)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	Inspections compliant? (annual/5yr) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	
	Well casing 12" above grade?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	Washouts compliant? (every 5 yrs) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	
	Casing vent compliant?(installed, screened)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	Storage capacity compliant?(¼ max) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	
	Check valve compliant (installed/no leak)?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	HYDRO APPURTENANCES: "X" box below if Not compliant, <input type="checkbox"/> PRV <input type="checkbox"/> Gauge <input type="checkbox"/> Sight glass <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input type="checkbox"/> Compliant	
	Tap Compliant? (Smooth/12" high/precheck)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Flow measurable? (if applicable, GPM@psi)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	GROUND ELEVATED APPURTENANCES: "X" box below if Not compliant . <input type="checkbox"/> Hatch <input type="checkbox"/> Vent <input type="checkbox"/> Overflow <input type="checkbox"/> Drain <input type="checkbox"/> Bypass <input type="checkbox"/> Compliant	
	Flow meter accuracy checked?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Well capacity > maximum day?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	Manual or automatic controls? <u>Automatic</u>	
	Setbacks compliant?(hazard type and distance)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	On/Off pressure of pumps? <u>/ 62 constant</u>	
<b>TREATMENT</b>	Name of plant & type of chlorination		Main Plant-Hypo	Main Plant-Hypo	<b>PUMPS/CONTROLS</b>	HSP High Service Pumps functional? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA 4 pumps
	O & M log compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		HSP HSP capacity compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	O & M manual compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		Chlorine test kit compliant? <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA *
	Cl storage compliant? (no organics/acid/sun)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<b>MONITORING</b>	Chlorine grab sampling compliant? <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA *
	Chlorinator flow proportionate?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		Bacti sampling compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Treated sample tap provided?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		Chemical sampling compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Cl solution strength?		12%	12%		Lead/copper sampling compliant?(C,P) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Solution tank compliant?(covered/etc)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		DBP monitoring compliant? (C,P) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Antisiphon protection compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<b>MANAGERIAL</b>	MONITORING PLANS: "X" box below if Not compliant <input type="checkbox"/> Bacteriological <input type="checkbox"/> Disinfection By-Products (C,P) <input type="checkbox"/> Lead & Copper (C,P)
	Safety: (Gloves/Apron/Eyewash/etc)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		NSF: "X" box below if Not compliant <input type="checkbox"/> Treatment Chemicals/Components <input type="checkbox"/> Storage <input type="checkbox"/> Pipe <input type="checkbox"/> New Meters
	Cl room compliant?(separate/ventilation)		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA	<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		CCC / Plan(C) implemented? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Scales compliant? (installed/functional)		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA	<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		Record keeping compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Safety: (SCBA/Gloves/Ammonia)		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA	<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		Security measures compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Choose type: "X" box below if Not compliant N/A <input type="checkbox"/> Screen <input type="checkbox"/> Tray <input type="checkbox"/> Lid <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input type="checkbox"/> Algae Free <input type="checkbox"/> Compliant					Plant category and type? <u>Cat V / Class D</u>
<b>DISTRIBUTION</b>	Flushing of dead ends compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<u>monthly</u>	<b>OPERATOR</b>	Operator visits compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Valve maintenance compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	<u>automated</u>		Plant checked 5 days/week? (owner/rep) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Distribution PSI compliant? (> 20 PSI)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA			MORs submittal compliant? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA
	Chlorine residual above minimum?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA			

FIELD SAMPLING RESULTS		Plant Cl (mg/L) /pH <u>2.5 /plant</u>	Distribution Cl (mg/L) /pH <u>1.97 /WW RPZ</u>
TECHNICAL ASSISTANCE PROVIDERS (TAP) RECOMMENDED? <input type="checkbox"/> Yes (see enclosed TAP information) <input checked="" type="checkbox"/> No TAP recommended at this time			

COMMENTS: \*Not evaluated at time of inspection. VALVE EXERCISING IS DONE IN 3<sup>RD</sup> QTR AND IS AUTOMATED.

## DEFICIENCIES

### DEFICIENCY: NO WRITTEN BACTERIOLOGICAL SAMPLING PLAN.

REGULATION REFERENCE: FAC Rule 62-550.518(1)

#### RECOMMENDED ACTION:

All public water systems must have a written bacteriological sampling plan that addresses, at a minimum, location, timing, frequency and rotation period of sample sites that are representative of water throughout the distribution system. Please submit the plan to this office within 30 days and have available for review during your next inspection. *Plan submitted on 6/3/16.*

## REMARKS AND RECOMMENDATIONS

Aqua Dene added for corrosion control with ChemTech pump. Stenner 40 GPD used for chlorine pump.

## TECHNICAL ASSISTANCE PROVIDERS

### FLORIDA RURAL WATER ASSOCIATION

2970 Wellington Circle W, Suite 101

Tallahassee FL 32309-6885

E-Mail: [FRWA@frwa.net](mailto:FRWA@frwa.net)

Home Page: <http://www.frwa.net>

850.668.2746

## DIGITAL PHOTOS

N/A

INSPECTOR'S SIGNATURE Rose Taylor TITLE ENV. SPEC DATE: June 7, 2016

REVIEWED BY JSB TITLE GOVT OPERATIONS DATE: JUNE 8, 2016

05/24/2008 12:26 FAX 813-632-7671

DEP

001



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

### Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 9/27/16

TIME: 1415-1430

Owner/Utility contact: Labrador

E-Mail: rabuono@yiwater.com

Utility Contact Person: Robert

System Name: Labrador

PWS-ID No. 6514842

County: Pasco

Telephone: (813) 355-4800

Fax Number: Same

Population affected (Connections): 1,178

Estimated time for system to be returned to service: 1/2 hr

Cause (planned or unplanned event, do not just note main break) of incident: Caused by weekly test of the generator not transferred power to the VFD

Corrective action undertaken: called Paramount power to fix problem

How BWN delivered to customers: reverse call out + signs @ both entrance to park

How BWN will be rescinded: same as above

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

DEP SW District representative contacted: Rose Taylor (voice mail)

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and made upon request. Your e-mail communications may therefore be subject to public disclosure.





## Incident Report

System Name

Sub #

Date Occurred:

State

Type

Time Began

Person(s) who noted incident:

Time Ended

Type of Incident

Location of Incident:

Factual  
Description  
of Incident

While the WTP generator was performing a weekly exercise, there was a loss of power to the HSP at the treatment plant which resulted in a loss of pressure to the community. The operator turned the generator off and power was restored to the HSP when the power switched back to commercial power. The generator contractor was notified and upon arrival, they believe it was a problem with the controller which is being replaced today.

No. Customers Affected

Total Time Without Service:

**SSO Section Only:**

Did SSO Reach Surface Water?

Surface Water Body:

**No Swim / No Recreational Signs Posted :**

Est Amt of SSO (gals)

Sample Collected (Y/N)

Description:

Sample Location:

Property Damage (Y/N)

Est Gal Use for Flushing:

Est Gal Water Loss:

If Yes, indicate where damage occurred and provide detailed description below:

Responsible Party:

Please indicate on whose side of the property is damaged.

**Other  
authorities  
notified:**

DEP

Follow up Needed (Y/N)

List Follow Up:

Follow up Completed (Y/N)

Submitted By:

Title:

Date Submitted:

DATE: 10/1/16

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest Lakes estates

The "Precautionary Boil Water Notice" issued on

9/27/16

is hereby rescinded following the:

- ☒ equipment repair  
☐ water main repair  
☐ \_\_\_\_\_

and the satisfactory completion of the  
bacteriological survey showing that the water is  
safe to drink.

If you have any questions, please contact our  
office at the numbers below.

**UTILITIES, INC. OF FLORIDA**  
AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 9-27-16

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest lakes estates

Please be advised that:

- ☒ an equipment malfunction  
☐ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area.  
Therefore, as a precaution, we advise that all water  
used for drinking, cooking, making ice, brushing  
teeth, or washing dishes be boiled. A rolling boil of  
one minute is sufficient. As an alternative, bottled  
water may be used.

The "Precautionary Boil Water Notice" will remain in  
effect until the problem has been corrected and a  
satisfactory bacteriological survey is received.

We apologize for any inconvenience this may  
cause you. If you have any questions, please  
contact our office at the numbers below.

 **Utilities, Inc.**  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



Advanced  
Environmental Laboratories, Inc.

Report Number: 716441 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4900

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☒ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☐ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 9/27/16

Lab Receipt Date & Time: 09-28-16 11:00

Analysis Date & Time: 9-28-16 1543

Sample Acceptance Criteria:

Sample Preservation: ☒ On Ice ☐ Not On Ice 4°C

Disinfectant Check: ☐ Not Detected ☐ \_\_\_\_\_

This Sample does not meet the following NELAC requirements:

PWS I.D. 6314842

City: Daphnophyllis, FL 33540

Fax #: Same

Collector's Phone #: \_\_\_\_\_

DCN#: AD-0045

Effective 01/95, Revised 05/27/10

To be completed by collector of sample

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH
1	6434 Utopia	1630	D	2.5	
2	5955 Paquette	1625	D	1.0	

To be completed by lab

Analysis Method(s) <sup>2</sup>					Data Qualifier <sup>4</sup>	Lab Sample #
Non- Coliform	Total Coliform	Fecal E. coli, Enterococci, or Coliphage <sup>3</sup>				
	P	A				011
	P	A				012

Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one).

1.25

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one or below):

☒ A certified operator (# 614426)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: [Signature]

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☒ Replacement Samples Required

DEP/DOH USE ONLY

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample submitted. Sample type codes are: D = Distribution (quarter distribution), G = Repeat Check, R = Raw, H = Entry Point to Distribution, P = Plant Test, S = Special (gasoline, etc.)

<sup>2</sup> LRP-640222B © Dr. MTP-60210 © GENPUB, NABM-100 © 20020010: HPC-01002105

Relinquish By: Robert Buono Date: 9/28/16 Time: 0915

Received By: [Signature] 9/28/16 915



526 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1524 • 653076



Advanced  
Environmental Laboratories, Inc.

Report Number: 116440 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☒ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 9/28/16

Lab Receipt Date & Time: 9-28-16 11:00

Analysis Date & Time: 9-28-16 1543

Sample Acceptance Criteria:

Sample Preservation: ☒ On Ice ☐ Not On Ice 40°C

Disinfectant Check: ☐ Not Detected ☐

This Sample does not meet the following NELAC requirements:

PWS I.D. 6514842

City: Daphne Hills, FL 33540

Fax #: Same

Collector's Phone #: \_\_\_\_\_

DCN#: AD-0045

Effective 01/95, Revised 05/27/10

To be completed by collector of sample

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disin- fectant Residual (mg/L)	pH
1	6934 Utopia	0735	P	3.0	
2	5955 Paquette	0725	P	2.0	

To be completed by lab

Analysis Method(s) <sup>2</sup> <u>SM9222B</u>				
Non- Coliform	Total Coliform	Fecal (E. coli) Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	P	A		AB
	P	A		ADY

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).

2.5

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 014426)  
☐ Supervised by certified operator (# \_\_\_\_\_)  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

POST RETURN TO: ADVANCED ENVIRONMENTAL LABORATORIES, INC.  
526 S. NORTH LAKE BLVD., STE. 1016  
ALTAMONTE SPRINGS, FL 32701

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☒ Replacement Samples Required

DEP/DOH USE ONLY

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample submitted. Sample type codes are: D = Distribution (routine sampling), C = Repeat/Check, R = Raw, H = Every Point to Distribution, P = First Test, S = Special (plumbers, etc.)

<sup>2</sup> UF-0002223 & D; MTP-02218 & E000000; M300000 & 0000000; HPC-0000000

Relinquish By: Robert Buono Date: 9/28/16 Time: 0915

[Signature] 9/28/16 915

☐ 9610 Princess Palm Ave. • Tampa, FL 33619 • 010.930.9616 • Fax 813.630.4327 • E84589  
☐ 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E83076



PLEASE CALL: LEE NEAL  
Advanced 407-948-9863  
Environmental Laboratories, Inc.

Report Number: 77619693 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/*E. coli*    ☐ Total Coliform/Fecal    ☐ Enterococci    ☐ Coliphage    ☐ HPC    ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System    ☐ Non-Transient Non-community Water System    ☐ Transient Non-community Water System  
☐ Limited Use System    ☐ Bottled Water    ☐ Private Well    ☐ Other

☐ Limited Use System    ☐ Bottled Water    ☐ Private Well    ☐ Swimming Pool    ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☒ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other:

Sample Collection Date: 9/29/16

DCN#: AD-0045

Effective 01/95, Revised 05/27/10

[illegible]

Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one).

#### Disinfectant Residual Analysis Method:

☒ DPD Colorimetric    ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# C14426)

☐ Supervised by certified operator (if \_\_\_\_\_)☐ Employed by a certified lab    ☐ Employed by DEP or DOH☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAP standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEPR/DOH notified by lab of positive results:

Date Report Issued: 2/22/2011

Lab Signature: [Signature]

Title: 11/11/11

[illegible]

DEP/DOH USE ONLY

☐ Satisfactory  
☒ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH:

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

\* Indicate the entry's type for each sample element. Sample type codes are: D = Distribution (numeric continuous), C = Repetition/Check, R = Risk, H = Entry Point to Distribution, P = Point Test, S = Special (unknown, etc.)

<sup>2</sup> MF-5437218 & D; MF-5437219 & C543720; MF543721 & C543722; MF543723 & C543724

Relinquish By: Robert Basso Date: \_\_\_\_\_ Time: \_\_\_\_\_

Received By:  9/20/16 1210





COMET ENTRY DATE  
6/1/2015 9:47:06 AM

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

# WASTEWATER COMPLIANCE INSPECTION REPORT

## FACILITY AND INSPECTION INFORMATION

@ = Optional

Name and Physical Location of Facility	WAFR ID:	County	Entry Date/Time
Sun'N Lake of Lake Placid WWTP	FLA014386	Highlands	5/27/2015
Brevard Avenue		Phone	@ Exit Date/Time
Lake Placid, FL 33852		(407) 869-1919	5/27/2015
Name(s) of Field Representatives(s)	Title	Email	Phone
OTTO KRUCKER	OPERATOR		
Name and Address of Permittee or Designated Representative	Title	Phone	@ Operator Certification #
Patrick C Flynn	Vice President of Operations	(407) 869-1919	
200 Weathersfield Ave	Email		
Altamonte Springs, FL 32714 - 4027	pcflyn@uiwater.com		
Inspection Type:	C	E	I
Samples Taken(Y/N):	@ Sample ID#:	Samples Split (Y/N):	
<input checked="" type="checkbox"/> Domestic	<input type="checkbox"/> Industrial	Were Photos Taken(Y/N):	@ Log book Volume : @ Page

## FACILITY COMPLIANCE AREAS EVALUATED

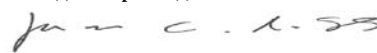
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance;  
NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NA	3. Laboratory	NC	6. Facility Site Review	IC	9. ♦ Effluent Quality
NE	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	NC	10. ♦ Effluent Disposal
		IC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						NA	12. Groundwater
NE	14. Other:					NE	13. SSO Survey

Facility and/or Order Compliance Status: ☐ In-Compliance ☒ Out-Of-Compliance ☐ Significant-Out-Of-Compliance

Recommended Actions: Deficiencies to be addressed in permitting RAI

Name(s) and Signature(s) of Inspector(s)	District Office/Phone Number	Date
Juan Robles 	SD / 239-344-5660	June 2, 2015
@ Signature of Reviewer	District Office/Phone Number	Date
Diane Loughlin	SD/ 239-344-5641	June 3, 2015

Single Event Violation Code(s):

**Facility Name:** Sun'N Lake of Lake Placid WWTP  
**Facility ID:** FLA014386  
**Inspection Type:** CEI  
**Inspection Date:** 5/27/2015

**FACILITY BACKGROUND:**

**Facility Address:** Brevard Avenue, Lake Placid, FL 33852, Highlands County  
**Program/ Permit Information:** DW, permit issue date: 10/19/2010, expiration date: 10/18/2015  
**Treatment Summary:** Extended Aeration w/Effluent to 2 Perc Ponds  
**Permitted Capacity:** 0.09 MGD

1. **Permit:** RATING – IN COMPLIANCE

1.1 Observation: *General* – A copy of the permit was onsite and available to plant personnel.

Additional Comments: Current permit was on site. However, a copy of the permit revision was not.

2. **Compliance Schedules:** RATING – NOT EVALUATED

3. **Laboratory:** RATING – NOT APPLICABLE

4. **Sampling:** RATING – IN COMPLIANCE

4.1 Observation: *General* – Safe and dry access to influent and effluent sampling points are provided.

5. **Records and Reports:** RATING – IN COMPLIANCE

5.1 Observation: *General* – A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

5.2 Observation: *General* – Operators' certification(s) were current and available on-site.

5.3 Observation: *General* – The certified operator's daily logbook was complete.

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**

6. **Facility Site Review:** **RATING – OUT OF COMPLIANCE**

6.1 Observation: *General* – The facility grounds were secured properly.

6.2 Observation: *General* – The facility grounds were clean and well maintained.

6.3 Observation: *General* – Foul odors did not permeate beyond the boundaries of the plant site at the time of the inspection.

6.4 Observation: *LiftStations* – Warning signs with an emergency telephone number were posted at the lift station.

6.5 Observation: *LiftStations* – The cover on the lift station was locked.

6.6 Deficiency Description: *LiftStations* – The lift station warning system was not functional.

Additional Comments: Visual alarm at lift station #2 was not functioning.

6.7 Deficiency Description: *LiftStations* – Please see specific comment

Additional Comments: Lift station #4 was not operational.

Permit/Rule or Other Reference:

F.A.C. Rule 62-604.500(3) states that all equipment necessary for the collection/transmission of domestic wastewater, including equipment provided pursuant to subsection 62-604.400(2), F.A.C., shall be maintained so as to function as intended.

6.8 Observation: *Headworks* – There were no excessive odors emanating from the headworks at the time of the inspection.

6.9 Observation: *Headworks* – The bar screen is cleaned on a routine basis.

6.10 Observation: *Headworks* – Screening and grit are being collected in suitable containers.

6.11 Observation: *AerationBasins/Act.Sludge* – The contents in the aeration chambers appeared to be adequately mixed.

6.12 Observation: *AerationBasins/Act.Sludge* – The air line(s) to the aeration basin was free from leaks at the time of the inspection.

6.13 Observation: *Blowers/Motors* – The blower was operational at the time of the inspection.

6.14 Observation: *Blowers/Motors* – The secondary blower motor was operational.

6.15 Observation: *Blowers/Motors* – The blowers were equipped with belt guards.

6.16 Observation: *Clarifiers* – The clarifier weirs appear to be level.

6.17 Observation: *Clarifiers* – The skimmer appeared to be functioning properly.

6.18 Observation: *Clarifiers* – The clarifier had good settling and clear effluent.

6.19 Observation: *Disinfection* – The chlorine contact chamber was clean and the effluent leaving the plant was clear

6.20 Observation: *Digestors* – The tank contents in the aerobic digester were well mixed.

6.21 Observation: *Digestors* – The digestors were free from excessive odors.

6.22 Observation: *Digestors* – The digester was free from excessive foaming.

6.23 Observation: *Ponds/Lagoons* – The treatment lagoon appeared to have adequate freeboard space.

6.24 Observation: *Ponds/Lagoons* – The treatment lagoon was properly secured to prevent unauthorized access.

6.25 Observation: *Ponds/Lagoons* – The treatment lagoon berms were properly stabilized.

7. **Flow Measurement:** RATING – IN COMPLIANCE

7.1 Observation: *General* – The copy of the flow calibration report is current and satisfactory.

Additional Comments: Meter was calibrated in February 2015. Calibration report was not available on site at the time of the inspection, but was provided via email following the inspection.

7.2 Observation: *General* – The chart recorder for the flow meter was operational at the time of the inspection.

8. **Operation and Maintenance:** RATING – IN COMPLIANCE

8.1 Observation: *General* – The facility was operated and maintained in accordance with the description in the Permit.

8.2 Observation: *General* – A certified operator as required by Rule 62-602 and the Permit, was operating the WWTF.

8.3 Observation: *General* – No problems or deficiencies were observed.

9. **Effluent Quality:** RATING – IN COMPLIANCE

9.1 Observation: *General* – The final effluent chlorine residual was within the acceptable range.

Additional Comments: 2.2 mg/l (as measured with DEP meter #2)

9.2 Observation: *General* – A review of the Discharge Monitoring Reports revealed the following effluent exceedance(s).

Additional Comments: N=17 mg/l in February 2014 and N=16.7 mg/l in April 2014.

10. **Effluent Disposal:** **RATING – OUT OF COMPLIANCE**

10.1 Observation: *General* – The facility was discharging at the time of the inspection.

10.2 Observation: *General* – The effluent was free from visible sheen at the time of the inspection.

10.3 Observation: *General* – The effluent was free from excessive turbidity.

10.4 Observation: *General* – The effluent was free from excessive foam.

10.5 Observation: *General* – The disposal ponds were overgrown with vegetation.

**Permit/Rule or Other Reference:**

F.A.C. Rule 62-610.523(6) states that rapid infiltration basins, percolation ponds, basins, trenches, or cells shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids.

11. **Biosolids/Sludge:** **RATING – IN COMPLIANCE**

11.1 Observation: *General* – Residuals were being disposed of in accordance with the permit.

12. **Groundwater Quality:** **RATING – NOT APPLICABLE**

13. **SSO Survey:** **RATING – NOT EVALUATED**

14. **Other:** **RATING – NOT EVALUATED**



Sun N Lake of Lake Placid (FLA014386)  
Photos by Juan Robles on 5/27/2015



1

Overgrown percolation pond

I certify that these photos represent the true  
on-site conditions observed  
and have not been altered in any way.

Juan C. Robles

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, August 24, 2015 11:03 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** MAL Longwood 8.23.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Shadow Hills WWTF service area. If you have any comments or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 8/24/15**

**TIME: 1100**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Shadow Hills WWTF    COUNTY: Seminole**

**ADDRESS: 925 Lincolwood Lane. Longwood, FL. 32750**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Longwood**

**DATE AND TIME OF FAILURE: 8/23/15 @ 0945**

**NATURE OF PROBLEM: The main breaker tripped at L/S LW-1 causing a manhole at 1471 Cricket Court to overflow approximately 200 gallons of raw sewage.**

**CORRECTIVE ACTION TAKEN: The breaker was reset and the system was pumped down. The effected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 8/23/15 @ 1030**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

DATE: 3-26-2015

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Anderson Hill, Pineapple  
+ Valencia Dr

Please be advised that:

☐ an equipment malfunction

☒ main break

☐ \_\_\_\_\_

has caused a loss of water pressure in your area.

Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 3-28-2015

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Anderson Hill Rd.  
Pineapple  
Valencia Dr

The "Precautionary Boil Water Notice" issued on

3-26-2015

is hereby rescinded following the:

☐ equipment repair

☒ water main repair

☐ \_\_\_\_\_

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919



MAR-28-2015 08:29A FROM: TRI TECH

4072819187

TO: 3522420565

P.1

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

(52-550.730 Reporting Format Effective 01/1995, Revised 02/2010)

Tri-Tech Analytical Laboratories, Inc  
7240 Old Cheney Hwy  
Orlando, Florida 32807  
DOH# E83294  
Report Number: 1503540

Sub-Contract Lab ID: \_\_\_\_\_

Lab Receipt Date & Time: 3-27-15 10:15  
Analysis Date & Time: 3-27-15 10:30  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ \_\_\_\_\_ °C  
Disinfectant Check: ☒ Not Detected ☐ \_\_\_\_\_ mg/L  
This sample does not meet the following NELAC requirements:

**Analysis Requested:** (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: MF

Public Water System (PWS) Name: Lake Utility Services Inc., North

PWS I.D. **3354883**

PWS Address: 2425 South US HWY 27

City: Clermont

PWS or PWS Owner's Phone #: (407) 869 - 1919

Fax #: (352) 242 - 0565

Collector: Mark McKinnon

Collector's Phone #: (407) 402 - 9079

**Type of Supply:** (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

**Reason for Sampling:** (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☒ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 3/26/15

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disin- fectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>9222Bmf</u>				
1	12515 Valencia Dr.	6:06pm	D	1.6		Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
			D							
			D							
			D							
			D							

Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one).

1.6

**Disinfectant Residual Analysis Method:**

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (see instructions on reverse):

☒ A certified operator (604200) B17255

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

Name & Mailing Address of Person to Receive Report:

Lake Utility Services Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL 32714

DEP/DOH USE ONLY  
☐ Satisfactory  
☐ Incomplete Collection Information E  
☐ Repeat Samples Required  
☐ Replacement Samples Required  
Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official: \_\_\_\_\_

<sup>1</sup> For Sample Types see Instructions item 1.6.

<sup>2</sup> For Analysis Methods see Instructions item 1.6.

<sup>3</sup> Please circle appropriate selection.

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.

MAR-28-2015 08:30A FROM: TRI TECH

4072819187

TO: 3522420565

P.2

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

(02-550 730 Reporting Format Effective 01/1995, Revised 02/2010)

Tri-Tech Analytical Laboratories, Inc

7240 Old Cheney Hwy  
Orlando, Florida 32807

DOH# E83294

Report Number: 1503541 Sub-Contract Lab ID: 541

Lab Receipt Date & Time: 3-27-15 10:15  
Analysis Date & Time: 3-27-15 10:30  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ °C  
Disinfectant Check: ☒ Not Detected ☐ mg/L  
This sample does not meet the following NELAC requirements:

Analysis Requested: (check all that apply)

☐ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: MF

Public Water System (PWS) Name: Lake Utility Services Inc., North

PWS I.D. **3354883**

PWS Address: 2425 South US HWY 27

City: Clermont

PWS or PWS Owner's Phone #: (407) 869 - 1919

Fax #: (352) 242 - 0565

Collector: Mark McKinnon

Collector's Phone #: (407) 402 - 9079

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☒ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other:

Sample Collection Date: 3/27/15

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> : <u>9222 Bmt</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	12515 Valencia Dr.	7:47AM	D	1.8						1
			D							
			D							
			D							
			D							

Average of disinfectant residuals for distribution routine & repeat samples.<sup>5</sup> (Free chlorine or Total chlorine (circle one))

1.8

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other:

Person performing disinfectant analysis is (see instructions on reverse):

☒ A certified operator (00042573) 317855  
☐ Supervised by certified operator (# \_\_\_\_\_)  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Name & Mailing Address of Person to Receive Report:

Lake Utility Services Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL 32714

☐ Satisfactory  
☐ Incomplete Collection InformationE  
☐ Repeat Samples Required  
☐ Replacement Samples Required  
Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official

DEP/DOH USE ONLY

<sup>1</sup> For Sample Types see Instructions item 11.6.

<sup>2</sup> For Analysis Methods see Instructions item 11.6.

<sup>3</sup> Please circle appropriate selection.

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.

<sup>5</sup> Complete for community & non-community non-transient systems serving populations up to and including 4,000. Do not include raw or plant samples in the average.



MAR-29-2015 10:25A FROM: TRI TECH

4072819187

TO: 3522420565

P.1

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

(62-550.730 Reporting Format Effective 01/1985, Revised 02/2010)

Tri-Tech Analytical Laboratories, Inc  
7240 Old Cheney Hwy  
Orlando, Florida 32807

DOH# E83294

Report Number: 1503545 Sub-Contract Lab ID: 545

Lab Receipt Date & Time:	<u>3-28-15</u>	<u>0930</u>
Analysis Date & Time:	<u>3-28-15</u>	<u>0945</u>
Sample Acceptance Criteria:		
Sample Preservation:	<input checked="" type="checkbox"/> On Ice	<input type="checkbox"/> Not On Ice <input type="checkbox"/> °C
Disinfectant Check:	<input checked="" type="checkbox"/> Not Detected	<input type="checkbox"/> mg/L
This sample does not meet the following NELAC requirements:		

Analysis Requested: (check all that apply)

☐ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: MF

Public Water System (PWS) Name: Lake Utility Services Inc., North

PWS I.D. 3354883

PWS Address: 2425 South US HWY 27

City: Clermont

PWS or PWS Owner's Phone #: (407) 869 - 1919

Fax #: (352) 242 - 0565

Collector: Mark McKinnon

Collector's Phone #: (407) 402 - 9079

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☒ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 3/28/15

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> : <u>9222Bmf</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	12515 Valencia Dr.	8:26am	D	1.6			<u>A</u>			1
			D							
			D							
			D							
			D							

Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine or Total chlorine (circle one)). 1.6

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (see instructions on reverse):

☒ A certified operator (B-0017855)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

Name & Mailing Address of Person to Receive Report:

Lake Utility Services Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL. 32714

DEP/DOH USE ONLY

☐ Satisfactory  
☐ Incomplete Collection InformationE  
☐ Repeat Samples Required  
☐ Replacement Samples Required  
Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official: \_\_\_\_\_

<sup>1</sup> For Sample Types see Instructions Item 1.6.  
<sup>2</sup> For Analysis Methods see Instructions Item 11.6.

<sup>3</sup> Please circle appropriate selection.

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.

<sup>5</sup> Composite for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.



**DEPARTMENT OF ENVIRONMENTAL PROTECTION**  
**C e n t r a l   D i s t r i c t**

**Drinking Water Program**

☐ MALFUNCTION OR ☒ INCIDENT REPORT

407/893-3318 OR 3988; 894-7555, EXT. 2243

FAX: 407/893-4418; E-FAX: 850/412-0740

Date: 03/26/2015

Time: 2:05 pm

Received By: Manuel Cardona

Reported By: Chuck Schwades

Business Name: Utilities Inc. of Florida (LUSI)

Name of Plant/System: Clermont 1

PWS ID Number: 3354883-7

Address: 13225 Anderson Hill Rd.

System Phone: 407-869-6969

County: Lake

Owner: Lake Utility Services Inc.

Contact Person: Chuck Schwades

Phone #: 321-388-7895

☐ Failure

☒ Planned Outage

Date: 3/26/2015

Time: 11:00 am

Expected to be (or was) back in service:

Date: 3/26/2015

Time: 5:50 pm

Location of Trouble (address): 12947 Anderson Hill Rd.

Statement of Trouble (check as many as necessary to explain incident):

☒ Water main breaks ☐ Pressure greater than 20-psi ☒ pressure drop below 20 psi. ☒ Outage (no water to customers) ☐ Service line break ☐ tie in (no pressure drop) ☐ valve repair, replace or shut off  
☐ Treatment Facilities ☐ Pumping Facilities ☐ Storage Facilities ☐ Well failure ☐ Plant equip. break down  
☐ Planned main clearance (explain below)  
☐ Other: \_\_\_\_\_ Explain:

Was integrity of water system maintained ☐ Yes ☒ No If yes, explain:

Number of Customers Affected: 30 ☒ Connections ☐ Individuals

Corrective Action:

Prior to placing back into service, was line/ Equipment:

Flushed: Yes ☒ No ☐

Superchlorinated/Disinfected Yes ☒ No ☐

Bacteriologicals Requested? Yes ☒ No ☐ Sample Locations: 12515 Valencia Dr.

Was heavily chlorinated water released to environment ☐ Yes ☒ No; to distribution ☐ Yes ☒ No

Explain:

Was a Precautionary Boil Water Notice Issued per DOH Guidelines dated 8/26/1999: Yes ☒ No ☐

If a **Precautionary Boil Water Notice** was issued, please attach or submit together with this report.

Bacteriological reports (2 days) as well as a rescission notice must follow.

Valve #	Size	Num. of valves closed	Location of Valve
	8"	5	Anderson Hill Rd.

**Remarks:**

Rev.



September 12, 2016

Mr. Patrick Flynn, Vice President  
Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[PCFlynn@UIWater.com](mailto:PCFlynn@UIWater.com)

Re: Lake Utility Services Inc. North  
PW Facility ID #3354883  
OGC Case #16-0376

Dear Mr. Flynn:

Enclosed is the executed Consent Order to resolve the above referenced case. This copy is for your records.

Should you have any questions or comments, please contact Wanda Parker-Garvin at 407-897-2934 or via e-mail at [Wanda.Parker@dep.state.fl.us](mailto:Wanda.Parker@dep.state.fl.us).

Your cooperation in this matter will be appreciated.

Sincerely,



Jeff Prather  
Director, Central District

JP/wpg

Enclosure

cc: Bryan Gongre, Lake Utility Services Inc. [[BKGongre@uiwater.com](mailto:BKGongre@uiwater.com)]  
Caroline Shine, FDEP  
Lea Crandall, OGC  
Kris Tulloch, FDEP

BEFORE THE STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT	)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION	)	CENTRAL DISTRICT
	)	
v.	)	OGC FILE NO. 16-0376
	)	
UTILITIES, INC. OF FLORIDA,	)	
_____	)	

**CONSENT ORDER**

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Utilities, Inc. of Florida, formerly Lake Utilities Services, Inc., ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's water resources and to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850, et seq., Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C."). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.852(5), F.S.
3. Respondent is the owner and operator of two Community Water Systems, PWS ID 3354883 Lake Utility Services North and PWS ID 3354881 Lake Utility Services South, located at 2425 US Highway 27, Clermont, FL 34714 in Lake County, Florida ("System").
4. The Department finds that Respondent is in violation of Rule 62-550.310(3), F.A.C, which establishes the maximum contaminant level ("MCL") for total trihalomethanes ("TTHMs") as 0.080 milligrams per liter ("mg/L") and the five haloacetic acids ("HAA5s") as 0.060 mg/L. The locational running annual average results for samples collected from PWS ID 3354881 at 16107 Green Cove Blvd. during the first and second quarter 2016 and analyzed for TTHMs are 0.092825 mg/L and 0.09485 mg/L, respectively. The locational running annual

average results for samples collected from PWS ID 3354883 at 13105 Pinyon Drive during the third and fourth quarter 2015 and the first and second quarter 2016 and analyzed for TTHMs are 0.08285 mg/L, 0.09565 mg/L, 0.101875 mg/L and 0.9425 mg/L, respectively.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

**ORDERED:**

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 30 days of the effective date of this Order, Respondent shall complete and submit to the Department an engineering analysis of the Lake Utility Services South (LUSI South) Water Treatment Plant that identifies the method of treatment upgrades that will reduce the generation of disinfection byproducts such that LUSI South will be in compliance with the Disinfection Byproducts Rule. The study and subsequent corrective actions shall be conducted in accordance with the proposed compliance schedule submitted to the Department on March 18, 2016.

b) Within 60 days of the Department approval of the engineering analysis, Respondent shall retain the services of a professional engineer, registered in the State of Florida, to initiate the design of the modifications needed to address the MCL violation(s) in accordance with Table 1 below.

Table 1:

Activity to be Completed	Due Date
1. Conduct a treatment study and submit an engineering analysis report.	30 days after the effective date of this Order.
2. Hire an engineering consultant to initiate design of treatment plant modifications.	60 days after the Department's acceptance and approval of the treatment study.
3. Design the selected treatment option and conduct a pilot test using LUSI South Well 3 as the source water in order to optimize membranes/media,	180 days after Respondent's selection of the engineering consultant.

unit sizing and equipment configuration.	
4. Submit an application for a permit to construct modifications to the LUSI South WTP.	30 days after the completion of the design modifications to the LUSI South WTP.
5. Complete construction.	365 days after the issuance of the construction permit by the Department.
6. Initiate equipment testing and obtain clearance.	45 days of completion of construction.

c) If the Department requires additional information, modifications, or specifications to process the permit application described in subparagraph (5)(b), above, the Department will issue a written request for information (“RFI”) to Respondent. Respondent shall submit the requested information in writing to the Department within 30 days of receipt of the request. Respondent shall provide all information requested in any additional RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the Department’s receipt of the application described in subparagraph (5)(b), above, Respondent shall provide all information necessary to complete the application.

d) Within 15 months of the issuance of the construction permit, Respondent shall complete construction and place into service all treatment modifications and all corrective actions necessary to resolve the MCL exceedances described above. Respondent shall submit a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida and received written Department clearance prior to placing the permitted system modifications into service.

e) If the approved modifications are determined by the Department to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of such written notification from the Department, Respondent shall submit an alternate proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the proposal

required by this subparagraph, Respondent shall provide all information necessary to complete the application for modification.

f) Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with Rule 62-550.822, F.A.C. Respondent shall submit all sampling results to the Department within 10 days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

g) Respondent shall continue to issue public notices regarding the MCL violation(s) described above every 90 days, as required by Rule 62-560.410(1), F.A.C., until the Department determines that the System is in compliance with all MCLs. Respondent shall submit certification of delivery of public notices, using DEP Form 62-555.900(22), F.A.C. to the Department within 10 days of issuing each public notice.

h) Respondent shall submit written quarterly updates on the status of the permitted modifications. Updates shall be submitted to the Department within 10 days following the end of each calendar quarter until the modifications are complete and cleared for service.

6. Within 30 days of the completion of construction and clearance for operation, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

7. Respondent agrees to pay the Department stipulated penalties in the amount of \$250 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 8, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order.

8. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the

“Department of Environmental Protection” and shall include both the OGC number assigned to this Order and the notation “Water Quality Assurance Trust Fund.” Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order becomes final and effectively filed with the Clerk of the Department before ability to make online payment is available.

9. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Wanda Parker-Garvin, Environmental Manager, Compliance Assurance Program, Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

10. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

11. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

12. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as “contractor”) to whom responsibility for performance is

delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department within two days of the delay, and then within seven calendar days, shall notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

13. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

14. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

15. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

16. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$5,000.00 per day per violation, and criminal penalties.

17. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

18. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

19. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

20. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

21. Respondent shall publish the following notice in a newspaper of daily circulation in Lake County, Florida. The notice shall be published one time only within 14 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.



STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

NOTICE OF CONSENT ORDER

The Department of Environmental Protection ("Department") gives notice of agency action of entering into a Consent Order with LAKE UTILITIES SERVICES, INC. pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the maximum contaminant level ("MCL") exceedances of total trihalomethanes ("TTHMs") and the five haloacetic acids ("HAA5s") at 2425 US Highway 27, Clermont, FL 34714. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;

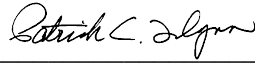
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

22. Rules referenced in this Order are available at  
<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

DEP vs. Lake Utilities Services, Inc.  
Consent Order, OGC No. 16-0376  
Page 10

FOR THE RESPONDENT:



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Patrick C. Flynn  
Vice President of Operations

9/6/2016  
Date

DEP vs. Lake Utilities Services, Inc.  
Consent Order, OGC No. 16-0376  
Page 11

DONE AND ORDERED this 12th day of September, 2016 in Orange County, Florida.

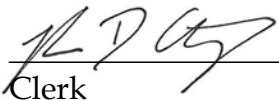
STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



---

Jeff Prather  
District Director  
Central District

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

  
Clerk

September 12, 2016  
Date

Copies furnished to:  
Lea Crandall, Agency Clerk  
Mail Station 35

June 11, 2015

Mr. Patrick Flynn  
Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[PCFlynn@UIWater.com](mailto:PCFlynn@UIWater.com)

Re: Lake Groves WWTF  
DW FLA010630  
Lake County  
SPCD-CAP-15-4931

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on April 14, 2015. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records, and any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Daniel Shideler at 407-897-4133 or via e-mail at [Daniel.Shideler@dep.state.fl.us](mailto:Daniel.Shideler@dep.state.fl.us).

Sincerely,

Danielle Bentzen, Manager  
Central District  
Florida Department of Environmental Protection

Enclosures: Inspection Report (with attachments)

cc: Dominic Gentilucci - [DVGentilucci@uiwater.com](mailto:DVGentilucci@uiwater.com)

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

FACILITY AND INSPECTION INFORMATION

@ = Optional



Name and Physical Location of Facility Lake Groves WWTF 2425 US Highway 27 Clermont, FL 34714-9120	WAFR ID: FLA010630	County Lake	Entry/Exit Date and Times 04/14/2015 10:00 AM
		Phone (352) 869-1919	Entry/Exit Date and Times 04/14/2015 11:30 AM
Name(s) of Field Representatives(s) Domenic	Title Area Manager for Utilities Inc.	Email	Phone
Name and Address of Permittee or Designated Representative Patrick C. Flynn Lake Utility Services Inc 200 Weathersfield Avenue Altamonte Springs FL 32714	Title Vice President	Phone (407) 869-1919	@ Operator Certification #
	Email		

Inspection Type	C F	E U	I I		Samples Taken(Y/N): N	@ Sample ID#: N/A	Samples Split (Y/N): N
<input checked="" type="checkbox"/> Domestic		<input type="checkbox"/> Industrial		Were Photos Taken(Y/N): Y		@ Log book Volume : II	@ Page 321-324 & 328

FACILITY COMPLIANCE AREAS EVALUATED

IC = In Compliance; NC = Out of Compliance; SC = Significant out of Compliance; NA = Not Applicable; NE = Not Evaluated  
Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	NC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	IC	10. ♦ Effluent Disposal
		IC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Residuals/Sludge
						IC	12. Groundwater
NA	14. Other:					NE	13. ♦ SSO Survey

Facility and/or Order Compliance Status: <input type="checkbox"/> In-Compliance <input checked="" type="checkbox"/> Out-Of-Compliance <input type="checkbox"/> Significant-Out-Of-Compliance		
Recommended Actions: Compliance Letter		
Name(s) and Signature(s) of Inspector(s) Daniel Shideler 	District Office/Phone Number (407)897-4133	Date 5/26/15
Signature of Reviewer Danielle Bentzen 	District Office/Phone Number (407)897-4306	Date 6/11/15

Single Event Violation Codes(s):

**Facility Name:** Lake Groves WWTF  
**Facility ID:** FLA010630  
**Inspection Type:** CEI  
**Date:** 04/14/15

**FACILITY BACKGROUND:**

**Address:** 2425 US Highway 27, Clermont, FL 34714-9120, Lake County  
**Permit Information:** Wastewater Permit issued: 5/30/2012, and expires: 5/29/2022  
**Treatment Summary:** Twin Ring Steel STP's, Bio Filter, 5-stage BNR, 2 Filters, Perc Ponds and Residential Reuse.  
**Permitted Capacity:** 1 MGD

1. **Permit:** IN COMPLIANCE

1.1 Observation: A copy of the current permit was onsite and available to plant personnel.

2. **Compliance Schedules:** IN COMPLIANCE

2.1 Observation: All compliance schedules in the current permit have been completed.

3. **Laboratory:** NOT EVALUATED

4. **Sampling:** IN COMPLIANCE

4.1 Observation: The total residual chlorine (TRC) field meters were verified/calibrated as required. The secondary gel standards for TRC were verified as required. All information was documented as required.

4.2 Observation: The pH bench meter was verified/calibrated as required. All information was documented as required.

4.3 Observation: Calibration standards/buffers were within the expiration dates.

4.4 Observation: Daily comparisons are performed between the in-line and field meters for TRC and pH. No problems or deficiencies were noted.

4.5 Observation: The in-line TSS meter is currently being compared to daily operator TSS values and a field TSS meter value. A column for the NELAC certified laboratory TSS results has now been added to the TSS in-line meter comparison logbook.

4.6 Observation: The influent sample compositor temperature was <0.0°C, no sample was being collected at the time of inspection. The sample aliquot of 150 mL's, was verified at the influent compositor on the day of inspection. The two aliquots collected by the operator were 280 mL's and 220 mL's.

The effluent sample compositor temperature was 1.0°C and each sample aliquot was 150 mL's. The sample tubing for both compositors' was in good condition. Both composite sampler's were set to take flow proportioned composite's.

4.7 Observation: There were NIST-traceable thermometers inside all refrigerators/compositors. The thermometers are replaced annually.

4.8 Observation: Data chart recorders are verified at least annually for accuracy. All chart recorders were operational on the day of inspection. All in-line meter maintenance activities and reject occurrences were recorded on these charts as required.

5. **Records and Reports:** IN COMPLIANCE

5.1 Observation: *General* - A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

Additional Comments: Samples are analyzed by Tri-Tech or Flowers Chemical Laboratories.

5.2 Observation: *General* - Operators' certifications were current and available on-site.

5.3 Observation: *General* - The certified operator's daily logbook was complete.

Additional Comments: The logbook was pre-numbered, bound, and contained sufficient operation/maintenance entries.

5.4 Observation: *General* - The DMR paperwork review period was from March 2014 through March 2015; all were submitted in a timely manner.

5.5 Observation: *General* - According to onsite records, the RPZ was last inspected and tested annually as required.

5.6 Observation: General - The certification stating that no new non-domestic wastewater dischargers have been added to the collection system since the last reclaimed water or effluent analysis was conducted, was received on June 13, 2014.

The Annual Reuse Report was received.

5.7 Observation: General – This public access reuse service area was cleared for use on March 31, 2009.

**6. Facility Site Review: IN COMPLIANCE**

6.1 Observation: General - The facility grounds were secured properly.

6.2 Observation: Backflow Prevention - A reduced pressure zone backflow prevention device was in place on the potable water supply line.

6.3 Observation: Alternate Power - An alternative power source is available at the WWTF and exercised routinely.

6.4 Observation: Headworks - Screenings are being collected in a suitable container. The dumpster was located on a concrete pad that contained a drain. The dumpster is emptied routinely.

6.5 Observation: Headworks – The odor control system was operational at the time of inspection. A bioscrubber is now in place at the headworks. It was placed into service during December of 2014.

6.6 Observation: Headworks - The screenings removal occurs through fine and coarse barscreens. All equipment in this area appeared to be operating properly

6.7 Observation: Surge Tanks – This area is mixed and no matting was noted. Only the north and south surge tanks were in use.

6.8 Observation: Aeration Basins/Act. Sludge – The north ring plant was in use and the aeration was sufficient.

6.9 Observation: Clarifiers - The north clarifier was online, the surface was free from any debris or solids. The skimmer arm was operating properly. The sludge blanket was low. The weir's appeared level and clean. A small amount of sodium hypochlorite is added to the weir to control algae growth. Scum trough contents return to the beginning of aeration tank.

6.10 Observation: Filtration - No problems or deficiencies were noted on the day of inspection. Both Fontana micro screen filters were in use on the day of inspection. The filters are automatically backwashed and this water is sent to the surge tanks.

6.11 Observation: Disinfection - This facility utilizes sodium hypochlorite for disinfection. Only the eastern chlorine contact chamber (CCC) was online on the day of inspection. The effluent was clear and the CCC was clean. The western CCC was offline.

6.12 Observation: Digesters – The northern ring plant tanks are utilized as a digester.

**7. Flow Measurement: IN COMPLIANCE**

7.1 Observation: The copies of the flow calibration reports were current and satisfactory.

Additional Comments: According to onsite records, the onsite flow meters were last calibrated in December 19, 2014.

**8. Operation and Maintenance: IN COMPLIANCE**

8.1 Observation: General - The facility grounds are well maintained.

**9. Effluent Quality: OUT OF COMPLIANCE**

9.1 Observation: The final effluent chlorine residual was within the acceptable range.

Additional Comments: See below in-line meter readings noted during the inspection (04/14/2015):

In-line TRC Meter Reading- 4.09 mg/L

In-line TSS Meter Reading- 0.620 mg/L

In-line pH Meter Reading- 6.95

9.2 Observation: The DMR review period was from March 2014 through March 2015. A review of the Discharge Monitoring Reports revealed the following effluent exceedances:

9.3 Deficiency description: – The Nitrate exceeded the current permit limits on November 11, 2014 as documented on the DMR submitted. The correct notification was sent to the Department.

**Permit/Rule or Other Reference:**



**62.610.510(1)-** At a minimum, preapplication waste treatment shall result in a reclaimed water meeting secondary treatment and basic disinfection levels prior to spreading into the rapid infiltration basins or absorption field system. The nitrate concentration in the applied reclaimed water shall not exceed 12 mg/L (as nitrogen) unless reasonable assurance is provided in the engineering report that nitrate as measured in any hydraulically down-gradient monitoring well located at the edge of the zone of discharge established in accordance with Rule 62-522.600, F.A.C., will not exceed 10 mg/L or background levels in the receiving ground water, whichever is less stringent.

**Corrective Action:** The exceedances were reported to the Department correctly.

**10. Effluent Disposal:** IN COMPLIANCE

10.1 Observation: *General* – On the day of inspection flow was going to the public access reuse system's ground storage tank.

10.2 Observation: *General* – The rapid infiltration basins (R001) appeared to be well maintained on the day of inspection.

10.3 Observation: *Reuse* -This public access reuse system (R002) consists of the on-site ground storage tank and residential public access reuse irrigation. The following communities were inspected on April 14, 2015 and had appropriate public access reuse advisory signs posted:

- Citrus Highlands
- Mission Parks
- Tradds Landing

**11. Residuals/Sludge:** IN COMPLIANCE

11.1 Observation: *General* – According to onsite records, untreated dewatered biosolids are hauled routinely to Shelley's Environmental BTF for further treatment. Wasted untreated biosolids from the digester are dewatered through a roll-off container dropped off by Shelley's. The liquid portion is sent back to the facility for treatment and the solid portion is left in the container and transported to Shelley's BTF for further treatment.

**12. Groundwater Quality:** IN COMPLIANCE

12.1 Observation: A review of the groundwater files for this facility indicated no deficiencies.

**13. SSO Survey:** NOT EVALUATED

**14. Other:** NOT APPLICABLE

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 1/2/2015 12:00  
FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER  
DEP PERSON RECEIVING REPORT: Alison Meetze  
DATE/TIME OF ABNORMAL EVENT: 1/2/2015 02:00 - TO 0800  
DISCHARGE REPORTED BY: J. STRAIGHT PHONE: 321-388-7898  
NAME OF FACILITY/COLLECTION SYSTEM: MIO COUNTY UTILITIES

TYPE OF ABNORMAL EVENT:  
AT 02:00AM I TOOK A SAMPLE OF OUTFALL C6. IT WAS  
OVER THE 2.5 LIMIT OF MY METER. THE BISULFITE FEED LINE  
WAS BROKEN SO NO BISULFITE WAS FEEDING CCC TANK,  
FIXED LINE BY 08:00AM

APPROXIMATE GALLONAGE DISCHARGED: \_\_\_\_\_

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: BROKEN BISULFITE FEED LINE,

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: REPLACED LINE WITH A NEW LINE

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. ✓

\* Seyd Matteson the Lead operator of this facility spoke with Jaclyn Jordan about incident and whether or not we needed to contact State warning point. Was instructed that it was not necessary. 01/05/15  
AMM

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 2-23-15 / 1:35 pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: Alison Meetze

DATE/TIME OF ABNORMAL EVENT: 2-22-15 9:00 pm

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
permit # F20034789 2299 Spanish Vistas Dr. Dunedin, FL

TYPE OF ABNORMAL EVENT:

our sludge can overflowed approximately 500 gallons  
of sludge onto wastewater plant grounds.

APPROXIMATE GALLONAGE DISCHARGED: \_\_\_\_\_

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Operator Error, Steve Drake  
Left sludge can unattended. Causing sludge overflow.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Operator  
will be written up. We will explain the non-compliance issue  
in detail, and the importance of his due diligence.  
When filling sludge can, he must stay at fill site, entire  
fill time. Does Not Leave. Vac truck called in to  
remove sludge, Lined area of spill located at Plant  
TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 2-28-15 0820

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

*Scanned  
email*

DEP PERSON RECEIVING REPORT: N/A

DATE/TIME OF ABNORMAL EVENT: 2-27-15 0915

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services

TYPE OF ABNORMAL EVENT: Gravity main Blockage

LOCATION OF EVENT/DISCHARGE: 2247 Curlew Ave  
Dunedin FL 34698 Manhole at end of Road

APPROXIMATE GALLONAGE DISCHARGED: 200 gal

DISCHARGE TO: Ground ☒ Surface Water ☐ Other ☐

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

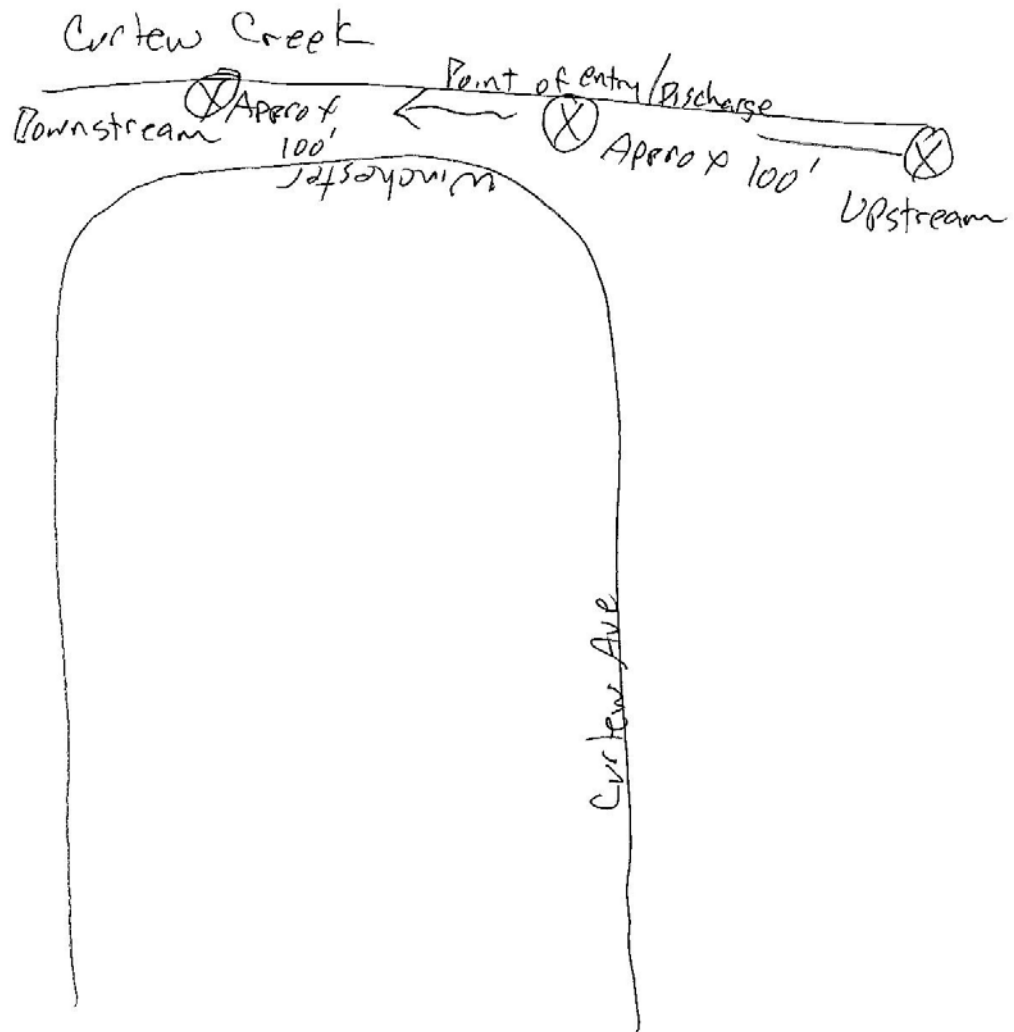
NATURE AND CAUSE OF THE EVENT: More Debris in main

\* Samples Taken  
map enclosed

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Jettied Main  
Road Debris with big wad of rags - got out of man hole

TIME FACILITY WILL BE OPERATING AGAIN: Gravity main still in service  
Not total Blockage

MidCounty 2247 Curtew Ave



STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 5/11/15 12:00 pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~

DATE/TIME OF ABNORMAL EVENT: 9:30 pm 5/10/15

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 407-436-4004

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT:

Lift-Station at 3360 Highland Woods #15  
both pumps were ragged up causing high level

APPROXIMATE GALLONAGE DISCHARGED: 25 gallons

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Ragged Pumps

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Contractor  
called, pumps pulled and de-ragged. Area lined and  
cleaned up.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Was back  
up within 2 hrs.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 7-27-15

FIRST NOTIFICATION BY: PHONE State Warning Point by Village  
OTHER SCAN sent by me

DEP PERSON RECEIVING REPORT: Alison Meetz Nick Robb

DATE/TIME OF ABNORMAL EVENT: 7-27-15

DISCHARGE REPORTED BY: Seyd Mattson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Private system  
of Doral Village 29250 US. 19, Clearwater

TYPE OF ABNORMAL EVENT: Manhole overflow, rags raked up,  
Lime put down in Doral Mobile home park

APPROXIMATE GALLONAGE DISCHARGED: UNKNOWN

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: UNKNOWN

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Working  
with Doral Village on solution. Possibly raising  
manhole.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. In continuous  
operation

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 7-29-15 1:30 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER SCAN

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 7-28-15 3:02 pm

DISCHARGE REPORTED BY: Seyd Matheson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
Utilities

TYPE OF ABNORMAL EVENT:

Manhole Overflow @ 29141 US 19,  
Clearwater, FL. 33761 Infront of mobile home park.

APPROXIMATE GALLONAGE DISCHARGED: UNKNOWN

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: 14" rain event caused infiltration  
to system

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Contracted  
Vactruck to clean up spill, added Lime to affected  
area.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Not overflowing  
any more



STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-3-15 6:00 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-3-15 6:30 am

DISCHARGE REPORTED BY: L. Neal PHONE: 407-948-9863

NAME OF FACILITY/COLLECTION SYSTEM: Private system of  
Doral Village 29250 US 19 Clearwater FL

TYPE OF ABNORMAL EVENT:  
Man Hole Over Flow 29250 US 19 Clearwater FL

APPROXIMATE GALLONAGE DISCHARGED: unknown

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: unknown

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Working  
with Doral Village to clean up and lime treat

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued operation

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 8/3/15 6:15pm  
FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER  
DEP PERSON RECEIVING REPORT: ~~Alison Meade~~ Nick Rott  
DATE/TIME OF ABNORMAL EVENT: 8/3/15 4:00pm  
DISCHARGE REPORTED BY: Lee Van PHONE: 407. 948. 9863  
NAME OF FACILITY/COLLECTION SYSTEM: Mid County Sewers

TYPE OF ABNORMAL EVENT: Manhole cover flew 2247 Curlew Ave Dunedin, FL

APPROXIMATE GALLONAGE DISCHARGED: Grate than 1000

DISCHARGE TO: Ground Surface Water Other Storm drain

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain - 5" within the 1st 24 hrs.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Maximized flow through the box.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued the operations

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 8/3/15 6:00 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Nick Rapp

DATE/TIME OF ABNORMAL EVENT: 8/3/15 0630

DISCHARGE REPORTED BY: Lee Nor PHONE: 407-948-9863

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services

TYPE OF ABNORMAL EVENT:  
Man hole over flow @ 29144 US 19, Clearwater, FL

APPROXIMATE GALLONAGE DISCHARGED: Greater than 1000

DISCHARGE TO: Ground Surface Water Other drainage ditch

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain  
Approximately 8" in 24 hrs

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Maximized  
flow through wastewater plant

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued  
operation

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-6-15

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER Scan

DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-5-15 230pm - 3:30pm

DISCHARGE REPORTED BY: T. Cechy PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services  
2299 Spanish Vistas Drive, Dunedin, FL 34698

TYPE OF ABNORMAL EVENT:  
over flow of manhole

APPROXIMATE GALLONAGE DISCHARGED: 300

DISCHARGE TO: Ground ☒ Surface Water ☐ Other ☐

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Power Outage at Lift Station # 5  
1924 Laurelwood St., Dunedin, FL 34698

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Called electric  
company to re-energize Called Back samples  
from Curlew creek. upstream and downstream 100 ft.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued  
operations, pumped down Lift-station, cleaned up debris

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-27-15 / 1400

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_ OTHER SCAN

DEP PERSON RECEIVING REPORT: Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-27-15 09:30AM

DISCHARGE REPORTED BY: Seyd PHONE: 727-787-7978  
Matteson

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
Doral Village at 29250 US 19, Clearwater, FL. 34690

TYPE OF ABNORMAL EVENT:  
3.37" of rain fell in just 2 hours. created a small  
overflow at this manhole (Lot #292)

APPROXIMATE GALLONAGE DISCHARGED: 50+

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Debris  
sock placed around manhole, Lime applied

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-27-15 / 1400

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: Nick Roff

SCAN

DATE/TIME OF ABNORMAL EVENT: 8-27-15 09:35 AM

DISCHARGE REPORTED BY: Seyd PHONE: 727-787-7978  
Matheson

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
manhole located at 29141 US Hwy 19, Clearwater, FL 34698

TYPE OF ABNORMAL EVENT:

3.37" of rain in 2 hours caused small over flow  
at this manhole

APPROXIMATE GALLONAGE DISCHARGED: 100

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Debris Sock  
placed around manhole, Lime placed around affected area

TIME FACILITY WILL BE OPERATING AGAIN: "The plant continued operation"

**Jordan, Jaclyn**

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**From:** Seyd J. Matteson <SJMatteson@uiwater.com>  
**Sent:** Saturday, January 09, 2016 10:06 AM  
**To:** Jordan, Jaclyn  
**Subject:** Spill report  
**Attachments:** Scan0069.pdf

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 1-9-16 9:30 am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meelze~~ Jackie Jordan

DATE/TIME OF ABNORMAL EVENT: 5:30 pm 1-8-16

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 407-436-4004

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
WNTF (Utilities Inc.)

TYPE OF ABNORMAL EVENT:  
Gravity main plugged with grease  
causing manhole to overflow.

APPROXIMATE GALLONAGE DISCHARGED: 350 gallons

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Grease plugged line,  
Address of manhole approximately 3092 pepperwood W  
lane, Clearwater, FL.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Called  
EFS contractor to jet line 200 ft.  
Cleared grease, line running smoothly. Lined  
affected area. Raked any debris.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.



**Duggan, Michele**

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**From:** Seyd J. Matteson <SJMatteson@uiwater.com>  
**Sent:** Wednesday, February 03, 2016 12:54 PM  
**To:** SWD\_DW (Shared Mailbox)  
**Cc:** Lee Neal  
**Subject:** Mid-County Services L/S overflow report  
**Attachments:** Scan0081.pdf

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 2-3-16 12:30 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER → SCAN

DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Jackie Jordan

DATE/TIME OF ABNORMAL EVENT: 2-2-16 5:30 - 8:00 pm

DISCHARGE REPORTED BY: PHONE: Seyd Matteson 727-7879978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT:

Lift-Station #15 located at  
3360 Highland Woods drive, Dunedin, FL. overflowed

APPROXIMATE GALLONAGE DISCHARGED: 500

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Both Pumps ragged up and  
tripped out causing high-level.


STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Pumps  
pulled and de-ragged. Lift-Station will be professionally  
cleaned next week. Bag of Lime put down on spill.  
Retention ditch next to spill was pumped out and back into  
L/S as a precautionary procedure. Deodorizer applied as well.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. continuous

## Holton, Michelle

**From:** Holton, Michelle  
**Sent:** Wednesday, June 08, 2016 1:39 PM  
**To:** Holton, Michelle  
**Subject:** Sent from Snipping Tool

Open Complaints		Closed Complaints		Entry Details	
		<h3>Closed Complaints</h3>		<input type="button" value="Report"/>	<input type="button" value="Print Entry"/>
				<input type="button" value="Reopen Complaint"/>	<input type="button" value="Refresh"/>
Complaint ID:	1576	High Priority:	<input type="checkbox"/>	Section:	Wastewater
Date Entered:	6/8/2016 1:18:36 PM	Date Assigned:		Investigated By:	Michelle Holton
Program:	Compliance Assurance	Date Initiated:	6/8/2016	Site Visit Date:	
County:	Pinellas	Results:	I spoke with her on the phone today and she said the bad odor only lasted for a little while that evening but was gone after that. Not a problem now.		
Address: (Street, City, Zip)	Doral Village Mobile Home Park 29250 US HIGHWAY 19 N Clearwater, FL 33761-2127		Facility Name:	Doral Village	
Site Contact:	727 784-2179		Program Site ID:		
Description:	I received a message this morning that was forwarded to me about an odor complaint. Ms. Reese Smith, resident of Doral Village MHP in Pinellas County, called in an		Additional Comments:	Mid-County Services FL0034789 would be the facility that she was complaining about causing the odor.	
Anonymous:	<input type="checkbox"/>		Date Closed:	6/8/2016 1:28:18 PM	
Complainant Name:	Ms. Reese Smith				
Contact Info:	352-553-8066				



## Florida Department of Environmental Protection

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

Rick Scott  
Governor

Carlos Lopez-Cantera  
Lt. Governor

Jonathan P. Steverson  
Secretary

June 27, 2016

Patrick C. Flynn  
Regional Director  
200 Weathersfield Ave.  
Altamonte Springs, FL 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Mid-County Services WWTF  
FL0034789  
Pinellas County

Dear Mr. Flynn:

Department personnel conducted a complaint inspection of the above-referenced facility on June 20, 2016. Based on the information provided during the inspection, the facility was determined to be in compliance. A copy of the inspection report is attached for your records.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Michelle Holton at (813) 470-5900 or via e-mail at: [michelle.holton@dep.state.fl.us](mailto:michelle.holton@dep.state.fl.us).

Sincerely,

A handwritten signature in blue ink that reads "Michele Duggan".

Michele H. Duggan, MPH, MA  
Environmental Consultant  
Compliance Assurance Program  
Southwest District  
Florida Department of Environmental Protection

Enclosure: Inspection Report

cc: Michele Duggan, FDEP, [michele.duggan@dep.state.fl.us](mailto:michele.duggan@dep.state.fl.us)  
Seyd Matteson, Mid-County Services, [sjmatteson@uiwater.com](mailto:sjmatteson@uiwater.com)  
[SWD\\_clerical@dep.state.fl.us](mailto:SWD_clerical@dep.state.fl.us)

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

**FACILITY AND INSPECTION INFORMATION** @ = Optional

<b>Name and Physical Location of Facility</b>	<b>WAFR ID:</b>	<b>County</b>	<b>Entry Date/Time</b>
Mid-County Services WWTF	FL0034789	Pinellas	06/20/2016
2299 Spanish Vista Drive		<b>Phone</b>	<b>@ Exit Date/Time</b>
Dunedin, FL 34698			6/20/2016
<b>Names of Field Representatives</b>	<b>Title</b>	<b>Email</b>	<b>Phone</b>
Seyd Matteson	Operator	<a href="mailto:SJMatteson@uiwater.com">SJMatteson@uiwater.com</a>	407-436-4004
<b>Name and Address of Permittee or Designated Representative</b>	<b>Title</b>	<b>Phone</b>	<b>@ Operator Certification #</b>
Patrick C. Flynn	Regional Director	407-869-1919	
200 Weathersfield Ave.	<b>Email</b>		
Altamonte Springs, FL 32714	<a href="mailto:pcjlynn@uiwater.com">pcjlynn@uiwater.com</a>		

<b>Inspection Type</b>	C	I			<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b>	<b>Samples Split (Y/N):</b>
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b> N		<b>@ Log book Volume :</b>	<b>@ Page</b>		



**FACILITY COMPLIANCE AREAS EVALUATED**

IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance; SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦Permit	NE	3. Laboratory	IC	6. Facility Site Review	NE	9. ♦Effluent Quality
NA	2. ♦Compliance Schedules	NE	4. Sampling	NE	7. Flow Measurement	NE	10. ♦Effluent Disposal
		NE	5. ♦Records & Reports	NE	8. ♦Operation & Maintenance	NE	11. Biosolids/Sludge
						NA	12. Groundwater
NE	14. Other:					NE	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b>	X In-Compliance	Out-Of-Compliance	Significant-Out-Of-Compliance
<b>Recommended Actions:</b> See attached Field Notes			

<b>Names and Signatures of Inspectors:</b>	<b>District Office/Phone Number</b>	<b>Date</b>
Michelle Holton 	813-470-5900	6/22/2016
<b>@ Signature of Reviewer</b>	<b>District Office/Phone Number</b>	<b>Date</b>
Michele Duggan 	813-470-5703	06/22/2016

SEV Codes:

## **INSPECTION REPORT SUMMARY**

**Facility Name:** Mid-County Services WWTF

**Facility ID:** FL0034789

**Inspection Type:** Complaint Investigation

**Inspection Date:** 06/20/2016

### **FACILITY BACKGROUND:**

**Facility Address:** 2299 Spanish Vista Drive, Dunedin, FL 34698

**Program/ Permit Information:** DW, permit issue date: 08/05/2011, expiration date: 08/04/2016

**Treatment Summary:** Type I Advanced Wastewater Treatment Facility

**Permitted Capacity:** 0.90 MGD

1. **Permit:** RATING –In-Compliance

Observations: On January 19, 2016, the Department received permit renewal application no. FL0034789-013-DW1P. The application is currently under review.

2. **Compliance Schedules:** RATING – Not Applicable

3. **Laboratory:** RATING – Not Evaluated

4. **Sampling:** RATING – Not Evaluated

5. **Records and Reports:** RATING –Not Evaluated

6. **Facility Site Review:** RATING – In Compliance

Observations: The Department received three odor complaints on June 6, 15 and 17, 2016. The treatment system is equipped with a Lignite Charcoal filter for odor control. At the master lift station, there is an odor control system consisting of a 55-gallon drum of deodorizer that is dispersed through a pvc pipe system. This deodorizing system was not in operation at the time of the inspection. The operator, Troy, stated that he will have it fixed this week.

Mild odors were detected by the headworks dumpsters, but were not detected outside that area. These dumpsters are emptied three times per week, Monday, Wednesday, and Friday. The dumpster doors were closed and contained. The operator indicated that the odors were possibly related to the servicing of the dumpsters on those days. Department staff also drove through Doral Village. No objectionable odors were noted.

7. **Flow Measurement:** RATING – Not Evaluated

8. **Operation and Maintenance:** RATING – Not Evaluated

9. **Effluent Quality:** RATING – Not Evaluated

10. **Effluent Disposal:** RATING – Not Evaluated

11. **Biosolids/Sludge:** RATING – Not Evaluated

12. **Groundwater Quality:** RATING – Not Evaluated

13. **SSO Survey:** RATING – Not Evaluated

14. **Other:** RATING – Not Evaluated

## Holton, Michelle

---

**Subject:** Doral Village MHP and Mid-County Services call  
**Entry Type:** Phone call

**Start:** Tue 7/5/2016 8:50 AM  
**End:** Tue 7/5/2016 8:55 AM  
**Duration:** 5 minutes

I was forwarded a call from Mr. Rick Howard, resident of Doral Village lot 417, about an odor issue with Mid-County Services. He called to let us know that he noticed a bad odor on the road between the MHP and the facility on July 1<sup>st</sup> at 4:30pm but was gone in one hour.

He called Seyd, the operator at Mid-County, on July 1<sup>st</sup> as well. Seyd called him back yesterday, Monday July 4<sup>th</sup>, and they discussed the issue. Seyd let Mr. Howard know that he replaced the 55 gallon drum of deodorizer to help with the smell. They discussed the fact that when the dumpster is moved that is when the worse smell occurs. Seyd also told him that he has received several calls from the residents about this.

Mr. Howard just wanted to keep us informed about what is happening.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 9-1-16 / 2:30 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 11:30 pm 8-31-16

DISCHARGE REPORTED BY: Seyd Matheson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT: Manhole Overflow @ 3115  
Winchester Dr., Dunedin, FL. 34698

APPROXIMATE GALLONAGE DISCHARGED: 500+

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Tropical Storm G" rainfall

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Lime Area, Rake up debris

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.



STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 9-1-16 / 2:30 pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Rott

DATE/TIME OF ABNORMAL EVENT: 8-31-16 11:30pm

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT:

Manhole over-flow @ 2355 Robyn, Ct.  
Dunedin, FL. 34698

APPROXIMATE GALLONAGE DISCHARGED: 500

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Tropical Storm over 6"  
rainfall.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: \_\_\_\_\_

Line Area, rake up debris

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 9-1-16 / 2:00pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-31-16

DISCHARGE REPORTED BY: Seyd Matheson PHONE: 407-436-4004

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
Doral Village, 29250 US 19, Clearwater, FL 34698

TYPE OF ABNORMAL EVENT: Tropical Storm overflowed manhole

APPROXIMATE GALLONAGE DISCHARGED: 500 gallons

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain event  
9:00 pm - 1:30 am

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Lime Applied to Area, Debris sock placed around  
manhole, will rake up once storm has passed.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

## Taylor, Rose

---

**From:** Duggan, Michele  
**Sent:** Tuesday, September 06, 2016 8:17 AM  
**To:** Taylor, Rose  
**Subject:** FW: INITIAL / Pinellas / Wastewater Release / DEM-Guidicelli

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Mid-County Services

Regards,

*Michele Duggan*

Michele H. Duggan, MPH, MA  
Environmental Consultant  
Southwest District  
Florida Department of Environmental Protection  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5700, main  
(813) 470-5703, direct line  
(813) 470-5995, facsimile  
[michele.duggan@dep.state.fl.us](mailto:michele.duggan@dep.state.fl.us)



Please consider the environment before printing this email

---

**From:** Wenner, Peter  
**Sent:** Thursday, September 1, 2016 2:18 PM  
**To:** State warning point SWO <SWP@em.myflorida.com>  
**Cc:** Arleo, Jamie <Jamie.Arleo@dep.state.fl.us>; Tobergte, Jeff <Jeff.Tobergte@dep.state.fl.us>; Duggan, Michele <Michele.Duggan@dep.state.fl.us>; Johnson, John S. <John.S.Johnson@dep.state.fl.us>; Hofmeister, Austin <Austin.Hofmeister@dep.state.fl.us>  
**Subject:** RE: INITIAL / Pinellas / Wastewater Release / DEM-Guidicelli

Message received. Tampa OER.

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: [SWP@em.myflorida.com](mailto:SWP@em.myflorida.com)  
Date: 09/01/2016 2:16 PM (GMT-05:00)  
To: [robert.mills@flhealth.gov](mailto:robert.mills@flhealth.gov), "Johnson, John S." <[John.S.Johnson@dep.state.fl.us](mailto:John.S.Johnson@dep.state.fl.us)>, "Hofmeister, Austin" <[Austin.Hofmeister@dep.state.fl.us](mailto:Austin.Hofmeister@dep.state.fl.us)>, [swp@em.myflorida.com](mailto:swp@em.myflorida.com), "Arleo, Jamie" <[Jamie.Arleo@dep.state.fl.us](mailto:Jamie.Arleo@dep.state.fl.us)>,

"LetoBarone, Domenic" <[Domenic.LetoBarone@dep.state.fl.us](mailto:Domenic.LetoBarone@dep.state.fl.us)>, "Yeargan, Mary" <[Mary.Yeargan@dep.state.fl.us](mailto:Mary.Yeargan@dep.state.fl.us)>, "Wenner, Peter" <[Peter.Wenner@dep.state.fl.us](mailto:Peter.Wenner@dep.state.fl.us)>, "Tobergte, Jeff" <[Jeff.Tobergte@dep.state.fl.us](mailto:Jeff.Tobergte@dep.state.fl.us)>, "Kaur, Ramandeep" <[Ramandeep.Kaur@dep.state.fl.us](mailto:Ramandeep.Kaur@dep.state.fl.us)>, "Henry, Danielle D." <[Danielle.D.Henry@dep.state.fl.us](mailto:Danielle.D.Henry@dep.state.fl.us)>, "Vaughn, Richard" <[Richard.Vaughn@dep.state.fl.us](mailto:Richard.Vaughn@dep.state.fl.us)>, "Boatwright, Kelley M." <[Kelley.M.Boatwright@dep.state.fl.us](mailto:Kelley.M.Boatwright@dep.state.fl.us)>, "Lynch, Michael" <[Michael.Lynch@dep.state.fl.us](mailto:Michael.Lynch@dep.state.fl.us)>, "Herbon, Shannon" <[Shannon.Herbon@dep.state.fl.us](mailto:Shannon.Herbon@dep.state.fl.us)>, "Roff, Nick" <[Nick.Roff@dep.state.fl.us](mailto:Nick.Roff@dep.state.fl.us)>, [paul.siddall@em.myflorida.com](mailto:paul.siddall@em.myflorida.com), [sean.estrada@us.af.mil](mailto:sean.estrada@us.af.mil), [scott.ehlers@myclearwater.com](mailto:scott.ehlers@myclearwater.com), [cnaswort@usf.edu](mailto:cnaswort@usf.edu), [jfleischman@usf.edu](mailto:jfleischman@usf.edu), [sbishop@pinellascounty.org](mailto:sbishop@pinellascounty.org), [jborries@pinellascounty.org](mailto:jborries@pinellascounty.org)  
Subject: INITIAL / Pinellas / Wastewater Release / DEM-Guidicelli

## Florida Division of Emergency Management State Watch Office Incident Report

### Main Information

**Report #:** 2016-6725

**Status:** Assigned

**Reported to SWO on:** 9/1/2016 14:10 ET

**Severity:** Local Incident

**Description:** Wastewater Release

**This situation involves:** Wastewater or Effluent Release

**Affected Sectors:** DEP OER Tampa - Day

**Initial Report:** Utilities Incorporated reports an ongoing wastewater release of an unknown amount in the city of Clearwater. The release is occurring because of an overflow to the manhole. It is unknown if any water ways or storm drains are being affected at this time. Cleanup actions are planned.

**Injuries:** Unknown

**Fatalities** (Unconfirmed by State Medical Examiner): Unknown

**Environmental impact:** Unknown

**Incident Occurred:** 9/1/2016 14:10 ET

**Most Recent Update Date/Time:** 09/01/2016-14:16 ET

**Most Recent Update:** N/A

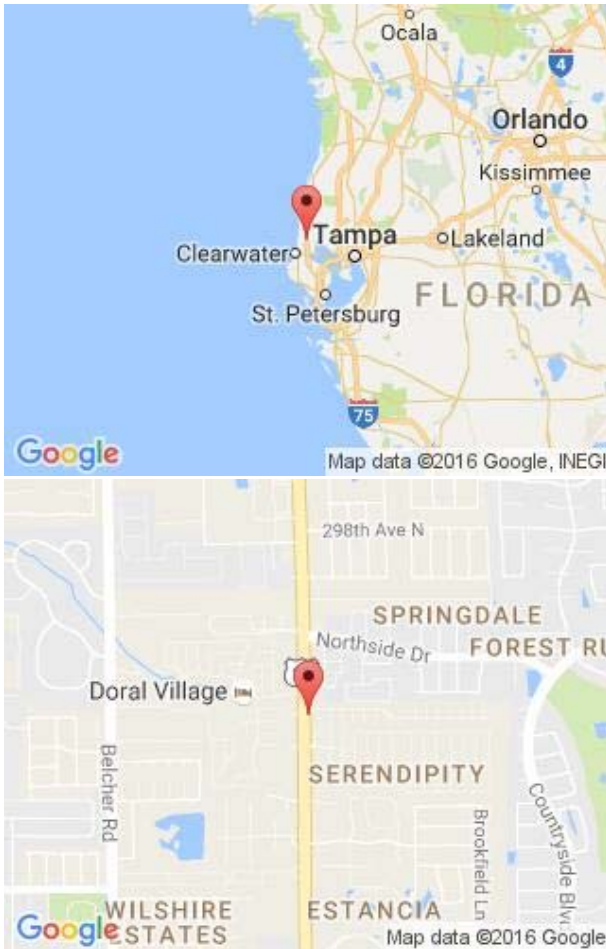
**Affected Counties:** Pinellas

**Facility Name or Description:**

**Incident Location:** Address: 29141 US Hwy 19 N City: Clearwater

**Coordinates:** Lat: 28.0374, Long: -82.7381

**Maps**



**Contact Information**

**Reporting Party:** Name: Maditeson, Utilities Incorporated /Call Back Number 1: 727-787-7978 /Address:

**Responsible Party:** Unknown

**On-Scene Contact:** Unknown

**Wastewater or Effluent**

**Sub-Type:** Wastewater

**Situation:** Active

**Description:** Wastewater Release

**Public Water System ID or Permit Number:** FL0034789

**Type of System:** Municipal

**Release occurred from a:** Manhole

**Release occurred from a:** Raw Sewage

**Release Cause:** Rain

**Release status:** Ongoing

**Release contained on-site at a water reclamation facility:** No

**Amount of release, in gallons:** Unknown

**Release enter a storm water system:** Unknown

**Affected waterway a source of drinking water:** Unknown

**Status of Cleanup Actions:** Planned

**Notification 09/01/2016-14:16 / DEM-Guidicelli**

[robert.mills@flhealth.gov](mailto:robert.mills@flhealth.gov); [john.s.johnson@dep.state.fl.us](mailto:john.s.johnson@dep.state.fl.us); [austin.hofmeister@dep.state.fl.us](mailto:austin.hofmeister@dep.state.fl.us);  
[swp@em.myflorida.com](mailto:swp@em.myflorida.com); [jamie.arleo@dep.state.fl.us](mailto:jamie.arleo@dep.state.fl.us); [domenic.letobarone@dep.state.fl.us](mailto:domenic.letobarone@dep.state.fl.us);  
[mary.yeargan@dep.state.fl.us](mailto:mary.yeargan@dep.state.fl.us); [peter.wenner@dep.state.fl.us](mailto:peter.wenner@dep.state.fl.us); [Jeff.Tobergte@dep.state.fl.us](mailto:Jeff.Tobergte@dep.state.fl.us);  
[ramandeep.kaur@dep.state.fl.us](mailto:ramandeep.kaur@dep.state.fl.us); [danielle.d.henry@dep.state.fl.us](mailto:danielle.d.henry@dep.state.fl.us); [richard.vaughn@dep.state.fl.us](mailto:richard.vaughn@dep.state.fl.us);  
[kelly.m.boatwright@dep.state.fl.us](mailto:kelly.m.boatwright@dep.state.fl.us); [michael.lynn@dep.state.fl.us](mailto:michael.lynn@dep.state.fl.us); [shannon.herbon@dep.state.fl.us](mailto:shannon.herbon@dep.state.fl.us);  
[nick.roff@dep.state.fl.us](mailto:nick.roff@dep.state.fl.us); [paul.siddall@em.myflorida.com](mailto:paul.siddall@em.myflorida.com); [sean.estrada@us.af.mil](mailto:sean.estrada@us.af.mil);  
[scott.ehlers@myclearwater.com](mailto:scott.ehlers@myclearwater.com); [cnaswort@usf.edu](mailto:cnaswort@usf.edu); [jfleischman@usf.edu](mailto:jfleischman@usf.edu); [sbishop@pinellascounty.org](mailto:sbishop@pinellascounty.org);  
[jborries@pinellascounty.org](mailto:jborries@pinellascounty.org)

The State Watch Office values your feedback; please take a 1 minute [survey](#) about this notification.

Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 10:30 am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 9-2-16

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: mid County Services

TYPE OF ABNORMAL EVENT:

man hole over flow Hurricane Hermine (Excessive Rain) at 28801  
US 19 - This is a private man hole

APPROXIMATE GALLONAGE DISCHARGED: 500 T

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Same Area  
Clean up around man hole

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 - 1030am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 9-2-16

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: M.D. County Services

TYPE OF ABNORMAL EVENT:

man hole overflow 22950 vs 19 This is a private manhole

APPROXIMATE GALLONAGE DISCHARGED: 500 +

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Line Area  
Clean up around man hole

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.



Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 - 1025am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetez~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT:

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services

TYPE OF ABNORMAL EVENT:

Manhole overflow at 2247 Curlew Ave Dunedin FL 34698

APPROXIMATE GALLONAGE DISCHARGED: 1000 +

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

Samples have been taken

Upstream 100' POE Downstream 100'

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Line Area  
Clean up around manhole

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Contacted state warning point Incident # 2016-6851

Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 - 1025 am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL

OTHER

DEP PERSON RECEIVING REPORT: ~~Atison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 9-2-16

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: M.D. County Services  
Man hole located at 29141 US 19 N. Clearwater, FL 34698

TYPE OF ABNORMAL EVENT:

Man Hole overflow

APPROXIMATE GALLONAGE DISCHARGED: 1000+

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Line Area -  
Contact Contractor To Clean Area ASAP

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Contacted State Warning Point Incident # 2016-6851

## Holton, Michelle

**From:** Holton, Michelle  
**Sent:** Friday, January 13, 2017 2:57 PM  
**To:** Holton, Michelle  
**Subject:** FW: mid county complaint 2073 -Oculize and WAFR

Michelle called the plant operator, Tony, to see if there have been any plant upsets or other issues. Tony said that he has been onsite and has not noticed any odors that would cause a problem. Actually, the winds are blowing the opposite direction from Doral Village on the day of the complaint. He did say that the dumpsters are hauled off on Monday, Wednesday, and Fridays and that could be what they are noticing. There have been complaints in the past that also corresponded to the days and times the dumpsters were hauled offsite. Michelle called the complainant back and left a message to get additional information and to let her know what was discovered. She has not called back.

Closed Complaints		Report	Print Entry
Complaint ID:	2073	High Priority:	<input type="checkbox"/>
Date Entered:	11/23/2016 7:07:18 AM	Section:	Wastewater
Program:	Water	Date Assigned:	
County:	Pinellas	Investigated By:	Michelle Holton
Address: (Street, City, Zip)	305 Doral Village	Date Initiated:	11/23/2016
Site Contact:	Tony-Plant Operator 727-787-7978	Site Visit Date:	
Description:	A resident in Doral Village called in an odor complaint about Mid-County Services. The odor occurred Wednesday morning.	Results:	Michelle called there have been Tony said that h any odors that v
Anonymous:	<input type="checkbox"/>	Facility Name:	Mid County Ser
Complainant Name:	Cathy	Program Site ID:	
Contact Info:	727-272-1952	Additional Comments:	
		Date Closed:	11/23/2016 7:16

**Florida Department of Environmental Protection**  
**Complaint Form**  
**Southwest District**  
**DOMESTIC WASTEWATER**



Tracking	
<b>Complaint No:</b> 354099	<b>County:</b> Pinellas
<b>Open Date:</b> 12/13/2016	<b>Received By:</b> MICHELLE HOLTON
<b>Project Coordinator:</b> MICHELLE HOLTON	
Complainant Information	
<b>Person Lodging the Complaint:</b> CATHY NOT GIVEN	<b>Company/Affiliation:</b>
<b>Address:</b> 308 DORAL VILLAGE, CLEARWATER, FL	
<b>Phone:</b> 727-272-1952	<b>Recontact Request:</b> Y
<b>Email:</b>	
Alleged Violator's Information	
<b>Contact Name/Title:</b> ANONYMOUS	<b>Company/Affiliation:</b> MID COUNTY SERVICES
<b>Address:</b> 2299 SPANISH VISTA DRIVE, DUNEDIN, FL 34698	
<b>Phone:</b>	
<b>Email:</b>	<b>Facility related:</b> FL0034789 Mid-County WWTP
Complaint Details	
<b>Complaint Description:</b> Odor complaint in Doral Village MHP about Mid County Services	
<b>Activity Location:</b>	

Department Actions				
<b>Details:</b>				
Activity	Date	Prep Notes	Completion Notes	Evaluation Result
TELEPHONE CONVERSATION	12/13/2016	—	CLOSED	—
<b>Facts Discovered:</b> I SPOKE WITH TONY, THE PLANT OPERATOR. HE HAS INSPECTED THE AREA AND THE PLANT AND HAS NOT OBSERVED ODORS. HE DID STATE THAT THE WHITE DUMPSTER WAS PICKED UP WEDNESDAY MORNING AND THAT COULD HAVE CAUSED THE ODOR. I called the complainant back with the results.				
<b>Final Disposition:</b> CLOSED				
<b>Final Disposition Date:</b> 12/13/2016				
<b>Subsequent Actions:</b> Permit    Warning    Formal    Case    No Further    Other:    Referred (circle one)    Determination    Letter    Enforcement    Closed    Action       To:				

Acknowledgement		
Signature of Inspector	Phone Number	Date

May 21, 2015

Mr. Patrick Flynn  
Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[PCFlynn@UIWater.com](mailto:PCFlynn@UIWater.com)

Re: Pennbrooke WWTF  
DW FLA010570  
Lake County  
SPCD-CAP-15-4553

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on April 15, 2015. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records, and any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Daniel Shideler at 407-897-4133 or via e-mail at [Daniel.Shideler@dep.state.fl.us](mailto:Daniel.Shideler@dep.state.fl.us).

Sincerely,

Danielle Bentzen, Manager  
Central District  
Florida Department of Environmental Protection

Enclosures: Inspection Report (with attachments)

cc: Dominic Gentilucci - [DVGentilucci@uiwater.com](mailto:DVGentilucci@uiwater.com)

## FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION WASTEWATER COMPLIANCE INSPECTION REPORT

### FACILITY AND INSPECTION INFORMATION

@ = Optional

<b>Name and Physical Location of Facility</b> Pennbrooke WWTF 501 SR 44 West Leesburg, FL 34748	<b>WAFR ID:</b> FLA010570	<b>County</b> Lake  <b>Phone</b>	<b>Entry Date/Time</b> 04/15/15 09:00 AM  <b>Exit Date/Time</b> 04/15/15 10:45 AM
<b>Name(s) of Field Representatives(s)</b> Raymond Parrish	<b>Title</b> Utilities Inc. Lead Operator	<b>Email</b>	<b>Phone</b>
<b>Name and Address of Permittee or Designated Representative</b> Patrick Flynn Utilities Inc. 200 Weathersfield Ave. Altamonte Springs, FL 32714	<b>Title</b> Vice President  <b>Email</b>	<b>Phone</b>	<b>@ Operator Certification #</b>

<b>Inspection Type:</b>	<input checked="" type="checkbox"/> C	<input type="checkbox"/> E	<input type="checkbox"/> I	<input type="checkbox"/>	<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b> N/A	<b>Samples Split (Y/N):</b> N
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b> N		<b>@ Log book Volume :</b> 1	<b>@ Page</b> 51		

FACILITY COMPLIANCE AREAS EVALUATED							
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "♦"							
	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	IC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	IC	10. ♦ Effluent Disposal
		NC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						NE	12. Groundwater
IC	14. Other:					NE	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b> <input type="checkbox"/> In-Compliance <input checked="" type="checkbox"/> Out-Of-Compliance <input type="checkbox"/> Significant-Out-Of-Compliance
<b>Recommended Actions:</b> Compliance Letter

<b>Name(s) and Signature(s) of Inspector(s)</b> Daniel Shideler	<b>District Office/Phone Number</b> (407)897-4133	<b>Date</b> 5/20/15
<b>Signature of Reviewer</b>  Danielle Bentzen	<b>District Office/Phone Number</b> (407)897-4306	<b>Date</b> 5/21/15

## **INSPECTION REPORT SUMMARY**

**Facility Name:** Pennbrooke WWTF  
**Facility ID:** FLA010570  
**Inspection Type:** Compliance Evaluation Inspection  
**Inspection Date:** 04/15/15

### **FACILITY BACKGROUND:**

**Address:** Trailwood Drive, Leesburg, FL 34748, Lake County  
**Permit Information:** Wastewater Permit issued: 11/18/2010, and expires: 11/17/2015  
**Treatment Summary:** Extended Aeration, 2 Filters, w/effluent to 2 percolation ponds and golf course  
**Permitted Capacity:** 0.18

1. **Permit:** RATING – In-Compliance

Observations: A copy of the current permit was on site.

2. **Compliance Schedules:** RATING – Not Applicable

3. **Laboratory:** RATING – Not Evaluated

4. **Sampling:** RATING – In-Compliance

4.1 Observation: Calibrations were performed correctly.

Additional Comments: The total residual chlorine (TRC) bench meter is verified routinely with secondary gel standards. Lot #'s and standard concentrations were documented. The TRC meter and secondary gels were last verified with primary standards on April 6, 2015.

The pH bench meter is routinely verified/calibrated as required by DEP SOP FT1100.

The Turbidity bench meter was last verified/calibrated with primary standards on February 2, 2015, this was performed by a contract laboratory. The turbidity bench meter is verified daily with secondary gel standards.

The in-line TRC and turbidity meters are verified daily with appropriate bench meters.

All daily verifications, calibrations, and comparisons were documented as required.

4.2 Observation: Please see specific comment

Additional Comments: Influent composites are collected manually for 8 hours, every two weeks. These composites must be flow proportioned.

4.3 Observation: There were NIST traceable thermometers located in all refrigerators/compositors. The sample refrigerator temperature was 4°C. The Thermometers were certified on 2/20/15

4.4 All sampling locations were in compliance with the current permit.

5. **Records and Reports:** RATING – Out-of-Compliance

5.1 Observation: *General* - A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

Additional Comments: Daily monitoring samples are analyzed by Plant Technicians Laboratory. The groundwater monitoring samples are analyzed by Tri-Tech Laboratories.

5.2 Observation: *General* - Operators' certifications were current and available on-site.

5.3 Observation: *General* - The certified operator's daily logbook was complete.

Additional Comments: The logbook was bound, pre-numbered, and contained sufficient operation/maintenance entries.

5.4 Observation: *General* - Please see specific comment

Additional Comments: RPZ Certification was current and on site. The RPZ was certified on 7/16/14.

5.5 Observation: *General* - Please see specific comment

Additional Comments: A current operating protocol (Revision Date: March 2009) was located on-site and available to operations personnel. The protocol contained appropriate diversions set-points for TRC and Turbidity. The set-points in the operating protocol and in the computer diversion software were verified to be identical. The TRC set-point has been set at 1.1 mg/L and the turbidity set-point has been set at 2.0 mg/L.

5.6 Observation: *General* - Please see specific comment

Additional Comments: The DMR paperwork review was from March 2014 through March 2015; all were submitted in a timely manner.

5.7 **Deficiency description:** – The facility incorrectly reported an exceedance of the required total chlorine residual for the public access reuse system during the months of October 2014 and February 2015. A review of records indicates that on the days reported all flow went to the reject ponds. This should not have been listed as an exceedance. Please resubmit corrected DMRs for the months in question.

**Permit/Rule or Other Reference:**

During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e., monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit.

5.8 Observation: *General* - Please see specific comment

**The Annual Reuse Report was received in June of 2014. Please submit a recent Reclaimed Water or Effluent Analysis Report as required by Rule 62- 601.300(4), F.A.C. The 2014 letter confirming no new industrial users is not sufficient for the year of the permit renewal.**

**The 2015 permit application indicates that pathogen monitoring was last performed in November 2010. Submit a copy of the 2010 results. The pathogen monitoring is then required again this year (every five years). If this year's results are already available, submit a copy of the test results reported on the pathogen monitoring report.**

5.9 Observation: *General* – Copies of the Operation and Maintenance Manuals as required by Chapter 62-600, F.A.C. were available to plant personnel.

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**"

6. **Facility Site Review:** RATING – In-Compliance



- 6.1 Observation: General - The facility grounds were secured properly.
- 6.2 Observation: Backflow Prevention – Reduced pressure zone backflow prevention devices were in place on the potable water supply lines.
- 6.3 Observation: Alternate Power – An alternative power source is available at the WWTF. The generator is exercised routinely and this action was documented.
- 6.4 Observation: Headworks – Influent is pumped to the headworks area and is screened through one hydroscreen. Screenings are then bagged and disposed of in an on-site dumpster. A manual bar screen is available as a back-up if needed. Powdered deodorizer is available and applied to the screenings for odor control. This dumpster is emptied once a week.
- 6.5 Observation: Surge – This area was in good condition at the time of inspection. No matting of debris was noted and aeration was sufficient.
- 6.6 Observation: Aeration Basins/Act. Sludge – The contents in the aeration chambers appeared to be adequately mixed. Both treatment trains were receiving flow.
- 6.7 Observation: Aeration Basins/Act. Sludge – All blowers onsite appeared to be operational and contained covers or belt guards.
- 6.8 Observation: Clarifiers – The two clarifiers were in use, they both contained some pin floc. The weirs were clean. Operations personnel stated that adjustments were still being made to ensure that the weirs were level. Disinfection tablets were in the weirs. Skimmers were operational and the sludge return systems appeared to be operating properly.
- 6.9 Observation: Filtration – The two sand filters were in use on the day of inspection. Floats control the dosing of the filters. Backwash water is returned to the headworks. Adjustments are currently being made in this area to switch from manual to automatic backwashing of filters.
- 6.10 Observation: Disinfection - Please see specific comment
- Additional Comments: Sodium hypochlorite is used for disinfection at this facility and introduced at a point after the EFB-1 monitoring location. The chlorine contact chamber (CCC) contained clear effluent.
- 6.11 Observation: Digester – No problem or deficiencies were noted in this area.
- 6.12 Observation: General – Potable water is used for plant wash downs.

**7. Flow Measurement:** In Compliance

- 7.1 Observation: Copies of the flow calibration reports were current and satisfactory.

Additional Comments: According to onsite records, all flow meters and chart recorders were calibrated in February 17, 2015.

**8. Operation and Maintenance:** IN COMPLIANCE

- 8.1 Observation: General - The facility grounds were well maintained.

**9. Effluent Quality:** IN COMPLIANCE

- 9.1 Observation: At the time of inspection the continuous in-line meters were reading:

- In-line TRC Meter Reading: >5.00 mg/L
- In-line Turbidity Meter Reading: 0.55 NTU

- 9.2 Observation: A review of the Discharge Monitoring Reports revealed no effluent exceedances.

Additional Comments: The DMR review period was from March 2014 through March 2014.

10. **Effluent Disposal:** IN COMPLIANCE

10.1 Observation: *General* – Effluent was entering the public access reuse system on the day of inspection.

10.2 Observation: *Reuse* – The public access reuse storage pond and other irrigated areas had appropriate advisory signs posted. The storage pond was well maintained. The level in the storage pond is controlled by a float system.

10.3 Observation: *Reuse* – Rapid infiltration basins (RIBs) #3 and #4 were well maintained and dry. This area was fenced.

10.4 Observation: *General* – Reject RIB's #1 and #2 were well maintained and dry.

11. **Residuals/Sludge:** IN COMPLIANCE

11.1 Observation: *General* - Please see specific comment

Additional Comments: According to onsite records, untreated biosolids are hauled to Shelley's Environmental BTF. Untreated biosolids are dewatered using a container system prior to hauling; Shelley's will drop off and then pick up the container. All liquid is sent back to the plant for retreatment.

12. **Groundwater Quality:** IN COMPLIANCE

12.1 Observation: A review of the ground water files for the facility indicates no deficiencies at this time.

13. **SSO Survey:** NOT EVALUATED

14. **Other:** NOT APPLICABLE

## WASTEWATER MALFUNCTION / ABNORMAL EVENT REPORT

Please note for accordance with the Florida Administrative Code (F.A.C.) Rules. This form is provided for your convenience only. You may complete this form and email to [SD-AbnormalEvents@dep.state.fl.us](mailto:SD-AbnormalEvents@dep.state.fl.us). If the spill is greater than 1000 gallons you MUST call the State Watch Office at 1-800-320-0519. All items with an asterisk (\*) are required by rule and must be completed.

*FACILITY NAME: Sandalhaven Utilities Inc.		*FACILITY TYPE: Domestic Wastewater	
*PERMIT NUMBER: FLA014053		*COUNTY: Charlotte	
*REPORTER NAME: Patrick Lynsey Godwin		*RESPONSIBLE PARTY: Utilities Inc.	
*REPORTER ADDRESS: 1590 Manor Road Englewood, FL 34224		*RESPONSIBLE PARTY ADDRESS: 200 Weathersfield Ave. Altamonte Springs, FL 32714	
*REPORTER PHONE: 407-948-4209		*RESPONSIBLE PARTY PHONE: 321-972-0359	
*DEP: <input checked="" type="checkbox"/>	*DATE: 7/28/2015	*TIME: 0900	*PERSON CONTACTED: Diane Laughin
*STATE WATCH OFFICE: <input checked="" type="checkbox"/>	*DATE: 7/28/2015	*TIME: 1000	INCIDENT NUMBER: 2015-5252
*OTHER: <input checked="" type="checkbox"/>	*DATE: 7/28/2015	*TIME: 0800	PERSON CONTACTED: Mike Wilson

### SPILL INFORMATION

*SPILL CHARACTERISTIC	*SOURCE	*AREA AFFECTED
<input checked="" type="checkbox"/> RAW WASTEWATER	<input type="checkbox"/> LIFT STATION # _____	<input type="checkbox"/> STORM WATER
<input type="checkbox"/> PARTIALLY TREATED	<input type="checkbox"/> MANHOLE	<input checked="" type="checkbox"/> SURFACE WATER/ small pond
<input type="checkbox"/> TREATED	<input checked="" type="checkbox"/> FORCE MAIN/GRAVITY LINE	<input checked="" type="checkbox"/> GROUND
<input type="checkbox"/> REUSE/RECLAIMED	<input type="checkbox"/> DISPOSAL SYSTEM	<input type="checkbox"/> CONTAINMENT AREA
<input type="checkbox"/> OTHER _____	<input type="checkbox"/> OTHER _____	<input type="checkbox"/> OTHER/ _____
	<input type="checkbox"/> SURGE TANK	
	<input type="checkbox"/> AERATION TANK	
	<input type="checkbox"/> CLARIFIER	
	<input type="checkbox"/> DIGESTER	
	<input type="checkbox"/> CHLORINE CONTACT TANK	

\*DATE / TIME DISCHARGE OCCURRED: July 27, 2015  
 \*AMOUNT OF DISCHARGE: 25,600 GALLONS  
 \*AMOUNT RECOVERED: 400 GALLONS  
 \*ONGOING: ☐ \*CEASED: ☒

\*PHYSICAL LOCATION/ ADDRESS/ LATITUDE & LONGITUDE:  
 Lemon Bay Conservancy 2980 Placida Road #A Englewood Florida 34224 26 52'52.60N 82 18'14.35W

### \*MALFUNCTION/CAUSE

<input type="checkbox"/> PUMP FAILURE <input type="checkbox"/> BLOWER FAILURE <input type="checkbox"/> SWITCH/TIMER FAILURE <input type="checkbox"/> CLARIFIER FAILURE <input type="checkbox"/> FILTER BYPASS/FAILURE <input type="checkbox"/> DISINFECTION SYSTEM FAILURE <input type="checkbox"/> OTHER _____	<input checked="" type="checkbox"/> LINE BREAK <input type="checkbox"/> FATS/OILS/GREASE BLOCKAGE <input type="checkbox"/> OTHER CLOG OR BLOCKAGE <input type="checkbox"/> POWER OUTAGE/FAILURE <input type="checkbox"/> ACCIDENT <input type="checkbox"/> UNKNOWN <input checked="" type="checkbox"/> OUTSIDE CONTRACTOR EESI	<h4 style="text-align: center;">WEATHER</h4> <input checked="" type="checkbox"/> LIGHTNING <input checked="" type="checkbox"/> HEAVY RAINFALL <input type="checkbox"/> HIGH WINDS <input type="checkbox"/> TROPICAL STORM: _____ <input type="checkbox"/> HURRICANE: _____ <input type="checkbox"/> OTHER: _____
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\*EXPLAIN:  
 Force main break. Work being done on force main, (project # 2015063) to redirect flow. Per/DEP.

### \*EFFLUENT LIMIT VIOLATIONS

<input type="checkbox"/> CL <sub>2</sub> _____ MG/L	<input type="checkbox"/> TURBIDITY _____ NTU	<input type="checkbox"/> PH _____ SU
<input type="checkbox"/> TSS _____ MG/L	<input type="checkbox"/> NO <sub>3</sub> _____ MG/L	<input type="checkbox"/> CBOD <sub>5</sub> _____ MG/L
<input type="checkbox"/> OTHER _____	<input type="checkbox"/> FECAL COLIFORMS _____ CFU/100ML	<input type="checkbox"/> ABNORMAL FLOW _____ MGD

### \*CORRECTIVE / REMEDIAL ACTION BEING TAKEN

<input checked="" type="checkbox"/> LINE REPAIRED <input checked="" type="checkbox"/> DISINFECTED WITH Chlorine and Line <input checked="" type="checkbox"/> WASHED DOWN <input type="checkbox"/> CONTAINED ON-SITE <input checked="" type="checkbox"/> VAC TRUCK/DESTINATION Master lift station	<input checked="" type="checkbox"/> SAMPLES TAKEN (IF SURFACE WATERS IMPACTED) <input checked="" type="checkbox"/> SIGNS POSTED NEAR AFFECTED WATERS <input type="checkbox"/> RESTORED POWER <input type="checkbox"/> AUXILIARY POWER SYSTEM ON-LINE <input checked="" type="checkbox"/> BACK-UP ON-LINE	<input type="checkbox"/> NOTIFIED LOCAL AUTHORITIES <input checked="" type="checkbox"/> NOTIFIED STATE WATCH OFFICE <input checked="" type="checkbox"/> NOTIFIED PERMITTEE/OWNER <input checked="" type="checkbox"/> REPAIRED/REPLACED EQUIPMENT <input type="checkbox"/> OTHER _____
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\*REMEDIAL ACTION BEING TAKEN / ESTIMATED TIME FOR COMPLETION OF REPAIRS:  
 Repaired force main. Disinfected area with chlorine and line. Repaired in six hours.

October 8, 2014

John Hoy, President  
Utilities, Inc. of Sandalhaven  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[JPHoy@uiwater.com](mailto:JPHoy@uiwater.com)

Charlotte County-DW  
FLA014053 Sandalhaven WWTP  
OGC Case No: 14-0536-08-DW

Dear Mr. Hoy:

Enclosed is the signed and entered Consent Order to resolve the above referenced case. This copy is for your records.

Please note that all compliance dates begin from the date of entry of this Order, which is October 8, 2014.

Upon satisfactory completion of all conditions of the Order, we will close this case and place it in our inactive file.

**If you have any questions, please contact [Diane.Loughlin@dep.state.fl.us](mailto:Diane.Loughlin@dep.state.fl.us) at (239) 344-5656.**  
Your cooperation in resolving this case is appreciated.

Sincerely,



---

Jon M. Iglehart  
Director of District Management

JMI/DL/mf

cc: Patrick Flynn, Utilities Inc. [pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)  
Mike Wilson, Utilities, Inc. [MAWilson@uiwater.com](mailto:MAWilson@uiwater.com)  
Scotty Haws, Utilities Inc. [SLHaws@uiwater.com](mailto:SLHaws@uiwater.com)  
Mike Tanski, FDEP [Michael.Tanski@dep.state.fl.us](mailto:Michael.Tanski@dep.state.fl.us)  
Lea Crandall, FDEP OGC [lea.crandall@dep.state.fl.us](mailto:lea.crandall@dep.state.fl.us)



**FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION**

SOUTH DISTRICT  
P.O. BOX 2549  
FORT MYERS, FL 33902-2549  
*SouthDistrict@dep.state.fl.us*

RICK SCOTT  
GOVERNOR

CARLOS LOPEZ-CANERA  
LT. GOVERNOR

HERSCHEL T. VINYARD JR.  
SECRETARY

BEFORE THE STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT )  
OF ENVIRONMENTAL PROTECTION )

IN THE OFFICE OF THE  
SOUTH DISTRICT

v. )

OGC FILE NO. 14-0536-08-DW

UTILITIES, INC. OF SANDALHAVEN )  
(Sandalhaven WWTP) )

**CONSENT ORDER**

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Utilities, Inc. of Sandalhaven ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C.").  
The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Sandalhaven WWTP, a 0.045 MGD domestic wastewater treatment plant with a rapid rate land application system ("Facility"). The Facility is operated under Wastewater Permit No. FLA014053 ("Permit"), which was issued on February 15, 2012, and will

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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expire on February 14, 2017. The Facility is located at 6811 Placida Road, in Charlotte County, Florida ("Property"). Respondent owns the Property on which the Facility is located.

4. The Department finds that the following violation(s) occurred:  
  
Improper release of wastewater from land application system as prohibited by F.A.C. Rule 62-610.320(1).

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

**ORDERED:**

5. To prevent potential impacts on neighboring properties, Respondent shall follow the protocol described in the monitoring plan submitted to and approved by the Department on September 9, 2014. This Order incorporates the monitoring plan by reference and compliance with the monitoring plan is a specific requirement of this Order.
6. On or before December 1, 2014, Respondents shall submit a permit application, along with the appropriate permit fee, to the Department to construct a wastewater collection/transmission system to divert flow from the Facility to a regional wastewater collection/transmission system. The application shall be prepared and sealed by a professional engineer registered in the State of Florida and shall be submitted to the attention of Gary Maier, PE Supervisor III, Department of Environmental Protection, South District, P.O. Box 2549, Fort Myers, FL 33902-2549.



DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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7. On or before August 1, 2015, Respondent shall submit a written plan for the inactivation or abandonment of the Facility in accordance with F.A.C. Rule 62-600.410(7). This abandonment plan shall specify what steps will be taken to safeguard public health and safety during and following inactivation or abandonment. Respondent shall complete the abandonment of the Facility as described in the written abandonment plan within 60 days following the completion of the collection/transmission system diversion.
8. On or before October 1, 2015, Respondents shall complete construction of the collection/transmission system diversion, submit a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida, stating that modifications to the collection system have been constructed in accordance with the provisions of the Permit, and place the collection/transmission system diversion into operation.
9. Every quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include a projection of the work Respondent will perform pursuant to this Order during the 12-month period which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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10. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by paragraphs 5 through 9 on or before October 1, 2015 and be in full compliance with F.A.C. Rules 62-610.320(1) and 62-600.410(6) regardless of any intervening events or alternative time frames imposed in this Order.
11. On or before April 1, 2015, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.
12. Respondent agrees to pay the Department stipulated penalties in the amount of \$100 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph(s) 5 through 10 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 13, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order.
13. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Ecosystem Management and Restoration Trust Fund." Online payments can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>



DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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14. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Diane Loughlin, Environmental Specialist II, Department of Environmental Protection, South District, P.O. Box 2549, Fort Myers, FL 33902-2549.
15. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.
16. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.
17. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

18. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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is conditioned upon Respondent's complete compliance with all of the terms of this Order.

19. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.
20. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.
21. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.
22. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.
23. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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24. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.
25. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;



DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at the Department of Environmental Protection, South District, P.O. Box 2549, Fort Myers, FL 33902-2549. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

[This portion intentionally left blank.]

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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30. Rules referenced in this Order are available at

<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>


FOR THE RESPONDENT:

  
\_\_\_\_\_  
John Hoy  
President

10/9/14  
\_\_\_\_\_  
Date

DONE AND ORDERED this 8<sup>th</sup> day of OCTOBER, 2014, in  
Lee County, Florida.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION

  
\_\_\_\_\_  
Jon Iglehart  
District Director  
South District

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

  
\_\_\_\_\_  
Clerk

10-8-2014  
\_\_\_\_\_  
Date

Copies furnished to:

Lea Crandall, Agency Clerk  
Mail Station 35



**Utilities, Inc. of Sandalhaven  
Perc Pond Monitoring Plan  
Permit No. FLA014053**

**DAILY:**

1. Complete a visual inspection of the pond and plant perimeter, excluding the wooded areas abutting Amberjack Slough Park property on the south side of the Sandalhaven Plant site, by walking along the inside of the perimeter fence.
2. Identify from a visual inspection whether there is water present in the swale along the plant entrance driveway and adjacent to Pond 4.
3. Identify whether the area at the end of the plant entrance driveway near the fence gate is soft and muddy.
4. Identify whether the toe of the berms adjacent to Fiddlers Green parking lot areas contains standing water.
5. Identify locations where standing water is present at the surface at any of these locations more than 48 hours after a recorded rainfall event.
6. Record rainfall amounts as measured at a precipitation station located at the Sandalhaven Plant.
7. Record water level in each pond using staff gauges.
8. Record the depth to water level in each of the five piezometers.

**WEEKLY:**

1. Rotate the use of each percolation pond in order to minimize groundwater mounding below the ponds.
2. In the event that non-rainfall related water accumulates in the toe of the berms adjacent to the Fiddlers Green parking lot, maximize the diversion of wastewater flow to Englewood Water District through the existing Placida Road force main.
3. Notify the Department by electronic submission in the event that there are visible signs of non-rainfall related surface water accumulating in the vicinity of the berms.

**MONTHLY:**

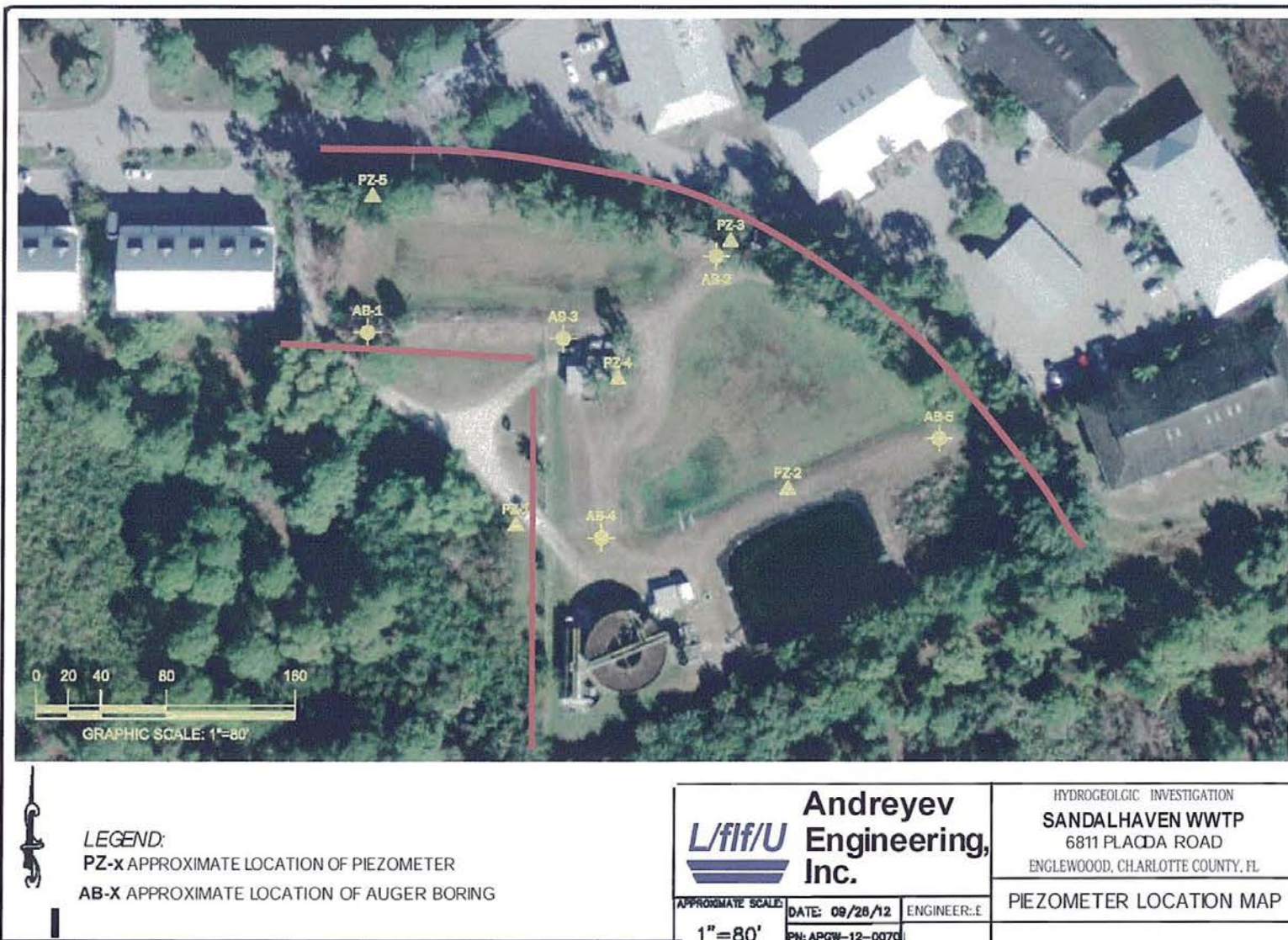
1. Compile daily log sheet and weekly reports.
2. Submit daily log sheets and weekly reports to FDEP by the 28<sup>th</sup> day of the following month as attachments to the monthly Sandalhaven Plant Discharge Monitoring Report.











November 17, 2016

Patrick Flynn, Regional Director  
Sanlando Utilities/Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, Florida 32714  
[PCFLYNN@UIWATER.COM](mailto:PCFLYNN@UIWATER.COM)

Re: Sanlando Utilities  
PW #3591121  
Seminole County

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on August 25, 2016. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection form is attached for your records.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Charles Johnson at 407-897-4329 or via e-mail at [charles.d.johnson@dep.state.fl.us](mailto:charles.d.johnson@dep.state.fl.us).

Sincerely,



Reggie Phillips, Manager  
Central District  
Florida Department of Environmental Protection

Enclosure: Inspection Report

cc: Scott Gosnell, Area Manager, [sgosnell@uiwater.com](mailto:sgosnell@uiwater.com)



State of Florida  
Department of Environmental Protection  
Central District  
**SANITARY SURVEY REPORT**

Plant Name SANLANDO UTILITIES – DES PINAR County Seminole PWS ID # 3591121-01  
Plant Location 125 Western Fork, Longwood, FL 32750 Phone 407-682-5651  
Owner Name Utilities Inc., Attn: Patrick Flynn, Regional Director Phone 407-869-1919  
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
Contact Person Scott Gosnell Title Area Manager Phone 407-682-5651  
This Survey Date 8/25/16 Last Survey Date 12/27/13 Last C.I. Date 8/10/06

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5C

MAX-DAY DESIGN CAPACITY: 6.261 MGD

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Aeration, hypochlorination, corrosion control

**SERVICE AREA CHARACTERISTICS**

Subdivision \_\_\_\_\_

Food Service: ☐ Yes ☐ No ☒ N/A

Number of Service Connections 2,308

Population Served 8,078 Basis 09/16 MOR

**OPERATION & MAINTENANCE LOG: Yes**

Location Water treatment plant

Comments \_\_\_\_\_

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Don Hasty A-6625, see MORs for complete list.

Hrs/day: Required \*1 Actual 1

Days/wk: Required 5+2 Actual 5+2

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

Comments \* Approved 10/11/12 FDEP.

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☒ No ☐ Yes ☐ N/A

Average Day (from MORs) 2,501,858 gpd

Maximum Day (from MORs) 4,272,000 gpd 01/16

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 12" and 6" Rosemount 3051

Date Last Calibrated 02/16

**RAW WATER SOURCE**

☒ GROUND; Number of Wells 4

☐ PURCHASED from PWS ID # \_\_\_\_\_

☐ Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

**STANDBY POWER SOURCE: Yes**

Source Onan diesel generator

Capacity of Standby (kW) 300

Switchover: ☒ Automatic ☐ Manual

Hrs Operated Under Load 1 hr/wk.

What equipment does it operate?

☒ Well Pumps #2

☒ High Service Pumps 1-3

☒ Treatment Equipment All

Satisfy avg. daily demand? ☒ Yes ☐ No ☐ Unknown

Audio-visual alarm? ☒ Yes ☐ No

Comments \_\_\_\_\_

**PLANS AND MAPS**

Coliform Sampling Plan ☒ Yes ☐ No ☐ N/A

D/DBP Monitoring Plan ☒ Yes ☐ No ☐ N/A

Lead and Copper Plan ☒ Yes ☐ No ☐ N/A

Distribution System Map ☒ Yes ☐ No ☐ N/A

Emergency Response Plan ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual ☒ Yes ☐ No

Preventive Maintenance Program ☒ Yes ☐ No

Flushing Program ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Isolation Valve Exercise ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs 68

# Tested 49

WWTP RPZ Yes

Date Tested Annual

Written Plan Yes

Date 1/7/08

Comments Accepted by V. Hoofnagle (FDEP) 1/25/08.

PWS ID # 3591121-01  
Date 8/25/16

# **GROUND WATER SOURCE**

Well Number		1 (AAH7333)	1A (AAH7332)	2 (AAH7331)	2A (AAH7334)
Year Drilled		1969	1983	1971	1977
Depth Drilled		925'	500'	420'	495'
Drilling Method		Unknown	Unknown	Unknown	Unknown
Type of Grout		Unknown	Unknown	Unknown	Unknown
Static Water Level		Unknown	Unknown	Unknown	Unknown
Pumping Water Level		Unknown	Unknown	Unknown	Unknown
Design Well Yield		Unknown	Unknown	Unknown	Unknown
Test Yield		Unknown	Unknown	Unknown	Unknown
Actual Yield (if different than rated capacity)		Unknown	Unknown	Unknown	Unknown
Strainer		Unknown	Unknown	Unknown	Unknown
Length (outside casing)		405'	160'	103'	150'
Diameter (outside casing)		8"	16"	12"	12"
Material (outside casing)		Black steel	Black steel	Black steel	Black steel
Well Contamination History		None	None	None	None
Is inundation of well possible?		No	No	No	No
6' X 6' X 4" Concrete Pad		Yes	Yes	Yes	*Yes
SET BACKS	Septic Tank	N/A	N/A	N/A	N/A
	Reuse Water	N/A	N/A	N/A	N/A
	WW Plumbing	>100'	>100'	>100'	>100'
	Other Sanitary Hazard	None observed	None observed	None observed	None observed
PUMP	Type	Vertical turbine	Vertical turbine	Vertical turbine	Vertical turbine
	Manufacturer Name	Layne	Peerless	Layne	Worthington
	Model Number	Unknown	Unknown	Unknown	Unknown
	Rated Capacity (gpm)	469	2,412	1,766	1,525
	Motor Horsepower	30	100	60	60
Well casing 12" above grade?		Yes	Yes	Yes	Yes
Well Casing Sanitary Seal		Ok	Ok	Ok	Ok
Raw Water Sampling Tap		Yes	Yes	Yes	Yes
Above Ground Check Valve		Yes	Yes	Yes	Yes
Fence/Housing		Yes	Yes	Yes	Yes
Well Vent Protection		Yes	N/A	N/A	N/A

**COMMENTS** \*Well #2A had corrosion on the fitting and crack on pad

PWS ID # 3591121-01  
Date 8/25/16

### CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo  
Make Iwaki Capacity 2 x 20 gph  
Chlorine Feed Rate 40% and 42% stroke  
Avg. Amount of Cl<sub>2</sub> gas used N/A  
Chlorine Residuals: Plant >2.2 Remote 1.28  
Remote tap location 1570 Rebecca  
DPD Test Kit: ☒ On-site ☒ With operator  
☐ None ☐ Not Used Daily  
Injection Points Into tanks  
Booster Pump Info N/A  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated  
(B) Bladder (C) Clearwell

Tank Type/Number	G1	G2
Capacity (gal)	250,000	875,000
Material	Concrete	Concrete
Gravity Drain	Yes	Yes
By-pass Piping	Yes	Yes
Pressure Gauge	N/A	N/A
Sight Glass or Level Indicator	Yes	Yes
Fittings for Sight Glass	N/A	N/A
Protected Openings	Yes	Yes
PRV/ARV	N/A	N/A
On/Off Pressure	9.5'/13'	9.5'/13'
Access Padlocked	Yes	Yes
Date Last Cleaned	2016/04	2016/04
Date Last Inspected	2016/04	2016/04

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### HIGH SERVICE PUMPS

Pump Number	1	2	3	4	5
Type	Centrifugal				
Make	Aurora				
Model	411-BF	411-BF	411-BF	411-BF	411-SF
Capacity (gpm)	600	1200	1200	2000	2000
Motor HP	40	75	75	100	100
Date Installed	Unknown				
Maintenance	As Needed				

Comments Pumps 1, 2, and 3 are variable frequency drive. (VFD). Discharge setpoint is 60 psi.  
\_\_\_\_\_  
\_\_\_\_\_

### ADDITIVES

Meets NSF 60 & 61 Yes  
Comments Corrosion control uses 2 x 1.21 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected prior to the ground storage tanks. Check residuals at the POE and distribution every 2 weeks.  
\_\_\_\_\_  
\_\_\_\_\_

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-Pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

### AERATION (Gases, Fe, & Mn Removal)

Type Cascade tray Capacity See comment  
Aerator Condition Satisfactory  
Bloodworm Presence None observed  
Visible Algae Growth None observed  
Protective Screen Condition Satisfactory  
Comments #1 – 1,800 gpm, 2 – 3,500 gpm  
Aerators cleaned and inspected every 6 months.

State of Florida  
Department of Environmental Protection  
Central District

## SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES – KNOLLWOOD County Seminole PWS ID # 3591121-02  
Plant Location North Pressview Avenue at SR 434, Altamonte Springs, FL Phone 407-682-5651  
Owner Name Utilities Inc., Attn: Patrick Flynn, Regional Director Phone 407-869-1919  
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
Contact Person Scott Gosnell Title Area Manager Phone 407-682-5651  
This Survey Date 8/25/16 Last Survey Date 12/27/13 Last C.I. Date 8/10/06

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5C

MAX-DAY DESIGN CAPACITY: 0.576 MGD

PWS STATUS: Approved

### TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control

### SERVICE AREA CHARACTERISTICS

Subdivision

Food Service: ☐ Yes ☐ No ☒ N/A

Number of Service Connections 300

Population Served 1,050 Basis 09/16 MOR

### OPERATION & MAINTENANCE LOG: Yes

Location Water treatment plant

Comments \_\_\_\_\_

### CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Don Hasty A-6625, see MORs for complete list.

Hrs/day: Required Visit Actual Visit

Days/wk: Required 5+1 Actual 5+2

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

Comments \_\_\_\_\_

### MONTHLY OPERATION REPORTS (MORs)

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☒ No ☐ Yes ☐ N/A

Average Day (from MORs) 28,273 gpd

Maximum Day (from MORs) 193,400 gpd 07/16

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type Honeywell DR4300

Date Last Calibrated 08/16

### RAW WATER SOURCE

☒ GROUND; Number of Wells 2

☐ PURCHASED from PWS ID # \_\_\_\_\_

☐ Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

### STANDBY POWER SOURCE: Not Required

Source \_\_\_\_\_

Capacity of Standby (kW) \_\_\_\_\_

Switchover: ☐ Automatic ☐ Manual

Hrs Operated Under Load \_\_\_\_\_

What equipment does it operate?

☐ Well Pumps \_\_\_\_\_

☐ High Service Pumps \_\_\_\_\_

☐ Treatment Equipment \_\_\_\_\_

Satisfy avg. daily demand? ☐ Yes ☐ No ☐ Unknown

Audio-visual alarm? ☐ Yes ☐ No

Comments \_\_\_\_\_

### PLANS AND MAPS

Coliform Sampling Plan ☒ Yes ☐ No ☐ N/A

D/DBP Monitoring Plan ☒ Yes ☐ No ☐ N/A

Lead and Copper Plan ☒ Yes ☐ No ☐ N/A

Distribution System Map ☒ Yes ☐ No ☐ N/A

Emergency Response Plan ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

### PREVENTIVE MAINTENANCE/O&M

Operation & Maintenance Manual ☒ Yes ☐ No

Preventive Maintenance Program ☒ Yes ☐ No

Flushing Program ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Isolation Valve Exercise ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

### CROSS CONNECTION CONTROL

# BFPAs 68 # Tested 49

WWTP RPZ Yes Date Tested Annual

Written Plan Yes Date 1/7/08

Comments Accepted by V. Hoofnagle (FDEP) 1/25/08.



PWS ID # 3591121-02  
Date 8/25/16

### GROUND WATER SOURCE

Well Number		3 (AAH7335)	4 (AAH7330)		
Year Drilled		1965	1972		
Depth Drilled		830'	550'		
Drilling Method		Unknown	Unknown		
Type of Grout		Unknown	Unknown		
Static Water Level		Unknown	Unknown		
Pumping Water Level		Unknown	Unknown		
Design Well Yield		Unknown	Unknown		
Test Yield		Unknown	Unknown		
Actual Yield (if different than rated capacity)		Unknown	Unknown		
Strainer		Unknown	Unknown		
Length (outside casing)		604'	197'		
Diameter (outside casing)		6"	10"		
Material (outside casing)		Black steel	Black steel		
Well Contamination History		None	None		
Is inundation of well possible?		No	No		
6' X 6' X 4" Concrete Pad		Yes	Yes		
SET BACKS	Septic Tank	N/A	N/A		
	Reuse Water	N/A	N/A		
	WW Plumbing	>100'	>100'		
	Other Sanitary Hazard	None observed	None observed		
PUMP	Type	Vertical turbine	Vertical turbine		
	Manufacturer Name	Layne	Goulds		
	Model Number	Unknown	Unknown		
	Rated Capacity (gpm)	300	900		
	Motor Horsepower	25	40		
Well casing 12" above grade?		Yes	Yes		
Well Casing Sanitary Seal		Ok	Ok		
Raw Water Sampling Tap		Yes	Yes		
Above Ground Check Valve		Yes	Yes		
Fence/Housing		Yes	Yes		
Well Vent Protection		N/A	N/A		

COMMENTS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PWS ID # 3591121-02  
Date 8/25/16

### CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo  
Make (2)-Stenner Capacity See comments  
Chlorine Feed Rate 70% and 70 % stroke  
Avg. Amount of Cl<sub>2</sub> gas used N/A  
Chlorine Residuals: Plant 0.87 Remote 2.18  
Remote tap location 1904 Booth Circle  
DPD Test Kit: ☒ On-site ☒ With operator  
☐ None ☐ Not Used Daily  
Injection Points Into aerator  
Booster Pump Info N/A  
Comments Pre – 2 x 85 gpd, Post – 1 x 85 gpd  
Post only if needed.  
ORP meter reading 490 mv.

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-Pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

### AERATION (Gases, Fe, & Mn Removal)

Type Cascade tray Capacity 2,000 gpm  
Aerator Condition Satisfactory  
Bloodworm Presence None observed  
Visible Algae Growth None observed  
Protective Screen Condition Satisfactory  
Comments Aerator cleaned and inspected every 6 months.

### STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated  
(B) Bladder (C) Clearwell

Tank Type/Number	G1	H1
Capacity (gal)	100,000	10,000
Material	Concrete	Steel
Gravity Drain	Yes	Yes
By-pass Piping	No	Yes
Pressure Gauge	N/A	Yes
Sight Glass or Level Indicator	Yes	Yes
Fittings for Sight Glass	Yes	Yes
Protected Openings	Yes	Yes
PRV/ARV	N/A	PRV
On/Off Pressure	56/61	56/61
Access Padlocked	Yes	Yes
Date Last Cleaned	2016/04	2016/04
Date Last Inspected	2016/04	2016/04

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### HIGH SERVICE PUMPS

Pump Number	1	2
Type	Centrifugal	
Make	Allis Chalmers	
Model	Unknown	Unknown
Capacity (gpm)	400	400
Motor HP	25	25
Date Installed	1965	
Maintenance	As Needed	

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ADDITIVES

Meets NSF 60 & 61 Yes  
Comments Corrosion control uses 16 gph and 34 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected between the ground storage tanks and hydropneumatic tank. Check residuals at the POE and distribution every 2 weeks.

State of Florida  
Department of Environmental Protection  
Central District

## SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES – WEKIVA County Seminole PWS ID # 3591121-03  
Plant Location 144 Ledbury Drive, Longwood, FL 32779 Phone 407-682-5651  
Owner Name Utilities Inc., Attn: Patrick Flynn, Regional Director Phone 407-869-1919  
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
Contact Person Scott Gosnell Title Area Manager Phone 407-682-5651  
This Survey Date 8/25/16 Last Survey Date 12/27/13 Last C.I. Date 8/10/06

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5C

MAX-DAY DESIGN CAPACITY: 11.088 MGD

PWS STATUS: Approved

### TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control

### SERVICE AREA CHARACTERISTICS

Subdivision

Food Service: ☐ Yes ☐ No ☒ N/A

Number of Service Connections 7,950

Population Served 27,825 Basis 09/16 MOR

### OPERATION & MAINTENANCE LOG: Yes

Location Water treatment plant

Comments \_\_\_\_\_

### CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Scott Moss C17005, see MORs for complete list.

Hrs/day: *Required* 6 *Actual* 8

Days/wk: *Required* 5+2 *Actual* 5+2

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

Comments \_\_\_\_\_

### MONTHLY OPERATION REPORTS (MORs)

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☒ No ☐ Yes ☐ N/A

Average Day (from MORs) 4,521,946 gpd

Maximum Day (from MORs) 7,044,000 gpd 05/16

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type (2)Rosemount 3052

Date Last Calibrated 6/28/16

### RAW WATER SOURCE

☒ GROUND; Number of Wells 5

☐ PURCHASED from PWS ID # \_\_\_\_\_

☐ Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

### STANDBY POWER SOURCE: Yes

Source Cummins diesel generator

Capacity of Standby (kW) 600

Switchover: ☒ Automatic ☐ Manual

Hrs Operated Under Load 1 hrs/mo.

What equipment does it operate?

☒ Well Pumps Well #8

☒ High Service Pumps 1-5

☒ Treatment Equipment All

Satisfy avg. daily demand? ☒ Yes ☐ No ☐ Unknown

Audio-visual alarm? ☒ Yes ☐ No

Comments Well #5 has its own manual propane generator.

### PLANS AND MAPS

Coliform Sampling Plan ☒ Yes ☐ No ☐ N/A

D/DBP Monitoring Plan ☒ Yes ☐ No ☐ N/A

Lead and Copper Plan ☒ Yes ☐ No ☐ N/A

Distribution System Map ☒ Yes ☐ No ☐ N/A

Emergency Response Plan ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

### PREVENTIVE MAINTENANCE/O&M

Operation & Maintenance Manual ☒ Yes ☐ No

Preventive Maintenance Program ☒ Yes ☐ No

Flushing Program ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Isolation Valve Exercise ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Comments SCADA system

### CROSS CONNECTION CONTROL

# BFPAs 68

# Tested 49

WWTP RPZ Yes

Date Tested Annual

Written Plan Yes

Date 1/7/08

Comments Accepted by V. Hoofnagle (FDEP) 1/25/08.

PWS ID # 3591121-03  
Date 8/25/16

# **GROUND WATER SOURCE**

Well Number		5 (AAH7338)	6 (AAH7337)	7 (AAH7336)	8 (AAF0873)
Year Drilled		1972	1973	1978	1979
Depth Drilled		500'	554'	570'	925'
Drilling Method		Unknown	Unknown	Unknown	Unknown
Type of Grout		Unknown	Unknown	Unknown	Unknown
Static Water Level		Unknown	Unknown	Unknown	Unknown
Pumping Water Level		Unknown	Unknown	Unknown	Unknown
Design Well Yield		Unknown	Unknown	Unknown	Unknown
Test Yield		Unknown	Unknown	Unknown	Unknown
Actual Yield (if different than rated capacity)		Unknown	Unknown	Unknown	Unknown
Strainer		Unknown	Unknown	Unknown	Unknown
Length (outside casing)		132'	196'	205'	181'
Diameter (outside casing)		12"	12"	16"	18"
Material (outside casing)		Black steel	Black steel	Black steel	Black steel
Well Contamination History		None	None	None	None
Is inundation of well possible?		No	No	No	No
6' X 6' X 4" Concrete Pad		Yes	Yes	Yes	Yes
SET BACKS	Septic Tank	N/A	N/A	N/A	N/A
	Reuse Water	N/A	N/A	N/A	N/A
	WW Plumbing	>100'	>100'	>100'	>100'
	Other Sanitary Hazard	None observed	None observed	None observed	None observed
PUMP	Type	Vertical turbine	Vertical turbine	Vertical turbine	Vertical turbine
	Manufacturer Name	Layne	Layne	Worthington	Peerless
	Model Number	Unknown	12RM	UHF/12HH165	16DHLO-1
	Rated Capacity (gpm)	1,491	1,130	1,883	3,500
	Motor Horsepower	40	60	60	100
Well casing 12" above grade?		Yes	Yes	Yes	Yes
Well Casing Sanitary Seal		OK	OK	OK	OK
Raw Water Sampling Tap		Yes	Yes	Yes	Yes
Above Ground Check Valve		Yes	Yes	Yes	Yes
Fence/Housing		Yes	Yes	Yes	Yes
Well Vent Protection		Yes	N/A	N/A	N/A

**COMMENTS** Well #5 has its own manual propane generator. Well #8 has a backup generator. Well #8 had corrosion at base of pipe fitting.

PWS ID # 3591121-03  
Date 8/25/16

# **GROUND WATER SOURCE**

Well Number	9 (AAH7339)			
Year Drilled	1982			
Depth Drilled	550'			
Drilling Method	Rotary			
Type of Grout	Unknown			
Static Water Level	Unknown			
Pumping Water Level	Unknown			
Design Well Yield	Unknown			
Test Yield	Unknown			
Actual Yield (if different than rated capacity)	Unknown			
Strainer	Unknown			
Length (outside casing)	210'			
Diameter (outside casing)	16'			
Material (outside casing)	Black steel			
Well Contamination History	*Microbial			
Is inundation of well possible?	No			
6' X 6' X 4" Concrete Pad	**Yes			
SET BACKS	Septic Tank	N/A		
	Reuse Water	N/A		
	WW Plumbing	>100'		
	Other Sanitary Hazard	None observed		
PUMP	Type	Vertical turbine		
	Manufacturer Name	Goulds		
	Model Number	12FRHO-3		
	Rated Capacity (gpm)	2,000		
	Motor Horsepower	100		
Well casing 12" above grade?	Yes			
Well Casing Sanitary Seal	Ok			
Raw Water Sampling Tap	Yes			
Above Ground Check Valve	Yes			
Fence/Housing	Yes			
Well Vent Protection	Yes			

**COMMENTS** \*The Department approved 4-log virus inactivation calculations for the Wekiva Plant on 6/26/09.

PWS ID # 3591121-03  
Date 8/25/16

### CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo  
Make Iwaki Capacity See Comments  
Chlorine Feed Rate Pre-50% post 100% stroke  
Avg. Amount of Cl<sub>2</sub> gas used N/A  
Chlorine Residuals: Plant >2.2 Remote 1.6  
Remote tap location 101 Holder  
DPD Test Kit: ☒ On-site ☒ With operator  
☐ None ☐ Not Used Daily  
Injection Points Pre-into aerators, post-HSP suction  
Booster Pump Info N/A  
Comments Pre – 2 x 20 gph pumps  
Post – 1 x 8 gph pump. Spare - 1 x 8 gph pump.

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-Pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

### AERATION (Gases, Fe, & Mn Removal)

Type Cascade tray Capacity See comment  
Aerator Condition Appears satisfactory  
Bloodworm Presence None observed  
Visible Algae Growth None observed  
Protective Screen Condition Appears satisfactory  
Comments #1 – 2,500 gpm, #2 – 3,500 gpm,  
#3 – 3,800 gpm, Aerators cleaned and inspected every  
6 months.

### STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated  
(B) Bladder (C) Clearwell

Tank Type/Number	G1	G2	G3
Capacity (MG)	0.5	0.750	1.0
Material	Concrete	Concrete	Concrete
Gravity Drain	Yes	Yes	Yes
By-pass Piping	Yes	Yes	Yes
Pressure Gauge	N/A	N/A	N/A
Sight Glass or Level Indicator	No	No	No
Fittings for Sight Glass	N/A	N/A	N/A
Protected Openings	Yes	Yes	Yes
PRV/ARV	N/A	N/A	N/A
On/Off Pressure	13.5'/15.5'	13.5'/15.5'	13.5'/15.5'
Access Padlocked	Yes	Yes	Yes
Date Last Cleaned	2016/04	2016/04	2016/04
Date Last Inspected	2016/04	2016/04	2016/04

Comments \_\_\_\_\_

### HIGH SERVICE PUMPS

Pump Number	1	2	3	4	5
Type	Centrifugal				
Make	Aurora				
Model	411-BF	411-BF	411-BF	411-BF	411-BF
Capacity (gpm)	2,000	2,000	3,600	2,400	2,400
Motor HP	125	125	200	150	150
Date Installed	Unknown				
Maintenance	As Needed				

Comments All pumps are variable frequency drive.  
(VFD). Discharge setpoint is 80 +/- 5 psi.

### ADDITIVES

Meets NSF 60 & 61 Yes  
Comments Corrosion control uses 1.7 gph and 1.21 gph  
pumps for application of Stiles-Kem SK-7641 /Aquadren  
orthophosphate. Injected prior to the ground storage  
tanks. Check residuals at the POE and distribution every  
2 weeks.

PWS ID # 3591121-3  
Date 8/25/16

### **DEFICIENCIES:**

Areas of Concern	Rule	Corrective Action	Date Corrected	Significant Deficiency?
Well #2A pad contains cracks or is not properly maintained.	62-555.350(2)	Repair cracks & properly maintain.	September 26, 2016 per phone confirmation	No
Well #2A & #8 casing corroded.	62-555.350(2)	Sand & Paint pipe fitting	September 26, 2016 per phone confirmation	No

### **MONITORING REMINDER:**

- Nitrate and nitrite samples are required to be collected from the point of entry (POE) to the distribution system annually. The 2/09/16 results have been received by the Department.
- Monitoring schedules are available on the Central District's Drinking Water Website.  
<http://www.dep.state.fl.us/central/Home/DrinkingWater/InHouseCompliance/MonitoringSchedules/MonitoringSchedules.htm>

### **COMMENTS:**

- Contact FRWA (Florida Rural Water Association) at 850-668-2746, or [frwa@frwa.net](mailto:frwa@frwa.net), for free technical assistance with your system. FRWA has extended benefits offered to members.
- Provide documentation that the finished-drinking-water meter has been calibrated at least every 5 years.

Checking the calibration of finished-drinking-water meters at treatment plants shall be performed in accordance with the equipment manufacturer's recommendations or in accordance with a written preventive maintenance program established by the supplier of water. [Rule 62-555.350(2), F.A.C.].

- Suppliers of water shall submit written notification to the Department before beginning work or alterations to the public water system. Each notification shall be submitted to the appropriate Department of Environmental Protection District Office or Approved County Health Department and shall include the following: a description of the scope, purpose, and location of the work or alterations; and assurance that the work or alterations will comply with applicable requirements listed in Rule 62-555.330, F.A.C. Suppliers of water may begin such work or alterations 14 days after providing notification to the Department unless they are advised by the Department that the notification is incomplete or that a construction permit is required.
- Suppliers of water shall telephone the SWO at 1-800-320-0519 immediately (i.e., within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system. [Rule 62-555.350(10)(a), F.A.C.]
- Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office as soon as possible, but never later than noon of the next business day, in the event of any of the following emergency or abnormal operating conditions:
  - The occurrence of any abnormal color, odor, or taste in a public water system's raw or finished water;
  - The failure of a public water system to comply with applicable disinfection requirements; or
  - The breakdown of any water treatment or pumping facilities, or the break of any water main, in a public water system if the breakdown or break is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(b), F.A.C.]
- Suppliers of water shall notify affected water customers in writing or via telephone, newspaper, radio, or television; and telephone, and speak directly to a person at, the appropriate DEP District Office by no later than the previous business day before taking PWS components out of operation for planned maintenance or repair work if the work is

PWS ID # 3591121-3  
Date 8/25/16

**COMMENTS(continued)**


expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(d), F.A.C.]

- Suppliers of water shall issue precautionary "boil water" notices as required or recommended in the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(11), F.A.C.]

Inspector 

Title Env. Specialist III

Date 11/16/16

Supervisor 

Title Environmental Manager

Date 11/16/16



FOR FILING

County: \_\_\_\_\_

Facility: \_\_\_\_\_

## MALFUNCTION REPORT

Date: January 5, 2015 Time: 1310

Received By: Daniel Hall

Name of Facility: Wekiva Hunt Club

County: Seminole

Owner/Responsible Party: Sanlando

Reported By: Scott

Telephone: 407-682-5651

Email Address: n/a

Date Malfunction Occurred: 12/4/15 Time: 16-hour composite

Address and/or directions for where malfunction occurred: Facility outfall.

Nature of Problem: Phosphorous exceedance max. exceedance 0.88 mg/L, monthly 0.5 mg/L, loading 123 lbs/month. 5 events in month, first 3 failed, last 2 passed due to alum feed.

*If spill occurred, complete the following:*

- Spill amount: n/a
- Amount Recovered: n/a
- Treated or Untreated: Unknown
- Cause of Spill: Unknown
- Surface Waters affected: n/a

☐ Signs posted

☐ Samples taken

- SWP # n/a

Corrective Action Taken: Sending water to reuse (since ~12/21)

Expected Back in Service (Date & Time): n/a

Remarks:

Follow-up in Writing: No, report on DMR

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Thursday, January 15, 2015 8:15 AM  
**To:** Smicherko, David  
**Cc:** Hall, Daniel K.  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 1.15.15.doc

David,

Attached please find a malfunction report for a sewer overflow in the Sanlando Utilities Corporation collection system. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)

 Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 1/15/15**

**TIME: 0815**

**RECEIVED BY: David Smicherko/Daniel Hall**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 1/14/15 @ 1345**

**NATURE OF PROBLEM: The control power breaker at L/S A-1 tripped causing a manhole on Penelope Ln. to overflow approximately 200 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The breaker was reset and the L/S was pumped down. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 1/14/15 @ 1411**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

BEFORE THE STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT	)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION	)	CENTRAL DISTRICT
	)	
v.	)	OGC FILE NO. 15-0039
	)	
SANLANDO UTILITIES CORPORATION	)	
_____	)	

CONSENT ORDER

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Sanlando Utilities Corporation ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C."). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Wekiva Hunt Club WWTF ("Facility"), a 2.90 MGD annual average daily flow activated sludge domestic wastewater facility consisting of three contiguous package wastewater treatment plants (0.97 MGD each) connected in parallel, filtration and high level disinfection with wet weather back up surface water disposal to Sweetwater Creek (0.87 MGD permitted capacity), four rapid infiltration basins (RIBs) comprising 338,000 square feet of bottom surface (0.4 MGD of reuse capacity), and a 2.6 MGD public access reuse system that provides reclaimed water to the Wekiva Hunt Club Community and Golf Course, medians, Lake Brantley Nursery, with reuse interconnects with the City of Altamonte Springs, and the City of Apopka ("Facility"). The

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Facility is operated under NPDES Wastewater Permit No. FL0036251 ("Permit"), which was issued on March 31, 2011, will expire on March 30, 2016, and which was revised on: May 24, 2011; May 21, June 28, and December 26, 2012; and March 26, June 5, July 3, and November 4, 2014. The Facility is located at 144 Ledbury Drive, Longwood, in Seminole County, Florida ("Property"). Respondent owns the Property on which the Facility is located.

4. The Department finds that the following violation(s) occurred:

a) On November 23, 2014, there was an unauthorized discharge of an estimated 750,000 gallons of untreated domestic wastewater into Sweetwater Creek, a Class III surface water, in violation of Section 403.088(1), Florida Statute.

b) On November 29, 2014, there was an unauthorized discharge of an estimated 1,000,000 gallons of treated wastewater effluent due to a berm breach at the northeast corner of RIB #1. The wastewater was treated in conformance with the permit limits established for discharge to the RIBs. The wastewater flowed north into the wetlands located between the Facility and Sweetwater Creek. This water was not treated sufficiently to meet the permit required standards established for surface water discharge in violation of Section 403.088(1), Florida Statute.

c) On December 2, 2014, an unauthorized discharge from the previously decommissioned underdrain from the RIBs was observed by Department personnel. The discharge flowed into the wetlands between the facility and Sweetwater Creek to the north of RIB #1 in violation of Rule 62-600.740(2), Florida Administrative Code.

d) On December 2, 2014, daylighting was observed originating from the north side of RIB #1 by Department personnel in violation of Rule 62-600.740(2), Florida Administrative Code.

e) On December 2, 2014, Department personnel observed that RIB #s 2, 3, and 4 were not being properly operated and maintained, in violation of Rule 62-610.523(4), Florida Administrative Code.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

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**ORDERED:**

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 30 days of the effective date of this Order, Respondent shall retain the services of a professional engineer, registered in the State of Florida.

b) Within 120 days of the effective date of this Order, Respondent shall complete and submit to the Department an Engineering Evaluation Report (EER) for the RIBs and underdrain system. This EER shall include a review of the last mounding analysis performed and, if deemed necessary, a new mounding analysis.

c) Within 270 days of Department approval of the EER the Respondent shall complete any work necessary to cease discharges from the underdrain and bring the RIBs into compliance with Permit conditions so that they may be operated at permitted capacities to preclude lateral transmission through the berms or adverse effects on adjacent properties.

d) Alternatively, within 90 days of Department approval of the EER, the Respondent may elect to submit a request for a permit modification to re-rate the RIBs at a lower capacity deemed reasonable based on the EER so that they may be operated at modified capacities to preclude lateral transmission through the berms or adverse effects on adjacent properties. This alternative does not alleviate the need to cease discharges from the underdrain system. Should the Respondent opt for this alternative, any Department requests for additional information to process the permit application shall be responded to, in writing, within 30 days.

6. Every calendar quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include a projection of the work Respondent will perform pursuant to this Order during the 12-month period



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which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

7. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by paragraph 5 within 540 days of the effective date of this Order and be in full compliance with Chapter 62, F.A.C., regardless of any intervening events or alternative time frames imposed in this Order.

8. Within 90 days of the effective date of this Order, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

9. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$7,500 in settlement of the regulatory matters addressed in this Order. This amount includes \$6,500 for civil penalties and \$1,000 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order. The civil penalty in this case includes 3 violations that each warrant a penalty of \$2,000.00 or more.

10. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Ecosystem Management and Restoration Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order is final and effective filed with the Clerk of the Department before ability to make online payment is available.

11. In lieu of making cash payment of \$7,500 in civil penalties as set forth in Paragraph 9, Respondent may elect to off-set the amount of \$6,500 by implementing a Pollution Prevention (P2) Project, as set forth in Exhibit A, which must be approved by the Department. P2 is a process improvement that reduces the amount of pollution that enters the

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environment; by conserving resource (including water, raw materials, chemicals, and energy) use, or by minimizing waste generation (including domestic and industrial wastewater, solid and hazardous waste, and air emissions). A P2 Project must reduce pollution or waste within the process beyond what is required by federal, state, or local law, in order to be eligible for civil penalty offset under this Order. If Respondent chooses to implement a P2 Project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Order. Within 30 days of the effective date of this Order, Respondent must pay a total of \$1,000 for costs and expenses incurred by the Department, during the investigation of this matter, and the preparation and tracking of this Order.

12. If Respondent elects to implement a P2 Project as provided in Paragraph 11, Respondent shall submit a completed P2 Project Plan (Plan) within 180 days of the effective date of this Order. The Plan must be completed using Exhibit A, "P2 Project Plan" template.

13. In the event the Department requires additional information to process the Plan described in Paragraph 11, Respondent shall provide a modified Plan containing the information requested by the Department within 30 days of the date of the request.

14. If any balance remains after the entire P2 credit is applied to the allowable portion of the civil penalty, Respondent shall pay the difference within 30 days of written notification by the Department to Respondent that the balance is due.

15. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Aaron Watkins, Environmental Manager, Compliance Assurance Program, Department of Environmental Protection, 3319 Maguire Blvd, Suite 232, Orlando, FL 32803.

16. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

17. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property,



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(a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

18. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

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19. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

20. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

21. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

22. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.

23. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

24. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

25. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

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26. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

27. Respondent shall publish the following notice in a newspaper of daily circulation in Seminole County, Florida. The notice shall be published one time only within 30 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

NOTICE OF CONSENT ORDER

The Department of Environmental Protection ("Department") gives notice of agency action of entering into a Consent Order with Sanlando Utilities Corporation pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the unauthorized discharges at 144 Ledbury Drive, Longwood, in Seminole County, Florida. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, 3319 Maguire Blvd, Suite 232, Orlando, FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;

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- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at 3319 Maguire Blvd, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

28. Rules referenced in this Order are available at  
<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>


DEP vs. Sanlando Utilities Corporation  
Consent Order, OGC No. 15-0039  
Page 10

FOR THE RESPONDENT:


 4/2/15 \_\_\_\_\_  
Patrick Flynn Date  
Vice President of Operations, Sanlando Utilities Corp.

DONE AND ORDERED this 7<sup>th</sup> day of April, 2015, in Orange County, Florida.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION

  
\_\_\_\_\_  
Jeff Prather  
District Director  
Central District

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

 \_\_\_\_\_  
Clerk 4-7-2015  
Date

Copies furnished to:

Lea Crandall, Agency Clerk  
Mail Station 35

DW\_CO (REV. 06/09)

DW/CO April 2014



[This template is to be used as a Long Form Consent Order Exhibit when regulatory corrective actions, or P2 Projects require time to be resolved or developed. This template must be completed to describe P2 Projects once identified. The document must be approved prior to P2 Project implementation. The Plan must contain the following information.]

## Exhibit A

### P2 Project Plan (Plan)

(Note: Provide the information specified and delete existing text within parentheses)

(Facility Name)

(Address)

(Telephone)

(Preparer Name/Title)

A. **Project Description:** (Summarize P2 Projects selected. Describe the processes or operations to be modified, and the specific changes to be made. Include details such as the specific equipment to be installed, materials to be substituted, and the actual changes to be made to processes or operations. Include manufacturer or vendor information, and specifications.)

B. **Environmental and Economic Benefits:** (Explain why and how each Project proposed constitutes P2.

Specify how each material, chemical, water and energy is saved, and from which processes or operations. Specify how each solid and hazardous waste, industrial wastewater and air emissions are generated, the waste type, and from which processes or operations. **Describe generally in paragraph format.**

Estimate the *annual* savings in *resources* - raw materials, chemicals, water, and energy at the process or operation front end. Estimate the *annual* reductions in *wastes* - solid and hazardous waste, wastewater, and air emission reductions at the process or operation back end.

Figures quoted should represent weights or volumes annually, and should be equalized for production rate changes. Associated cost savings should be included. **Describe specifically using the tables provided.**

Complete the first table for each per Project individually. Add or average corresponding figures from each Project table to complete the Plan table, *for multiple Projects.*)

(Project Name)							
Annual Resource Consumption Comparison							
Item	Quantity Used (gal/lb/kwh-specify)			Purchasing Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Water							
Chemicals							

Materials							
Energy							
Total Annual Cost Savings =							
<b>Annual Waste Generation Comparison</b>							
Item	Quantity Generated (gal/lb/tons-specify)			Disposal Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Hazardous Waste							
Industrial Wastewater							
Solid Waste							
Air Emissions							
Total Annual Cost Savings =							
<b>Total Annual Avoided Cost Savings =</b>							

<i>Summary of All P2 Projects</i>							
<b>Annual Resource Consumption Comparison</b>							
Item	Quantity Used (gal/lb/kwh-specify)			Purchasing Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Water							
Chemicals							
Materials							
Energy							
Total Annual Cost Savings =							
<b>Annual Waste Generation Comparison</b>							
Item	Quantity Generated (gal/lb/tons-specify)			Disposal Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Hazardous Waste							
Industrial Wastewater							
Solid Waste							
Air Emissions							
Total Annual Cost Savings =							
<b>Total Annual Avoided Cost Savings =</b>							

C. **Project Cost:** (Include per Project the itemized, subtotal and Project total costs. A projected payback period in months or years needs to be included.

Provide a grand total cost for all Projects and an averaged projected payback period, *for multiple Projects. Use list or table format for all.*)

D. **Implementation Schedule:** (Provide a brief discussion of the steps necessary to implement the Projects and expected time frames for completion. A table or list format is preferred. The schedule shall include a list of milestones with dates, or timeframes based on Plan approval date, including Progress and Final Report submittals. Provide a description of any anticipated problems and options. *The implementation should take no longer than six months to complete.*)

E. **Project Reporting:**

1. Within 90 days of approval of the Project Plan, the Respondent shall submit a P2 Project Progress Report to the Department that describes the Respondent's progress in implementing the P2 Project and meeting the requirements in the Plan, and includes a list of equipment ordered, purchased, and/or installed.

2. Within 180 days of approval of the Plan, the Respondent shall submit to the Department a P2 Project Final Report that includes the following.

a. A confirmation that the information presented in Sections A-C of the Summary is unchanged, or an updated version with the sections changed appropriately. A statement that the Project(s) was/were implemented successfully. An explanation of any problems encountered and corrections applied.

b. Attached expense reports, receipts, purchasing instruments and other documents itemizing costs expended on preparing and implementing the Project.

3. The Department shall review the Final Report and determine:

- a. Whether the project was properly implemented; and
- b. Which expenses apply toward pollution prevention credits.

4. A \$1.00 pollution prevention credit for each \$1.00 spent on applicable costs will be applied against the portion of the civil penalty that can be offset.

a. The following costs are allowable to offset the allowable amount of the civil penalty:

- i. Preparation of the P2 Project;
- ii. Design of the P2 Project;
- iii. Installation of equipment for the P2 Project;
- iv. Construction of the P2 Project;
- v. Testing of the P2 Project;
- vi. Training of staff concerning the implementation of the P2 Project; and
- vii. Capital equipment needed for the P2 Project.

b. The following costs shall not apply toward P2 credit:

- i. Costs incurred in conducting a waste audit;
- ii. Maintenance and operation costs involved in implementing the P2 Project;
- iii. Monitoring and reporting costs;
- iv. Salaries of employees who perform their job duties;
- v. Costs expended to bring the facility into compliance with current law, rules and regulations;
- vi. Costs associated with a P2 Project that is not implemented;
- vii. Costs associated with a P2 Project that has not been approved by the Department; and
- viii. Legal costs.



c. If any balance remains after the entire P2 credit is applied to the allowable portion of the civil penalty, Respondent shall pay the difference within 30 days of written notification by the Department to the Respondent that the balance is due.

5. The Department may terminate the P2 Project at any time during the development or implementation of it, if the Respondent fails to comply with the requirements in this document, act in good faith in preparing and implementing the project, or develop and implement the P2 Project in a timely manner. The Respondent may terminate the P2 Project at any time during its development or implementation.

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Tuesday, April 21, 2015 10:28 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 4.21.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 4/21/15**

**TIME: 1030**

**RECEIVED BY: David Smicherko/Daniel Hall**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 4/21/15 @ 0754**

**NATURE OF PROBLEM: A blown control power fuse at L/S C-11, located at 310 Spring Run Cr. In Longwood, resulted in the station overflowing approximately 100 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The fuse was replaced and the L/S was pumped down. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 4/21/15 @ 0815**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, June 22, 2015 8:10 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Wekiva 6.21.15.doc

Daniel,

Please find a malfunction report for a sewer overflow that occurred on 6/21/15. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**

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**DOMESTIC WASTE  
MALFUNCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 6/22/15**

**TIME: 0810**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club      COUNTY: Seminole**

**ADDRESS: 200 Weathersfield Ave. Altamonte Springs, FL. 32714**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 6/21/15 @1830**

**NATURE OF PROBLEM: A grease blockage in a 10" sewer gravity main, caused a manhole on Blue Lake Dr. to overflow approximately 200 gallons.**

**CORRECTIVE ACTION TAKEN: The blockage was cleared and the area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 6/21/15 @ 2030**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Friday, August 07, 2015 8:09 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 8.6.15.doc

Daniel,

Attached please find a malfunction report for a raw sewage release, in the Wekiva hunt Club service area yesterday. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 8/6/15**

**TIME: 0800**

**RECEIVED BY: Daniel Hall/ David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 8/5/15 @ 1200**

**NATURE OF PROBLEM: A contractor hit a 12" sewer force main causing approximately 12,000 gallons of raw sewage to be released. The sewage went down the storm drain to a retention pond that is approximately 3 acres in size. The retention pond was already full of storm water.**

**CORRECTIVE ACTION TAKEN: The force main was repaired and the immediate area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 8/5/15 @ 1400**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Thursday, September 03, 2015 8:05 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 9.2.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 9/3/15**

**TIME: 0810**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club     COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood, FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 9/2/15 @ 2145**

**NATURE OF PROBLEM: The control fuse blew at L/S F-2 causing a manhole on Winding Creek to overflow approximately 500 gallons of raw sewage.**

**CORRECTIVE ACTION TAKEN: The fuse was replaced and the system was pumped down. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 9/2/15 @ 2230**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Thursday, September 24, 2015 2:36 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 9.23.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 9/24/15**

**TIME: 1435**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood, FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 9/24/15 @ 0900**

**NATURE OF PROBLEM: A gravity sewer line blockage caused a manhole at Hunt Club Blvd. and W. Wekiva Trail to overflow approximately 250 gallons of raw sewage.**

**CORRECTIVE ACTION TAKEN: The blockage was removed to restore flow. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 9/24/15 @ 1100**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, October 12, 2015 7:28 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 10.10.15.doc

Daniel,

Attached please find a malfunction report for a manhole overflow in the Wekiva Hunt Club service area.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 10/12/15**

**TIME: 0730**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 10/10/15 @ 0900**

**NATURE OF PROBLEM: A blockage in a sewer gravity main caused a manhole on Hickory Dr. to overflow approximately 200 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The blockage was removed by rodding the line. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 10/10/15 @ 1200**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

March 11, 2016

Patrick Flynn, Regional Director  
Sanlando Utilities Corporation  
200 Weathersfield Avenue  
Altamonte Springs, Florida 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Wekiva Hunt Club WWTF  
DW Facility ID #FL0036251  
Seminole County

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on October 13, 2015. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records, and any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Daniel Hall at 407-897-4167 or via e-mail at [Daniel.K.Hall@dep.state.fl.us](mailto:Daniel.K.Hall@dep.state.fl.us).

Sincerely,

A handwritten signature in blue ink that reads "Christine Daniel".

Christine Daniel, Manager  
Central District  
Florida Department of Environmental Protection

Enclosures: Inspection Report

COMET ENTRY DATE  
2/29/2016 9:08:01 AM

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

**FACILITY AND INSPECTION INFORMATION**

@ = Optional

<b>Name and Physical Location of Facility</b> Wekiva Hunt Club WRF 144 Ledbury Dr Longwood, FL 32779 - 4609	<b>WAFR ID:</b> FL0036251	<b>County</b> Seminole  <b>Phone</b> (407) 869-1919	<b>Entry Date/Time</b> 10/14/2015 8:45 AM  <b>@ Exit Date/Time</b> 10/14/2015 12:15 PM
<b>Name(s) of Field Representatives(s)</b> Corey Sudol	<b>Title</b> Operator	<b>Email</b>	<b>Phone</b>
<b>Name and Address of Permittee or Designated Representative</b> Patrick C Flynn Sanlando Utilities Corporation 200 Weathersfield Ave Altamonte Springs, FL 32714 - 4027	<b>Title</b> Vice President of Operations  <b>Email</b> <a href="mailto:pcflyn@uiwater.com">pcflyn@uiwater.com</a>	<b>Phone</b> (407) 869-1919 x1359	<b>@ Operator Certification #</b>

<b>Inspection Type:</b>	<input checked="" type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> I <input type="checkbox"/>	<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b>	<b>Samples Split (Y/N):</b>
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b> N	<b>@ Log book Volume :</b> III dkh	<b>@ Page</b> 52


**FACILITY COMPLIANCE AREAS EVALUATED**

IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance;  
NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	NC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	NC	10. ♦ Effluent Disposal
		MC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						IC	12. Groundwater
IC	14. Other:					IC	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b> <input type="checkbox"/> In-Compliance <input checked="" type="checkbox"/> Out-Of-Compliance <input type="checkbox"/> Significant-Out-Of-Compliance
<b>Recommended Actions:</b> Compliance Letter

<b>Name(s) and Signature(s) of Inspector(s)</b> Daniel K. Hall	<b>District Office/Phone Number</b> CD/407-897-4167	<b>Date</b> March 3, 2016
<b>@ Signature of Reviewer</b> 	<b>District Office/Phone Number</b> CD/407-810-5777	<b>Date</b> March 11, 2016

<b>Single Event Violation Code(s):</b>
--

**Facility Name:** Wekiva Hunt Club WRF  
**Facility ID:** FL0036251  
**Inspection Type:** CEI  
**Inspection Date:** 10/14/2015

**FACILITY BACKGROUND:**

**Facility Address:** 144 Ledbury Dr., Longwood, FL 32779 - 4609, Seminole County  
**Program/ Permit Information:** DW, permit issue date: 3/31/2011, expiration date: 3/30/2016  
**Treatment Summary:** 3 Ext Aeration Trains, Nutrient Removal, 2 ABW Filters, w/Eff to Reuse, Perc Ponds or Sweetwater Creek  
**Permitted Capacity:** 2.9 MGD

1. **Permit:** RATING - IN COMPLIANCE

1.1. Observation: Please see specific comment.

Additional Comments: Permit No. FL0036251 was issued March 31, 2011 and will expire March 30, 2016.

1.2. Observation: A copy of the permit was onsite and available to plant personnel.

Additional Comments: The -017 permit and subsequent revisions were all on-site.

1.3. Observation: An application to renew the existing permit is currently being reviewed by the Department.

Additional Comments: The renewal package was submitted to the Department September 30, 2015, which meets the 180-day prior to expiration renewal deadline.

2. **Compliance Schedules:** RATING - IN COMPLIANCE

2.1. Observation: The schedules specified in the permit have been completed.

Additional Comments: On December 26, 2012 the Department issued a permit revision to the Facility authorizing the sending of biosolids to Shelley's BTF.

3. **Laboratory:** RATING - NOT EVALUATED

4. **Sampling:** RATING - IN COMPLIANCE

4.1. Observation: The composite samplers were maintained between 2 and 6 degrees Celsius at inspection.

Additional Comments: The influent sampler, a Sigma 900 Max, was at 6°C at inspection. The effluent sampler, a Hach AS950, was 4°C.

4.2. Observation: The influent and effluent automatic sampler's intake lines appeared clean and free of dips.

4.3. Observation: The surface water discharge sampler is an ISCO 3710 portable sampler which is set up for flow proportioned composite sampling as needed.

Additional Comments: At the time of the inspection the facility was not discharging to Sweetwater Creek so the sampler was not setup.

4.4. Observation: The inline turbidity sampler (MicroTol) samples post-filtration, pre-disinfection.

Additional Comments: The meter reject point is set at 3.0 NTU.

4.5. Observation: Records documenting the daily calibration of the turbidity meters were well maintained.

Additional Comments: The bench turbidity meter is calibrated daily using 4.0, 55, and 525 NTU standards. The inline is checked daily against the bench meter.

4.6. Observation: The inline TRC meter is a HACH CL17.

Additional Comments: The meter reject set point was 1.0 mg/L.



4.7. Observation: Records documenting the daily calibration of the TRC meters were well maintained.

Additional Comments: The bench meter is calibrated daily using 0.2, 0.86, and 1.66 ppm gel standards that expired in March 2003. The standards are verified annually against a primary standard. The inline TRC meter is checked daily against the bench meter. Note: the facility frequently runs a 3-5 ppm residual but the calibration points for the bench meter bracket the limits of 0.5 for R-001 and R-002.

4.8. Observation: The CL-17 was cleaned and calibrated June 9, 2015 by Paralee Company, Inc.

4.9. Observation: The inline pH meter is a GLI Model 53. The meter is calibrated using 4.0 and 7.0 buffers monthly.

Observation: Records documenting the daily calibration of the pH meters were well maintained.

Additional Comments: The bench meter log contains the date and time, operator initials, buffer strength, temperature, % slope, recalibration points, and the buffer lot number and expiration dates. The bench meter is calibrated using the 4 and 7 buffers and then checked using the 10. The bench and inline are compared daily and tracked in a separate log book.

4.10. Observation: pH buffers were all within the valid dates: 4.0 expires 6/17, 7.0 expires 2/17, and the 10.0 expires 5/17.

Additional Comments: The 7.0 buffer being used at inspection was the last of the old bottle. The bottle had already been disposed of but the lot number and expiration dates were recorded on the container.

4.11. Observation: Dissolved oxygen at the dechlorination tank is measured manually during surface water discharge events.

5. **Records and Reports**: RATING - MINOR OUT OF COMPLIANCE

5.1. Deficiency Description: **A copy of the current laboratory certification was not available at the time of the inspection.**

**Permit/Rule or Other Reference: Rule 62-620.350 - Record Keeping. Unless the permit specifically indicates an alternative location, the permittee shall maintain the following records on the site of the permitted facility or activity and make them available for inspection: (4) Monitoring information, including a copy of the laboratory certification showing the laboratory certification number**

**Recommendations for Corrective Action: On October 14, 2015 the facility provided a valid copy of the laboratory certification for Flower's Laboratory, Advanced Environmental Laboratories, Inc. – Orlando, Tri-Tech - Orlando.**

5.2. Deficiency Description: **There were several transcription errors found in the Discharge Monitoring Reports. Specifically, for August and September 2014 the CBOD maximum results reported on Part A and Part B did not match. Additionally for September (R-002) and October (R-001) 2014 the TSS maximum on Part A and Part B did not match.**

**Permit/Rule or Other Reference: Permit Condition I.C.8 - During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e., monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit.**

**Recommendations for Corrective Action: No corrective actions are required, please strive for accurate data entry in future DMRs.**

5.3. Observation: The Department received the Notification of Completion of Construction for the flow equalization basin on May 22, 2015. (-018 rev.)

5.4. Observation: The Department received the Notification of Availability of Record Drawings and final Operation and Maintenance Manuals on September 25, 2015. (-018 rev.)

5.5. Observation: For 2014 and 2015 the Facility submitted a letter stating no new non-domestic discharges in lieu of the Reclaimed Water or Effluent Analysis Report.

Additional Comments: Letters were received June 13, 2014 and June 19, 2015.

5.6. Observation: The last pathogen monitoring report was received July 29, 2015.

Additional Comments: Facility passed both Giardia and Cryptosporidium on the first sample.

5.7. Observation: The 2014 Annual Reuse Report was received January 2, 2015.

Additional Comments: The facility reported an average flow of 1.918 mgd to public access reuse for 2014. Note: there is a math error on page 5 of the form, Part VI-Summary of Reuse and Disposal where the "Total" was transposed from 1.918 to 1.198 mgd. The transposition was pointed out to permitting who will follow up with the facility.

5.8. Observation: Operators' certification(s) were current and available on-site.

Additional Comments: Certifications for Don Hashy, T. Keys, S. Gornell, A. Finch, B. Cooks, S. Moss, and C. Sudol were all available.

5.9. Observation: A copy of the Operation and Maintenance Manual was available to plant personnel.

5.10. Observation: Entries in the operator log were clear, concise, informative, and relevant.

Additional Comments: The operator log is bound with pre-numbered pages.

5.11. Observation: A copy of the Operating Protocol was available at inspection.

Additional Comments: The OP was last updated in 2010 and is being updated again as part of the permit renewal process.

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**

6. **Facility Site Review**: RATING - IN COMPLIANCE

6.1. Observation: *General* - The facility grounds were secured properly.

Additional Comments: Signs are posted at the gate with contact information and describing the nature of the area.

6.2. Observation: *General* - The facility grounds were clean and well maintained.

6.3. Observation: *General* - A reduced pressure zone backflow prevention device was in place on the potable water supply line.

Additional Comments: RPZ was tested August 28, 2015.

6.4. Observation: *Alternate Power* - The onsite generator is tested under load on a routine basis.

Additional Comments: The facility has three generators on-site, each powering a different part of the facility. They are tested for one hour every Tuesday.

6.5. Observation: *Headworks* - The facility is equipped with an automatic bar screen activated by floats. Solids are transferred by gravity to a dumpster set below the screen.

6.6. Observation: *Headworks* - No leaks were noted from the screenings dumpster. There is no in-plant drain located at the pad so the dumpster has to be watertight.

*Plant #1*

6.7. Observation: *Aeration Basins/Activated Sludge* - The contents in the aeration chambers appeared to be adequately mixed.

6.8. Observation: *Clarifiers* - The clarifier had good settling and clear effluent.

Additional Comments: Minor suspended solids were noted below the surface with greater than 3 feet of visibility.

6.9. Observation: *Clarifiers* - Skimmer arms are equipped with brushes on the end instead of the normal rubber paddle.

*Plant #2*

6.10. Observation: *Aeration Basins/Activated Sludge* - The contents in the aeration chambers appeared to be adequately mixed.

6.11. Observation: *Aeration Basins/Activated Sludge* - **The wall between airbays 2 and 3 is completely rusted out at the surface. This has been noted during previous inspections.**

6.12. Observation: *Clarifiers* - The clarifier had good settling and clear effluent.

6.13. Observation: *Clarifiers* - **At multiple point splashing from the aeration basins was hitting the clarifier catwalk and then rolling down into the clarifier causing a noticeable decrease in settling in those areas affected.**

*Plant #3*

6.14. Observation: Aeration Basins/Activated Sludge - The contents in the aeration chambers appeared to be adequately mixed.

6.15. Observation: Clarifiers - The clarifier had good settling and clear effluent.

6.16. Observation: Clarifiers – **At multiple points splashing from the aeration basins was hitting the clarifier catwalk and then rolling down into the clarifier causing a noticeable decrease in settling in those areas affected.**

6.17. Observation: Filters – Both traveling bridge sand filters appeared to be in good condition. Duck weed was present in both filters at inspection.

6.18. Observation: Disinfection – Facility uses sodium hypochlorite solution for disinfection fed by three pumps.

Additional Comments: At inspection one pump was out of service for a manifold rebuild. The other two pumps were online though, according to staff, the facility can probably get adequate disinfection on one pump.

6.19. Observation: Sodium hypochlorite is stored in a double-walled tank in the same building as the pumps.

6.20. Observation: Disinfection - The chlorine contact chamber was clean and the effluent leaving the plant was clear.

Additional Comments: Both CCCs were clear to the bottom with no visible solids.

6.21. Observation: Dechlorination – The facility uses sodium bisulfate for dechlorination.

Additional Comments: There are two dedicated pumps for dechlorination. At inspection the facility was not discharging to Sweetwater Creek so the pumps were not in operation. The pumps are located in the same room as the hypochlorite pumps, the sodium hypochlorite tank, and the sodium bisulfate tank.

7. **Flow Measurement:** RATING - IN COMPLIANCE

7.1. Observation: The copy of the flow calibration report is current.

Additional Comments: All flow meters were calibrated June 9, 2015 by Paralee Company, Inc.

8. **Operation and Maintenance:** RATING - IN COMPLIANCE

8.1. Observation: The facility's SCADA system is not accessible from the office. Staff must use the interface in the power distribution room. While the SCADA does track flow the facility is still using strip charts as well.

8.2. Observation: The facility was being operated and maintained in accordance with the description in the permit.

8.3. Observation: Nine malfunction reports were submitted by the facility in the review period; eight of them were spills. The majority of spills were caused by power issues or blockages; none were repeated at the same location.

9. **Effluent Quality:** RATING - OUT OF COMPLIANCE

9.1. **A review of the Discharge Monitoring Reports revealed the following effluent exceedance(s):**

9.1.1. **Deficiency Description:** The Total Phosphorus (TP) maximum result reported on the DMR for December 2014 was 0.88 milligrams per liter (mg/L), which exceeded the maximum of 0.5 mg/L for any one sample.

9.1.2. **Deficiency Description:** The TP monthly average result reported on the DMR for December 2014 was 0.5 mg/L, which exceeded the maximum of 0.4 mg/L.

9.1.3. **Deficiency Description:** The TP monthly total result reported on the DMR for December 2014 was 119.2 pounds per month (lb/mth), which exceeded the maximum of 40 lb/mth.

**Permit/Rule or Other Reference:** Permit Condition I.A.1 - During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to discharge effluent from Outfall D-001 to Sweetwater Creek. Such discharge shall be limited and monitored by the permittee as specified below and reported in accordance with Permit Condition I.C.8.

Parameter	Units	Max/Min	Limit	Statistical Basis	Frequency of Analysis	Sample Type
Phosphorus, Total (as P)	mg/L	Max	0.4	Monthly Average	Weekly	16-hr FPD
		Max	0.5	Single Sample		

Phosphorus, Total (as P)	lb/mth	Max	40	Monthly Total	Weekly	16-hr FPD
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**Recommendations for Corrective Action:** Facility controls phosphorus via feeding alum into the treatment system. In December 2014 the facility suffered a force-main break at the plant, followed by a berm collapse from RIB #1 which had been weakened by the break. The facility's filters also ceased functioning properly, which was ultimately traced to insufficient maintenance of the traveling bridge system. This sequence, combined with heavier than normal rain events and an associated lack of reuse demand, resulted in RIBs 2, 3, and 4 becoming heavily overloaded and forcing the facility into an unplanned discharge to Sweetwater Creek before the alum could take effect. No corrective actions are required at this time.

9.2. Observation: At the time of the inspection the inline turbidity meter read 0.33 NTU.

9.3. Observation: At the time of the inspection the inline pH meter read 7.00

9.4. Observation: At the time of the inspection the inline TRC meter read 2.76

9.5. Observation: DMR Review Period: June 2014 – August 2015.

10. **Effluent Disposal:** RATING - OUT OF COMPLIANCE

10.1. Deficiency Description: The reuse hose bib at the headworks was not properly labeled as reuse.

**Permit/Rule or Other Reference:** Rule 62-610.468(4) - Advisory signs shall include the following text in English and Spanish: "Do not drink" together with the equivalent standard international symbol.

**Recommendations for Corrective Action:** On October 19, 2015 the facility provided photographs of the headworks hose bib that had been painted purple with a sign stating "Reclaimed Water" and "Do Not Drink or Swim" in English and Spanish along with international symbols.

10.2. Deficiency Description: There was no advisory posted at the first tee at the Wekiva Golf Course. The entrance and the tenth tee did have proper notifications.

**Permit/Rule or Other Reference:** Rule 62-610.468(2) - The public shall be notified of the use of reclaimed water. This shall be accomplished by the posting of advisory signs designating the nature of the reuse project area where reuse is practiced, notes on scorecards, or by other methods. Examples of some of the notification methods which may be used by permittees include posting of advisory signs at entrances to residential neighborhoods where reclaimed water is used for landscape irrigation and posting of advisory signs at the entrance to a golf course and at the first and tenth tees.

**Recommendations for Corrective Action:** On October 19, 2015 the facility informed the Department that a new sign for the first tee had been delivered to the golf course.

10.3. Observation: At the time of inspection the facility was not discharging to Sweetwater Creek.

Additional Comments: The outfall was inspected and no issues were noted.

10.4. Observation: All four RIBs appeared to be in good condition.

Additional Comments: The daylighting previously noted from RIB #1 in the area of the generator room was no longer apparent.

11. **Biosolids/Sludge:** RATING - IN COMPLIANCE

11.1. Observation: The facility operates a single belt press, usually three times per week. The resultant cake is stored in an open-top roll-off and sent to Shelley's BMF when full for treatment.

11.2. Observation: Hauling records to Shelley's BMF were available at the time of inspection.

12. **Groundwater Quality:** RATING - IN COMPLIANCE

12.1. Observation: A review of the groundwater monitoring reports did not reveal any significant deficiencies.

Additional Comments: The groundwater monitoring report review was conducted as part of the permit renewal process.

13. **SSO Survey:** RATING - IN COMPLIANCE

13.1. Observation: There is no cohesive operation and maintenance manual for the collection system but they do maintain records of operations and occurrences.

13.2. Observation: Sanitary overflows are minimized through weekly testing of lift station alarms/call out systems and regular camera line inspections.

13.3. Observation: Spills are tracked by the Area Manager as well as reported to the Central District Office and/or the State Watch Office.

14. **Other**: RATING - IN COMPLIANCE

14.1. Observation: Staff is onsite during normal business hours for access.

**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Wednesday, November 04, 2015 7:55 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 11.4.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 11/4/15**

**TIME: 0800**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 11/2/15 @ 2309**

**NATURE OF PROBLEM: A grease blockage in a sewer gravity main caused a manhole on Gerry Dr. to overflow approximately 150 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The blockage was removed by rodding the line. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 11/2/15 @ 2320**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Moss <SMoss@uiwater.com>  
**Sent:** Thursday, March 31, 2016 3:35 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David; Bryan Gongre; Scott Gosnell  
**Subject:** Wekiva Hunt Club FLW 2 Flow Meter Malfunction  
**Attachments:** 31Mar16 FLW2 Malfunction Report.doc

Daniel:

Please consider the attached Malfunction report as written notice of a Flow meter malfunction at the Wekiva Hunt Club WWTP.

Thank you,  
Scott Moss  
Utilities Inc.  
(407)235-0814



**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 3/31/2016**

**TIME: 1300**

**RECEIVED BY: Daniel Hall/David Smicherko**

**REPORTED BY: Scott Moss**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 3/31/2016 @ 11AM**

**NATURE OF PROBLEM: FLW 2 flow meter is not reading and logging flow to the Rapid Infiltration Ponds (R.I.B.s)**

**CORRECTIVE ACTION TAKEN: A new meter has been ordered and should be installed within the next 3 weeks. R.I.B. flow will be calculated should there be a reject event.**

**EXPECTED BACK IN SERVICE: April 21, 2016 (Estimated)**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): Yes, notification will be sent once the new meter is installed.**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Friday, October 14, 2016 1:02 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Wekiva 10.14.16.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 10/14/16**

**TIME: 1300**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club     COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood, FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 10/14/16 @ 0900**

**NATURE OF PROBLEM: A grease blockage in an 8" sewer gravity main caused a manhole behind 106 Oak Leaf Lane to overflow. The overflow was approximately 200 gallons.**

**CORRECTIVE ACTION TAKEN: The grease blockage was removed and the area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 10/14/16 @ 1200**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Tuesday, October 18, 2016 11:58 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Excursion Report

Daniel,

The Wekiva Hunt Club WWTF exceeded the surface water ammonia and Phosphorous limits for September. Below is a layout of the results.

NH3

- Single sample limit: 3.0
- Monthly average limit: 2.5
  - 9-23: 6.0 (Exceedance)
  - 9-29: 0.04
    - Average: 3.02 (Exceedance)

TP

- Single sample limit: 0.5
- Monthly average limit: 0.4
  - 9-23: 0.57 (Exceedance)
  - 9-29: 0.28
    - Average: 0.425 (Exceedance)

The composite sample taken on 9/23 was three days after aborting the plant #3 rehab, and putting it back online, due to RIB levels. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



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**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Friday, November 18, 2016 1:11 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Excursion Report

Daniel,

The Wekiva stream (D001) total phosphorous results exceeded the permit limits for October. The 10/6/16 total phosphorous sample result received from the lab was 0.86mg/L, with a J4 qualifier. The J4 qualifier indicates that the results were estimated. The remaining results for the month were within permit limits. The average total phosphorous results were 0.41 mg/L, with a permit limit of 0.4 mg/L. The maximum total phosphorous result was 0.86 mg/L, with a permit limit of 0.5 mg/L. The pounds per month of total phosphorous for the month was exceeded also. The lbs/month was exceeded due to excessive flow, caused by hurricane Matthew. The pounds per month of total phosphorous was 95 lbs/month, with a permit limit of 40 lbs/month. If you have any questions or require additional information, please contact me.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



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**From:** [Cardona, Manuel](#)  
**To:** [Smicherko, David](#)  
**Subject:** FW: Crownwood Spill  
**Date:** Sunday, September 25, 2016 9:41:36 AM  
**Importance:** High

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**From:** Chuck Schwades [mailto:CGSchwades@uiwater.com]  
**Sent:** Wednesday, September 7, 2016 9:59 AM  
**To:** Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>  
**Subject:** Crownwood Spill  
**Importance:** High

Manuel,

On Sept. 5 at 12:25 pm we received a call about an alarm going off at Crownwood Wastewater Treatment Plant. Upon arrival the technician noticed that both pumps in the Crownwood Lift Station were tripped out. Pumps were reset and the station was pumped down. Further troubleshooting found that two of the three float balls had failed. Both floats were changed out and the system placed back in normal operation. It is estimated that approximately 10 gallons of untreated sewerage was lost to the ground. The affected area was disinfected.

Thanks,

*Chuck G. Schwades*

Area Manager  
Utilities Inc. and Affiliated Companies  
Phone: (407) 869-1919  
Cell: (321) 388-7895  
E-mail: [cgschwades@uiwater.com](mailto:cgschwades@uiwater.com)

08/24/2008 12:26 FAX 8136327671

DEP

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Dept. of Environmental Protection

SEP 25 2015

Southwest District



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: 9.4.15  
TIME: 9:40 AM  
Owner/Utility contact: Steve Habery  
E-Mail: \_\_\_\_\_  
Utility Contact Person: Steve Habery  
Estimated time for system to be returned to service: 3 hrs  
Cause (planned or unplanned event, do not just note main break) of incident: 3" main crack  
Corrective action undertaken: replace spool piece with 2 3" Hx max  
How BWN delivered to customers: call outs  
How BWN will be rescinded: Reverse call outs  
Department Of Health representative contacted: \_\_\_\_\_  
Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
DEP SW District representative contacted: Gerald Foster  
DEP SW District Drinking Water Section: 813-632-7600  
Primary Fax: 813-632-7671 Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
4965 SW 41st Blvd • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535  
9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53078  
1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095



Advanced  
Environmental Laboratories, Inc.

Report Number: TL512370 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: Boils

Public Water System (PWS) Name: ORANGEWOOD B.V.T.P.

PWS I.D.: 6511311

PWS Address: 2448 Arcadia Rd Holiday FL

City: Holiday

PWS or PWS Owner's Phone #: 222-934-9137

Fax #: \_\_\_\_\_

Collector: Steve Hahery

Collector's Phone #: 222-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System

☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey

☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 9-9-15

DCN#: AD-D045

Effective 01/95, Revised 09/19/2012

To be completed by collector of sample					To be completed by lab					
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>1</sup>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	1949 Holiday Dr	3:10PM	D	1.5			A			001
2	2004 Orange Dr	3:20PM		1.8			A			002
3	1949 Holiday Dr	7:50PM		1.7			A			003
4	2004 Orange Dr	8:00AM		1.5			A			004
Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).						Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.				
Disinfectant Residual Analysis Method: <input checked="" type="checkbox"/> DPD Colorimetric <input type="checkbox"/> Other: _____						Date and time PWS notified by lab of positive results: _____				
Person performing disinfectant analysis is (Check one of below): <input checked="" type="checkbox"/> A certified operator (# <u>8012-XXXX</u> ) <input type="checkbox"/> Supervised by certified operator (# _____) <input type="checkbox"/> Employed by a certified lab <input type="checkbox"/> Employed by DEP or DOH <input type="checkbox"/> Authorized representative of supplier of water						Date and time DEP/DOH notified by lab of positive results: _____				
Date Report Issued: _____						Date Report Issued: _____				
Lab Signature: <u>Chitra</u>						Lab Signature: <u>Chitra</u>				
Title: <u>Analyst</u>						Title: <u>Analyst</u>				
INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT <b>ORANGEWOOD WATER CO. 2448 ARCADIA RD. HOLIDAY, FL 34690</b>						<input checked="" type="checkbox"/> Satisfactory <span style="float: right;">DEP/DOH USE ONLY</span> <input type="checkbox"/> Incomplete Collection Information <input type="checkbox"/> Repeat Samples Required <input type="checkbox"/> Replacement Samples Required Date Reviewed by DEP/DOH: <u>9/5/15</u> DEP/DOH Reviewing Official: <u>[Signature]</u>				

1. Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).  
2. Lab certification number for the listed method is included at top with the laboratory address.  
3. Please circle appropriate selection.  
4. Defined in Florida Administrative Code Rule 62-160, Table 1.  
5. Complete for community & non-transient non-community systems serving populations up to and including 4,500. Do not include raw or plant samples in the average.  
Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-370.730 Reporting Format).

Relinquish By: [Signature]  
Date: 9-5-15 Time: \_\_\_\_\_  
Received By: [Signature]  
Date: 9/5/15 Time: 09:12



06/24/2000 12:20 FAX 8136327671

DEP

001

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION  
SOUTHWEST DISTRICT  
TEMPLE TERRACE  
AUG 19 2016



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 8-10-16

TIME: 1 pm

Owner/Utility contact: UIF

E-Mail \_\_\_\_\_

Utility Contact Person: Steve Haben

System Name: Orangethicket

PWS-ID No. 6511311

County: Polk

Telephone: 227-934-9137

Fax Number: 227-934-2208

Population effected (Connections): 5

Estimated time for system to be returned to service: 2.5

Cause (planned or unplanned event, do not just note main break) of incident: 2 in PVC Tee crack by Tree Roots

Corrective action undertaken: replace 2" tee with new on on plumb in new 2" spool with 3/4 service lateral

How BWN delivered to customers: door knockers

How BWN will be rescinded: door knockers

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

32

DATE: 8-10-16

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

orange wood

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

☐ 6601 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
☐ 6815 SW Archer Road • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
☐ 10200 USA Today Way • Miramar, FL 33025 • 954.888.2288 • Fax 954.889.2281 • E82535  
☐ 9810 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
☐ 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced  
Environmental Laboratories, Inc.**

Boils Ice  
407-948-9863

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 8-11-16 16:00  
Analysis Date & Time: 8/11/16 18:12  
Sample Acceptance Criteria:  
Sample Preservation: ☐ On Ice ☐ Not On Ice ☒ 4°C  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: 7161162 Sub-Contract Lab ID:

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other:

Public Water System (PWS) Name: Orangewood

PWS I.D. 6511311

PWS Address: 2448 Arcadia Rd

City: Holiday

PWS or PWS Owner's Phone #: 727-934-9137

Fax #:

Collector: Steve Hobeny

Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☒ Other: 21 cracks free

Sample Collection Date: 8-10-11-16

DCN#: AD-D045 Effective 01/95, Revised 06/02/10

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION  
AUG 19 2016  
SOUTHWEST DISTRICT  
TEMPLE TERRACE

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <i>SM222B</i>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	8-10 2235 Arcadia	3:15 PM	P	1.8			A			CU1
2	8-10 4913 ANN DR	3:22 PM		1.9			A			CU2
3	8-11 2235 Arcadia	8:11 AM		2.0			A			CU3
4	8-11 4913 ANN DR	8:15 AM	✓	1.9			A			CU4

Average of disinfectant residuals for distribution routine & repeat samples.<sup>5</sup> Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other:

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 8012)

☐ Supervised by certified operator (#)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results:

Date and time DEP/DOH notified by lab of positive results:

Date Report Issued:

Lab Signature: [Signature]

Title:

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)

**ORANGEWOOD WATER CO.**  
2448 ARCADIA RD.  
HOLIDAY, FL 34690

☒ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH:

DEP/DOH Reviewing Official:

DEP/DOH USE ONLY

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).

<sup>2</sup> MP=SM222B & D; MTF=9221B & ECAUG; MNO/AAUG=SM9222B; HPC=SM9215B

<sup>3</sup> Please circle appropriate selection

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1

<sup>5</sup> Complete for community and non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average

Relinquish By: [Signature] Date: 8-11-16 Time:

Received By: [Signature] Date: 8/11/16 Time: 13:59

DATE: \_\_\_\_\_

8-15-16

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Orangewood

The "Precautionary Boil Water Notice" issued on

8-10-16

is hereby rescinded following the:

☐

equipment repair

☒

water main repair

☐

and the satisfactory completion of the  
bacteriological survey showing that the water is  
safe to drink.

If you have any questions, please contact our  
office at the numbers below.

**UTILITIES, INC. OF FLORIDA**

AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DEP

AUG 19 2016

DATE: \_\_\_\_\_

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

\_\_\_\_\_  
*orangedwood*  
\_\_\_\_\_

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

06/24/2000 12:20 FAX 8136327671

DEP



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: 8-19-16

System Name: Orangewood

TIME: 1:30 PM

PWS-ID No. 651317

County: Pasco

Owner/Utility contact: UIF

Telephone: (727) 834-9133

E-Mail \_\_\_\_\_

Fax Number: \_\_\_\_\_

Utility Contact Person: Steve Hebeny

Population effected (Connections): 28

Estimated time for system to be returned to service: 2 hrs

Cause (planned or unplanned event, do not just note main break) of incident: oak tree crack 3/4 saddle off 2" main

Corrective action undertaken: replace saddle and re-tap 3/4 service

How BWN delivered to customers: door knockers

How BWN will be rescinded: door knockers

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

Department Of Health representative contacted: AUG 29 2016

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

SOUTHWEST DISTRICT  
TEMPLE TERRACE

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

6801 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
6815 SW Archer Road • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535  
9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced Environmental Laboratories, Inc.**  
407-948-9863

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 8/20/16 11:41  
Analysis Date & Time: 8/20/16 13:00  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☒ 30°C  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: T1612157 Sub-Contract Lab ID:

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other:

Public Water System (PWS) Name: ORANGEWOOD

PWS I.D. 6511311

PWS Address: 2448 Arcadia Rd

City: Holiday

PWS or PWS Owner's Phone #: 727-934-9137

Fax #:

Collector: Lucas Link

Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☒ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Soil Water Notice ☐ Other:

Sample Collection Date: 8-19-2016

DCN#: AD-D045

Effective 01/95, Revised 06/02/10

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION  
AUG 29 2016  
SOUTHWEST DISTRICT  
TEMPLE TERRACE

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> SM9222B				
1	8-19 2548 Flintwood	3:55pm	D	1.8		Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
2	8-19 2517 Flintwood	4:15pm		1.8			A			
3	8-20 2548 Flintwood	8:05am		1.5			A			
4	8-20 2517 Flintwood	8:15am		1.6			A			

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other:

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 21368)  
☐ Supervised by certified operator (# )  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results:

Date and time DEP/DOH notified by lab of positive results:

Date Report Issued:

Lab Signature: [Signature]

Title: Analyst

[INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT]

**ORANGEWOOD WATER CO.**  
2448 ARCADIA RD.  
HOLIDAY, FL 34690

DEP/DOH USE ONLY

☒ Satisfactory  
☐ Incomplete Collection Information  
☒ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH:

DEP/DOH Reviewing Official:

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.)

<sup>2</sup> MF-SM9222B & Q; MTF-92219 & EQMUG; MAM/MUG-SM9222B; HPC-SM9215B

<sup>3</sup> Please circle appropriate selection

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,920. Do not include raw or plant samples in the average

Relinquish By: [Signature]

Date: 8-20-16 Time: 9:15am

Received By: [Signature]

Date: 8/20/16 Time: 11:41

DATE: 8-22-16

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Orange Wood

The "Precautionary Boil Water Notice" issued on

8/19/16

is hereby rescinded following the:

- ☐ equipment repair  
☒ water main repair

☐ \_\_\_\_\_  
and the satisfactory completion of the  
bacteriological survey showing that the water is  
safe to drink.

If you have any questions, please contact our  
office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919



<b>SURVEY</b>	Water system: <u>SUMMERTREE</u>		System PWS #: <u>651-1423</u>		Date of survey: <u>2/6/2015</u>	
	Inspector name: <u>RYAN GREENAWALT</u>		Person(s) contacted: <u>STEVE HABERY</u>			
	System type: <u>C</u>	Population: <u>2850</u>	Connections: <u>1140</u>	Design capacity: <u>2.484 MGD</u>	Storage capacity: <u>20000</u>	
<b>SYSTEM</b>	System address: <u>UTILITY OFFICE: 2448 ARCADIA ROAD</u>		City: <u>HOLIDAY</u>		State: <u>FL</u>	Zip: <u>34690</u>
	System phone: <u>(727) 934-9137</u>		Cell: <u>407-947-0619</u>			
<b>OWNER</b>	Owner name: <u>UTILITIES INC. OF FLORIDA</u> <u>ATTN: PATRICK FLYNN</u>		Owner title: <u>OWNER</u>			
	Owner address: <u>200 WEATHERSFIELD AVENUE</u>		City: <u>ALTAMONTE SPRINGS</u>		State: <u>FL</u>	Zip: <u>32714</u>
	Owner phone: <u>(407) 869-1919</u>		Cell: _____			
	Fax number: <u>407-869-6961</u>		Email: <u>pcflynns@uiwater.com</u>			
<b>OPERATOR</b>	Operator required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No", Operator sections not applicable)		Operator class & cert. number: <u>C-8012 &amp; C-21368 RESPECTIVELY</u>			
	Operator name: <u>STEVE HABERY</u> <u>LUCAS LINK</u>		Email: <u>sjhabery@uiwater.com</u> <u>llink@uiwater.com</u>			
<b>SOURCE - WELL INFORMATION</b>	Well Name and/or FL Unique Well ID	Well 1 *	Well 2 *	Well 13 *	Well 17 *	
	All openings sealed? (Pad/conduit/openings)	Yes	Yes	No	Yes	
	Well casing 12" above grade?	Yes	Yes	Yes	Yes	
	Casing vent compliant?(installed, screened)	Yes	Yes	Yes	Yes	
	Check valve compliant (installed/no leak)?	Yes	Yes	Yes	Yes	
	Tap Compliant? (Smooth/12" high/precheck)	Yes	Yes	Yes	Yes	
	Flow measurable? (if applicable, GPM@psi)	Yes	Yes	Yes	Yes	
	Flow meter accuracy checked?	Yes, all checked 9/2014				
	Well capacity > maximum day?	Yes	Yes	Yes	Yes	
	Setbacks compliant?(hazard type and distance)	Yes	Yes	Yes	Yes	
	Name of plant & type of chlorination	1 / **	2 / **	13/17 / **		
	O & M log compliant?	Yes	Yes	Yes		
	O & M manual compliant?	Yes	Yes	Yes		
	Cl storage compliant? (no organics/acid/sun)	Yes	Yes	Yes		
	Chlorinator flow proportionate?	Yes, both Stenner & Chem-Tech pumps				
Treated sample tap provided?	Yes	Yes	See remarks			
<b>TREATMENT</b>	Cl solution strength?	10.5%	10.5%	10.5%		
	Solution tank compliant?(covered/etc)	No, see deficiencies for all 3				
	Antisiphon protection compliant?	Yes	Yes	Yes		
	Safety: (Gloves/Apron/Eyewash/etc)	Yes	Yes	Yes		
	Cl room compliant?(separate/ventilation)	N/A	N/A	N/A		
<b>GAS CL</b>	Scales compliant? (installed/functional)	N/A	N/A	N/A		
	Safety: (SCBA/Gloves/Ammonia)	N/A	N/A	N/A		
	Choose type: "X" box below if not compliant N/A <input type="checkbox"/> Screen <input type="checkbox"/> Tray <input type="checkbox"/> Lid <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input type="checkbox"/> Algae Free <input type="checkbox"/> Compliant					
<b>DISTRIBUTION</b>	Flushing program compliant?	Yes, plus 4 Auto-Flushers				
	Valve maintenance compliant?	Yes, Exercised Annually				
	Distribution PSI compliant? (> 20 PSI)	Yes, ~58 psi				
	Chlorine residual above 0.6 mg/L?	Yes				
<b>STORAGE FACILITIES</b>	Storage type used: <input checked="" type="checkbox"/> Hydro <input type="checkbox"/> Ground <input type="checkbox"/> Elevated <input type="checkbox"/> Bladder <input type="checkbox"/> N/A					
	Inspections compliant? (annual/5yr)	Yes, conducted 7/2014				
	Washouts compliant? (every 5 yrs)					
	Storage capacity compliant?(1/4 max)	No				
	HYDRO APPURTENANCES: "X" box below if not compliant, <input type="checkbox"/> PRV <input type="checkbox"/> Gauge <input type="checkbox"/> Sight glass <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input checked="" type="checkbox"/> Compliant					
	GROUND/ELEVATED APPURTENANCES: "X" box below if not compliant. N/A <input type="checkbox"/> Hatch <input type="checkbox"/> Vent <input type="checkbox"/> Overflow <input type="checkbox"/> Drain <input type="checkbox"/> Bypass <input type="checkbox"/> Compliant					
	Manual or automatic controls?	Automatic				
	On/Off pressure of pumps?	50/60				
	HSP High Service Pumps functional?	N/A				
	HSP capacity compliant?	N/A				
<b>PUMPS/CONTROLS</b>	Chlorine test kit compliant?	Yes				
	Chlorine grab sampling compliant?	Yes				
	Bacti sampling compliant?	Yes				
	Chemical sampling compliant?	Yes				
	Lead/copper sampling compliant?(C,P)	Yes				
<b>MONITORING</b>	DBP monitoring compliant?(C,P)	Yes				
	MONITORING PLANS: "X" box below if not compliant <input type="checkbox"/> Bacteriological <input type="checkbox"/> Disinfection By-Products (C,P) <input type="checkbox"/> Lead & Copper (C,P)					
	NSF: "X" box below if not compliant <input type="checkbox"/> Treatment Chemicals/Components <input type="checkbox"/> Storage <input type="checkbox"/> Pipe <input type="checkbox"/> New Meters					
<b>MANAGEMENT</b>	CCC Plan Implemented?	Yes				
	Record keeping compliant?	Yes				
	Security measures compliant?	Yes				
<b>OPERATOR</b>	Plant category and type?	Cat V / Class C				
	Operator visits compliant?	Yes				
	Plant checked 5 days/week? (owner/rep)	Yes				
	MORs submittal compliant?	Yes				
<b>FIELD SAMPLING RESULTS</b>	Plant Total Cl (mg/L)	1: 3.9 2: 5.3 13/17: 3.8			Distribution Total Cl (mg/L) 4.6 @ White Ash Dr. L.S. 2.6 @ Golf Round Dr. L.S.	
	COMMENTS: * All wells have turbine pumps. Addresses for plants found in remarks section of report. ** Chloramines w/NH <sub>3</sub> solution strength of 20.6%					

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## DEFICIENCIES

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### 1. WELL PAD #13 IS CRACKED

REGULATION REFERENCE: Rule 62-555.350(2), F.A.C.

CORRECTIVE ACTION: Well pad #13 contains a large crack and needs patched to prevent possible well contamination. Repair any and all cracks within 30 days.

- **Email correspondence received by Department on 3-5-2015 & photo received on 3-9-2015 indicates that issue has been resolved.**

### 2. CHLORINE/AMMONIA SOLUTION BARRELS AT ALL 3 PLANTS NOT PROPERLY SEALED

REGULATION REFERENCE: Rule 62-555.320(13)(b)9, F.A.C.

CORRECTIVE ACTION: Hypochlorite solution or day tanks shall have a lid or cover, shall have a valved drain, and shall be scale-mounted or have a means for measuring the liquid level in the tank. For new or altered hypochlorination facilities, solution or day tanks shall be designed and constructed in accordance with Sections 5.1.10 and 5.1.11 in *Recommended Standards for Water Works* as incorporated into Rule 62-555.330, F.A.C. Please seal the openings in the chlorine and ammonia solution tanks within 30 days.

- **Photo showing tightly sealed barrels w/ drilled in hose connections received by Department on 3-5-2015.**

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## REMARKS AND RECOMMENDATIONS

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- System/plants locations: Well #1 – NW of Oleander Way & Bayonet Ln.  
Well #2 – NW of Clubhouse, (Paradise Point Way)  
Well #13 – just west of Cocowood Dr.  
Well #17 – just west of Pear Tree Dr.
- Well #17 ties into Well #13 on Cocowood Dr. Well #17 is a back-up source for fire-fighting purposes only.
- ORP ChemLogic probes to monitor chlorine residuals and auto dialers/alarms are located at all three plants.
- Aquadene® is used at Well #2 and Well #13 & #17.
- Verbal CAO provided to operator on-site during inspection.

---

## TECHNICAL ASSISTANCE PROVIDERS

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FLORIDA RURAL WATER ASSOCIATION

2970 Wellington Circle W, Suite 101

Tallahassee FL 32309-6885

Ph: 850.668.2746

E-Mail: [FRWA@frwa.net](mailto:FRWA@frwa.net)

Home Page: <http://www.frwa.net>

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## DIGITAL PHOTOS

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1. Type of Camera Used: Canon Powershot SD750
2. Digital Recording Media: SanDisk 4 GB memory card
3. Were the photos altered?: Yes, resized and rotated
4. Photographer: Ryan Greenawalt



Well #1



Well #2



Well #13



Chlorine solution barrel



Ammonia solution barrel



Hydro tank #1



Hydro tank #2



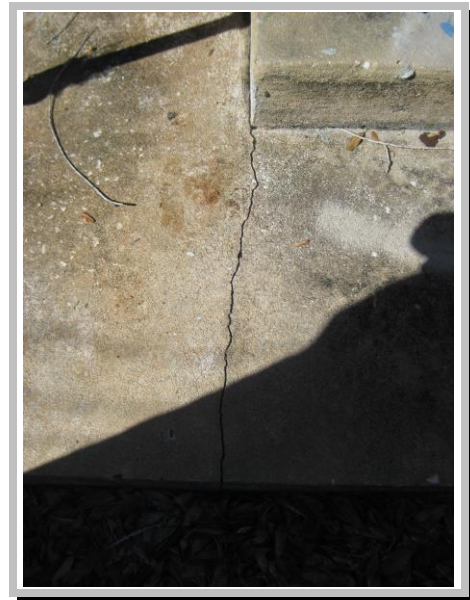
Hydro tank #13/17



Well #17 (back-up)



Generator

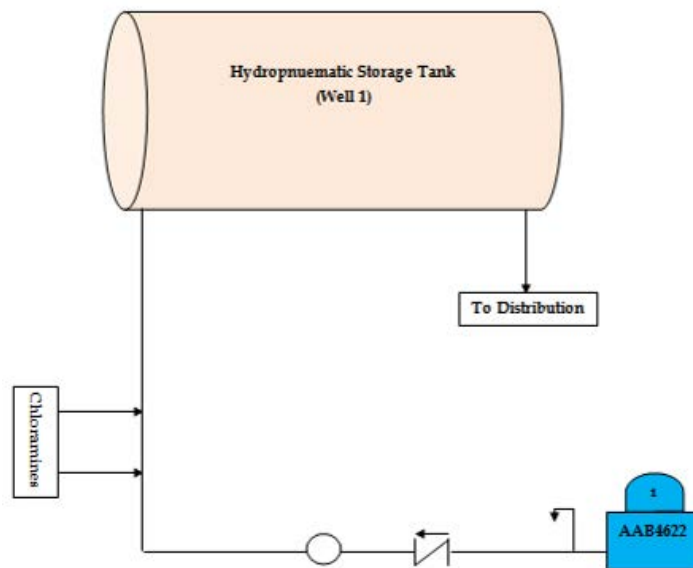


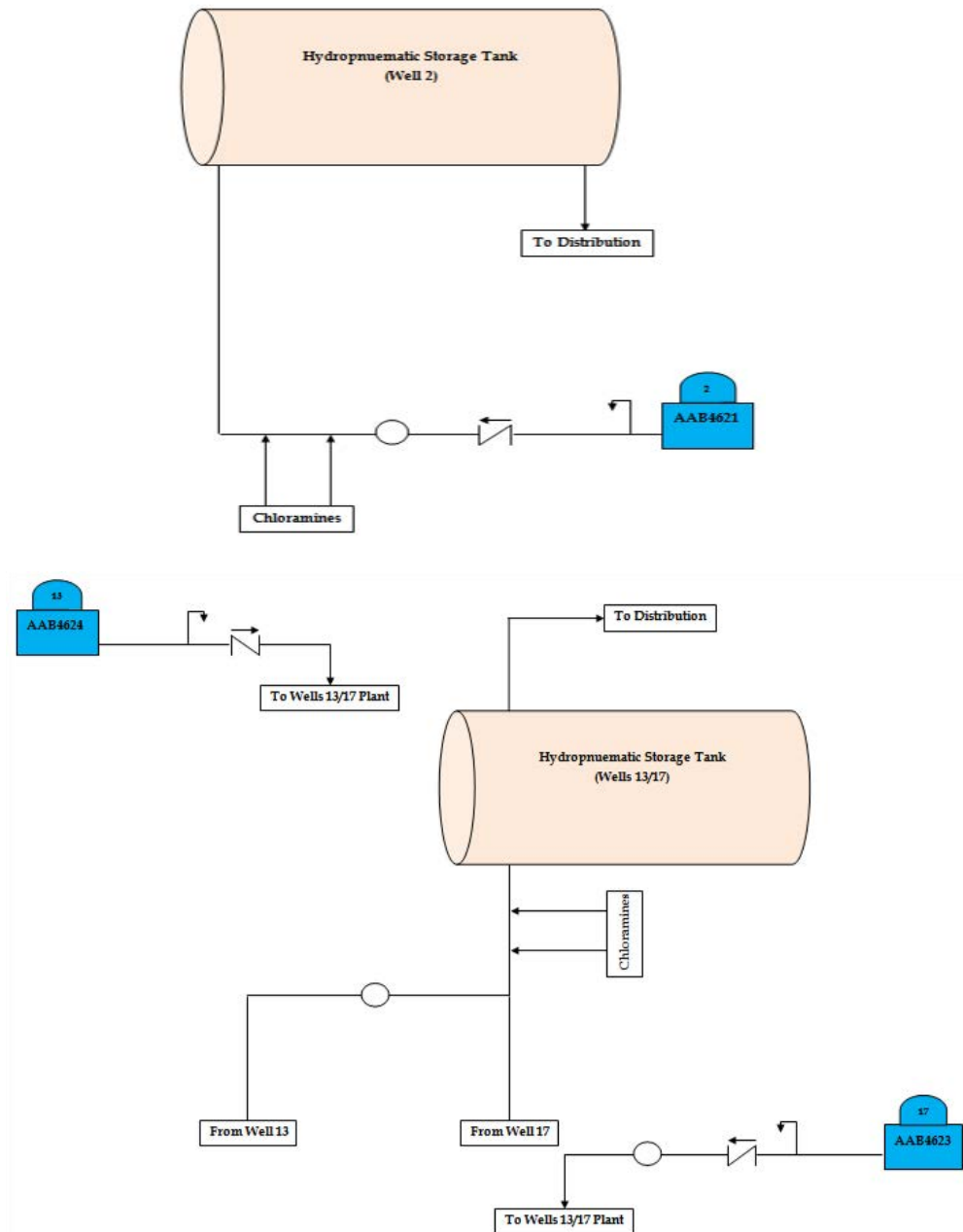
Cracked well pad

---

## SYSTEM SCHEMATIC

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INSPECTOR'S SIGNATURE: \_\_\_\_\_

*[Handwritten Signature]*

TITLE: ES III

DATE: March 5, 2015

REVIEWED BY: \_\_\_\_\_

*[Handwritten Signature]*

TITLE: ENV. MANAGER

DATE: March 6, 2015



FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

JUL 11 2016

SOUTHWEST DISTRICT  
TEMPLE TERRACE



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 6-23-16

TIME: 10 AM

System Name: Summer Creek  
PWS-ID No. 6511923  
County: Pasco

Owner/Utility contact: UIF

Telephone: (222) 934-9133

E-Mail: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Utility Contact Person: Steve Hahony Population effected (Connections): 50

Estimated time for system to be returned to service: 1 hr

Cause (planned or unplanned event, do not just note main break) of incident: Contractor  
locating water line 1.5 inches Broke it

Corrective action undertaken: replace with 2ft spool piece. 1.5" pipe a

How BWN delivered to customers: call outs

How BWN will be rescinded: reverse call outs

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.



6/23/16  
252414 6/23/16  
Summertree 414 FL  
60

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

JUL 11 2016

SOUTHWEST DISTRICT  
TEMPLE TERRACE

Putter Green & Golf Round

Hello. This is a courtesy call from Utilities, Inc., your local water provider at 1-866-842-8432. This number will be repeated at the end of this message.

Please be advised that there is a Boil Water Advisory in effect due to a service line break in your service area. Utility personnel are currently working on the repair.

It is recommended, as a precaution, that you vigorously boil water for one minute prior to drinking, cooking, making ice, brushing teeth or washing dishes. As an alternative, bottled water may be used. The precautionary boil water notice will remain in effect until a satisfactory bacteriological survey is received. Customers will be notified by a second phone notification message once the boil advisory has been rescinded, which typically takes 48 hours.

This was a courtesy call from Utilities, Inc. We apologize for any inconvenience this may cause and appreciate your patience. If this message was incomplete or if you should have any questions or concerns, please contact our Customer Service Department at 1-866-842-8432, again that number is 1-866-842-8432.

a Utilities, Inc. company Utilities, Inc. of Florida

200 Weathersfield Ave. • Altamonte Springs, FL 32714-4027 • P 866-842-8432 • F 407-869-6961 • [www.uiwater.com](http://www.uiwater.com)



6/27/16  
252414 6/27/16  
Summertree 414 FL  
1179

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

JUL 11 2016

SOUTHWEST DISTRICT  
TEMPLE TERRACE

RE: Boil Putter Green Ct & Golf Round Dr.

Hello. This is a courtesy call from Utilities, Inc., your local water provider at 1-866-842-8432. This number will be repeated at the end of this message.

We want to clarify a Boil Rescind notice that was released on Saturday, June 25<sup>th</sup>. The rescind notice should have gone out to only customers on Putter Green Ct. and Golf Round Drive. The notice was incorrectly sent to all of our Summertree customers and we apologize for that.

Again, a boil advisory was in affect from Thursday June 23<sup>rd</sup> and was rescinded on Saturday June 25<sup>th</sup> for only customers on Putter Green Ct. and Golf Round Drive. It did not affect the entire Summertree community.

This was a courtesy call from Utilities, Inc. We apologize for any inconvenience this may cause and appreciate your patience. If this message was incomplete or if you should have any questions or concerns, please contact our Customer Service Department at 1-866-842-8432, again that number is 1-866-842-8432.

Thank you.



FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT

- ☐ 6681 Southpoint Pkwy • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
☐ 4966 SW 41st Blvd • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
☐ 10200 USA Today Way • Miramar, FL 33025 • 954.889.2285 • Fax 954.889.2281 • E82535  
☐ 9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
☐ 528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53078  
☐ 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095



Advanced  
Environmental Laboratories, Inc.

Report Number: 7108907 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Summer Tree

PWS ID: 6511923

PWS Address: 0.5 miles East of Little River Rd

City: Port Richey

PWS or PWS Owner's Phone #: 727-934-9137

Fax #: \_\_\_\_\_

Collector: \_\_\_\_\_

Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System

☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey

☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: 1.5 main Break

Sample Collection Date: 6-23-24-16

DCN# AD-D045

Effective 01/95 Revised 09/19/2012

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup>				
						Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	<u>6-23-16</u>									
1	<u>11428 501st Rd</u>	<u>15:50</u>	<u>D</u>	<u>2.1</u>			<u>A</u>			<u>W1</u>
2	<u>12143 Puttergreen</u>	<u>15:55</u>	<u>D</u>	<u>2.2</u>			<u>A</u>			<u>W2</u>
3	<u>11428 501st Rd</u>	<u>800</u>	<u>D</u>	<u>2.2</u>			<u>A</u>			<u>W3</u>
4	<u>12143 Puttergreen</u>	<u>805</u>	<u>D</u>	<u>2.2</u>			<u>A</u>			<u>W4</u>
Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).						Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.				
Disinfectant Residual Analysis Method: <input checked="" type="checkbox"/> DPD Colorimetric <input type="checkbox"/> Other: _____						Date and time PWS notified by lab of positive results: _____				
Person performing disinfectant analysis is: (Check one of below): <input checked="" type="checkbox"/> A certified operator (# <u>63456</u> ) <input type="checkbox"/> Supervised by certified operator (# _____) <input type="checkbox"/> Employed by a certified lab <input type="checkbox"/> Employed by DEP or DOH <input type="checkbox"/> Authorized representative of supplier of water						Date and time DEP/DOH notified by lab of positive results: _____				
ORANGEWOOD WATER CO. 2448 ARCADIA RD. HOLIDAY, FL 34690						Date Report Issued: _____				
						Lab Signature: <u>[Signature]</u>				
						Title: <u>Analyst</u>				
						DEP/DOH USE ONLY				
						<input type="checkbox"/> Satisfactory				
						<input checked="" type="checkbox"/> Incomplete Collection Information				
						<input type="checkbox"/> Repeat Samples Required				
						<input type="checkbox"/> Replacement Samples Required				
						Date Reviewed by DEP/DOH: _____				
						DEP/DOH Reviewing Official: _____				

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution routine (compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (research, etc.)  
<sup>2</sup> Lab certification number for the listed method is included at top with the laboratory address.  
<sup>3</sup> Please circle appropriate selection.  
<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.  
<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.  
Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-550.730 Reporting Format).

Relinquish By: [Signature]  
Date: 6/24/16 Time: 8:10 AM  
Received By: [Signature]  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

Summertree Site Visit January 13, 2017

Utilities, Inc Representatives:

Patrick Flynn  
Mike Wilson  
Lee Cain  
Steve Habery

DEP Representatives:

Gerald Foster  
Kira Soroka  
James Brock

Utilities, Inc. requesting a meeting with the Department to discuss an issue with the chlorine residual within the Summertree service area and Paco County Utilities (PCUD) service area.

Utilities, Inc. provided the Department with flushing records and a log of chlorine residuals outlining their efforts to ensure the minimum 0.6 mg/L total chlorine residual is maintained at all times. Currently, Utilities, Inc. is flushing approximately 250,000 gallons of water per day in a effort to maintain the required chlorine residual.

Based on the position of the Summertree neighborhood and the location PCUD watermain the addition of a second point of connection may be implausible. The only real solution is a higher chlorine residual from PCUD.

Utilities, Inc. informed the Department that residuals in the neighboring Colony Lakes S/D, serviced by PCUD, were found to be below or just above the 0.6 mg/L.

As part of the Department's investigation we took chlorine residuals both within the Summertree and PCUD service areas. Our findings are listed below.

Chlorine Residuals @ Summertree

Location	Utilities, Inc.	DEP	Notes
Merganser (Dead end)	0.7 mg/L	0.66 mg/L	
White Ash	0.5 mg/L	0.41 mg/L	Last 24hrs this location had been flushed 95,000 gallons
Holly Anne	0.5 mg/L	0.44 mg/L	
Point of Entry	1.8 mg/L	1.85 mg/L	

Chlorine Residuals in PCUD Service Area

Location	DEP	Notes
11718 Colony Lakes Blvd	0.21 mg/L	Dead end
11719 Colony Lakes Blvd	0.0 mg/L	
11809 Colony Lakes Blvd	0.23 mg/L	Center of neighborhood
Winn Dixie SR 52 & Moon Lake	0.76 mg/L	
Publix on SR 52	0.50 mg/L	
Publix on US 41	0.0 mg/L	
Beefs in US 41	4.09 mg/L	

In conclusion, it would appear that there is an issue within the PCUD service area that requires Department assistance.

08/24/2008 12:26 FAX 8136327671

DEP

001



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

Dept. Of Environmental Protection

## Boil Water Notice Notification Form

SEP 08 2015

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a Southwest District person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: 8-18-15  
TIME: 1:10 PM  
Owner/Utility contact: UIF  
E-Mail: \_\_\_\_\_  
System Name: Lake Tarpon MHP  
PWS-ID No. 6521000  
County: Pinellas  
Telephone: (727) 934-9131  
Fax Number: 727-934-2208  
Utility Contact Person: Steve Habery  
Population effected (Connections): 30  
Estimated time for system to be returned to service: 2 hrs  
Cause (planned or unplanned event, do not just note main break) of incident: 2" PVC Tee cracks  
Corrective action undertaken: replace with new 2" PVC Tee  
How BWN delivered to customers: door knockers  
How BWN will be rescinded: door knockers  
Department Of Health representative contacted: \_\_\_\_\_  
Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
DEP SW District representative contacted: Gerald Foster  
DEP SW District Drinking Water Section: 813-632-7600  
Primary Fax: 813-632-7671  
Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

DATE:

8-18-15

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon in HP

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE:

8-21-15

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon in HP

The "Precautionary Boil Water Notice" issued on

8-18-15

is hereby rescinded following the:

- ☐ equipment repair  
☒ water main repair  
☐ \_\_\_\_\_

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
4985 SW 41st Blvd • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535  
9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076  
1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811085



**Advanced  
Environmental Laboratories, Inc.**

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 8/19/15 15:00  
Analysis Date & Time: 8/19/15 17:00  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☒ 24h  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: 11511339 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: 916 J. J. P. M. H. P. PWS I.D.: 6521000

PWS Address: 36235 US 19 N City: Palm Harbor

PWS or PWS Owner's Phone #: 727-934-9137 Fax #: \_\_\_\_\_

Collector: Steve Huberx Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System

☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey

☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 8-18-19-15

DCN#: AD-D045

Effective 01/95, Revised 09/19/2012

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> SMA222B				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	8.18-15 117 Freedom	3:50 PM	D	2.5			A			001
2	8.4.15 76 Liberty	3:55 PM	I	2.0			A			002
3	117 Freedom	8:37 AM	I	2.4			A			003
4	8.19.15 76 Liberty	8:44 AM	↓	2.1			A			004

Average of disinfectant residuals for distribution routine & repeat samples.<sup>5</sup> Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 8002)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)

**ORANGEWOOD WATER CO.  
2448 ARCADIA RD.  
HOLIDAY, FL 34690**

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: *Christina*

Title: *Analyst*

☒ Satisfactory ☐ Incomplete Collection Information ☐ Repeat Samples Required ☐ Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

DEP/DOH Reviewing Official: *GDF*

1. Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).
  2. Lab certification number for the listed method is included at top with the laboratory address.
  3. Please circle appropriate selection.
  4. Defined in Florida Administrative Code Rule 62-160, Table 1.
  5. Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.
- Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-550.730 Reporting Format).

Relinquish By: \_\_\_\_\_

Date: 8-19-15 Time: \_\_\_\_\_

Received By: *[Signature]*

Date: 8/19/15 Time: 1330

DATE: 10-1-15

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon m HP

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 10-5-15

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon m HP.

The "Precautionary Boil Water Notice" issued on 10-1-15

is hereby rescinded following the:

- ☐ equipment repair  
☒ water main repair  
☐ \_\_\_\_\_

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Wednesday, July 27, 2016 9:06 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Weathersfield 7.27.16.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Weathersfield service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 7/27/16**

**TIME: 0900**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Weathersfield    COUNTY: Seminole**

**ADDRESS: 200 Weathersfield Ave. Altamonte Springs FL. 32714**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 7/26/16 @ 2115**

**NATURE OF PROBLEM: A grease blockage in an 8" gravity main caused a manhole at Lynchfield Ave. and Notre Dame to overflow. The sewer overflow was approximately 150 gallons.**

**CORRECTIVE ACTION TAKEN: The grease blockage was removed. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 7/27/16 @ 0030**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**



**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, August 01, 2016 9:25 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David; Bryan Gongre  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Weathersfield 8.1.16.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Weathersfield service area.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 8/1/16**

**TIME: 0925**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Weathersfield     COUNTY: Seminole**

**ADDRESS: 200 Weathersfield Ave. Altamonte Springs FL. 32714**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 7/30/16 @ 1220**

**NATURE OF PROBLEM: A grease blockage in a 6" gravity main caused a manhole at Birch Ct. to overflow. The sewer overflow was approximately 100 gallons.**

**CORRECTIVE ACTION TAKEN: The grease blockage was removed. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 7/30/16 @ 1430**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

## Utilities, Inc. of Florida Summary Table of DEP Correspondence

<b>Water Systems</b>				
<b><u>Consent Order</u></b>	<b><u>Sanitary Survey</u></b>	<b><u>Main Breaks/Loss of Pressure</u></b>	<b><u>E-mail</u></b>	
LUSI	Labrador Sanlando UIF-Pasco	Labrador (4) LUSI UIF-Pasco (4) UIF-Pinellas (2)	UIF-Pasco	
<b>Wastewater Systems</b>				
<b><u>Consent Order</u></b>	<b><u>Compliance Inspection</u></b>	<b><u>Sewage Spills</u></b>	<b><u>Exceedances</u></b>	<b><u>Customer Complaint</u></b>
Sandalhaven Sanlando	Cypress Lakes Eagle Ridge Lake Placid LUSI Mid-County Pennbrooke Sanlando	Cypress Lakes Longwood Mid-County (21) Sandalhaven Sanlando (10) UIF-Marion	Sanlando (3) UIF-Seminole	Mid-County (4)

**Utilities, Inc. of Florida**  
**Summary of DEP Correspondence**

**Cypress Lakes Wastewater**  
**Compliance Inspection Report**  
**Dated 8/21/15**

**Page 12**

- For Compliance well MWC-01, the groundwater quality standard of 4 CFU/100ml for fecal coliform was not met in September 2012 when the result was 1,400 CFU/100ml.
- The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-01 for June 2014, December 2014, March 2015 and June 2015, when the results were 4.6 Standard Units (S.U.), 4.41 S.U., 4 S.U. and 4.16 S.U., respectively.
- The groundwater quality standard of 500.0 mg/L for total dissolved solids (TDS) for compliance well MWC-02, was not met for December 2012, June 2014, September 2014, December 2014, March 2015 and June 2015, when the results were 810 mg/L, 1000 mg/L, 1000 mg/L, 640 mg/L, 1100 mg/L and 890 mg/L, respectively.
- The groundwater minimum standard of 250.0 mg/L for chloride for compliance well MWC-02, was not met for September 2014, June 2015 and March 2015, when the results were 410 mg/L, 320 mg/L and 460 mg/L, respectively.

**Wastewater Spill/Abnormal Event Report**  
**Dated 8/1/16**

**Page 16**

Lift Station #3 main power breaker OOC. Pumps not pumping causing overflow (raw sewage spill), approximate discharge 300 gallons to ground.

**Eagle Ridge Wastewater**  
**Compliance Assistance Offer**  
**Dated 6/20/16**

**Page 17**

- The calibration records did not include lot number and expiration date information for the reagents and standards used. The facility stated that they will update their calibration forms to ensure the required information is included.
- While a thermometer was present in the sample storage refrigerator, NIST-traceable certification records were not available for it.
- Excessive corrosion was noted on the surge tank
- Access walkways to filters did not appear to be safe. Several of the boards appeared to be in a state of disrepair.
- The reduced pressure zone backflow prevention device was leaking and is in need of repair or replacement
- The chart recorder for the flow meter was not operational at the time of the inspection.

**Labrador Water**  
**Loss of Pressure**  
**Dated 8/15/15**

**Page 25**

Loss of pressure due to system Variable Frequency Drives (VFD's) being tripped out due to an electrical storm. Backup system also tripped at main breaker which prevented that system from keeping the pressure at the appropriate levels.

**Loss of Pressure**  
**Dated 4/5/16**

**Page 30**

Loss of pressure due to an electrical issue with a timer that controlled the operation of both wells at the plant.

**Sanitary Survey Report**  
**Dated 5/31/16**

**Page 34**

No written Bacteriological Sampling Plan .

**Loss of Power**  
**Dated 9/27/16**

**Page 37**

Caused by weekly test of the generator not transferred power to VFD.

**Lake Placid Wastewater**  
**Compliance Inspection Report**  
**Dated 5/27/15**

**Page 44**

- The lift station warning system was not functional.
- Lift station #4 was not operational.
- The disposal ponds were overgrown with vegetation.

**Longwood Wastewater**  
**Domestic Waste Malfunction Report**  
**Dated 8/24/15**

**Page 50**

The main breaker tripped at Lift Station LW-1 causing a manhole at 1471 Cricket Court to overflow approximately 200 gallons of raw sewage.

**LUSI Water**  
**Main Break**  
**Dated 3/26/15**

**Page 52**

Form indicates planned outage but boxes checked for: Water main breaks, pressure drop below 20 psi, outage.

**Consent Order**  
**Dated 9/12/16**

**Page 57**

Violation of maximum contaminant level ("MCL") for total trihalomethanes and the five haloacetic acids.

**LUSI Wastewater**  
**Compliance Inspection Report**  
**Dated 4/14/15**

**Page 70**

The Nitrate exceeded the current permit limits on November 11, 2014 as documented on the Discharge Monitoring Report submitted. The correct notification was sent to the Department.

**Mid-County Wastewater  
Wastewater Spill/Abnormal Event Report  
Dated 1/2/15**

**Page 74**

Sample at 7:00 AM was over the 2.5 limit; the bisulfite feed line was broken so no bisulfite was feeding CCC tank.

**Wastewater Spill/Abnormal Event Report  
Dated 2/23/15**

**Page 75**

Sludge can overflowed approximately 500 gallons of sludge onto wastewater plant grounds (operator error).

**Wastewater Spill/Abnormal Event Report  
Dated 2/28/15**

**Page 76**

Gravity main blockage, jetted main, found debris with big wad of rags, not a total blockage, approximate discharge: 200 gallons to surface water.

**Wastewater Spill/Abnormal Event Report  
Dated 5/11/15**

**Page 78**

Lift station - both pumps ragged up causing high level, approximate discharge of 25 gallons to ground.

**Wastewater Spill/Abnormal Event Report  
Dated 7/27/15**

**Page 79**

Manhole overflow, rags raked up, approximate discharge to ground - unknown.

**Wastewater Spill/Abnormal Event Report  
Dated 7/29/15**

**Page 80**

Manhole overflow, 14" rain event caused infiltration, approximate discharge to ground - unknown.

**Wastewater Spill/Abnormal Event Reports  
Dated 8/3/15**

**Page 81**

Manhole overflow, approximate discharge to ground - unknown.

**Wastewater Spill/Abnormal Event Reports  
Dated 8/3/15**

**Page 82**

Manhole overflow, excessive rain - 5" in last 24 hours, approximate discharge to storm drain was greater than 1,000 gallons.

**Wastewater Spill/Abnormal Event Reports  
Dated 8/3/15**

**Page 83**

Manhole overflow, excessive rain - 5" in last 24 hours, approximate discharge to drainage ditch was greater than 1,000 gallons.

**Wastewater Spill/Abnormal Event Report  
Dated 8/6/15**

**Page 84**

Manhole overflow, power outage at lift station, approximate discharge to surface water was 300 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 8/27/15**

**Page 85**

Manhole overflow, 3.37" rain fell in 2 hours, small overflow, approximate discharge to ground was 50 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 8/27/15**

**Page 86**

Manhole overflow, 3.37" rain fell in 2 hours, small overflow, approximate discharge to ground was 100 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 1/9/16**

**Page 88**

Gravity main plugged with grease causing manhole to overflow, approximate discharge to ground of 350 gallons.

**Wastewater Spill/Abnormal Event Report**  
**Dated 2/3/16**

**Page 90**

Both pumps ragged up and tripped out causing high level, approximate discharge to ground of 500 gallons.

**Customer Complaint**  
**Dated 6/8/16**

**Page 91**

Customer called about an odor complaint, said the odor only lasted for a little while that evening but was gone after that.

**Compliance Inspection Report**  
**Dated 6/20/16**

**Page 92**

The Department received three odor complaints on June 6, 15 and 17, 2016. The treatment system is equipped with a Lignite Charcoal filter for odor control. At the master lift station, there is an odor control system consisting of a 55-gallon drum of deodorizer that is dispersed through a pvc pipe system. This deodorizing system was not in operation at the time of the inspection. The operator, Troy, stated that he will have it fixed this week. Mild odors were detected by the headworks dumpsters, but were not detected outside that area. These dumpsters are emptied three times per week, Monday, Wednesday, and Friday. The dumpster doors were closed and contained. The operator indicated that the odors were possibly related to the servicing of the dumpsters on those days. Department staff also drove through Doral Village. No objectionable odors were noted.

**Customer Complaint**  
**7/5/2016**

**Page 95**

Customer called about an odor complaint. He called to let us know that he noticed a bad odor on the road between the Mobile Home Park and the facility on July 1st at 4:30pm but was gone in one hour. He called the operator at Mid-County, on July 1st as well. The operator called him back yesterday, Monday July 4th, and they discussed the issue. The operator let the customer know that he replaced the 55 gallon drum of deodorizer to help with the smell. They discussed the fact that when the dumpster is moved that is when the worse smell occurs. The operator also told him that he has received several calls from the residents about this. The customer just wanted to keep us informed about what is happening.

**Wastewater Spill/Abnormal Event Report** **Page 96**

**Dated 9/1/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 97**

**Dated 9/1/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 98**

**Dated 9/1/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater/Effluent Release** **Page 99**

**Dated 9/1/16**

Utilities Incorporated reports an ongoing wastewater release of an unknown amount in the city of Clearwater. The release is occurring because of an overflow to the manhole. It is unknown if any water ways or storm drains are being affected at this time. Cleanup actions are planned.

**Wastewater Spill/Abnormal Event Report** **Page 103**

**Dated 9/3/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 104**

**Dated 9/3/16**

Manhole overflow, tropical storm - 6" rainfall, approximate discharge to ground was 500 gallons.

**Wastewater Spill/Abnormal Event Report** **Page 105**

**Dated 9/3/16**

Manhole overflow, tropical storm - excessive rain, approximate discharge to surface water was 1,000 gallons, filed State Watch Office Incident Report.

**Wastewater Spill/Abnormal Event Report** **Page 106**

**Dated 9/3/16**

Manhole overflow, tropical storm - excessive rain, approximate discharge to ground was 1,000 gallons.

**Customer Complaint** **Page 107**

**Dated 11/23/16**

Odor complaint in Doral Village Mobile Home Park about Mid-County Services, called the plant operator to see if there have been any plant upsets or other issues, the plant operator said that he has been onsite and has not noticed any odors that would cause a problem. Actually, the winds are blowing the opposite direction from Doral Village on the day of the complaint, he did say that the dumpsters are hauled off on Monday, Wednesday, and Fridays and that could be what they are noticing, there have been complaints in the past that also corresponded to the days and times the dumpsters were hauled offsite.



**Customer Complaint**

**Page 108**

**Dated 12/13/16**

Odor complaint in Doral Village about Mid-County Services, spoke with plant operator, he had inspected the area and the plant and has not observed odors, he did state that the white dumpster was picked up Wednesday morning and that could have caused the odor.

**Pennbrooke Wastewater**

**Compliance Inspection Report**

**Page 109**

**Dated 4/15/15**

The facility incorrectly reported an exceedance of the required total chlorine residual for the public access reuse system during the months of October 2014 and February 2015. A review of records indicates that on the days reported all flow went to the reject ponds. This should not have been listed as an exceedance. Please resubmit corrected DMRs for the months in question.

**Sandalhaven Wastewater**

**Wastewater Spill/Abnormal Event Report**

**Page 115**

**Dated 7/28/15**

Force main break - work being done on force main to redirect flow, 25,600 gallons discharged to ground and small pond .

**Consent Order**

**Page 116**

**Dated 12/7/15**

Consent Order dated October 8, 2014 to address improper release of wastewater from land application system - closed 12/7/15.

**Sanlando Water**

**Sanitary Survey Report**

**Page 132**

**Dated 8/25/16**

- Well #2A pad contains cracks or is not properly maintained.
- Well #2A & #8 casing corroded.

**Sanlando Wastewater**

**Malfunction Report**

**Page 145**

**Dated 1/5/15**

Phosphorous exceedance max. exceedance 0.88 mg/L, monthly 0.5 mg/L, loading 123 lbs/month. 5 events in month, first 3 failed, last 2 passed due to alum feed.

**Malfunction Report**

**Page 146**

**Dated 1/15/15**

The control power breaker tripped causing a manhole to overflow approximately 200 gallons. The spill was contained to the area.

**Consent Order**  
**Dated 4/7/15**

**Page 148**

- On November 23, 2014, there was an unauthorized discharge of an estimated 750,000 gallons of untreated domestic wastewater into Sweetwater Creek, a Class III surface water, in violation of Section 403.088(1), Florida Statute.
- On November 29, 2014, there was an unauthorized discharge of an estimated 1,000,000 gallons of treated wastewater effluent due to a berm breach at the northeast corner of rapid infiltration basin (RIB) #1. The wastewater was treated in conformance with the permit limits established for discharge to the RIBs. The wastewater flowed north into the wetlands located between the Facility and Sweetwater Creek. This water was not treated sufficiently to meet the permit required standards established for surface water discharge in violation of Section 403.088(1), Florida Statute.
- On December 2, 2014, an unauthorized discharge from the previously decommissioned underdrain from the RIBs was observed by Department personnel. The discharge flowed into the wetlands between the facility and Sweetwater Creek to the north of RIB #1 in violation of Rule 62-600.740(2), Florida Administrative Code.
- On December 2, 2014, daylighting was observed originating from the north side of RIB #1 by Department personnel in violation of Rule 62-600.740(2), Florida Administrative Code.
- On December 2, 2014, Department personnel observed that RIB #s 2, 3, and 4 were not being properly operated and maintained, in violation of Rule 62-610.523(4), Florida Administrative Code.

**Malfunction Report**  
**Dated 4/21/15**

**Page 162**

A blown control power fuse at L/S C-11, located at 310 Spring Run Cr. In Longwood, resulted in the station overflowing approximately 100 gallons. The spill was contained to the area.

**Malfunction Report**  
**Dated 6/21/15**

**Page 164**

A grease blockage in a 10" sewer gravity main, caused a manhole on Blue Lake Dr. to overflow approximately 200 gallons.

**Malfunction Report**  
**Dated 8/5/15**

**Page 166**

A contractor hit a 12" sewer force main causing approximately 12,000 gallons of raw sewage to be released. The sewage went down the storm drain to a retention pond that is approximately 3 acres in size. The retention pond was already full of storm water.

**Malfunction Report**  
**Dated 9/2/15**

**Page 168**

The control fuse blew at L/S F-2 causing a manhole on Winding Creek to overflow approximately 500 gallons of raw sewage.

**Malfunction Report**  
**Dated 9/24/15**

**Page 170**

A gravity sewer line blockage caused a manhole at Hunt Club Blvd. and W. Wekiva Trail to overflow approximately 250 gallons of raw sewage.

**Malfunction Report**  
**Dated 10/10/15**

**Page 172**

A blockage in a sewer gravity main caused a manhole on Hickory Dr. to overflow approximately 200 gallons. The spill was contained to the area.

**Compliance Inspection Report**  
**Dated 10/14/15**

**Page 174**

- A copy of the current laboratory certification was not available at the time of the inspection.
- There were several transcription errors found in the Discharge Monitoring Reports. Specifically, for August and September 2014 the CBOD maximum results reported on Part A and Part B did not match. Additionally for September (R-002) and October (R-001) 2014 the TSS maximum on Part A and Part B did not match.
- The Total Phosphorus (TP) maximum result reported on the DMR for December 2014 was 0.88 milligrams per liter (mg/L), which exceeded the maximum of 0.5 mg/L for any one sample.
- The TP monthly average result reported on the DMR for December 2014 was 0.5 mg/L, which exceeded the maximum of 0.4 mg/L.
- The TP monthly total result reported on the DMR for December 2014 was 119.2 pounds per month (lb/mth), which exceeded the maximum of 40 lb/mth.
- The reuse hose bib at the headworks was not properly labeled as reuse.
- There was no advisory posted at the first tee at the Wekiva Golf Course. The entrance and the tenth tee did have proper notifications.

**Malfunction Report**  
**Dated 11/2/15**

**Page 182**

A grease blockage in a sewer gravity main caused a manhole on Gerry Dr. to overflow approximately 150 gallons. The spill was contained to the area.

**Malfunction Report**  
**Dated 3/31/16**

**Page 184**

FLW 2 flow meter is not reading and logging flow to the Rapid Infiltration Ponds.

**Malfunction Report**  
**Dated 10/14/16**

**Page 186**

A grease blockage in an 8" sewer gravity main caused a manhole behind 106 Oak Leaf Lane to overflow. The overflow was approximately 200 gallons.

**E-Mail Notification**  
**Dated 10/18/16**

**Page 188**

The Wekiva Hunt Club WWTF exceeded the surface water ammonia and Phosphorous limits for September.

**E-Mail Notification**  
**Dated 11/18/16**

**Page 189**

The Wekiva stream (D001) total phosphorous results exceeded the permit limits for October.

### **UIF-Marion Wastewater**

#### **E-Mail Notification**

**Page 190**

**Dated 9/7/16**

UI received call about an alarm going off at Crownwood Wastewater Treatment Plant. Upon arrival the technician noticed that both pumps in the Crownwood Lift Station were tripped out. Pumps were reset and the station was pumped down. Further troubleshooting found that two of the three float balls had failed. Both floats were changed out and the system placed back in normal operation. It is estimated that approximately 10 gallons of untreated sewerage was lost to the ground.

### **UIF-Pasco Water (Orangewood)**

#### **Main Break**

**Page 191**

**Dated 9/4/15**

3" main crack .

#### **Main Break**

**Page 193**

**Dated 8/10/16**

2" PVC Tee crack by tree roots.

#### **Main Break**

**Page 198**

**Dated 8/19/16**

Oak tree crack 3/4 saddle off 2" main.

### **UIF-Pasco Water (Summertree)**

#### **Sanitary Survey Report**

**Page 201**

**Dated 2/6/15**

- Well Pad #13 is cracked.
- Chlorine/Ammonia solution barrels at all three plants not properly sealed.

#### **Main Break**

**Page 206**

**Dated 6/23/16**

Contractor locating water line broke it.

#### **E-Mail Notification**

**Page 210**

**Dated 1/13/17**

E-mail addressing chlorine residual levels.

### **UIF-Pinellas**

#### **Main Break**

**Page 211**

**Dated 8/18/15**

2" PVC Tee crack.

#### **Main Break**

**Page 214**

**Dated 10/1/15**

Main break.

**UIF-Seminole (Weathersfield) Wastewater  
Malfunction Report  
Dated 7/27/16**

**Page 215**

A grease blockage in an 8" gravity main caused a manhole at Lynchfield Ave. and Notre Dame to overflow. The sewer overflow was approximately 150 gallons.

**Malfunction Report  
Dated 8/1/16**

**Page 217**

A grease blockage in a 6" gravity main caused a manhole at Birch Ct. to overflow. The sewer overflow was approximately 100 gallons.

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION




# WASTEWATER COMPLIANCE INSPECTION REPORT

## FACILITY AND INSPECTION INFORMATION

Name and Physical Location of Facility		WAFR ID:	County	Entry Date/Time
Cypress Lakes WWTF 10000 North US Highway 98 Lakeland, FL 33809		FLA013123	Polk	8/21/15 1045 am
		Phone	Exit Date/Time	
		(407) 869-1919	8/21/15 1130 am	
Names of Field Representatives	Title	Email	Phone	
Steve Fuller	Operator	SLFullerJr@uiwater.com		
Name and Address of Permittee or Designated Representative		Title	Phone	Operator Certification #
Mr. Patrick C. Flynn 200 Weathersfield Avenue Altamonte Springs, FL 32714		Regional Director	(407) 869-1919	
		Email	PCFlynn@uiwater.com	

Inspection Type	C	E	I		Samples Taken(Y/N): N	@ Sample ID#:	Samples Split (Y/N):
X Domestic					Were Photos Taken(Y/N): Y	@ Log book Volume :	@ Page

FACILITY COMPLIANCE AREAS EVALUATED							
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance; SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated							
Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"							
	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	MC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	NE	4. Sampling	IC	7. Flow Measurement	IC	10. ♦ Effluent Disposal
		IC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						MC	12. Groundwater
NA	14. Other:					NE	13. SSO Survey
Facility and/or Order Compliance Status: X In-Compliance Out-Of-Compliance Significant-Out-Of-Compliance							
Recommended Actions: See attached Field Notes							

Names and Signatures of Inspectors:	District Office/Phone Number	Date
Bekkah Marshall 	SWD/ (813)470-5861	10/01/2015
Vicki McGucken 	SWD/ (813)470-5755	10/05/2015
Signature of Reviewer Ramandeep Kaur 	SWD/ (813)470-5771	10/08/2015

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## **INSPECTION REPORT SUMMARY**

**Facility Name:** Cypress Lakes WWTF  
**Facility ID:** FLA013123  
**Inspection Type:** Compliance Evaluation Inspection  
**Inspection Date:** August 21, 2015

### **FACILITY BACKGROUND:**

**Facility Address:** 10,000 North US Highway 98, Lakeland, FL 33809

**Program/ Permit Information:** DW permit issue date: April 30, 2009, expiration date: April 29, 2019

**Treatment Summary:** Extended Aeration Domestic Wastewater Treatment Facility with Reuse to Cypress Lake Golf Course and 3 unlined wet weather storage ponds

**Permitted Capacity:** 0.083 MGD

1. **Permit:** RATING – In-Compliance.

2. **Compliance Schedules:** RATING – In-Compliance  
No item is required in Section VI, Schedules, of the permit.

3. **Laboratory:** RATING – Not Evaluated

**Observation:** Compliance samples are analyzed at Mid Florida Water Lab, DOH ID No. E84567, which is certified to perform permit-required analysis. The laboratory was not evaluated.

4. **Sampling:** RATING – Not Evaluated

Sampling by the certified operator was not observed.

### **Observations:**

4.1.: ISCO 3700 samplers are used for both effluent and influent sampling. The samplers are programmed for eight-hour composite sampling.

4.2.: An inline CL-17 meter and a two-pen 24-hour chart are used to monitor and record total chlorine residual. The meter is compared to standards daily.

4.3.: A Microtel turbidity meter provides continuous turbidity monitoring. The meter is calibrated with standards daily and compared to a bench meter weekly.

4.4.: An Oakton pH meter is used to manually monitor pH. The buffers used for calibration were within the expiration dates.

5. **Records and Reports:** RATING – In-Compliance

### **Observations:**

5.1.: Current copies of the facility's logbook, laboratory certification, operator's license and copy of current permit were onsite.

5.2.: A logbook was kept onsite to monitor the daily activities of the licensed operator and other personnel. The logbook contained sign in/out times, maintenance accomplished, and the signature and license number of the operator. The record was current to the day of the inspection.

5.3.: The current reduced pressure zone valve test record was not available for review. A copy of the record was emailed to the Department and the record was dated April 24, 2015. Please maintain recent copy of record at facility.

5.4: The Annual Reuse Reports were submitted timely for 2011-2012 and 2012-2013. Please submit an Annual Reuse Report for 2014-2015 by January 1, 2016.

5.5: A letter of certification in lieu of annual Reclaimed Water or Effluent Monitoring Analysis Reports was submitted for 2012, 2013 and 2014.

Additional Comments:

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**

**6. Facility Site Review:** RATING – In-Compliance

Observation: The facility is secure and appeared well-maintained.

**7. Flow Measurement:** RATING – In-Compliance

Observation: A 90 degree V-notch weir and an ultrasonic meter are used to measure flow. The current flowmeter calibration record was dated March 2, 2015.

**8. Operation and Maintenance:** RATING –In-Compliance

Observations:

1. The aeration had brown-colored mixed liquor without excessive foam.
2. A static screen, grit chamber, equalization tank and a splitter box were in use for preliminary treatment.
3. Floating covers are in use on the chlorine contact chamber.

**9. Effluent Quality:** RATING – Minor Out-of-Compliance

Observation: The total chlorine residual (TCR) was greater than 2.20 mg/L at 1010 hours, as measured by Department personnel. Facility meters indicated the TCR was greater than 5.0 mg/L and the turbidity was 0.66 NTU.

Deficiency Description: A review of the Discharge Monitoring Reports (DMRs) submitted for the period August 2012 through July 2015 revealed that for R-001, the effluent quality limit of 25 CFU/100ml for fecal coliform was not met for May 2013, June 2013, June 2014 and December 2014, when the results were 30 CFU/100 ml, 60 CFU/100 ml, 72 CFU/100 ml and 56 CFU/100ml, respectively.

Permit or rule reference: Rules 62-610.460 and 62-600.440(5) (f) 2, Florida Administrative Code, (F.A.C.), require that fecal coliform samples be obtained as specified in Chapter 62-601, F.A.C. Over a 30-day period, 75 percent of the fecal coliform values shall be below the detection limits. Any one sample shall not exceed 25 fecal coliform values per 100 mL of sample.

Corrective Action: Effluent to R-001 from this facility must meet, at a minimum, secondary treatment and high-level disinfection. Please ensure that the Part III Public Access standards are consistently met.

**10. Effluent Disposal:** RATING –In-Compliance

Observation: Reclaimed water is re-used on a Part III slow-rate public access system of 137 acres, providing reclaimed water to the Cypress Lakes Golf Course and stored in three unlined wet weather storage ponds. Signage with required wording was posted at the ponds.

**11. Biosolids/Sludge:** RATING – In-Compliance

Observation: Records revealed that 12 tons of biosolids were last hauled by Appalachian Material Service, Inc. on July 17, 2015.



12. **Groundwater Quality:** RATING – Minor Out-of-Compliance

A review of the semiannual Groundwater Monitoring Reports, Part D of the DMRs, for August 2012 through July 2015, identified the following deficiencies:

- a. **Deficiency Description:** For Compliance well MWC-01, the groundwater quality standard of 4 CFU/100ml for fecal coliform was not met in September 2012 when the result was 1,400 CFU/100ml.  
**Permit or rule reference:** Rule 62-520.420(1), F.A.C., requires that in addition to the minimum criteria in Rule 62-520.400, F.A.C., the primary and secondary drinking water quality standards for public water systems established pursuant to the Florida Safe Drinking Water Act, which are listed in Rules 62-550.310 and 62-550.320, F.A.C., shall apply to Class G-I and Class G-II ground water. Exceptions are for existing installations not having to meet secondary standards as provided in Rule 62-520.520, F.A.C., and subsection (4) below; that the total coliform bacteria standard shall be 4 per 100 milliliters;  
**Corrective Action:** Please ensure that groundwater standards are consistently met.
- b. **Deficiency Description:** The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-01 for June 2014, December 2014, March 2015 and June 2015, when the results were 4.6 Standard Units (S.U.), 4.41 S.U., 4 S.U. and 4.16 S.U., respectively.  
**Deficiency Description:** The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-02 for June 2014, December 2014, March 2015 and June 2015 when the results were 5.32 S.U., 5.15 S.U., and 5.24 S.U. and 5.15 S.U., respectively.  
**Deficiency Description:** The groundwater minimum standard of 6.5 S.U. for pH was not met for compliance well MWC-03, for June 2014, December 2014, March 2015 and June 2015 when the results were 5.12 S.U., 4.98 S.U., 4.4 S.U. and 4.41 S.U., respectively.  
**Permit or rule reference:** The ground water rule, 62-550.828, F.A.C., Table 6, Secondary Drinking Water Standards, limits pH in groundwater to the range of 6.5 S.U. to 8.5 S.U.  
**Corrective Action:** Please ensure that groundwater standards are consistently met.
- c. **Deficiency Description:** The groundwater quality standard of 500.0 mg/L for total dissolved solids (TDS) for compliance well MWC-02, was not met for December 2012, June 2014, September 2014, December 2014, March 2015 and June 2015, when the results were 810 mg/L, 1000 mg/L, 1000 mg/L, 640 mg/L, 1100 mg/L and 890 mg/L, respectively.  
**Permit or rule reference:** The Ground Water Rule, 62-550.828, F.A.C., Table 6, Secondary Drinking Water Standards, limits TDS in groundwater to 500 mg/L.  
**Corrective Action:** Please ensure that groundwater standards are consistently met.
- d. **Deficiency Description:** The groundwater minimum standard of 250.0 mg/L for chloride for compliance well MWC-02, was not met for September 2014, June 2015 and March 2015, when the results were 410 mg/L, 320 mg/L and 460 mg/L, respectively.  
**Permit or rule reference:** The Ground Water Rule, 62-550.828, F.A.C., Table 6, Secondary Drinking Water Standards, limits Chloride in groundwater to 250 mg/L.  
**Corrective Action:** Please ensure that groundwater standards are consistently met.

13. **SSO Survey:** RATING – Not Evaluated

14. **Other:** RATING – Not Applicable.

Mar 18 13:02:37a

Mid County Services

727-787-2565

p.1

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-1-16 1000 AM

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER E MAIL

DEP PERSON RECEIVING REPORT: BeKKah Marshall

DATE/TIME OF ABNORMAL EVENT: 7/31/16 900 AM

DISCHARGE REPORTED BY: \_\_\_\_\_ PHONE: \_\_\_\_\_

NAME OF FACILITY/COLLECTION SYSTEM: Cypress Lakes

TYPE OF ABNORMAL EVENT:

LIFT Station # 3 MAIN Power Breaker OOC RAW sewage spill  
Pumps Not pumping causing overflow

APPROXIMATE GALLONAGE DISCHARGED: 300 gals

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: MAIN Breaker Malfunction  
Breaker repaired + Lift station back in service

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: \_\_\_\_\_

MAIN Breaker repaired, pumps put back IN service

Line area of spill

TIME FACILITY WILL BE OPERATING AGAIN: Lift station back in service  
as soon as breaker was repaired 2 HRS

June 20, 2016

Patrick C. Flynn, Vice President of Operations  
Utilities, Inc. of Florida  
200 Weathersfield Ave  
Altamonte Springs, FL 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Compliance Assistance Offer  
Eagle Ridge WWTP  
FLA014498  
Lee County - DW

Dear Mr. Flynn:

A Compliance Evaluation Inspection was conducted at your facility on June 2, 2016. During this inspection potential non-compliance was noted. The purpose of this letter is to offer compliance assistance as a means of resolving these matter(s).

Specifically, potential non-compliance with the requirements of Chapter 403, Florida Statutes, and Chapters 62-600 and 62-620, Florida Administrative Code were observed. Please see the attached inspection report for a full account of Department observations and recommendations.

We request you review the item(s) of concern noted and respond in writing within **15 days** of receipt of this Compliance Assistance Offer. Your written response should include one of the following:

1. Describe what has been done to resolve the non-compliance issue or provide a schedule describing how/when the issue will be addressed,
2. Provide the requested information, or information that mitigates the concerns or demonstrates them to be invalid, or
3. Arrange for the case manager to visit your facility to discuss the item(s) of concern.

It is the Department's desire that you are able adequately address the aforementioned issues so that this matter can be closed. Your failure to respond promptly may result in the initiation of formal enforcement proceedings.

Please address your response and any questions to Alfredo Velazquez of the South District Office at (239) 344-5713 or via e-mail at [alfredo.velazquez@dep.state.fl.us](mailto:alfredo.velazquez@dep.state.fl.us). We look forward to your cooperation with this matter.

Sincerely,



---

Jennifer Carpenter  
Assistant Director  
South District

Enclosures: Inspection report

ec: Max Radcliff, Utilities, Inc. ([MLRadcliff@uiwater.com](mailto:MLRadcliff@uiwater.com))

COMET ENTRY DATE  
6/2/2016 3:32:00 PM

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

FACILITY AND INSPECTION INFORMATION

@ = Optional

<b>Name and Physical Location of Facility</b> Eagle Ridge WWTP 14668 Aeries Way Fort Myers, FL 33912	<b>WAFR ID:</b> FLA014498	<b>County</b> Lee  <b>Phone</b> (407) 869-1919	<b>Entry Date/Time</b> 6/2/2016  <b>@ Exit Date/Time</b> 6/2/2016
<b>Name(s) of Field Representatives(s)</b> Max Radcliff	<b>Title</b> Operator	<b>Email</b> MLRadcliff@uiwater.com	<b>Phone</b> 407-467-5755
<b>Name and Address of Permittee or Designated Representative</b> Patrick C Flynn 200 Weathersfield Ave Altamonte Springs, FL 32714 - 4027	<b>Title</b> VP of Operations  <b>Email</b> pcflyn@uiwater.com	<b>Phone</b> (407) 869-1919	<b>@ Operator Certification #</b>

<b>Inspection Type:</b>	<input checked="" type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> I <input type="checkbox"/>	<b>Samples Taken(Y/N):</b>	<input type="checkbox"/> @ <b>Sample ID#:</b>	<b>Samples Split (Y/N):</b>
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b>	<input checked="" type="checkbox"/> <b>Y</b>	<b>@ Log book Volume :</b>
		<b>@ Page</b>		

FACILITY COMPLIANCE AREAS EVALUATED							
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated							
Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "◆"							
	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1.◆Permit	NE	3. Laboratory	NC	6. Facility Site Review	IC	9. ◆Effluent Quality
IC	2.◆Compliance Schedules	MC	4. Sampling	NC	7. Flow Measurement	IC	10.◆Effluent Disposal
		IC	5.◆Records & Reports	IC	8.◆Operation & Maintenance	IC	11. Biosolids/Sludge
						NE	12. Groundwater
NE	14. Other:					NE	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b>	<input type="checkbox"/> In-Compliance	<input checked="" type="checkbox"/> Out-Of-Compliance	<input type="checkbox"/> Significant-Out-Of-Compliance
<b>Recommended Actions:</b> Please refer to compliance assistance offer letter.			

<b>Name(s) and Signature(s) of Inspector(s)</b> Alfredo Velazquez	<b>District Office/Phone Number</b> SD/ (239)344-5713	<b>Date</b> 6/7/2016
<b>@ Signature of Reviewer</b> Diane DiPascale	<b>District Office/Phone Number</b> SD/ (239)344-5641	<b>Date</b> 6/13/2016

<b>Single Event Violation Code(s):</b>
--

**Facility Name:** Eagle Ridge WWTP  
**Facility ID:** FLA014498  
**Inspection Type:** CEI  
**Inspection Date:** 6/2/2016

**FACILITY BACKGROUND:**

**Facility Address:** 14668 Aeries Way, Fort Myers, FL 33912, Lee County  
**Program/ Permit Information:** DW, permit issue date: 6/25/2013, expiration date: 6/24/2018  
**Treatment Summary:** Dual Ring Steel Stp's, Extended Aeration w/Effluent To Golf Course  
**Permitted Capacity:** 0.318 MGD

1. **Permit:** RATING – IN COMPLIANCE

1.1 Observation: *General* – A copy of the permit was onsite and available to plant personnel.

2. **Compliance Schedules:** RATING – IN COMPLIANCE

2.1 Observation: *General* – The schedules specified in the permit/order have been completed.

3. **Laboratory:** RATING – NOT EVALUATED

3.1 Observation: No observations were recorded.

4. **Sampling:** RATING – MINOR OUT-OF-COMPLIANCE

4.1 Observation: *General* – Safe and dry access to influent and effluent sampling points are provided.

4.2 Observation: *General* – Calibrations were performed correctly.

Additional Comments: The calibration records did not include lot number and expiration date information for the reagents and standards used. The facility stated that they will update their calibration forms to ensure the required information is included.

4.3 Observation: *General* – Sample collection is being performed in accordance with DEP-SOP-001/01

4.4 Observation: *General* – Calibration standards/buffers were within the expiration dates.

4.5 Deficiency Description: *General* – Please see specific comment

Additional Comments: While a thermometer was present in the sample storage refrigerator, NIST-traceable certification records were not available for it.

**Permit/Rule or Other Reference:**

F.A.C. Rule 62-620.610(18)e. states that field activities including on-site tests and sample collection shall follow the applicable standard operating procedures described in DEP-SOP-001/01. The full list of DEP SOPs is available online at: <http://www.dep.state.fl.us/water/sas/sop/sops.htm>

5. **Records and Reports:** RATING – IN COMPLIANCE

5.1 Observation: *General* – A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

5.2 Observation: *General* – Operators' certification(s) were current and available on-site.

5.3 Observation: *General* – The certified operator's daily logbook was complete.

6. **Facility Site Review: RATING – OUT OF COMPLIANCE**

6.1 Observation: *General* – The facility grounds were secured properly.

6.2 Observation: *General* – The facility grounds were clean and well maintained.

6.3 Observation: *General* – Foul odors did not permeate beyond the boundaries of the plant site at the time of the inspection.

6.4 Deficiency Description: *General* – Excessive corrosion was noted on the surge tank.

Permit/Rule or Other Reference: F.A.C. Rule 62-600.410(3) states that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and biosolids shall be maintained, at a minimum, so as to function as intended.

6.5 Deficiency Description: *General* – Access walkways to filters did not appear to be safe. Several of the boards appeared to be in a state of disrepair.

Permit/Rule or Other Reference: F.A.C. Rule 62-600.410(4) states that all permittees shall be responsible for making all facilities safe in terms of public health and safety at all times, including periods of inactivation or abandonment.

6.6 Observation: *Backflow Prevention* – A reduced pressure zone backflow prevention device was in place on the potable water supply line.

Additional Comments: Tested on January 2016.

6.7 Deficiency Description: *Backflow Prevention* – The reduced pressure zone backflow prevention device was leaking and is in need of repair or replacement.

Permit/Rule or Other Reference: F.A.C. Rule 62-600.410(3) states that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and biosolids shall be maintained, at a minimum, so as to function as intended.

6.8 Observation: *AlternatePower* – An alternative power source is available at the WWTF.

6.9 Observation: *AlternatePower* – The onsite generator is tested under load on a routine basis

6.10 Observation: *AlternatePower* – A record of testing was not available for the onsite generator.

Additional Comments: Operator stated that generator testing records will be kept moving forward.

6.11 Observation: *Headworks* – There were no excessive odors emanating from the headworks at the time of the inspection.

- 6.12 Observation: *Headworks* – The bar screen is cleaned on a routine basis.
- 6.13 Observation: *Headworks* – Screening and grit are being collected in suitable containers.
- 6.14 Observation: *Headworks* – Screening and grit are being disposed of at a Class I landfill.
- 6.15 Observation: *Aeration Basins/Act. Sludge* – The contents in the aeration chambers appeared to be adequately mixed.
- 6.16 Observation: *Aeration Basins/Act. Sludge* – The air line(s) to the aeration basin was free from leaks at the time of the inspection.
- 6.17 Observation: *Blowers/Motors* – The blower was operational at the time of the inspection.
- 6.18 Observation: *Blowers/Motors* – The secondary blower motor was operational.
- 6.19 Observation: *Blowers/Motors* – The blowers were equipped with belt guards.
- 6.20 Observation: *Clarifiers* – The clarifier weirs do not appear to be level.
- 6.21 Observation: *Clarifiers* – The skimmer appeared to be functioning properly.
- 6.22 Observation: *Clarifiers* – The clarifier had good settling and clear effluent.
- 6.23 Observation: *Filtration* – The filter contained sufficient media.
- 6.24 Observation: *Disinfection* – The chlorine contact chamber was clean and the effluent leaving the plant was clear
- 6.25 Observation: *Digestors* – The tank contents in the aerobic digester were well mixed.
- 6.26 Observation: *Digestors* – The digestors were free from excessive odors.
- 6.27 Observation: *Digestors* – The digester was free from excessive foaming.
- 6.28 Observation: *Ponds/Lagoons* – The ponds appeared to have adequate freeboard space.
- 6.29 Observation: *Ponds/Lagoons* – The ponds were properly secured to prevent unauthorized access.
- 6.30 Observation: *Ponds/Lagoons* – The pond berms were properly stabilized.

7. **Flow Measurement: RATING – OUT OF COMPLIANCE**

7.1 Observation: *General* – The copy of the flow calibration report is current and satisfactory.

7.2 Deficiency Description: *General* – The chart recorder for the flow meter was not operational at the time of the inspection.



**Additional Comments:** Notes on the meter calibration stickers indicated that the chart recorders may need to be replaced.

**Permit/Rule or Other Reference:** F.A.C. Rule 62-600.410(3) states that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and biosolids shall be maintained, at a minimum, so as to function as intended.

8. **Operation and Maintenance:** RATING – IN COMPLIANCE

8.1 **Observation:** *General* – A certified operator as required by Rule 62-602 and the Permit, was operating the WWTF.

9. **Effluent Quality:** RATING – IN COMPLIANCE

9.1 **Observation:** *General* – The final effluent chlorine residual was within the acceptable range.

**Additional Comments:** TRC > 5.00 mg/L (as measured with facility's continuous in-line meter).

10. **Effluent Disposal:** RATING – IN COMPLIANCE

10.1 **Observation:** *General* – The facility was discharging at the time of the inspection.

10.2 **Observation:** *General* – The effluent was free from visible sheen at the time of the inspection.

10.3 **Observation:** *General* – The effluent was free from excessive turbidity.

10.4 **Observation:** *General* – The effluent was free from excessive foam.

10.5 **Observation:** *General* – The percolation/evaporation ponds appeared to be well maintained

10.6 **Observation:** *Reuse* – All plastic reclaimed water piping, pipelines, valves, outlets, and other appurtenances were color-coded Pantone Purple.

11. **Biosolids/Sludge:** RATING – IN COMPLIANCE

11.1 **Observation:** *General* – Residuals were being disposed of in accordance with the permit.

**Additional Comments:** Biosolids hauled by Karle.

12. **Groundwater Quality:** RATING – NOT EVALUATED

12.1 **Observation:** No observations were recorded.

13. **SSO Survey:** RATING – NOT EVALUATED

13.1 **Observation:** No observations were recorded.

14. **Other:** RATING – NOT EVALUATED

14.1 **Observation:** No observations were recorded.

Eagle Ridge WWTP (FLA014498)  
Photos by Diane DiPascale on 6/2/2016

I certify that these photos represent the true  
on-site conditions observed  
and have not been altered in any way.

Diane DiPascale



1  
Corrosion on surge tank



2  
Unsafe access to filters



3  
Unsafe access to filters



4  
Chart recorders may be in need of replacement

DATE: 8-15-15

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest Lakes

Please be advised that:

- ☒ an equipment malfunction  
☐ main break  
☐

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 8-19-15

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest Lakes

The "Precautionary Boil Water Notice" issued on 8-15-15

is hereby rescinded following the:

- ☒ equipment repair  
☐ water main repair  
☐

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.

**UTILITIES, INC. OF FLORIDA**  
AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

Dept. Of Environmental Protection

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

SEP 11 2015

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

Southwest District

DATE/TIME REPORTED: 8/17/15 09:00 hrs.

FIRST NOTIFICATION BY:           PHONE      FAX      VOICE MAIL      OTHER

DEP PERSON RECEIVING REPORT: Rose Taylor

DATE/TIME OF ABNORMAL EVENT: 8/15/15      17:00 hrs.

REPORTED BY: Robert Buono      PHONE: 407 467-5753

NAME OF FACILITY: Forest Lake Estates

TYPE OF ABNORMAL EVENT:

Loss of pressure which required a boil water notice.

APPROXIMATE GALLONAGE DISCHARGED: N/A

NATURE AND CAUSE OF THE EVENT: The loss of pressure was due our system VFD's being tripped out due to an electrical storm that went through the area. Our backup system was also tripped at main breaker which prevented that system from keeping the pressure at the appropriate levels.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: The system was checked for damage from the electrical storm but nothing was found that would cause future issues.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued normal operations after the system regained pressure.

J. Ashford 8/18/15 8905



10000 Gulf Turnpike • Miramar, FL 33025 • 854.889.2288 • Fax 954.889.2281 • E82535  
10810 Princess Palm Ave. • Tampa, FL 33619 • 813.630.8818 • Fax 813.630.4327 • E84588  
528 S. North Lake Blvd., Ste. 1018 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



Advanced  
Environmental Laboratories, Inc.

Dept. Of Environmental Protection

SEP 11 2015

Southwest District

Report Number: 1751195 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4800

Collector: \_\_\_\_\_

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 8-18-15

Lab Receipt Date & Time: 8/18/15 1030

Analysis Date & Time: 8/18/15 15:00

Sample Acceptance Criteria: \_\_\_\_\_

Sample Preservation: ☐ On Ice ☐ Not On Ice 2.7°C

Disinfectant Check: ☐ Not Detected ☐ \_\_\_\_\_

This Sample does not meet the following NELAC requirements: \_\_\_\_\_

PWS ID: 6514842

City: 2494rhills, FL 33540

Fax #: same

Collector's Phone #: \_\_\_\_\_

DCM: AD-D045

Effective 01/95, Revised 05/27/10

To be completed by collector of sample

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH
1	6034 Presidential	0730	D	1.6	
2	6080 Spring Lakes	0735	P	1.2	

Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine or Total chlorine (circle one)) 1.4

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 514926)  
☐ Supervised by certified operator (# \_\_\_\_\_)  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

To be completed by lab

Analysis Method(s)<sup>2</sup> SM91223B

Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	A			001
	A			002

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: Analyst

INSERT NAME AND MAILING ADDRESS OF PERSON RECEIVING REPORT

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

DEP/DOH USE ONLY

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, S = Entry Point to Distribution, P = Plant Test, G = Special (potable use, etc.)

<sup>2</sup> MF-SM91223B & D; MTP-8221B & BSM-8221B; M3020AFC-DAT22232; HPC-0302910

Relinquish By: Robert Brown

Date: 8/18/15 Time: \_\_\_\_\_

Received By: [Signature]

8/18/15 0900



**Advanced  
Environmental Laboratories, Inc.**

- ☐ **Altamonte Springs:** 528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • Fax 407.937.1597  
☐ **Gainesville:** 4965 SW 41st Blvd. • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639  
☐ **Jacksonville:** 6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354  
☐ **Miramar:** 10200 USA Today Way, Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281  
☐ **Tallahassee:** 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275  
☐ **Tampa:** 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327
- T1510913

5-71510913

[illegible]

06/24/2008 12:28 FAX 8136327671

DEP

06/24



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

### Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 4/5/16

TIME: 9:30 - 10:00 am

System Name: Labrador  
PWS-ID No. 6514842  
County: Pasco

Owner/Utility contact: Labrador

Telephone: (813) 355-4800

E-Mail: rabuono@ciwater.com

Fax Number: Same

Utility Contact Person: Robert Buono

Population effected (Connections): 1178

Estimated time for system to be returned to service: 1/2 hr

Cause (planned or unplanned event, do not just note main break) of incident: loss of pressure due to a electrical issue with a timer that controlled the operation of both wells @ the WTP  
Corrective action undertaken: Remove the timer

How BWN delivered to customers: reverse call out & signs @ both entrances to the Park

How BWN will be rescinded: same as above

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Rose Taylor (called voice mail)

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.



☐ 9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9816 • Fax 813.630.4327 • E84589  
☐ 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced  
Environmental Laboratories, Inc.**

D.E.P  
SOUTHWEST DIST

MAY 16 2011

AMP<sub>a</sub>

Report Number: 71604396 Sub-Contract Lab ID: \_\_\_\_\_

**Analysis Requested:** (check all that apply)

☒ Total Coliform/E. coli    ☐ Total Coliform/Fecal    ☐ Enterococci    ☐ Coliphage    ☐ HPC    ☐ Other.

Public Water System (PWS) Name: Labrador

PWS Address: 4311 Paquette Way

PWS or PWS Owner's Phone #: 513-355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System    ☐ Non-Transient Non-community Water System    ☐ Transient Non-community Water System

☐ Limited Use System    ☐ Bottled Water    ☐ Private Well    ☐ Swimming Pool    ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Support

☐ Clearance    ☐ Replacement (also check type of sample being replaced)    ☒ Boil Water Notice    ☐ Other:

Sample Collection Date: 4/5/16

PCN# AD-0345

Effective 01/95, Revised 05/27/10

[illegible]

Average of disinfectant residuals for distribution routine & repeat samples. <sup>3</sup> (Free chlorine or Total chlorine (circle one)).

#### **Disinfectant Residual Analysis Method:**

☒ DPD Colorimetric    ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# C14426)

☐ Supervised by certified operator (# \_\_\_\_\_)☐ Employed by a certified lab    ☐ Employed by DEP or DOH☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAP standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results:

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued:

Lab Signature: W. H. H.

Title: ANALYST

POST BY NAME AND MAILING ADDRESS  
OF PERSON FOR: RAY, ROBERT

DEP/DOH USE ONLY

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEPT/DH:

DEP/DOH Reviewing Official:

\* Indicate the sample type for each sample collected. Sample type codes are: D = Detection (reading comparison), C = Repeat/Check, R = Raw, N = Every Point to Distribution, P = Peak Top, S = Special (potholes, etc.)

<sup>2</sup>MF=540222B & G; MTF=52210-G ECRAG; MANDRUG=540202B; KPC=540215S

Relinquish By: Robert Brown Date: 4/6/16 Time: 1100

Received 5.

4/6/16 11:08

9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9816 • Fax 813.630.4327 • E84599  
528 S. North Lake Blvd., Ste. 1018 • Altamonte Springs, FL 32701 • 407.937.1594 • E83076



Advanced  
Environmental Laboratories, Inc.

Report Number: T1604596 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: 813-355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Soil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 4/6/16

Lab Receipt Date & Time: 4/6/16 1200  
Analysis Date & Time: 4/6/16 17:51  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ 76 °C  
Disinfectant Check: ☐ Not Detected ☐ \_\_\_\_\_  
This Sample does not meet the following NELAC requirements: \_\_\_\_\_

PWS I.D. 6514842  
City: Zephyrhills, FL 33540  
Fax #: Same  
Collector's Phone #: \_\_\_\_\_

DCN: AD-0045 Effective 01/95, Revised 05/27/10

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM9228B</u>				
1	6080 Spring Lake	0730	D	2.4		Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
2	6035 Presidential	0725	D	2.4			A			003
							A			009

Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine or Total chlorine (circle one)).

2.9

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 014426)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: Analyst

DEP/DOH USE ONLY

- ☐ Satisfactory  
☒ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

DEP/DOH Reviewing Official: [Signature]

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (public connections), C = Replacement, R = Raw, M = Entry Point to Distribution, P = Point Tap, S = Special Information, etc.

<sup>2</sup> UF-S10222B & C; UFF-2221B & E; E84599; E83076; S10222B; S10222C; HPC-S10222B

Relinquish By: Robert Buono Date: 4/6/16 Time: 11:00  
[Signature] 4/6/16 11:00



04/07/16  
259100 Labrador 217 FI Boil Rescind  
886

This is a courtesy call from Utilities, Inc. of Florida, your local water provider at 1-866-842-8432. This number will be repeated at the end of this message.

Please be advised that effective today, we are lifting the boil water advisory that was previously issued in your service area.

The water sample results from the laboratory confirmed that your water continues to be safe and you no longer have to boil your water. Again, we are lifting the boil water advisory today.

This was a courtesy call from Utilities, Inc. of Florida. We apologize for any inconvenience this may cause and appreciate your patience.

If this message was incomplete or should you have any questions or concerns, please contact our Customer Service Department at 1-866-842-8432, again that number is 1-866-842-8432.

Thank you.



## Florida Department of Environmental Protection

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

Rick Scott  
Governor

Carlos Lopez-Cantera  
Lt. Governor

Jonathan P. Steverson  
Secretary

June 10, 2016

Patrick Flynn, VP of Operations  
Utilities, Inc. of Florida  
200 Weathersfield Ave.  
Altamonte Spring, FL 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Sanitary Survey  
Forest Lake Estates  
PWS ID #: 651-4842  
Pasco County

Dear Mr. Flynn:

Department personnel conducted a Sanitary Survey of the above-referenced facility on May 31, 2016. Based on the information provided during and following the inspection, the facility was determined to be in compliance. Any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state rules. Should you have any questions or comments, please contact Rose Taylor at (813) 470-5781, or via e-mail at [rose.taylor@dep.state.fl.us](mailto:rose.taylor@dep.state.fl.us).

Sincerely,

James S. Brock  
Government Operations Consultant  
Southwest District  
Florida Department of Environmental Protection

JB/rt

ec: Lee Neal, Utilities Inc. of Florida, [wlnéal@uiwater.com](mailto:wlnéal@uiwater.com)  
Rob Buono, Utilities Inc. of Florida, [rabuono@uiwater.com](mailto:rabuono@uiwater.com)

<b>SURVEY</b>	Water system: <u>UTILITIES INC. (FOREST LAKE ESTATES)</u>		System PWS #: <u>651-4842</u>		Date of survey: <u>05/31/2016</u>		
	Inspector name: <u>ROSE TAYLOR</u>		Person(s) contacted: <u>ROB BUONO-OP</u>				
	System type: <u>C</u>		Population: <u>2,356</u>		Connections: <u>1,178</u>		
		Design capacity: <u>288,000</u>		Storage capacity: <u>34,000</u>			
<b>SYSTEM</b>	System address: <u>6420 PRESIDENTIAL CIRCLE</u>		City <u>ZEPHYRHILLS</u>		State <u>FL</u> Zip <u>33540</u>		
	System phone: <u>(407)869-1919</u>		Cell: _____				
	Fax number: _____		Email: _____				
<b>OWNER</b>	Owner name: <u>PATRICK FLYNN</u>		Owner title: <u>VP OF OPERATIONS</u>				
	Owner address: <u>200 WEATHERSFIELD AVENUE</u>		City: <u>ALTAMONTE SPRINGS</u>		State <u>FL</u> Zip <u>32714</u>		
	Owner phone: <u>(404)869-1919</u>		Cell: _____				
	Fax number: _____		Email: <u>pcflyn@uiwater.com</u>				
<b>OPERATOR</b>	Operator required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No", Operator sections not applicable)		Operator class & cert. number: <u>C 14571</u>				
	Operator name: <u>LEE NEAL</u>		Phone: <u>(407)948-9863</u>				
	Fax number: _____		Email: <u>wlneal@uiwater.com</u>				
<b>SOURCE - WELL INFORMATION</b>	Well Name and/or FL Unique Well ID		Well 1 AAC 0163		Well 2 AAC 0164		
	Well head sealed? (Pad/conduit/openings)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Well casing 12" above grade?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Casing vent compliant?(installed, screened)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Check valve compliant (installed/no leak)?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Tap Compliant? (Smooth/12" high/precheck)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Flow measurable? (if applicable, GPM@psi)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Flow meter accuracy checked?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Well capacity > maximum day?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Setbacks compliant?(hazard type and distance)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
<b>TREATMENT</b>	Name of plant & type of chlorination		Main Plant- Hypo		Main Plant- Hypo		
	O & M log compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	O & M manual compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Cl storage compliant? (no organics/acid/sun)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Chlorinator flow proportionate?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	Treated sample tap provided?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
	<b>HYPO CL</b>	Cl solution strength?		12%		12%	
		Solution tank compliant?(covered/etc)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	
		Antisiphon protection compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	
	<b>GAS CL</b>	Safety: (Gloves/Apron/Eyewash/etc)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA	
Cl room compliant?(separate/ventilation)		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA			
Scales compliant? (installed/functional)		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA			
<b>AERATE</b>	Safety: (SCBA/Gloves/Ammonia)		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		<input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> NA		
	Choose type: "X" box below if Not compliant N/A						
	<input type="checkbox"/> Screen <input type="checkbox"/> Tray <input type="checkbox"/> Lid <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input type="checkbox"/> Algae Free <input type="checkbox"/> Compliant						
<b>DISTRIBUTION</b>	Flushing of dead ends compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		monthly		
	Valve maintenance compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		automated		
	Distribution PSI compliant? (> 20 PSI)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Chlorine residual above minimum?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
<b>STORAGE FACILITIES</b>	Storage type used: <input type="checkbox"/> Hydro <input type="checkbox"/> Ground <input type="checkbox"/> Elevated <input type="checkbox"/> Bladder <input type="checkbox"/> N/A						
	Inspections compliant? (annual/5yr)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Washouts compliant? (every 5 yrs)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Storage capacity compliant?(¼ max)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	<b>HYDRO</b>	APPURTENANCES: "X" box below if Not compliant,					
		<input type="checkbox"/> PRV <input type="checkbox"/> Gauge <input type="checkbox"/> Sight glass <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input type="checkbox"/> Compliant					
	<b>GROUND ELEVATED</b>	APPURTENANCES: "X" box below if Not compliant .					
		<input type="checkbox"/> Hatch <input type="checkbox"/> Vent <input type="checkbox"/> Overflow <input type="checkbox"/> Drain <input type="checkbox"/> Bypass <input type="checkbox"/> Compliant					
	<b>MANUAL OR AUTOMATIC CONTROLS</b>	Manual or automatic controls?		Automatic			
		On/Off pressure of pumps?		/ 62 constant			
<b>HSP</b>	High Service Pumps functional?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA 4 pumps				
	HSP capacity compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
<b>MONITORING</b>	Chlorine test kit compliant?		<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA *				
	Chlorine grab sampling compliant?		<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA *				
	Bacti sampling compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Chemical sampling compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Lead/copper sampling compliant?(C,P)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
<b>MANAGERIAL</b>	DBP monitoring compliant? (C,P)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	MONITORING PLANS: "X" box below if Not compliant						
	<input type="checkbox"/> Bacteriological <input type="checkbox"/> Disinfection By-Products (C,P) <input type="checkbox"/> Lead & Copper (C,P)						
	NSF: "X" box below if Not compliant						
	<input type="checkbox"/> Treatment Chemicals/Components <input type="checkbox"/> Storage <input type="checkbox"/> Pipe <input type="checkbox"/> New Meters						
<b>OPERATOR</b>	CCC / Plan(C) implemented?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Record keeping compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Security measures compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA				
	Plant category and type?		Cat V / Class D				
Operator visits compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA					
Plant checked 5 days/week? (owner/rep)		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA					
MORs submittal compliant?		<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA					
FIELD SAMPLING RESULTS		Plant Cl (mg/L) /pH		2.5 /plant		Distribution Cl (mg/L) /pH	
						1.97 /WW RPZ	
TECHNICAL ASSISTANCE PROVIDERS (TAP) RECOMMENDED? <input type="checkbox"/> Yes (see enclosed TAP information) <input checked="" type="checkbox"/> No TAP recommended at this time							

COMMENTS: \*Not evaluated at time of inspection. VALVE EXERCISING IS DONE IN 3<sup>RD</sup> QTR AND IS AUTOMATED.

## DEFICIENCIES

### DEFICIENCY: NO WRITTEN BACTERIOLOGICAL SAMPLING PLAN.

REGULATION REFERENCE: FAC Rule 62-550.518(1)

#### RECOMMENDED ACTION:

All public water systems must have a written bacteriological sampling plan that addresses, at a minimum, location, timing, frequency and rotation period of sample sites that are representative of water throughout the distribution system. Please submit the plan to this office within 30 days and have available for review during your next inspection. *Plan submitted on 6/3/16.*

## REMARKS AND RECOMMENDATIONS

Aqua Dene added for corrosion control with ChemTech pump. Stenner 40 GPD used for chlorine pump.

## TECHNICAL ASSISTANCE PROVIDERS

### FLORIDA RURAL WATER ASSOCIATION

2970 Wellington Circle W, Suite 101

Tallahassee FL 32309-6885

E-Mail: [FRWA@frwa.net](mailto:FRWA@frwa.net)

Home Page: <http://www.frwa.net>

850.668.2746

## DIGITAL PHOTOS

N/A

INSPECTOR'S SIGNATURE Rose Taylor TITLE ENV. SPEC DATE: June 7, 2016

REVIEWED BY JSB TITLE GOVT OPERATIONS DATE: JUNE 8, 2016



05/24/2008 12:26 FAX 813-632-7671

DEP

001



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

### Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 9/27/16

TIME: 1415-1430

Owner/Utility contact: Labrador

E-Mail: rabuono@yiwater.com

Utility Contact Person: Robert

System Name: Labrador

PWS-ID No. 6514842

County: Pasco

Telephone: (813) 355-4800

Fax Number: Same

Population affected (Connections): 1,178

Estimated time for system to be returned to service: 1/2 hr

Cause (planned or unplanned event, do not just note main break) of incident: Caused by weekly test of the generator not transferred power to the VFD

Corrective action undertaken: called Paramount power to fix problem

How BWN delivered to customers: reverse call out + signs @ both entrance to park

How BWN will be rescinded: same as above

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Rose Taylor (voice mail)

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and made upon request. Your e-mail communications may therefore be subject to public disclosure.



## Incident Report

System Name

Sub #

Date Occurred:

State

Type

Time Began

Person(s) who noted incident:

Time Ended

Type of Incident

Location of Incident:

Factual  
Description  
of Incident

While the WTP generator was performing a weekly exercise, there was a loss of power to the HSP at the treatment plant which resulted in a loss of pressure to the community. The operator turned the generator off and power was restored to the HSP when the power switched back to commercial power. The generator contractor was notified and upon arrival, they believe it was a problem with the controller which is being replaced today.

No. Customers Affected

Total Time Without Service:

**SSO Section Only:**

Did SSO Reach Surface Water?

Surface Water Body:

**No Swim / No Recreational Signs Posted :**

Est Amt of SSO (gals)

Sample Collected (Y/N)

Description:

Sample Location:

Property Damage (Y/N)

Est Gal Use for Flushing:

Est Gal Water Loss:

If Yes, indicate where damage occurred and provide detailed description below:

Responsible Party:

Please indicate on whose side of the property is damaged.

**Other  
authorities  
notified:**

DEP

Follow up Needed (Y/N)

List Follow Up:

Follow up Completed (Y/N)

Submitted By:

Title:

Date Submitted:



DATE: 10/1/16

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest Lakes estates

The "Precautionary Boil Water Notice" issued on

9/27/16

is hereby rescinded following the:

- ☒ equipment repair  
☐ water main repair  
☐ \_\_\_\_\_

and the satisfactory completion of the  
bacteriological survey showing that the water is  
safe to drink.

If you have any questions, please contact our  
office at the numbers below.

**UTILITIES, INC. OF FLORIDA**  
AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 9-27-16

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Forest lakes estates

Please be advised that:

- ☒ an equipment malfunction  
☐ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area.  
Therefore, as a precaution, we advise that all water  
used for drinking, cooking, making ice, brushing  
teeth, or washing dishes be boiled. A rolling boil of  
one minute is sufficient. As an alternative, bottled  
water may be used.

The "Precautionary Boil Water Notice" will remain in  
effect until the problem has been corrected and a  
satisfactory bacteriological survey is received.

We apologize for any inconvenience this may  
cause you. If you have any questions, please  
contact our office at the numbers below.

 **Utilities, Inc.**  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



Advanced  
Environmental Laboratories, Inc.

Report Number: 716441 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4900

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☒ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☐ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 9/27/16

Lab Receipt Date & Time: 09-28-16 11:00

Analysis Date & Time: 9-28-16 1543

Sample Acceptance Criteria:

Sample Preservation: ☒ On Ice ☐ Not On Ice 4°C

Disinfectant Check: ☐ Not Detected ☐ \_\_\_\_\_

This Sample does not meet the following NELAC requirements:

PWS I.D. 6314842

City: Daphnophyllis, FL 33540

Fax #: Same

Collector's Phone #: \_\_\_\_\_

DCN#: AD-D045

Effective 01/95, Revised 05/27/10

To be completed by collector of sample

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH
1	6434 Utopia	1630	D	2.5	
2	5955 Paquette	1625	D	1.0	

Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total Chlorine (circle one).

1.25

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one or below):

☒ A certified operator (# 614426)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

To be completed by lab

Analysis Method(s) <sup>2</sup>				
Non-Coliform	Total Coliform	Fecal E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	P	A		011
	P	A		012

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☒ Replacement Samples Required

DEP/DOH USE ONLY

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample submitted. Sample type codes are: D = Distribution (quarter distribution), G = Repeat Check, R = Raw, H = Entry Point to Distribution, P = Plant Test, S = Special (gasoline, etc.)

<sup>2</sup> LRP-640222B © Dr. MTP-60210 © GENPUB, NABM-100-210022210-100-0102105

Relinquish By: Robert Buono Date: 9/28/16 Time: 0915

Received By: [Signature] 9/28/16 915



526 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1524 • 653076



Advanced  
Environmental Laboratories, Inc.

Report Number: 116440 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Labrador

PWS Address: 41311 Paquette Way

PWS or PWS Owner's Phone #: (813) 355-4800

Collector: Robert Buono

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☒ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 9/28/16

Lab Receipt Date & Time: 9-28-16 11:00

Analysis Date & Time: 9-28-16 1543

Sample Acceptance Criteria:

Sample Preservation: ☒ On Ice ☐ Not On Ice 40°C

Disinfectant Check: ☐ Not Detected ☐

This Sample does not meet the following NELAC requirements:

PWS I.D. 6514842

City: Daphne Hills, FL 33540

Fax #: Same

Collector's Phone #: \_\_\_\_\_

DCN#: AD-0045

Effective 01/95, Revised 05/27/10

To be completed by collector of sample

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disin- fectant Residual (mg/L)	pH
1	6934 Utopia	0735	P	3.0	
2	5955 Paquette	0725	P	2.0	

To be completed by lab

Analysis Method(s) <sup>2</sup> <u>SM9222B</u>				
Non- Coliform	Total Coliform	Fecal (E. coli) Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	P	A		AB
	P	A		ADY

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).

2.5

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 014426)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

POST RETURN TO: ADVANCED ENVIRONMENTAL LABORATORIES, INC.  
526 S. NORTH LAKE BLVD., STE. 1016  
ALTAMONTE SPRINGS, FL 32701

☐ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☒ Replacement Samples Required

DEP/DOH USE ONLY

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample submitted. Sample type codes are: D = Distribution (routine sampling), C = Repeat/Check, R = Raw, H = Every Point to Distribution, P = First Test, S = Special (plumbers, etc.)

<sup>2</sup> UF-0102223 & D; MTP-02218 & E005002; M300000 & 04020000; HPC-0450018

Relinquish By: Robert Buono Date: 9/28/16 Time: 0915

[Signature] 9/28/16 915

☐ 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.930.9616 • Fax 813.630.4327 • E84589  
☐ 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



PLEASE CALL: LEE NEAL  
Advanced 407-948-9863  
Environmental Laboratories, Inc.

Report Number: 71619693 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/*E. coli*    ☐ Total Coliform/Fecal    ☐ Enterococci    ☐ Coliphage    ☐ HPC    ☐ Other: \_\_\_\_\_Public Water System (PWS) Name: Labrador

PWS Address: 41311 P996ettE Wav

PWS or PWS Owner's Phone #: (813) 355-4800

Collector: Robert Buono

1126

Collector's Phone #:

Type of Supply: (check only one)

☒ Community Water System    ☐ Non-Transient Non-community Water System    ☐ Transient Non-community Water System

☐ Limited Use System    ☐ Bottled Water    ☐ Private Well    ☐ Swimming Pool    ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☒ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey☐ Clearance    ☐ Replacement (also check type of sample being replaced)    ☒ Boil Water Notice    ☐ Other:

Sample Collection Date: 9/29/16

DCN# AD-0045

Effective 01/95. Revised 05/27/10

[illegible]

Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric      ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# C14426)

☐ Supervised by certified operator (# \_\_\_\_\_)☐ Employed by a certified lab    ☐ Employed by DEP or DOH☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAP standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results:

Date and time DEPT/DOH notified by lab of positive results:

Date Report Issued: 2/22/01

Lab Signature: *X. Wang*

Title: 11/11/11

[17] R. A. Adams, *Sobolev Spaces*, Academic Press, New York, 1975.

[18] J. L. Rubio de Francia, *Estimaciones de Calderón-Zygmund y aplicaciones*, Ph.D. thesis, Universidad Complutense de Madrid, 1986.

DEP/DON USE ONLY

☐ Satisfactory  
☒ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH:

DEP/DOH Reviewing Official:

\*Indicate the error type for each sample outcome. Correct type coded are D = Distribution (missing constraints), C = Repetition/Check, R = Race, U = Entry Point to Distribution, P = Plant Type, S = Special (insurance, etc.)

<sup>2</sup>HF-SUTTER & O; HFF-9286 & COINC; MICHIGAN-SUNSHINE-HF-927157

Relinquish By: Robert Basso Date: \_\_\_\_\_ Time: \_\_\_\_\_

Revised: 1/1

9/20/16 1210





COMET ENTRY DATE  
6/1/2015 9:47:06 AM

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

# WASTEWATER COMPLIANCE INSPECTION REPORT

## FACILITY AND INSPECTION INFORMATION

@ = Optional

Name and Physical Location of Facility	WAFR ID:	County	Entry Date/Time
Sun'N Lake of Lake Placid WWTP	FLA014386	Highlands	5/27/2015
Brevard Avenue		Phone	@ Exit Date/Time
Lake Placid, FL 33852		(407) 869-1919	5/27/2015
Name(s) of Field Representatives(s)	Title	Email	Phone
OTTO KRUCKER	OPERATOR		
Name and Address of Permittee or Designated Representative	Title	Phone	@ Operator Certification #
Patrick C Flynn	Vice President of Operations	(407) 869-1919	
200 Weathersfield Ave	Email		
Altamonte Springs, FL 32714 - 4027	pcflyn@uiwater.com		
Inspection Type:	C	E	I
Samples Taken(Y/N):	@ Sample ID#:	Samples Split (Y/N):	
<input checked="" type="checkbox"/> Domestic	<input type="checkbox"/> Industrial	Were Photos Taken(Y/N):	@ Log book Volume : @ Page

## FACILITY COMPLIANCE AREAS EVALUATED

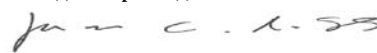
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance;  
NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NA	3. Laboratory	NC	6. Facility Site Review	IC	9. ♦ Effluent Quality
NE	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	NC	10. ♦ Effluent Disposal
		IC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						NA	12. Groundwater
NE	14. Other:					NE	13. SSO Survey

Facility and/or Order Compliance Status: ☐ In-Compliance ☒ Out-Of-Compliance ☐ Significant-Out-Of-Compliance

Recommended Actions: Deficiencies to be addressed in permitting RAI

Name(s) and Signature(s) of Inspector(s)	District Office/Phone Number	Date
Juan Robles 	SD / 239-344-5660	June 2, 2015
@ Signature of Reviewer	District Office/Phone Number	Date
Diane Loughlin	SD/ 239-344-5641	June 3, 2015

Single Event Violation Code(s):

**Facility Name:** Sun'N Lake of Lake Placid WWTP  
**Facility ID:** FLA014386  
**Inspection Type:** CEI  
**Inspection Date:** 5/27/2015

**FACILITY BACKGROUND:**

**Facility Address:** Brevard Avenue, Lake Placid, FL 33852, Highlands County  
**Program/ Permit Information:** DW, permit issue date: 10/19/2010, expiration date: 10/18/2015  
**Treatment Summary:** Extended Aeration w/Effluent to 2 Perc Ponds  
**Permitted Capacity:** 0.09 MGD

1. **Permit:** RATING – IN COMPLIANCE

1.1 Observation: *General* – A copy of the permit was onsite and available to plant personnel.

Additional Comments: Current permit was on site. However, a copy of the permit revision was not.

2. **Compliance Schedules:** RATING – NOT EVALUATED

3. **Laboratory:** RATING – NOT APPLICABLE

4. **Sampling:** RATING – IN COMPLIANCE

4.1 Observation: *General* – Safe and dry access to influent and effluent sampling points are provided.

5. **Records and Reports:** RATING – IN COMPLIANCE

5.1 Observation: *General* – A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

5.2 Observation: *General* – Operators' certification(s) were current and available on-site.

5.3 Observation: *General* – The certified operator's daily logbook was complete.

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**

6. **Facility Site Review:** **RATING – OUT OF COMPLIANCE**

6.1 Observation: *General* – The facility grounds were secured properly.

6.2 Observation: *General* – The facility grounds were clean and well maintained.

6.3 Observation: *General* – Foul odors did not permeate beyond the boundaries of the plant site at the time of the inspection.

6.4 Observation: *LiftStations* – Warning signs with an emergency telephone number were posted at the lift station.

6.5 Observation: *LiftStations* – The cover on the lift station was locked.

6.6 Deficiency Description: *LiftStations* – The lift station warning system was not functional.

Additional Comments: Visual alarm at lift station #2 was not functioning.

6.7 Deficiency Description: *LiftStations* – Please see specific comment

Additional Comments: Lift station #4 was not operational.

Permit/Rule or Other Reference:

F.A.C. Rule 62-604.500(3) states that all equipment necessary for the collection/transmission of domestic wastewater, including equipment provided pursuant to subsection 62-604.400(2), F.A.C., shall be maintained so as to function as intended.

6.8 Observation: *Headworks* – There were no excessive odors emanating from the headworks at the time of the inspection.

6.9 Observation: *Headworks* – The bar screen is cleaned on a routine basis.

6.10 Observation: *Headworks* – Screening and grit are being collected in suitable containers.

6.11 Observation: *AerationBasins/Act.Sludge* – The contents in the aeration chambers appeared to be adequately mixed.

6.12 Observation: *AerationBasins/Act.Sludge* – The air line(s) to the aeration basin was free from leaks at the time of the inspection.

6.13 Observation: *Blowers/Motors* – The blower was operational at the time of the inspection.

6.14 Observation: *Blowers/Motors* – The secondary blower motor was operational.

6.15 Observation: *Blowers/Motors* – The blowers were equipped with belt guards.

6.16 Observation: *Clarifiers* – The clarifier weirs appear to be level.

6.17 Observation: *Clarifiers* – The skimmer appeared to be functioning properly.

6.18 Observation: *Clarifiers* – The clarifier had good settling and clear effluent.

6.19 Observation: *Disinfection* – The chlorine contact chamber was clean and the effluent leaving the plant was clear



6.20 Observation: *Digestors* – The tank contents in the aerobic digester were well mixed.

6.21 Observation: *Digestors* – The digestors were free from excessive odors.

6.22 Observation: *Digestors* – The digester was free from excessive foaming.

6.23 Observation: *Ponds/Lagoons* – The treatment lagoon appeared to have adequate freeboard space.

6.24 Observation: *Ponds/Lagoons* – The treatment lagoon was properly secured to prevent unauthorized access.

6.25 Observation: *Ponds/Lagoons* – The treatment lagoon berms were properly stabilized.

7. **Flow Measurement:** RATING – IN COMPLIANCE

7.1 Observation: *General* – The copy of the flow calibration report is current and satisfactory.

Additional Comments: Meter was calibrated in February 2015. Calibration report was not available on site at the time of the inspection, but was provided via email following the inspection.

7.2 Observation: *General* – The chart recorder for the flow meter was operational at the time of the inspection.

8. **Operation and Maintenance:** RATING – IN COMPLIANCE

8.1 Observation: *General* – The facility was operated and maintained in accordance with the description in the Permit.

8.2 Observation: *General* – A certified operator as required by Rule 62-602 and the Permit, was operating the WWTF.

8.3 Observation: *General* – No problems or deficiencies were observed.

9. **Effluent Quality:** RATING – IN COMPLIANCE

9.1 Observation: *General* – The final effluent chlorine residual was within the acceptable range.

Additional Comments: 2.2 mg/l (as measured with DEP meter #2)

9.2 Observation: *General* – A review of the Discharge Monitoring Reports revealed the following effluent exceedance(s).

Additional Comments: N=17 mg/l in February 2014 and N=16.7 mg/l in April 2014.

10. **Effluent Disposal:** **RATING – OUT OF COMPLIANCE**

10.1 Observation: *General* – The facility was discharging at the time of the inspection.

10.2 Observation: *General* – The effluent was free from visible sheen at the time of the inspection.

10.3 Observation: *General* – The effluent was free from excessive turbidity.

10.4 Observation: *General* – The effluent was free from excessive foam.

10.5 Observation: *General* – The disposal ponds were overgrown with vegetation.

**Permit/Rule or Other Reference:**

F.A.C. Rule 62-610.523(6) states that rapid infiltration basins, percolation ponds, basins, trenches, or cells shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids.

11. **Biosolids/Sludge:** **RATING – IN COMPLIANCE**

11.1 Observation: *General* – Residuals were being disposed of in accordance with the permit.

12. **Groundwater Quality:** **RATING – NOT APPLICABLE**

13. **SSO Survey:** **RATING – NOT EVALUATED**

14. **Other:** **RATING – NOT EVALUATED**

Sun N Lake of Lake Placid (FLA014386)  
Photos by Juan Robles on 5/27/2015



1

Overgrown percolation pond

I certify that these photos represent the true  
on-site conditions observed  
and have not been altered in any way.

Juan C. Robles

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, August 24, 2015 11:03 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** MAL Longwood 8.23.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Shadow Hills WWTF service area. If you have any comments or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



**Go Green:** Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 8/24/15**

**TIME: 1100**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Shadow Hills WWTF     COUNTY: Seminole**

**ADDRESS: 925 Lincolwood Lane. Longwood, FL. 32750**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Longwood**

**DATE AND TIME OF FAILURE: 8/23/15 @ 0945**

**NATURE OF PROBLEM: The main breaker tripped at L/S LW-1 causing a manhole at 1471 Cricket Court to overflow approximately 200 gallons of raw sewage.**

**CORRECTIVE ACTION TAKEN: The breaker was reset and the system was pumped down. The effected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 8/23/15 @ 1030**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

DATE: 3-26-2015

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Anderson Hill, Pineapple  
+ Valencia Dr

Please be advised that:

☐ an equipment malfunction

☒ main break

☐ \_\_\_\_\_

has caused a loss of water pressure in your area.

Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 3-28-2015

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Anderson Hill Rd.  
Pineapple  
Valencia Dr

The "Precautionary Boil Water Notice" issued on

3-26-2015

is hereby rescinded following the:

☐ equipment repair

☒ water main repair

☐ \_\_\_\_\_

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919



MAR-28-2015 08:29A FROM: TRI TECH

4072819187

TO: 3522420565

P.1

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

(52-550.730 Reporting Format Effective 01/1995, Revised 02/2010)

Tri-Tech Analytical Laboratories, Inc  
7240 Old Cheney Hwy  
Orlando, Florida 32807  
DOH# E83294  
Report Number: 1503540

Sub-Contract Lab ID: \_\_\_\_\_

Lab Receipt Date & Time: 3-27-15 1015  
Analysis Date & Time: 3-27-15 1030  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ \_\_\_\_\_ °C  
Disinfectant Check: ☒ Not Detected ☐ \_\_\_\_\_ mg/L  
This sample does not meet the following NELAC requirements:

**Analysis Requested:** (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: MF

Public Water System (PWS) Name: Lake Utility Services Inc., North

PWS I.D. **3354883**

PWS Address: 2425 South US HWY 27

City: Clermont

PWS or PWS Owner's Phone #: (407) 869 - 1919

Fax #: (352) 242 - 0565

Collector: Mark McKinnon

Collector's Phone #: (407) 402 - 9079

**Type of Supply:** (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

**Reason for Sampling:** (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☒ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 3/26/15

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disin- fectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>9222Bmf</u>				
1	12515 Valencia Dr.	6:06pm	D	1.6		Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
			D							
			D							
			D							
			D							

Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one).

1.6

**Disinfectant Residual Analysis Method:**

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (see instructions on reverse):

☒ A certified operator (604200) B17255

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

Name & Mailing Address of Person to Receive Report:

Lake Utility Services Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL 32714

DEP/DOH USE ONLY  
☐ Satisfactory  
☐ Incomplete Collection Information E  
☐ Repeat Samples Required  
☐ Replacement Samples Required  
Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official: \_\_\_\_\_

<sup>1</sup> For Sample Types see Instructions item 1.6.

<sup>2</sup> For Analysis Methods see Instructions item 1.6.

<sup>3</sup> Please circle appropriate selection.

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.

MAR-28-2015 08:30A FROM: TRI TECH

4072819187

TO: 3522420565

P.2

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

(02-550 730 Reporting Format Effective 01/1995, Revised 02/2010)

Tri-Tech Analytical Laboratories, Inc

7240 Old Cheney Hwy  
Orlando, Florida 32807

DOH# E83294

Report Number: 1503541 Sub-Contract Lab ID: 541

Lab Receipt Date & Time: 3-27-15 10:15  
Analysis Date & Time: 3-27-15 10:30  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ °C  
Disinfectant Check: ☒ Not Detected ☐ mg/L  
This sample does not meet the following NELAC requirements:

Analysis Requested: (check all that apply)

☐ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: MF

Public Water System (PWS) Name: Lake Utility Services Inc., North

PWS I.D. **3354883**

PWS Address: 2425 South US HWY 27

City: Clermont

PWS or PWS Owner's Phone #: (407) 869 - 1919

Fax #: (352) 242 - 0565

Collector: Mark McKinnon

Collector's Phone #: (407) 402 - 9079

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☒ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other:

Sample Collection Date: 3/27/15

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> : <u>9222 Bmt</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	12515 Valencia Dr.	7:47AM	D	1.8						1
			D							
			D							
			D							
			D							

Average of disinfectant residuals for distribution routine & repeat samples.<sup>5</sup> (Free chlorine or Total chlorine (circle one))

1.8

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other:

Person performing disinfectant analysis is (see instructions on reverse):

☒ A certified operator (00042573) 317855  
☐ Supervised by certified operator (# \_\_\_\_\_)  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Name & Mailing Address of Person to Receive Report:

Lake Utility Services Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL. 32714

DEP/DOH USE ONLY  
☐ Satisfactory  
☐ Incomplete Collection InformationE  
☐ Repeat Samples Required  
☐ Replacement Samples Required  
Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official

<sup>1</sup> For Sample Types see Instructions item I 1.6.

<sup>2</sup> For Analysis Methods see Instructions item II 6.

<sup>3</sup> Please circle appropriate selection.

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,000. Do not include raw or plant samples in the average.



MAR-29-2015 10:25A FROM: TRI TECH

4072819187

TO: 3522420565

P.1

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

(62-550.730 Reporting Format Effective 01/1985, Revised 02/2010)

Tri-Tech Analytical Laboratories, Inc  
7240 Old Cheney Hwy  
Orlando, Florida 32807

DOH# E83294

Report Number: 1503545 Sub-Contract Lab ID: 545

Lab Receipt Date & Time:	<u>3-28-15</u>	<u>0930</u>
Analysis Date & Time:	<u>3-28-15</u>	<u>0945</u>
<b>Sample Acceptance Criteria:</b>		
Sample Preservation:	<input checked="" type="checkbox"/> On Ice	<input type="checkbox"/> Not On Ice <input type="checkbox"/> °C
Disinfectant Check:	<input checked="" type="checkbox"/> Not Detected	<input type="checkbox"/> mg/L
This sample does not meet the following NELAC requirements:		

**Analysis Requested:** (check all that apply)

☐ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: MF

**Public Water System (PWS) Name:** Lake Utility Services Inc., North

**PWS I.D.:** 3354883

**PWS Address:** 2425 South US HWY 27

**City:** Clermont

**PWS or PWS Owner's Phone #:** (407) 869 - 1919

**Fax #:** (352) 242 - 0565

**Collector:** Mark McKinnon

**Collector's Phone #:** (407) 402 - 9079

**Type of Supply:** (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

**Reason for Sampling:** (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☒ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

**Sample Collection Date:** 3/28/15

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	12515 Valencia Dr.	8:26am	D	1.6			A			1
			D							
			D							
			D							
			D							

**Average of disinfectant residuals for distribution routine & repeat samples.** (Free chlorine or Total chlorine (circle one)). 1.6

**Disinfectant Residual Analysis Method:**

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

**Person performing disinfectant analysis is (see instructions on reverse):**

☒ A certified operator (B-0017855)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

**Lab Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Name & Mailing Address of Person to Receive Report:**

Lake Utility Services Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL. 32714

☐ Satisfactory ☐ Incomplete Collection InformationE ☐ Repeat Samples Required ☐ Replacement Samples Required  
**DEP/DOH USE ONLY**  
Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official: \_\_\_\_\_

<sup>1</sup> For Sample Types see Instructions Item 1.6.  
<sup>2</sup> For Analysis Methods see Instructions Item 11.6.

<sup>3</sup> Please circle appropriate selection.

<sup>4</sup> Defined as Florida Administrative Code Rule 62-160, Table 1.

<sup>5</sup> Composite for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.



**DEPARTMENT OF ENVIRONMENTAL PROTECTION**  
**C e n t r a l   D i s t r i c t**

**Drinking Water Program**

☐ MALFUNCTION OR ☒ INCIDENT REPORT

407/893-3318 OR 3988; 894-7555, EXT. 2243

FAX: 407/893-4418; E-FAX: 850/412-0740

Date: 03/26/2015

Time: 2:05 pm

Received By: Manuel Cardona

Reported By: Chuck Schwades

Business Name: Utilities Inc. of Florida (LUSI)

Name of Plant/System: Clermont 1

PWS ID Number: 3354883-7

Address: 13225 Anderson Hill Rd.

System Phone: 407-869-6969

County: Lake

Owner: Lake Utility Services Inc.

Contact Person: Chuck Schwades

Phone #: 321-388-7895

☐ Failure

☒ Planned Outage

Date: 3/26/2015

Time: 11:00 am

Expected to be (or was) back in service:

Date: 3/26/2015

Time: 5:50 pm

Location of Trouble (address): 12947 Anderson Hill Rd.

Statement of Trouble (check as many as necessary to explain incident):

☒ Water main breaks ☐ Pressure greater than 20-psi ☒ pressure drop below 20 psi. ☒ Outage (no water to customers) ☐ Service line break ☐ tie in (no pressure drop) ☐ valve repair, replace or shut off  
☐ Treatment Facilities ☐ Pumping Facilities ☐ Storage Facilities ☐ Well failure ☐ Plant equip. break down  
☐ Planned main clearance (explain below)  
☐ Other: \_\_\_\_\_ Explain:

Was integrity of water system maintained ☐ Yes ☒ No If yes, explain:

Number of Customers Affected: 30 ☒ Connections ☐ Individuals

Corrective Action:

Prior to placing back into service, was line/ Equipment:

Flushed: Yes ☒ No ☐

Superchlorinated/Disinfected Yes ☒ No ☐

Bacteriologicals Requested? Yes ☒ No ☐ Sample Locations: 12515 Valencia Dr.

Was heavily chlorinated water released to environment ☐ Yes ☒ No; to distribution ☐ Yes ☒ No

Explain:

Was a Precautionary Boil Water Notice Issued per DOH Guidelines dated 8/26/1999: Yes ☒ No ☐

If a **Precautionary Boil Water Notice** was issued, please attach or submit together with this report.

Bacteriological reports (2 days) as well as a rescission notice must follow.

Valve #	Size	Num. of valves closed	Location of Valve
	8"	5	Anderson Hill Rd.

**Remarks:**

Rev.

September 12, 2016

Mr. Patrick Flynn, Vice President  
Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[PCFlynn@UIWater.com](mailto:PCFlynn@UIWater.com)

Re: Lake Utility Services Inc. North  
PW Facility ID #3354883  
OGC Case #16-0376

Dear Mr. Flynn:

Enclosed is the executed Consent Order to resolve the above referenced case. This copy is for your records.

Should you have any questions or comments, please contact Wanda Parker-Garvin at 407-897-2934 or via e-mail at [Wanda.Parker@dep.state.fl.us](mailto:Wanda.Parker@dep.state.fl.us).

Your cooperation in this matter will be appreciated.

Sincerely,



Jeff Prather  
Director, Central District

JP/wpg

Enclosure

cc: Bryan Gongre, Lake Utility Services Inc. [[BKGongre@uiwater.com](mailto:BKGongre@uiwater.com)]  
Caroline Shine, FDEP  
Lea Crandall, OGC  
Kris Tulloch, FDEP

BEFORE THE STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT	)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION	)	CENTRAL DISTRICT
	)	
v.	)	OGC FILE NO. 16-0376
	)	
UTILITIES, INC. OF FLORIDA,	)	
_____	)	

**CONSENT ORDER**

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Utilities, Inc. of Florida, formerly Lake Utilities Services, Inc., ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's water resources and to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850, et seq., Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C."). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.852(5), F.S.
3. Respondent is the owner and operator of two Community Water Systems, PWS ID 3354883 Lake Utility Services North and PWS ID 3354881 Lake Utility Services South, located at 2425 US Highway 27, Clermont, FL 34714 in Lake County, Florida ("System").
4. The Department finds that Respondent is in violation of Rule 62-550.310(3), F.A.C, which establishes the maximum contaminant level ("MCL") for total trihalomethanes ("TTHMs") as 0.080 milligrams per liter ("mg/L") and the five haloacetic acids ("HAA5s") as 0.060 mg/L. The locational running annual average results for samples collected from PWS ID 3354881 at 16107 Green Cove Blvd. during the first and second quarter 2016 and analyzed for TTHMs are 0.092825 mg/L and 0.09485 mg/L, respectively. The locational running annual

average results for samples collected from PWS ID 3354883 at 13105 Pinyon Drive during the third and fourth quarter 2015 and the first and second quarter 2016 and analyzed for TTHMs are 0.08285 mg/L, 0.09565 mg/L, 0.101875 mg/L and 0.9425 mg/L, respectively.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

**ORDERED:**

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 30 days of the effective date of this Order, Respondent shall complete and submit to the Department an engineering analysis of the Lake Utility Services South (LUSI South) Water Treatment Plant that identifies the method of treatment upgrades that will reduce the generation of disinfection byproducts such that LUSI South will be in compliance with the Disinfection Byproducts Rule. The study and subsequent corrective actions shall be conducted in accordance with the proposed compliance schedule submitted to the Department on March 18, 2016.

b) Within 60 days of the Department approval of the engineering analysis, Respondent shall retain the services of a professional engineer, registered in the State of Florida, to initiate the design of the modifications needed to address the MCL violation(s) in accordance with Table 1 below.

Table 1:

Activity to be Completed	Due Date
1. Conduct a treatment study and submit an engineering analysis report.	30 days after the effective date of this Order.
2. Hire an engineering consultant to initiate design of treatment plant modifications.	60 days after the Department's acceptance and approval of the treatment study.
3. Design the selected treatment option and conduct a pilot test using LUSI South Well 3 as the source water in order to optimize membranes/media,	180 days after Respondent's selection of the engineering consultant.

unit sizing and equipment configuration.	
4. Submit an application for a permit to construct modifications to the LUSI South WTP.	30 days after the completion of the design modifications to the LUSI South WTP.
5. Complete construction.	365 days after the issuance of the construction permit by the Department.
6. Initiate equipment testing and obtain clearance.	45 days of completion of construction.

c) If the Department requires additional information, modifications, or specifications to process the permit application described in subparagraph (5)(b), above, the Department will issue a written request for information (“RFI”) to Respondent. Respondent shall submit the requested information in writing to the Department within 30 days of receipt of the request. Respondent shall provide all information requested in any additional RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the Department’s receipt of the application described in subparagraph (5)(b), above, Respondent shall provide all information necessary to complete the application.

d) Within 15 months of the issuance of the construction permit, Respondent shall complete construction and place into service all treatment modifications and all corrective actions necessary to resolve the MCL exceedances described above. Respondent shall submit a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida and received written Department clearance prior to placing the permitted system modifications into service.

e) If the approved modifications are determined by the Department to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of such written notification from the Department, Respondent shall submit an alternate proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the proposal

required by this subparagraph, Respondent shall provide all information necessary to complete the application for modification.

f) Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with Rule 62-550.822, F.A.C. Respondent shall submit all sampling results to the Department within 10 days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

g) Respondent shall continue to issue public notices regarding the MCL violation(s) described above every 90 days, as required by Rule 62-560.410(1), F.A.C., until the Department determines that the System is in compliance with all MCLs. Respondent shall submit certification of delivery of public notices, using DEP Form 62-555.900(22), F.A.C. to the Department within 10 days of issuing each public notice.

h) Respondent shall submit written quarterly updates on the status of the permitted modifications. Updates shall be submitted to the Department within 10 days following the end of each calendar quarter until the modifications are complete and cleared for service.

6. Within 30 days of the completion of construction and clearance for operation, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

7. Respondent agrees to pay the Department stipulated penalties in the amount of \$250 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 8, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order.

8. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the

“Department of Environmental Protection” and shall include both the OGC number assigned to this Order and the notation “Water Quality Assurance Trust Fund.” Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order becomes final and effectively filed with the Clerk of the Department before ability to make online payment is available.

9. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Wanda Parker-Garvin, Environmental Manager, Compliance Assurance Program, Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

10. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

11. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

12. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as “contractor”) to whom responsibility for performance is



delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department within two days of the delay, and then within seven calendar days, shall notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

13. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

14. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

15. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

16. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$5,000.00 per day per violation, and criminal penalties.

17. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

18. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

19. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

20. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

21. Respondent shall publish the following notice in a newspaper of daily circulation in Lake County, Florida. The notice shall be published one time only within 14 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

NOTICE OF CONSENT ORDER

The Department of Environmental Protection ("Department") gives notice of agency action of entering into a Consent Order with LAKE UTILITIES SERVICES, INC. pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the maximum contaminant level ("MCL") exceedances of total trihalomethanes ("TTHMs") and the five haloacetic acids ("HAA5s") at 2425 US Highway 27, Clermont, FL 34714. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;

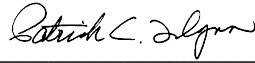
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

22. Rules referenced in this Order are available at  
<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

DEP vs. Lake Utilities Services, Inc.  
Consent Order, OGC No. 16-0376  
Page 10

FOR THE RESPONDENT:



---

Patrick C. Flynn  
Vice President of Operations

9/6/2016  
Date

DEP vs. Lake Utilities Services, Inc.  
Consent Order, OGC No. 16-0376  
Page 11

DONE AND ORDERED this 12th day of September, 2016 in Orange County, Florida.

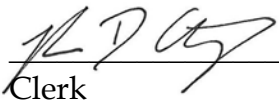
STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



---

Jeff Prather  
District Director  
Central District

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

  
Clerk

September 12, 2016  
Date

Copies furnished to:  
Lea Crandall, Agency Clerk  
Mail Station 35

June 11, 2015

Mr. Patrick Flynn  
Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[PCFlynn@UIWater.com](mailto:PCFlynn@UIWater.com)

Re: Lake Groves WWTF  
DW FLA010630  
Lake County  
SPCD-CAP-15-4931

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on April 14, 2015. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records, and any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Daniel Shideler at 407-897-4133 or via e-mail at [Daniel.Shideler@dep.state.fl.us](mailto:Daniel.Shideler@dep.state.fl.us).

Sincerely,

Danielle Bentzen, Manager  
Central District  
Florida Department of Environmental Protection

Enclosures: Inspection Report (with attachments)

cc: Dominic Gentilucci - [DVGentilucci@uiwater.com](mailto:DVGentilucci@uiwater.com)

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

**FACILITY AND INSPECTION INFORMATION**

@ = Optional



<b>Name and Physical Location of Facility</b> Lake Groves WWTF 2425 US Highway 27 Clermont, FL 34714-9120	<b>WAFR ID:</b> FLA010630	<b>County</b> Lake	<b>Entry/Exit Date and Times</b> 04/14/2015 10:00 AM
		<b>Phone</b> (352) 869-1919	<b>Entry/Exit Date and Times</b> 04/14/2015 11:30 AM
<b>Name(s) of Field Representatives(s)</b> Domenic	<b>Title</b> Area Manager for Utilities Inc.	<b>Email</b>	<b>Phone</b>
<b>Name and Address of Permittee or Designated Representative</b> Patrick C. Flynn Lake Utility Services Inc 200 Weathersfield Avenue Altamonte Springs FL 32714	<b>Title</b> Vice President	<b>Phone</b> (407) 869-1919	<b>@ Operator Certification #</b>
	<b>Email</b>		

<b>Inspection Type</b>	C F	E U	I I		<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b> N/A	<b>Samples Split (Y/N):</b> N
<input checked="" type="checkbox"/> <b>Domestic</b>		<input type="checkbox"/> <b>Industrial</b>		<b>Were Photos Taken(Y/N):</b> Y	<b>@ Log book Volume :</b> II	<b>@ Page</b> 321-324 & 328	

**FACILITY COMPLIANCE AREAS EVALUATED**

IC = In Compliance; NC = Out of Compliance; SC = Significant out of Compliance; NA = Not Applicable; NE = Not Evaluated  
Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦Permit	NE	3. Laboratory	IC	6. Facility Site Review	NC	9. ♦Effluent Quality
IC	2. ♦Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	IC	10. ♦Effluent Disposal
		IC	5. ♦Records & Reports	IC	8. ♦Operation & Maintenance	IC	11. Residuals/Sludge
						IC	12. Groundwater
NA	14. Other:					NE	13. ♦SSO Survey

<b>Facility and/or Order Compliance Status:</b> <input type="checkbox"/> In-Compliance <input checked="" type="checkbox"/> Out-Of-Compliance <input type="checkbox"/> Significant-Out-Of-Compliance		
<b>Recommended Actions:</b> Compliance Letter		
<b>Name(s) and Signature(s) of Inspector(s)</b> Daniel Shideler 	<b>District Office/Phone Number</b> (407)897-4133	<b>Date</b> 5/26/15
<b>Signature of Reviewer</b> Danielle Bentzen 	<b>District Office/Phone Number</b> (407)897-4306	<b>Date</b> 6/11/15

Single Event Violation Codes(s):



**Facility Name:** Lake Groves WWTF  
**Facility ID:** FLA010630  
**Inspection Type:** CEI  
**Date:** 04/14/15

**FACILITY BACKGROUND:**

**Address:** 2425 US Highway 27, Clermont, FL 34714-9120, Lake County  
**Permit Information:** Wastewater Permit issued: 5/30/2012, and expires: 5/29/2022  
**Treatment Summary:** Twin Ring Steel STP's, Bio Filter, 5-stage BNR, 2 Filters, Perc Ponds and Residential Reuse.  
**Permitted Capacity:** 1 MGD

1. **Permit:** IN COMPLIANCE

1.1 **Observation:** A copy of the current permit was onsite and available to plant personnel.

2. **Compliance Schedules:** IN COMPLIANCE

2.1 **Observation:** All compliance schedules in the current permit have been completed.

3. **Laboratory:** NOT EVALUATED

4. **Sampling:** IN COMPLIANCE

4.1 **Observation:** The total residual chlorine (TRC) field meters were verified/calibrated as required. The secondary gel standards for TRC were verified as required. All information was documented as required.

4.2 **Observation:** The pH bench meter was verified/calibrated as required. All information was documented as required.

4.3 **Observation:** Calibration standards/buffers were within the expiration dates.

4.4 **Observation:** Daily comparisons are performed between the in-line and field meters for TRC and pH. No problems or deficiencies were noted.

4.5 **Observation:** The in-line TSS meter is currently being compared to daily operator TSS values and a field TSS meter value. A column for the NELAC certified laboratory TSS results has now been added to the TSS in-line meter comparison logbook.

4.6 **Observation:** The influent sample compositor temperature was <0.0°C, no sample was being collected at the time of inspection. The sample aliquot of 150 mL's, was verified at the influent compositor on the day of inspection. The two aliquots collected by the operator were 280 mL's and 220 mL's.

The effluent sample compositor temperature was 1.0°C and each sample aliquot was 150 mL's. The sample tubing for both compositors' was in good condition. Both composite sampler's were set to take flow proportioned composite's.

4.7 **Observation:** There were NIST-traceable thermometers inside all refrigerators/compositors. The thermometers are replaced annually.

4.8 **Observation:** Data chart recorders are verified at least annually for accuracy. All chart recorders were operational on the day of inspection. All in-line meter maintenance activities and reject occurrences were recorded on these charts as required.

5. **Records and Reports:** IN COMPLIANCE

5.1 **Observation:** *General* - A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

**Additional Comments:** Samples are analyzed by Tri-Tech or Flowers Chemical Laboratories.

5.2 **Observation:** *General* - Operators' certifications were current and available on-site.

5.3 **Observation:** *General* - The certified operator's daily logbook was complete.

**Additional Comments:** The logbook was pre-numbered, bound, and contained sufficient operation/maintenance entries.

5.4 **Observation:** *General* - The DMR paperwork review period was from March 2014 through March 2015; all were submitted in a timely manner.

5.5 **Observation:** *General* - According to onsite records, the RPZ was last inspected and tested annually as required.

5.6 Observation: General - The certification stating that no new non-domestic wastewater dischargers have been added to the collection system since the last reclaimed water or effluent analysis was conducted, was received on June 13, 2014.

The Annual Reuse Report was received.

5.7 Observation: General – This public access reuse service area was cleared for use on March 31, 2009.

**6. Facility Site Review: IN COMPLIANCE**

6.1 Observation: General - The facility grounds were secured properly.

6.2 Observation: Backflow Prevention - A reduced pressure zone backflow prevention device was in place on the potable water supply line.

6.3 Observation: Alternate Power - An alternative power source is available at the WWTF and exercised routinely.

6.4 Observation: Headworks - Screenings are being collected in a suitable container. The dumpster was located on a concrete pad that contained a drain. The dumpster is emptied routinely.

6.5 Observation: Headworks – The odor control system was operational at the time of inspection. A bioscrubber is now in place at the headworks. It was placed into service during December of 2014.

6.6 Observation: Headworks - The screenings removal occurs through fine and coarse barscreens. All equipment in this area appeared to be operating properly

6.7 Observation: Surge Tanks – This area is mixed and no matting was noted. Only the north and south surge tanks were in use.

6.8 Observation: Aeration Basins/Act. Sludge – The north ring plant was in use and the aeration was sufficient.

6.9 Observation: Clarifiers - The north clarifier was online, the surface was free from any debris or solids. The skimmer arm was operating properly. The sludge blanket was low. The weir's appeared level and clean. A small amount of sodium hypochlorite is added to the weir to control algae growth. Scum trough contents return to the beginning of aeration tank.

6.10 Observation: Filtration - No problems or deficiencies were noted on the day of inspection. Both Fontana micro screen filters were in use on the day of inspection. The filters are automatically backwashed and this water is sent to the surge tanks.

6.11 Observation: Disinfection - This facility utilizes sodium hypochlorite for disinfection. Only the eastern chlorine contact chamber (CCC) was online on the day of inspection. The effluent was clear and the CCC was clean. The western CCC was offline.

6.12 Observation: Digesters – The northern ring plant tanks are utilized as a digester.

**7. Flow Measurement: IN COMPLIANCE**

7.1 Observation: The copies of the flow calibration reports were current and satisfactory.

Additional Comments: According to onsite records, the onsite flow meters were last calibrated in December 19, 2014.

**8. Operation and Maintenance: IN COMPLIANCE**

8.1 Observation: General - The facility grounds are well maintained.

**9. Effluent Quality: OUT OF COMPLIANCE**

9.1 Observation: The final effluent chlorine residual was within the acceptable range.

Additional Comments: See below in-line meter readings noted during the inspection (04/14/2015):

In-line TRC Meter Reading- 4.09 mg/L

In-line TSS Meter Reading- 0.620 mg/L

In-line pH Meter Reading- 6.95

9.2 Observation: The DMR review period was from March 2014 through March 2015. A review of the Discharge Monitoring Reports revealed the following effluent exceedances:

9.3 Deficiency description: – The Nitrate exceeded the current permit limits on November 11, 2014 as documented on the DMR submitted. The correct notification was sent to the Department.

**Permit/Rule or Other Reference:**

**62.610.510(1)-** At a minimum, preapplication waste treatment shall result in a reclaimed water meeting secondary treatment and basic disinfection levels prior to spreading into the rapid infiltration basins or absorption field system. The nitrate concentration in the applied reclaimed water shall not exceed 12 mg/L (as nitrogen) unless reasonable assurance is provided in the engineering report that nitrate as measured in any hydraulically down-gradient monitoring well located at the edge of the zone of discharge established in accordance with Rule 62-522.600, F.A.C., will not exceed 10 mg/L or background levels in the receiving ground water, whichever is less stringent.

**Corrective Action:** The exceedances were reported to the Department correctly.

**10. Effluent Disposal:** IN COMPLIANCE

10.1 Observation: *General* – On the day of inspection flow was going to the public access reuse system's ground storage tank.

10.2 Observation: *General* – The rapid infiltration basins (R001) appeared to be well maintained on the day of inspection.

10.3 Observation: *Reuse* -This public access reuse system (R002) consists of the on-site ground storage tank and residential public access reuse irrigation. The following communities were inspected on April 14, 2015 and had appropriate public access reuse advisory signs posted:

- Citrus Highlands
- Mission Parks
- Tradds Landing

**11. Residuals/Sludge:** IN COMPLIANCE

11.1 Observation: *General* – According to onsite records, untreated dewatered biosolids are hauled routinely to Shelley's Environmental BTF for further treatment. Wasted untreated biosolids from the digester are dewatered through a roll-off container dropped off by Shelley's. The liquid portion is sent back to the facility for treatment and the solid portion is left in the container and transported to Shelley's BTF for further treatment.

**12. Groundwater Quality:** IN COMPLIANCE

12.1 Observation: A review of the groundwater files for this facility indicated no deficiencies.

**13. SSO Survey:** NOT EVALUATED

**14. Other:** NOT APPLICABLE

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 1/2/2015 12:00

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: Alison Meetze

DATE/TIME OF ABNORMAL EVENT: 1/2/2015 02:00 - TO 0800

DISCHARGE REPORTED BY: J. STRAIGHT PHONE: 321-388-7898

NAME OF FACILITY/COLLECTION SYSTEM: MID COUNTY UTILITIES

TYPE OF ABNORMAL EVENT:

AT 02:00AM I TOOK A SAMPLE OF OUTFALL C6. IT WAS  
OVER THE 2.5 LIMIT OF MY METER. THE BISULFITE FEED LINE  
WAS BROKEN SO NO BISULFITE WAS FEEDING CCC TANK,  
FIXED LINE BY 08:00AM

APPROXIMATE GALLONAGE DISCHARGED: \_\_\_\_\_

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: BROKEN BISULFITE FEED LINE,

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: \_\_\_\_\_

REPLACED LINE WITH A NEW LINE

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. ✓

\* Seyd Matteson the Lead operator of this facility  
spoke with Jaclyn Jordan about incident and whether  
or not we needed to contact State warning point.  
Was instructed that it was not necessary. 01/05/15  
AMM

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 2-23-15 / 1:35 pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: Alison Meetze

DATE/TIME OF ABNORMAL EVENT: 2-22-15 9:00 pm

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
permit # F20034789 2299 Spanish Vistas Dr. Dunedin, FL

TYPE OF ABNORMAL EVENT:

our sludge can overflowed approximately 500 gallons  
of sludge onto wastewater plant grounds.

APPROXIMATE GALLONAGE DISCHARGED: \_\_\_\_\_

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Operator Error, Steve Drake  
Left sludge can unattended. Causing sludge overflow.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Operator  
will be written up. We will explain the non-compliance issue  
in detail, and the importance of his due diligence.  
When filling sludge can, he must stay at fill site, entire  
fill time. Does Not Leave. Vac truck called in to  
remove sludge, Lined area of spill located at Plant  
TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 2-28-15 0820

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

*Scanned  
email*

DEP PERSON RECEIVING REPORT: N/A

DATE/TIME OF ABNORMAL EVENT: 2-27-15 0915

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services

TYPE OF ABNORMAL EVENT: Gravity main Blockage

LOCATION OF EVENT/DISCHARGE: 2247 Curlew Ave  
Dunedin FL 34698 Manhole at end of Road

APPROXIMATE GALLONAGE DISCHARGED: 200 gal

DISCHARGE TO: Ground ☒ Surface Water ☐ Other ☐

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

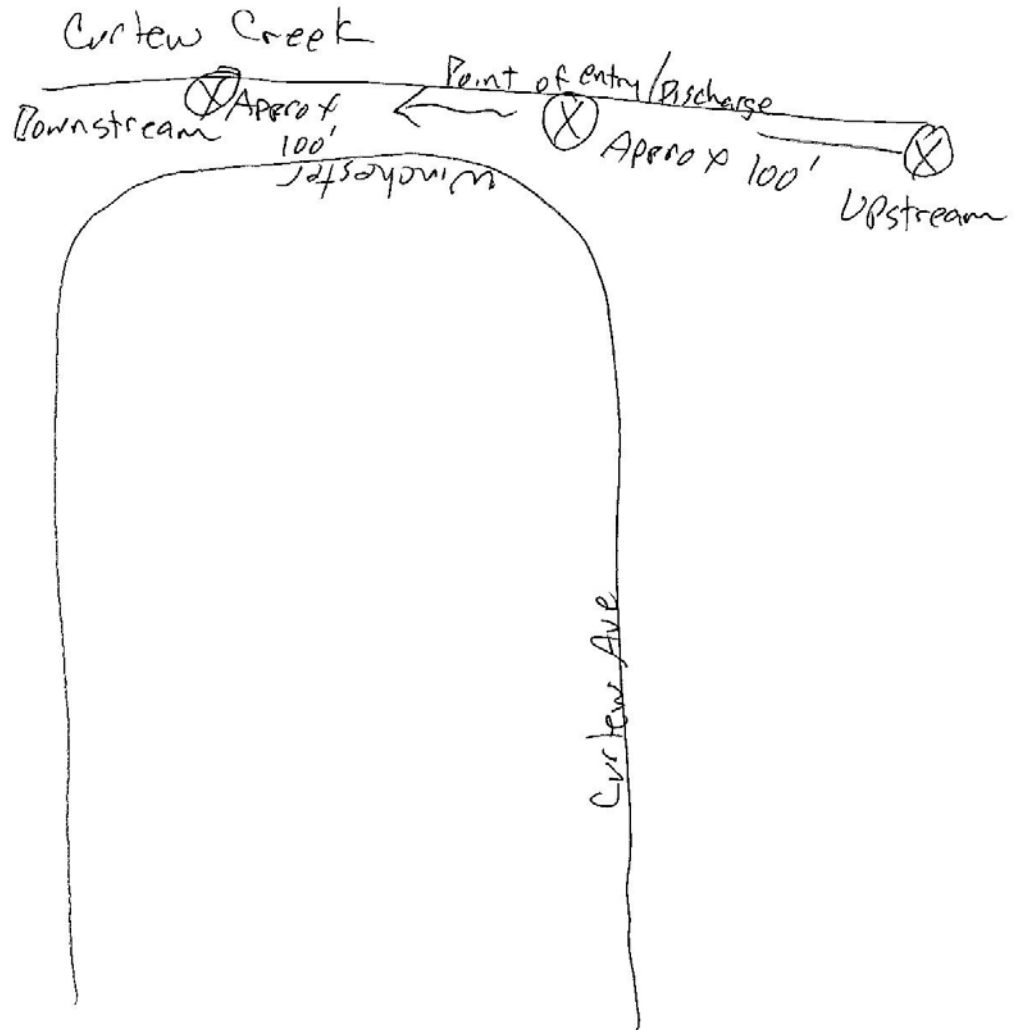
NATURE AND CAUSE OF THE EVENT: More Debris in main

\* Samples Taken  
map enclosed

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Jettied Main  
Round Debris with big wad of rags - got out of man hole

TIME FACILITY WILL BE OPERATING AGAIN: Gravity main still in service  
Not total Blockage

MidCounty 2247 Curtew Ave



STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 5/11/15 12:00 pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~

DATE/TIME OF ABNORMAL EVENT: 9:30 pm 5/10/15

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 407-436-4004

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT:

Lift-Station at 3360 Highland Woods #15  
both pumps were ragged up causing high level

APPROXIMATE GALLONAGE DISCHARGED: 25 gallons

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Ragged Pumps

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Contractor  
called, pumps pulled and de-ragged. Area lined and  
cleaned up.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Was back  
up within 2 hrs.



STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 7-27-15

FIRST NOTIFICATION BY: PHONE State Warning Point by Village  
OTHER SCAN sent by me

DEP PERSON RECEIVING REPORT: Alison Meetze Nick Robb

DATE/TIME OF ABNORMAL EVENT: 7-27-15

DISCHARGE REPORTED BY: Seyd Mattson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Private system  
of Doral Village 29250 US. 19, Clearwater

TYPE OF ABNORMAL EVENT: Manhole overflow, rags raked up,  
Lime put down in Doral Mobile home park

APPROXIMATE GALLONAGE DISCHARGED: UNKNOWN

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: UNKNOWN

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Working  
with Doral Village on solution. Possibly raising  
manhole.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. In continuous  
operation

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 7-29-15 1:30 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER SCAN

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 7-28-15 3:02 pm

DISCHARGE REPORTED BY: Seyd Matheson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
Utilities

TYPE OF ABNORMAL EVENT:

Manhole Overflow @ 29141 US 19,  
Clearwater, FL. 33761 Infront of mobile home park.

APPROXIMATE GALLONAGE DISCHARGED: UNKNOWN

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: 14" rain event caused infiltration  
to system

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Contracted  
Vactruck to clean up spill, added Lime to affected  
area.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Not overflowing  
any more

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-3-15 6:00 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL

OTHER Scan To Nick

DEP PERSON RECEIVING REPORT: ~~Alison Meetez~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-3-15 6:30 am

DISCHARGE REPORTED BY: L. Neal PHONE: 407-948-9863

NAME OF FACILITY/COLLECTION SYSTEM: Private system of  
Doral Village 29250 US 19 Clearwater FL

TYPE OF ABNORMAL EVENT:  
Man Hole Over Flow 29250 US 19 Clearwater FL

APPROXIMATE GALLONAGE DISCHARGED: unknown

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: unknown

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Working  
with Doral Village to clean up and lime treat

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued operation

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 8/3/15 6:15pm  
FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER  
DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Nick Rott  
DATE/TIME OF ABNORMAL EVENT: 8/3/15 4:00pm  
DISCHARGE REPORTED BY: Lee Van PHONE: 407. 948. 9863  
NAME OF FACILITY/COLLECTION SYSTEM: Mid County Sewers

TYPE OF ABNORMAL EVENT: Manhole cover flew 2247 Curlew Ave Dunedin, FL

APPROXIMATE GALLONAGE DISCHARGED: Grate than 1000

DISCHARGE TO: Ground Surface Water Other Storm drain

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain - 5" within the 1st 24 hrs.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Maximized flow through the box.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued the operations

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 8/3/15 6:00 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Nick Rapp

DATE/TIME OF ABNORMAL EVENT: 8/3/15 0630

DISCHARGE REPORTED BY: Lee Nor PHONE: 407-948-9863

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services

TYPE OF ABNORMAL EVENT: Man hole over flow @ 29144 US 19, Clearwater, FL

APPROXIMATE GALLONAGE DISCHARGED: Greater than 1000

DISCHARGE TO: Ground Surface Water Other drainage ditch

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain  
Approximately 8" in 24 hrs

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Maximized  
flow through wastewater plant

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued  
operation

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-6-15

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER Scan

DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-5-15 2:30pm - 3:30pm

DISCHARGE REPORTED BY: T. Cechy PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services  
2299 Spanish Vistas Drive, Dunedin, FL 34698

TYPE OF ABNORMAL EVENT:  
over flow of manhole

APPROXIMATE GALLONAGE DISCHARGED: 300

DISCHARGE TO: Ground ☒ Surface Water ☐ Other ☐

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Power Outage at Lift Station # 5  
1924 Laurelwood St., Dunedin, FL 34698

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Called electric  
company to re-energize Called Back samples  
from Curlew creek upstream and downstream 100 ft.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. Continued  
operations, pumped down Lift-Station, cleaned up debris

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-27-15 / 1400

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_ OTHER SCAN

DEP PERSON RECEIVING REPORT: Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-27-15 09:30AM

DISCHARGE REPORTED BY: Seyd PHONE: 727-787-7978  
Matteson

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
Doral Village at 29250 US 19, Clearwater, FL. 34690

TYPE OF ABNORMAL EVENT:  
3.37" of rain fell in just 2 hours. created a small  
overflow at this manhole (Lot #292)

APPROXIMATE GALLONAGE DISCHARGED: 50+

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Debris  
sock placed around manhole, Lime applied

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 8-27-15 / 1400

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: Nick Roff

SCAN

DATE/TIME OF ABNORMAL EVENT: 8-27-15 09:35 AM

DISCHARGE REPORTED BY: Seyd PHONE: 727-787-7978  
Matheson

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
manhole located at 29141 US Hwy 19, Clearwater, FL. 34698

TYPE OF ABNORMAL EVENT:

3.37" of rain in 2 hours caused small over flow  
at this manhole

APPROXIMATE GALLONAGE DISCHARGED: 100

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Debris Sock  
placed around manhole. Lime placed around affected area

TIME FACILITY WILL BE OPERATING AGAIN: "The plant continued operation"



**Jordan, Jaclyn**

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**From:** Seyd J. Matteson <SJMatteson@uiwater.com>  
**Sent:** Saturday, January 09, 2016 10:06 AM  
**To:** Jordan, Jaclyn  
**Subject:** Spill report  
**Attachments:** Scan0069.pdf

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 1-9-16 9:30 am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meelze~~ Jackie Jordan

DATE/TIME OF ABNORMAL EVENT: 5:30 pm 1-8-16

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 407-436-4004

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
WNTF (Utilities Inc.)

TYPE OF ABNORMAL EVENT:  
Gravity main plugged with grease  
causing manhole to overflow.

APPROXIMATE GALLONAGE DISCHARGED: 350 gallons

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Grease plugged line,  
Address of manhole approximately 3092 pepperwood W  
lane, Clearwater, FL.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Called  
EFS contractor to jet line 200 ft.  
Cleared grease, line running smoothly. Lined  
affected area. Raked any debris.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

**Duggan, Michele**

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**From:** Seyd J. Matteson <SJMatteson@uiwater.com>  
**Sent:** Wednesday, February 03, 2016 12:54 PM  
**To:** SWD\_DW (Shared Mailbox)  
**Cc:** Lee Neal  
**Subject:** Mid-County Services L/S overflow report  
**Attachments:** Scan0081.pdf

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 2-3-16 12:30 pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_ OTHER → SCAN

DEP PERSON RECEIVING REPORT: ~~Alison Meete~~ Jackie Jordan

DATE/TIME OF ABNORMAL EVENT: 2-2-16 5:30 - 8:00 pm

DISCHARGE REPORTED BY: \_\_\_\_\_ PHONE: Seyd Matteson 727-7879978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT:

Lift-Station #15 located at  
3360 Highland Woods drive, Dunedin, FL. overflowed

APPROXIMATE GALLONAGE DISCHARGED: 500

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Both Pumps ragged up and  
tripped out causing high-level.


STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Pumps  
pulled and de-ragged. Lift-Station will be professionally  
cleaned next week. Bag of Lime put down on spill.  
Retention ditch next to spill was pumped out and back into  
L/S as a precautionary procedure. Deodorizer applied as well.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation. continuous

## Holton, Michelle

**From:** Holton, Michelle  
**Sent:** Wednesday, June 08, 2016 1:39 PM  
**To:** Holton, Michelle  
**Subject:** Sent from Snipping Tool

Open Complaints		Closed Complaints		Entry Details	
		<h3>Closed Complaints</h3>		<input type="button" value="Report"/>	<input type="button" value="Print Entry"/>
				<input type="button" value="Reopen Complaint"/>	<input type="button" value="Refresh"/>
Complaint ID:	1576	High Priority:	<input type="checkbox"/>	Section:	Wastewater
Date Entered:	6/8/2016 1:18:36 PM	Date Assigned:		Investigated By:	Michelle Holton
Program:	Compliance Assurance	Date Initiated:	6/8/2016	Site Visit Date:	
County:	Pinellas	Results:	I spoke with her on the phone today and she said the bad odor only lasted for a little while that evening but was gone after that. Not a problem now.		
Address: (Street, City, Zip)	Doral Village Mobile Home Park 29250 US HIGHWAY 19 N Clearwater, FL 33761-2127		Facility Name:	Doral Village	
Site Contact:	727 784-2179		Program Site ID:		
Description:	I received a message this morning that was forwarded to me about an odor complaint. Ms. Reese Smith, resident of Doral Village MHP in Pinellas County, called in an		Additional Comments:	Mid-County Services FL0034789 would be the facility that she was complaining about causing the odor.	
Anonymous:	<input type="checkbox"/>		Date Closed:	6/8/2016 1:28:18 PM	
Complainant Name:	Ms. Reese Smith				
Contact Info:	352-553-8066				



## Florida Department of Environmental Protection

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

Rick Scott  
Governor

Carlos Lopez-Cantera  
Lt. Governor

Jonathan P. Stevenson  
Secretary

June 27, 2016

Patrick C. Flynn  
Regional Director  
200 Weathersfield Ave.  
Altamonte Springs, FL 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Mid-County Services WWTF  
FL0034789  
Pinellas County

Dear Mr. Flynn:

Department personnel conducted a complaint inspection of the above-referenced facility on June 20, 2016. Based on the information provided during the inspection, the facility was determined to be in compliance. A copy of the inspection report is attached for your records.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Michelle Holton at (813) 470-5900 or via e-mail at: [michelle.holton@dep.state.fl.us](mailto:michelle.holton@dep.state.fl.us).

Sincerely,

A handwritten signature in blue ink that reads "Michele Duggan".

Michele H. Duggan, MPH, MA  
Environmental Consultant  
Compliance Assurance Program  
Southwest District  
Florida Department of Environmental Protection

Enclosure: Inspection Report

cc: Michele Duggan, FDEP, [michele.duggan@dep.state.fl.us](mailto:michele.duggan@dep.state.fl.us)  
Seyd Matteson, Mid-County Services, [sjmatteson@uiwater.com](mailto:sjmatteson@uiwater.com)  
[SWD\\_clerical@dep.state.fl.us](mailto:SWD_clerical@dep.state.fl.us)

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER COMPLIANCE INSPECTION REPORT**

**FACILITY AND INSPECTION INFORMATION** @ = Optional

<b>Name and Physical Location of Facility</b>	<b>WAFR ID:</b>	<b>County</b>	<b>Entry Date/Time</b>
Mid-County Services WWTF	FL0034789	Pinellas	06/20/2016
2299 Spanish Vista Drive		<b>Phone</b>	<b>@ Exit Date/Time</b>
Dunedin, FL 34698			6/20/2016
<b>Names of Field Representatives</b>	<b>Title</b>	<b>Email</b>	<b>Phone</b>
Seyd Matteson	Operator	<a href="mailto:SJMatteson@uiwater.com">SJMatteson@uiwater.com</a>	407-436-4004
<b>Name and Address of Permittee or Designated Representative</b>	<b>Title</b>	<b>Phone</b>	<b>@ Operator Certification #</b>
Patrick C. Flynn	Regional Director	407-869-1919	
200 Weathersfield Ave.	<b>Email</b>		
Altamonte Springs, FL 32714	<a href="mailto:pcjlynn@uiwater.com">pcjlynn@uiwater.com</a>		

<b>Inspection Type</b>	C	I			<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b>	<b>Samples Split (Y/N):</b>
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b> N		<b>@ Log book Volume :</b>	<b>@ Page</b>		



**FACILITY COMPLIANCE AREAS EVALUATED**

IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance; SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦Permit	NE	3. Laboratory	IC	6. Facility Site Review	NE	9. ♦Effluent Quality
NA	2. ♦Compliance Schedules	NE	4. Sampling	NE	7. Flow Measurement	NE	10. ♦Effluent Disposal
		NE	5. ♦Records & Reports	NE	8. ♦Operation & Maintenance	NE	11. Biosolids/Sludge
						NA	12. Groundwater
NE	14. Other:					NE	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b>	X In-Compliance	Out-Of-Compliance	Significant-Out-Of-Compliance
<b>Recommended Actions:</b> See attached Field Notes			

<b>Names and Signatures of Inspectors:</b>	<b>District Office/Phone Number</b>	<b>Date</b>
Michelle Holton 	813-470-5900	6/22/2016
<b>@ Signature of Reviewer</b>	<b>District Office/Phone Number</b>	<b>Date</b>
Michele Duggan 	813-470-5703	06/22/2016

SEV Codes:

## **INSPECTION REPORT SUMMARY**

**Facility Name:** Mid-County Services WWTF

**Facility ID:** FL0034789

**Inspection Type:** Complaint Investigation

**Inspection Date:** 06/20/2016

### **FACILITY BACKGROUND:**

**Facility Address:** 2299 Spanish Vista Drive, Dunedin, FL 34698

**Program/ Permit Information:** DW, permit issue date: 08/05/2011, expiration date: 08/04/2016

**Treatment Summary:** Type I Advanced Wastewater Treatment Facility

**Permitted Capacity:** 0.90 MGD

1. **Permit:** RATING –In-Compliance

Observations: On January 19, 2016, the Department received permit renewal application no. FL0034789-013-DW1P. The application is currently under review.

2. **Compliance Schedules:** RATING – Not Applicable

3. **Laboratory:** RATING – Not Evaluated

4. **Sampling:** RATING – Not Evaluated

5. **Records and Reports:** RATING –Not Evaluated

6. **Facility Site Review:** RATING – In Compliance

Observations: The Department received three odor complaints on June 6, 15 and 17, 2016. The treatment system is equipped with a Lignite Charcoal filter for odor control. At the master lift station, there is an odor control system consisting of a 55-gallon drum of deodorizer that is dispersed through a pvc pipe system. This deodorizing system was not in operation at the time of the inspection. The operator, Troy, stated that he will have it fixed this week.

Mild odors were detected by the headworks dumpsters, but were not detected outside that area. These dumpsters are emptied three times per week, Monday, Wednesday, and Friday. The dumpster doors were closed and contained. The operator indicated that the odors were possibly related to the servicing of the dumpsters on those days. Department staff also drove through Doral Village. No objectionable odors were noted.

7. **Flow Measurement:** RATING – Not Evaluated

8. **Operation and Maintenance:** RATING – Not Evaluated

9. **Effluent Quality:** RATING – Not Evaluated

10. **Effluent Disposal:** RATING – Not Evaluated

11. **Biosolids/Sludge:** RATING – Not Evaluated

12. **Groundwater Quality:** RATING – Not Evaluated

13. **SSO Survey:** RATING – Not Evaluated

14. **Other:** RATING – Not Evaluated



## Holton, Michelle

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**Subject:** Doral Village MHP and Mid-County Services call  
**Entry Type:** Phone call

**Start:** Tue 7/5/2016 8:50 AM  
**End:** Tue 7/5/2016 8:55 AM  
**Duration:** 5 minutes

I was forwarded a call from Mr. Rick Howard, resident of Doral Village lot 417, about an odor issue with Mid-County Services. He called to let us know that he noticed a bad odor on the road between the MHP and the facility on July 1<sup>st</sup> at 4:30pm but was gone in one hour.

He called Seyd, the operator at Mid-County, on July 1<sup>st</sup> as well. Seyd called him back yesterday, Monday July 4<sup>th</sup>, and they discussed the issue. Seyd let Mr. Howard know that he replaced the 55 gallon drum of deodorizer to help with the smell. They discussed the fact that when the dumpster is moved that is when the worse smell occurs. Seyd also told him that he has received several calls from the residents about this.

Mr. Howard just wanted to keep us informed about what is happening.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 9-1-16 / 2:30 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 11:30 pm 8-31-16

DISCHARGE REPORTED BY: Seyd Matheson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT: Manhole Overflow @ 3115  
Winchester Dr., Dunedin, FL. 34698

APPROXIMATE GALLONAGE DISCHARGED: 500+

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Tropical Storm G" rainfall

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Lime Area, Rake up debris

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 9-1-16 / 2:30 pm

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-31-16 11:30pm

DISCHARGE REPORTED BY: Seyd Matteson PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services

TYPE OF ABNORMAL EVENT:

Manhole over-flow @ 2355 Robyn, Ct.  
Dunedin, FL. 34698

APPROXIMATE GALLONAGE DISCHARGED: 500

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Tropical Storm over 6"  
rainfall.

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Line Area, rake up debris

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER SPILL/ABNORMAL EVENT REPORT

DATE/TIME REPORTED: 9-1-16 / 2:00pm

FIRST NOTIFICATION BY: \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_ VOICE MAIL \_\_\_\_\_

OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 8-31-16

DISCHARGE REPORTED BY: Seyd Matheson PHONE: 407-436-4004

NAME OF FACILITY/COLLECTION SYSTEM: Mid-County Services  
Doral Village, 29250 US 19, Clearwater, FL 34698

TYPE OF ABNORMAL EVENT: Tropical Storm overflowed manhole

APPROXIMATE GALLONAGE DISCHARGED: 500 gallons

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Excessive Rain event  
9:00 pm - 1:30 am

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE:

Lime Applied to Area, Debris sock placed around  
manhole, will rake up once storm has passed.

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

## Taylor, Rose

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**From:** Duggan, Michele  
**Sent:** Tuesday, September 06, 2016 8:17 AM  
**To:** Taylor, Rose  
**Subject:** FW: INITIAL / Pinellas / Wastewater Release / DEM-Guidicelli

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Mid-County Services

Regards,

*Michele Duggan*

Michele H. Duggan, MPH, MA  
Environmental Consultant  
Southwest District  
Florida Department of Environmental Protection  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5700, main  
(813) 470-5703, direct line  
(813) 470-5995, facsimile  
[michele.duggan@dep.state.fl.us](mailto:michele.duggan@dep.state.fl.us)



Please consider the environment before printing this email

---

**From:** Wenner, Peter  
**Sent:** Thursday, September 1, 2016 2:18 PM  
**To:** State warning point SWO <SWP@em.myflorida.com>  
**Cc:** Arleo, Jamie <Jamie.Arleo@dep.state.fl.us>; Tobergte, Jeff <Jeff.Tobergte@dep.state.fl.us>; Duggan, Michele <Michele.Duggan@dep.state.fl.us>; Johnson, John S. <John.S.Johnson@dep.state.fl.us>; Hofmeister, Austin <Austin.Hofmeister@dep.state.fl.us>  
**Subject:** RE: INITIAL / Pinellas / Wastewater Release / DEM-Guidicelli

Message received. Tampa OER.

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: [SWP@em.myflorida.com](mailto:SWP@em.myflorida.com)  
Date: 09/01/2016 2:16 PM (GMT-05:00)  
To: [robert.mills@flhealth.gov](mailto:robert.mills@flhealth.gov), "Johnson, John S." <[John.S.Johnson@dep.state.fl.us](mailto:John.S.Johnson@dep.state.fl.us)>, "Hofmeister, Austin" <[Austin.Hofmeister@dep.state.fl.us](mailto:Austin.Hofmeister@dep.state.fl.us)>, [swp@em.myflorida.com](mailto:swp@em.myflorida.com), "Arleo, Jamie" <[Jamie.Arleo@dep.state.fl.us](mailto:Jamie.Arleo@dep.state.fl.us)>,

"LetoBarone, Domenic" <[Domenic.LetoBarone@dep.state.fl.us](mailto:Domenic.LetoBarone@dep.state.fl.us)>, "Yeargan, Mary" <[Mary.Yeargan@dep.state.fl.us](mailto:Mary.Yeargan@dep.state.fl.us)>, "Wenner, Peter" <[Peter.Wenner@dep.state.fl.us](mailto:Peter.Wenner@dep.state.fl.us)>, "Tobergte, Jeff" <[Jeff.Tobergte@dep.state.fl.us](mailto:Jeff.Tobergte@dep.state.fl.us)>, "Kaur, Ramandeep" <[Ramandeep.Kaur@dep.state.fl.us](mailto:Ramandeep.Kaur@dep.state.fl.us)>, "Henry, Danielle D." <[Danielle.D.Henry@dep.state.fl.us](mailto:Danielle.D.Henry@dep.state.fl.us)>, "Vaughn, Richard" <[Richard.Vaughn@dep.state.fl.us](mailto:Richard.Vaughn@dep.state.fl.us)>, "Boatwright, Kelley M." <[Kelley.M.Boatwright@dep.state.fl.us](mailto:Kelley.M.Boatwright@dep.state.fl.us)>, "Lynch, Michael" <[Michael.Lynch@dep.state.fl.us](mailto:Michael.Lynch@dep.state.fl.us)>, "Herbon, Shannon" <[Shannon.Herbon@dep.state.fl.us](mailto:Shannon.Herbon@dep.state.fl.us)>, "Roff, Nick" <[Nick.Roff@dep.state.fl.us](mailto:Nick.Roff@dep.state.fl.us)>, [paul.siddall@em.myflorida.com](mailto:paul.siddall@em.myflorida.com), [sean.estrada@us.af.mil](mailto:sean.estrada@us.af.mil), [scott.ehlers@myclearwater.com](mailto:scott.ehlers@myclearwater.com), [cnaswort@usf.edu](mailto:cnaswort@usf.edu), [jfleischman@usf.edu](mailto:jfleischman@usf.edu), [sbishop@pinellascounty.org](mailto:sbishop@pinellascounty.org), [jborries@pinellascounty.org](mailto:jborries@pinellascounty.org)  
Subject: INITIAL / Pinellas / Wastewater Release / DEM-Guidicelli

## Florida Division of Emergency Management State Watch Office Incident Report

### Main Information

**Report #:** 2016-6725

**Status:** Assigned

**Reported to SWO on:** 9/1/2016 14:10 ET

**Severity:** Local Incident

**Description:** Wastewater Release

**This situation involves:** Wastewater or Effluent Release

**Affected Sectors:** DEP OER Tampa - Day

**Initial Report:** Utilities Incorporated reports an ongoing wastewater release of an unknown amount in the city of Clearwater. The release is occurring because of an overflow to the manhole. It is unknown if any water ways or storm drains are being affected at this time. Cleanup actions are planned.

**Injuries:** Unknown

**Fatalities** (Unconfirmed by State Medical Examiner): Unknown

**Environmental impact:** Unknown

**Incident Occurred:** 9/1/2016 14:10 ET

**Most Recent Update Date/Time:** 09/01/2016-14:16 ET

**Most Recent Update:** N/A

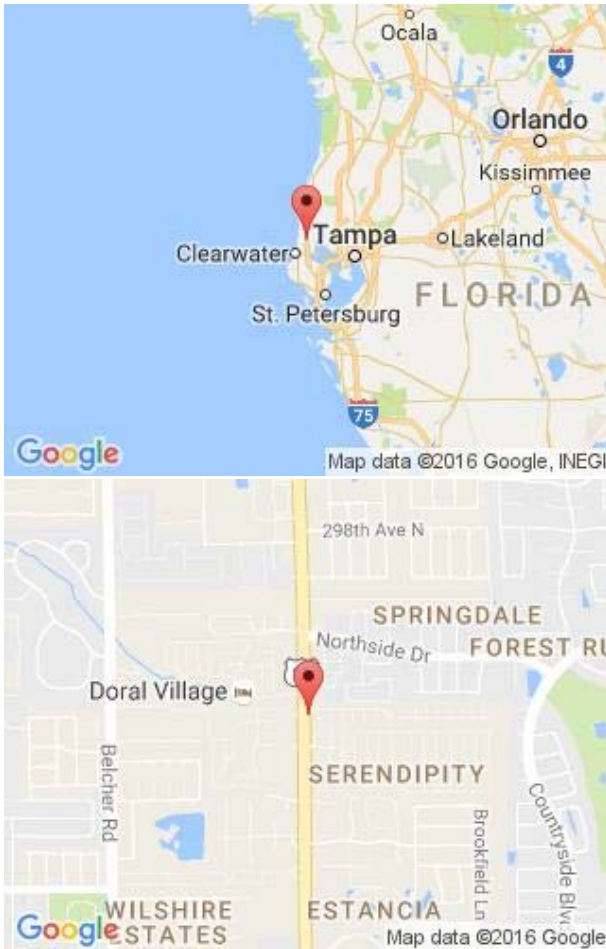
**Affected Counties:** Pinellas

**Facility Name or Description:**

**Incident Location:** Address: 29141 US Hwy 19 N City: Clearwater

**Coordinates:** Lat: 28.0374, Long: -82.7381

**Maps**



**Contact Information**

**Reporting Party:** Name: Maditeson, Utilities Incorporated /Call Back Number 1: 727-787-7978 /Address:

**Responsible Party:** Unknown

**On-Scene Contact:** Unknown

**Wastewater or Effluent**

**Sub-Type:** Wastewater

**Situation:** Active

**Description:** Wastewater Release

**Public Water System ID or Permit Number:** FL0034789

**Type of System:** Municipal

**Release occurred from a:** Manhole

**Release occurred from a:** Raw Sewage

**Release Cause:** Rain

**Release status:** Ongoing

**Release contained on-site at a water reclamation facility:** No

**Amount of release, in gallons:** Unknown

**Release enter a storm water system:** Unknown

**Affected waterway a source of drinking water:** Unknown

**Status of Cleanup Actions:** Planned

**Notification 09/01/2016-14:16 / DEM-Guidicelli**

[robert.mills@flhealth.gov](mailto:robert.mills@flhealth.gov); [john.s.johnson@dep.state.fl.us](mailto:john.s.johnson@dep.state.fl.us); [austin.hofmeister@dep.state.fl.us](mailto:austin.hofmeister@dep.state.fl.us);  
[swp@em.myflorida.com](mailto:swp@em.myflorida.com); [jamie.arleo@dep.state.fl.us](mailto:jamie.arleo@dep.state.fl.us); [domenic.letobarone@dep.state.fl.us](mailto:domenic.letobarone@dep.state.fl.us);  
[mary.yeargan@dep.state.fl.us](mailto:mary.yeargan@dep.state.fl.us); [peter.wenner@dep.state.fl.us](mailto:peter.wenner@dep.state.fl.us); [Jeff.Tobergte@dep.state.fl.us](mailto:Jeff.Tobergte@dep.state.fl.us);  
[ramandeep.kaur@dep.state.fl.us](mailto:ramandeep.kaur@dep.state.fl.us); [danielle.d.henry@dep.state.fl.us](mailto:danielle.d.henry@dep.state.fl.us); [richard.vaughn@dep.state.fl.us](mailto:richard.vaughn@dep.state.fl.us);  
[kelley.m.boatwright@dep.state.fl.us](mailto:kelly.m.boatwright@dep.state.fl.us); [michael.lynn@dep.state.fl.us](mailto:michael.lynn@dep.state.fl.us); [shannon.herbon@dep.state.fl.us](mailto:shannon.herbon@dep.state.fl.us);  
[nick.roff@dep.state.fl.us](mailto:nick.roff@dep.state.fl.us); [paul.siddall@em.myflorida.com](mailto:paul.siddall@em.myflorida.com); [sean.estrada@us.af.mil](mailto:sean.estrada@us.af.mil);  
[scott.ehlers@myclearwater.com](mailto:scott.ehlers@myclearwater.com); [cnaswort@usf.edu](mailto:cnaswort@usf.edu); [jfleischman@usf.edu](mailto:jfleischman@usf.edu); [sbishop@pinellascounty.org](mailto:sbishop@pinellascounty.org);  
[jborries@pinellascounty.org](mailto:jborries@pinellascounty.org)

The State Watch Office values your feedback; please take a 1 minute [survey](#) about this notification.



Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 10:30 am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 9-2-16

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: mid County Services

TYPE OF ABNORMAL EVENT:

man hole over flow Hurricane Hermine (Excessive Rain) at 28801  
US 19 - This is a private man hole

APPROXIMATE GALLONAGE DISCHARGED: 500 T

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Leave Area  
Clean up around man hole

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 - 1030am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 9-2-16

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: M.D. County Services

TYPE OF ABNORMAL EVENT:

man hole overflow 22950 vs 19 This is a private manhole

APPROXIMATE GALLONAGE DISCHARGED: 500 +

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Line Area  
Clean up around man hole

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 - 1025am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL OTHER

DEP PERSON RECEIVING REPORT: ~~Alison Meetez~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT:

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: Mid County Services

TYPE OF ABNORMAL EVENT:

Manhole overflow at 2247 Curlew Ave Dunedin FL 34698

APPROXIMATE GALLONAGE DISCHARGED: 1000 +

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

Samples have been taken

Upstream 100' POE Downstream 100'

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Lime Area  
Clean up ground manhole

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Contacted state warning point Incident # 2016-6851

Sep 03 16, 06:09p

STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

**WASTEWATER SPILL/ABNORMAL EVENT REPORT**

DATE/TIME REPORTED: 9-3-16 - 1025 am

FIRST NOTIFICATION BY: PHONE FAX VOICE MAIL

OTHER

DEP PERSON RECEIVING REPORT: ~~Atison Meetze~~ Nick Roff

DATE/TIME OF ABNORMAL EVENT: 9-2-16

DISCHARGE REPORTED BY: Tony Cardinal PHONE: 727-787-7978

NAME OF FACILITY/COLLECTION SYSTEM: M.D. County Services  
Man hole located at 29141 US 19 N. Clearwater, FL 34698

TYPE OF ABNORMAL EVENT:

Man Hole overflow

APPROXIMATE GALLONAGE DISCHARGED: 1000+

DISCHARGE TO: Ground Surface Water Other

IF DISCHARGE TO SURFACE WATER, at minimum, samples needed at point of discharge, background and downstream of point of discharge. Attach sample results and sample location map.

NATURE AND CAUSE OF THE EVENT: Hurricane Hermine (Excessive Rain)

STEPS TAKEN TO CORRECT THE PROBLEM/PREVENT ITS RECURRENCE: Line Area -  
Contact Contractor To Clean Area ASAP

TIME FACILITY WILL BE OPERATING AGAIN: The plant continued operation.

Contacted State Warning Point Incident # 2016-6851

## Holton, Michelle

**From:** Holton, Michelle  
**Sent:** Friday, January 13, 2017 2:57 PM  
**To:** Holton, Michelle  
**Subject:** FW: mid county complaint 2073 -Oculize and WAFR

Michelle called the plant operator, Tony, to see if there have been any plant upsets or other issues. Tony said that he has been onsite and has not noticed any odors that would cause a problem. Actually, the winds are blowing the opposite direction from Doral Village on the day of the complaint. He did say that the dumpsters are hauled off on Monday, Wednesday, and Fridays and that could be what they are noticing. There have been complaints in the past that also corresponded to the days and times the dumpsters were hauled offsite. Michelle called the complainant back and left a message to get additional information and to let her know what was discovered. She has not called back.

Closed Complaints		Report	Print Entry
Complaint ID:	2073	High Priority:	<input type="checkbox"/>
Date Entered:	11/23/2016 7:07:18 AM	Section:	Wastewater
Program:	Water	Date Assigned:	
County:	Pinellas	Investigated By:	Michelle Holton
Address: (Street, City, Zip)	305 Doral Village	Date Initiated:	11/23/2016
Site Contact:	Tony-Plant Operator 727-787-7978	Site Visit Date:	
Description:	A resident in Doral Village called in an odor complaint about Mid-County Services. The odor occurred Wednesday morning.	Results:	Michelle called there have been Tony said that h any odors that v
Anonymous:	<input type="checkbox"/>	Facility Name:	Mid County Ser
Complainant Name:	Cathy	Program Site ID:	
Contact Info:	727-272-1952	Additional Comments:	
		Date Closed:	11/23/2016 7:16

**Florida Department of Environmental Protection**  
**Complaint Form**  
**Southwest District**  
**DOMESTIC WASTEWATER**



Tracking	
<b>Complaint No:</b> 354099	<b>County:</b> Pinellas
<b>Open Date:</b> 12/13/2016	<b>Received By:</b> MICHELLE HOLTON
<b>Project Coordinator:</b> MICHELLE HOLTON	
Complainant Information	
<b>Person Lodging the Complaint:</b> CATHY NOT GIVEN	<b>Company/Affiliation:</b>
<b>Address:</b> 308 DORAL VILLAGE, CLEARWATER, FL	
<b>Phone:</b> 727-272-1952	<b>Recontact Request:</b> Y
<b>Email:</b>	
Alleged Violator's Information	
<b>Contact Name/Title:</b> ANONYMOUS	<b>Company/Affiliation:</b> MID COUNTY SERVICES
<b>Address:</b> 2299 SPANISH VISTA DRIVE, DUNEDIN, FL 34698	
<b>Phone:</b>	
<b>Email:</b>	<b>Facility related:</b> FL0034789 Mid-County WWTP
Complaint Details	
<b>Complaint Description:</b> Odor complaint in Doral Village MHP about Mid County Services	
<b>Activity Location:</b>	

Department Actions				
<b>Details:</b>				
Activity	Date	Prep Notes	Completion Notes	Evaluation Result
TELEPHONE CONVERSATION	12/13/2016	—	CLOSED	—
<b>Facts Discovered:</b> I SPOKE WITH TONY, THE PLANT OPERATOR. HE HAS INSPECTED THE AREA AND THE PLANT AND HAS NOT OBSERVED ODORS. HE DID STATE THAT THE WHITE DUMPSTER WAS PICKED UP WEDNESDAY MORNING AND THAT COULD HAVE CAUSED THE ODOR. I called the complainant back with the results.				
<b>Final Disposition:</b> CLOSED				
<b>Final Disposition Date:</b> 12/13/2016				
<b>Subsequent Actions:</b> Permit    Warning    Formal    Case    No Further    Other:    Referred (circle one)    Determination    Letter    Enforcement    Closed    Action       To:				

Acknowledgement		
Signature of Inspector	Phone Number	Date

May 21, 2015

Mr. Patrick Flynn  
Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[PCFlynn@UIWater.com](mailto:PCFlynn@UIWater.com)

Re: Pennbrooke WWTF  
DW FLA010570  
Lake County  
SPCD-CAP-15-4553

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on April 15, 2015. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records, and any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Daniel Shideler at 407-897-4133 or via e-mail at [Daniel.Shideler@dep.state.fl.us](mailto:Daniel.Shideler@dep.state.fl.us).

Sincerely,

Danielle Bentzen, Manager  
Central District  
Florida Department of Environmental Protection

Enclosures: Inspection Report (with attachments)

cc: Dominic Gentilucci - [DVGentilucci@uiwater.com](mailto:DVGentilucci@uiwater.com)

## FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION WASTEWATER COMPLIANCE INSPECTION REPORT

### FACILITY AND INSPECTION INFORMATION

@ = Optional

<b>Name and Physical Location of Facility</b> Pennbrooke WWTF 501 SR 44 West Leesburg, FL 34748	<b>WAFR ID:</b> FLA010570	<b>County</b> Lake  <b>Phone</b>	<b>Entry Date/Time</b> 04/15/15 09:00 AM  <b>Exit Date/Time</b> 04/15/15 10:45 AM
<b>Name(s) of Field Representatives(s)</b> Raymond Parrish	<b>Title</b> Utilities Inc. Lead Operator	<b>Email</b>	<b>Phone</b>
<b>Name and Address of Permittee or Designated Representative</b> Patrick Flynn Utilities Inc. 200 Weathersfield Ave. Altamonte Springs, FL 32714	<b>Title</b> Vice President  <b>Email</b>	<b>Phone</b>	<b>@ Operator Certification #</b>

<b>Inspection Type:</b>	<input checked="" type="checkbox"/> C	<input type="checkbox"/> E	<input type="checkbox"/> I	<input type="checkbox"/>	<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b> N/A	<b>Samples Split (Y/N):</b> N
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b> N		<b>@ Log book Volume :</b> 1	<b>@ Page</b> 51		

FACILITY COMPLIANCE AREAS EVALUATED							
IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance; NA: Not Applicable; NE or Blank: Not Evaluated Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "♦"							
	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	IC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	IC	10. ♦ Effluent Disposal
		NC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						NE	12. Groundwater
IC	14. Other:					NE	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b> <input type="checkbox"/> In-Compliance <input checked="" type="checkbox"/> Out-Of-Compliance <input type="checkbox"/> Significant-Out-Of-Compliance
<b>Recommended Actions:</b> Compliance Letter

<b>Name(s) and Signature(s) of Inspector(s)</b> Daniel Shideler	<b>District Office/Phone Number</b> (407)897-4133	<b>Date</b> 5/20/15
<b>Signature of Reviewer</b>  Danielle Bentzen	<b>District Office/Phone Number</b> (407)897-4306	<b>Date</b> 5/21/15



## **INSPECTION REPORT SUMMARY**

**Facility Name:** Pennbrooke WWTF  
**Facility ID:** FLA010570  
**Inspection Type:** Compliance Evaluation Inspection  
**Inspection Date:** 04/15/15

### **FACILITY BACKGROUND:**

**Address:** Trailwood Drive, Leesburg, FL 34748, Lake County  
**Permit Information:** Wastewater Permit issued: 11/18/2010, and expires: 11/17/2015  
**Treatment Summary:** Extended Aeration, 2 Filters, w/effluent to 2 percolation ponds and golf course  
**Permitted Capacity:** 0.18

1. **Permit:** RATING – In-Compliance

Observations: A copy of the current permit was on site.

2. **Compliance Schedules:** RATING – Not Applicable

3. **Laboratory:** RATING – Not Evaluated

4. **Sampling:** RATING – In-Compliance

4.1 Observation: Calibrations were performed correctly.

Additional Comments: The total residual chlorine (TRC) bench meter is verified routinely with secondary gel standards. Lot #'s and standard concentrations were documented. The TRC meter and secondary gels were last verified with primary standards on April 6, 2015.

The pH bench meter is routinely verified/calibrated as required by DEP SOP FT1100.

The Turbidity bench meter was last verified/calibrated with primary standards on February 2, 2015, this was performed by a contract laboratory. The turbidity bench meter is verified daily with secondary gel standards.

The in-line TRC and turbidity meters are verified daily with appropriate bench meters.

All daily verifications, calibrations, and comparisons were documented as required.

4.2 Observation: Please see specific comment

Additional Comments: Influent composites are collected manually for 8 hours, every two weeks. These composites must be flow proportioned.

4.3 Observation: There were NIST traceable thermometers located in all refrigerators/compositors. The sample refrigerator temperature was 4°C. The Thermometers were certified on 2/20/15

4.4 All sampling locations were in compliance with the current permit.

5. **Records and Reports:** RATING – Out-of-Compliance

5.1 Observation: *General* - A copy of the current laboratory certification was available at the time of the inspection (62-620.350(1) F.A.C.).

Additional Comments: Daily monitoring samples are analyzed by Plant Technicians Laboratory. The groundwater monitoring samples are analyzed by Tri-Tech Laboratories.

5.2 Observation: *General* - Operators' certifications were current and available on-site.

5.3 Observation: *General* - The certified operator's daily logbook was complete.

Additional Comments: The logbook was bound, pre-numbered, and contained sufficient operation/maintenance entries.

5.4 Observation: *General* - Please see specific comment

Additional Comments: RPZ Certification was current and on site. The RPZ was certified on 7/16/14.

5.5 Observation: *General* - Please see specific comment

Additional Comments: A current operating protocol (Revision Date: March 2009) was located on-site and available to operations personnel. The protocol contained appropriate diversions set-points for TRC and Turbidity. The set-points in the operating protocol and in the computer diversion software were verified to be identical. The TRC set-point has been set at 1.1 mg/L and the turbidity set-point has been set at 2.0 mg/L.

5.6 Observation: *General* - Please see specific comment

Additional Comments: The DMR paperwork review was from March 2014 through March 2015; all were submitted in a timely manner.

5.7 **Deficiency description:** – The facility incorrectly reported an exceedance of the required total chlorine residual for the public access reuse system during the months of October 2014 and February 2015. A review of records indicates that on the days reported all flow went to the reject ponds. This should not have been listed as an exceedance. Please resubmit corrected DMRs for the months in question.

**Permit/Rule or Other Reference:**

During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e., monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit.

5.8 Observation: *General* - Please see specific comment

**The Annual Reuse Report was received in June of 2014. Please submit a recent Reclaimed Water or Effluent Analysis Report as required by Rule 62- 601.300(4), F.A.C. The 2014 letter confirming no new industrial users is not sufficient for the year of the permit renewal.**

**The 2015 permit application indicates that pathogen monitoring was last performed in November 2010. Submit a copy of the 2010 results. The pathogen monitoring is then required again this year (every five years). If this year's results are already available, submit a copy of the test results reported on the pathogen monitoring report.**

5.9 Observation: *General* – Copies of the Operation and Maintenance Manuals as required by Chapter 62-600, F.A.C. were available to plant personnel.

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**"

6. **Facility Site Review:** RATING – In-Compliance

- 6.1 Observation: General - The facility grounds were secured properly.
- 6.2 Observation: Backflow Prevention – Reduced pressure zone backflow prevention devices were in place on the potable water supply lines.
- 6.3 Observation: Alternate Power – An alternative power source is available at the WWTF. The generator is exercised routinely and this action was documented.
- 6.4 Observation: Headworks – Influent is pumped to the headworks area and is screened through one hydroscreen. Screenings are then bagged and disposed of in an on-site dumpster. A manual bar screen is available as a back-up if needed. Powdered deodorizer is available and applied to the screenings for odor control. This dumpster is emptied once a week.
- 6.5 Observation: Surge – This area was in good condition at the time of inspection. No matting of debris was noted and aeration was sufficient.
- 6.6 Observation: Aeration Basins/Act. Sludge – The contents in the aeration chambers appeared to be adequately mixed. Both treatment trains were receiving flow.
- 6.7 Observation: Aeration Basins/Act. Sludge – All blowers onsite appeared to be operational and contained covers or belt guards.
- 6.8 Observation: Clarifiers – The two clarifiers were in use, they both contained some pin floc. The weirs were clean. Operations personnel stated that adjustments were still being made to ensure that the weirs were level. Disinfection tablets were in the weirs. Skimmers were operational and the sludge return systems appeared to be operating properly.
- 6.9 Observation: Filtration – The two sand filters were in use on the day of inspection. Floats control the dosing of the filters. Backwash water is returned to the headworks. Adjustments are currently being made in this area to switch from manual to automatic backwashing of filters.
- 6.10 Observation: Disinfection - Please see specific comment
- Additional Comments: Sodium hypochlorite is used for disinfection at this facility and introduced at a point after the EFB-1 monitoring location. The chlorine contact chamber (CCC) contained clear effluent.
- 6.11 Observation: Digester – No problem or deficiencies were noted in this area.
- 6.12 Observation: General – Potable water is used for plant wash downs.

**7. Flow Measurement:** In Compliance

- 7.1 Observation: Copies of the flow calibration reports were current and satisfactory.

Additional Comments: According to onsite records, all flow meters and chart recorders were calibrated in February 17, 2015.

**8. Operation and Maintenance:** IN COMPLIANCE

- 8.1 Observation: General - The facility grounds were well maintained.

**9. Effluent Quality:** IN COMPLIANCE

- 9.1 Observation: At the time of inspection the continuous in-line meters were reading:

- In-line TRC Meter Reading: >5.00 mg/L
- In-line Turbidity Meter Reading: 0.55 NTU

- 9.2 Observation: A review of the Discharge Monitoring Reports revealed no effluent exceedances.

Additional Comments: The DMR review period was from March 2014 through March 2014.

10. **Effluent Disposal:** IN COMPLIANCE

10.1 Observation: *General* – Effluent was entering the public access reuse system on the day of inspection.

10.2 Observation: *Reuse* – The public access reuse storage pond and other irrigated areas had appropriate advisory signs posted. The storage pond was well maintained. The level in the storage pond is controlled by a float system.

10.3 Observation: *Reuse* – Rapid infiltration basins (RIBs) #3 and #4 were well maintained and dry. This area was fenced.

10.4 Observation: *General* – Reject RIB's #1 and #2 were well maintained and dry.

11. **Residuals/Sludge:** IN COMPLIANCE

11.1 Observation: *General* - Please see specific comment

Additional Comments: According to onsite records, untreated biosolids are hauled to Shelley's Environmental BTF. Untreated biosolids are dewatered using a container system prior to hauling; Shelley's will drop off and then pick up the container. All liquid is sent back to the plant for retreatment.

12. **Groundwater Quality:** IN COMPLIANCE

12.1 Observation: A review of the ground water files for the facility indicates no deficiencies at this time.

13. **SSO Survey:** NOT EVALUATED

14. **Other:** NOT APPLICABLE

## WASTEWATER MALFUNCTION / ABNORMAL EVENT REPORT

Please note for accordance with the Florida Administrative Code (F.A.C.) Rules. This form is provided for your convenience only. You may complete this form and email to [SD-AbnormalEvents@dep.state.fl.us](mailto:SD-AbnormalEvents@dep.state.fl.us). If the spill is greater than 1000 gallons you MUST call the State Watch Office at 1-800-320-0519. All items with an asterisk (\*) are required by rule and must be completed.

*FACILITY NAME: Sandalhaven Utilities Inc.		*FACILITY TYPE: Domestic Wastewater	
*PERMIT NUMBER: FLA014053		*COUNTY: Charlotte	
*REPORTER NAME: Patrick Lynsey Godwin		*RESPONSIBLE PARTY: Utilities Inc.	
*REPORTER ADDRESS: 1590 Manor Road Englewood, FL 34224		*RESPONSIBLE PARTY ADDRESS: 200 Weathersfield Ave. Altamonte Springs, FL 32714	
*REPORTER PHONE: 407-948-4209		*RESPONSIBLE PARTY PHONE: 321-972-0359	
*DEP: <input checked="" type="checkbox"/>	*DATE: 7/28/2015	*TIME: 0900	*PERSON CONTACTED: Diane Laughlin
*STATE WATCH OFFICE: <input checked="" type="checkbox"/>	*DATE: 7/28/2015	*TIME: 1000	INCIDENT NUMBER: 2015-5252
*OTHER: <input checked="" type="checkbox"/>	*DATE: 7/28/2015	*TIME: 0800	PERSON CONTACTED: Mike Wilson

### SPILL INFORMATION

*SPILL CHARACTERISTIC	*SOURCE	*AREA AFFECTED
<input checked="" type="checkbox"/> RAW WASTEWATER	<input type="checkbox"/> LIFT STATION # _____	<input type="checkbox"/> STORM WATER
<input type="checkbox"/> PARTIALLY TREATED	<input type="checkbox"/> MANHOLE	<input checked="" type="checkbox"/> SURFACE WATER/ small pond
<input type="checkbox"/> TREATED	<input checked="" type="checkbox"/> FORCE MAIN/GRAVITY LINE	<input checked="" type="checkbox"/> GROUND
<input type="checkbox"/> REUSE/RECLAIMED	<input type="checkbox"/> DISPOSAL SYSTEM	<input type="checkbox"/> CONTAINMENT AREA
<input type="checkbox"/> OTHER _____	<input type="checkbox"/> OTHER _____	<input type="checkbox"/> OTHER/ _____
<input type="checkbox"/> SURGE TANK	<input type="checkbox"/> AERATION TANK	
<input type="checkbox"/> CLARIFIER	<input type="checkbox"/> DIGESTER	
<input type="checkbox"/> CHLORINE CONTACT TANK		

\*DATE / TIME DISCHARGE OCCURRED: July 27, 2015  
 \*AMOUNT OF DISCHARGE: 25,600 GALLONS  
 \*AMOUNT RECOVERED: 400 GALLONS  
 \*ONGOING: ☐ \*CEASED: ☒

\*PHYSICAL LOCATION/ ADDRESS/ LATITUDE & LONGITUDE:  
 Lemon Bay Conservancy 2980 Placida Road #A Englewood Florida 34224 26 52'52.60N 82 18'14.35W

### \*MALFUNCTION/CAUSE

<input type="checkbox"/> PUMP FAILURE <input type="checkbox"/> BLOWER FAILURE <input type="checkbox"/> SWITCH/TIMER FAILURE <input type="checkbox"/> CLARIFIER FAILURE <input type="checkbox"/> FILTER BYPASS/FAILURE <input type="checkbox"/> DISINFECTION SYSTEM FAILURE <input type="checkbox"/> OTHER _____	<input checked="" type="checkbox"/> LINE BREAK <input type="checkbox"/> FATS/OILS/GREASE BLOCKAGE <input type="checkbox"/> OTHER CLOG OR BLOCKAGE <input type="checkbox"/> POWER OUTAGE/FAILURE <input type="checkbox"/> ACCIDENT <input type="checkbox"/> UNKNOWN <input checked="" type="checkbox"/> OUTSIDE CONTRACTOR EESI	<h4 style="text-align: center;">WEATHER</h4> <input checked="" type="checkbox"/> LIGHTNING <input checked="" type="checkbox"/> HEAVY RAINFALL <input type="checkbox"/> HIGH WINDS <input type="checkbox"/> TROPICAL STORM: _____ <input type="checkbox"/> HURRICANE: _____ <input type="checkbox"/> OTHER: _____
---	--	---

\*EXPLAIN:  
 Force main break. Work being done on force main, (project # 2015063) to redirect flow. Per/DEP.

### \*EFFLUENT LIMIT VIOLATIONS

<input type="checkbox"/> CL <sub>2</sub> _____ MG/L	<input type="checkbox"/> TURBIDITY _____ NTU	<input type="checkbox"/> PH _____ SU
<input type="checkbox"/> TSS _____ MG/L	<input type="checkbox"/> NO <sub>3</sub> _____ MG/L	<input type="checkbox"/> CBOD <sub>5</sub> _____ MG/L
<input type="checkbox"/> OTHER _____	<input type="checkbox"/> FECAL COLIFORMS _____ CFU/100ML	<input type="checkbox"/> ABNORMAL FLOW _____ MGD

### \*CORRECTIVE / REMEDIAL ACTION BEING TAKEN

<input checked="" type="checkbox"/> LINE REPAIRED <input checked="" type="checkbox"/> DISINFECTED WITH Chlorine and Line <input checked="" type="checkbox"/> WASHED DOWN <input type="checkbox"/> CONTAINED ON-SITE <input checked="" type="checkbox"/> VAC TRUCK/DESTINATION Master lift station	<input checked="" type="checkbox"/> SAMPLES TAKEN (IF SURFACE WATERS IMPACTED) <input checked="" type="checkbox"/> SIGNS POSTED NEAR AFFECTED WATERS <input type="checkbox"/> RESTORED POWER <input type="checkbox"/> AUXILIARY POWER SYSTEM ON-LINE <input checked="" type="checkbox"/> BACK-UP ON-LINE	<input type="checkbox"/> NOTIFIED LOCAL AUTHORITIES <input checked="" type="checkbox"/> NOTIFIED STATE WATCH OFFICE <input checked="" type="checkbox"/> NOTIFIED PERMITTEE/OWNER <input checked="" type="checkbox"/> REPAIRED/REPLACED EQUIPMENT <input type="checkbox"/> OTHER _____
---	--	---

\*REMEDIAL ACTION BEING TAKEN / ESTIMATED TIME FOR COMPLETION OF REPAIRS:  
 Repaired force main. Disinfected area with chlorine and line. Repaired in six hours.

October 8, 2014

John Hoy, President  
Utilities, Inc. of Sandalhaven  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
[JPHoy@uiwater.com](mailto:JPHoy@uiwater.com)

Charlotte County-DW  
FLA014053 Sandalhaven WWTP  
OGC Case No: 14-0536-08-DW

Dear Mr. Hoy:

Enclosed is the signed and entered Consent Order to resolve the above referenced case. This copy is for your records.

Please note that all compliance dates begin from the date of entry of this Order, which is October 8, 2014.

Upon satisfactory completion of all conditions of the Order, we will close this case and place it in our inactive file.

**If you have any questions, please contact [Diane.Loughlin@dep.state.fl.us](mailto:Diane.Loughlin@dep.state.fl.us) at (239) 344-5656.**  
Your cooperation in resolving this case is appreciated.

Sincerely,



---

Jon M. Iglehart  
Director of District Management

JMI/DL/mf

cc: Patrick Flynn, Utilities Inc. [pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)  
Mike Wilson, Utilities, Inc. [MAWilson@uiwater.com](mailto:MAWilson@uiwater.com)  
Scotty Haws, Utilities Inc. [SLHaws@uiwater.com](mailto:SLHaws@uiwater.com)  
Mike Tanski, FDEP [Michael.Tanski@dep.state.fl.us](mailto:Michael.Tanski@dep.state.fl.us)  
Lea Crandall, FDEP OGC [lea.crandall@dep.state.fl.us](mailto:lea.crandall@dep.state.fl.us)



**FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION**

SOUTH DISTRICT  
P.O. BOX 2549  
FORT MYERS, FL 33902-2549  
*SouthDistrict@dep.state.fl.us*

RICK SCOTT  
GOVERNOR

CARLOS LOPEZ-CANERA  
LT. GOVERNOR

HERSCHEL T. VINYARD JR.  
SECRETARY

BEFORE THE STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT )  
OF ENVIRONMENTAL PROTECTION )

IN THE OFFICE OF THE  
SOUTH DISTRICT

v. )

OGC FILE NO. 14-0536-08-DW

UTILITIES, INC. OF SANDALHAVEN )  
(Sandalhaven WWTP) )

**CONSENT ORDER**

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Utilities, Inc. of Sandalhaven ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C.").  
The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Sandalhaven WWTP, a 0.045 MGD domestic wastewater treatment plant with a rapid rate land application system ("Facility"). The Facility is operated under Wastewater Permit No. FLA014053 ("Permit"), which was issued on February 15, 2012, and will



DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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expire on February 14, 2017. The Facility is located at 6811 Placida Road, in Charlotte County, Florida ("Property"). Respondent owns the Property on which the Facility is located.

4. The Department finds that the following violation(s) occurred:  
  
Improper release of wastewater from land application system as prohibited by F.A.C. Rule 62-610.320(1).

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

**ORDERED:**

5. To prevent potential impacts on neighboring properties, Respondent shall follow the protocol described in the monitoring plan submitted to and approved by the Department on September 9, 2014. This Order incorporates the monitoring plan by reference and compliance with the monitoring plan is a specific requirement of this Order.
6. On or before December 1, 2014, Respondents shall submit a permit application, along with the appropriate permit fee, to the Department to construct a wastewater collection/transmission system to divert flow from the Facility to a regional wastewater collection/transmission system. The application shall be prepared and sealed by a professional engineer registered in the State of Florida and shall be submitted to the attention of Gary Maier, PE Supervisor III, Department of Environmental Protection, South District, P.O. Box 2549, Fort Myers, FL 33902-2549.



DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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7. On or before August 1, 2015, Respondent shall submit a written plan for the inactivation or abandonment of the Facility in accordance with F.A.C. Rule 62-600.410(7). This abandonment plan shall specify what steps will be taken to safeguard public health and safety during and following inactivation or abandonment. Respondent shall complete the abandonment of the Facility as described in the written abandonment plan within 60 days following the completion of the collection/transmission system diversion.
8. On or before October 1, 2015, Respondents shall complete construction of the collection/transmission system diversion, submit a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida, stating that modifications to the collection system have been constructed in accordance with the provisions of the Permit, and place the collection/transmission system diversion into operation.
9. Every quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include a projection of the work Respondent will perform pursuant to this Order during the 12-month period which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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10. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by paragraphs 5 through 9 on or before October 1, 2015 and be in full compliance with F.A.C. Rules 62-610.320(1) and 62-600.410(6) regardless of any intervening events or alternative time frames imposed in this Order.
11. On or before April 1, 2015, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.
12. Respondent agrees to pay the Department stipulated penalties in the amount of \$100 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph(s) 5 through 10 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 13, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order.
13. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Ecosystem Management and Restoration Trust Fund." Online payments can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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14. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Diane Loughlin, Environmental Specialist II, Department of Environmental Protection, South District, P.O. Box 2549, Fort Myers, FL 33902-2549.
15. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.
16. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.
17. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

18. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver



DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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is conditioned upon Respondent's complete compliance with all of the terms of this Order.

19. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.
20. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.
21. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.
22. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.
23. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
Consent Order, OGC No. 14-0536-08-DW  
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24. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.
25. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at the Department of Environmental Protection, South District, P.O. Box 2549, Fort Myers, FL 33902-2549. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

[This portion intentionally left blank.]

DEP vs. UTILITIES, INC. OF SANDALHAVEN  
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30. Rules referenced in this Order are available at

<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>


FOR THE RESPONDENT:

  
\_\_\_\_\_  
John Hoy  
President

10/9/14  
\_\_\_\_\_  
Date

DONE AND ORDERED this 8<sup>th</sup> day of OCTOBER, 2014, in  
Lee County, Florida.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION

  
\_\_\_\_\_  
Jon Iglehart  
District Director  
South District

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

  
\_\_\_\_\_  
Clerk

10-8-2014  
\_\_\_\_\_  
Date

Copies furnished to:

Lea Crandall, Agency Clerk  
Mail Station 35





**Utilities, Inc. of Sandalhaven  
Perc Pond Monitoring Plan  
Permit No. FLA014053**

**DAILY:**

1. Complete a visual inspection of the pond and plant perimeter, excluding the wooded areas abutting Amberjack Slough Park property on the south side of the Sandalhaven Plant site, by walking along the inside of the perimeter fence.
2. Identify from a visual inspection whether there is water present in the swale along the plant entrance driveway and adjacent to Pond 4.
3. Identify whether the area at the end of the plant entrance driveway near the fence gate is soft and muddy.
4. Identify whether the toe of the berms adjacent to Fiddlers Green parking lot areas contains standing water.
5. Identify locations where standing water is present at the surface at any of these locations more than 48 hours after a recorded rainfall event.
6. Record rainfall amounts as measured at a precipitation station located at the Sandalhaven Plant.
7. Record water level in each pond using staff gauges.
8. Record the depth to water level in each of the five piezometers.

**WEEKLY:**

1. Rotate the use of each percolation pond in order to minimize groundwater mounding below the ponds.
2. In the event that non-rainfall related water accumulates in the toe of the berms adjacent to the Fiddlers Green parking lot, maximize the diversion of wastewater flow to Englewood Water District through the existing Placida Road force main.
3. Notify the Department by electronic submission in the event that there are visible signs of non-rainfall related surface water accumulating in the vicinity of the berms.

**MONTHLY:**

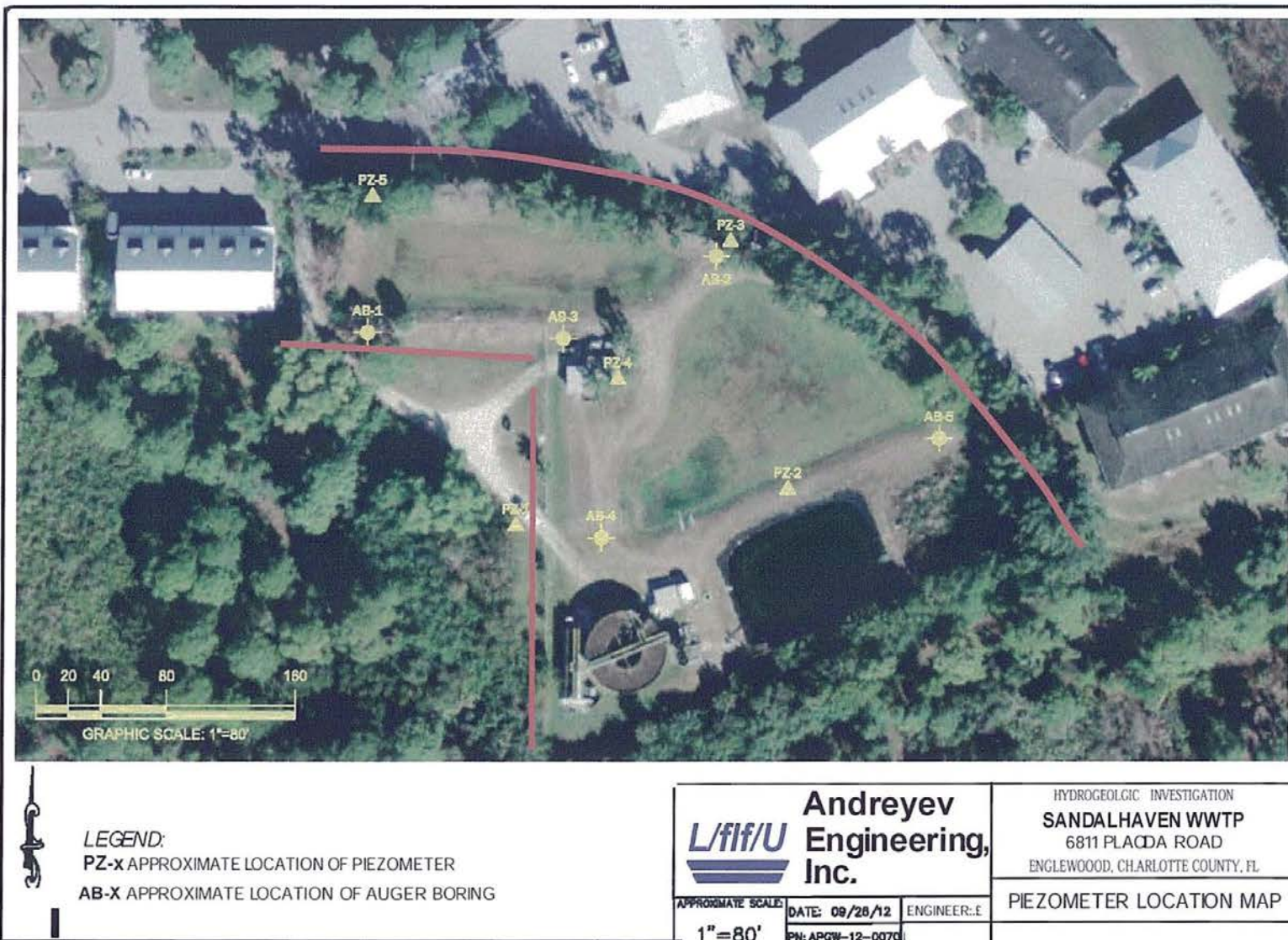
1. Compile daily log sheet and weekly reports.
2. Submit daily log sheets and weekly reports to FDEP by the 28<sup>th</sup> day of the following month as attachments to the monthly Sandalhaven Plant Discharge Monitoring Report.











November 17, 2016

Patrick Flynn, Regional Director  
Sanlando Utilities/Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, Florida 32714  
[PCFLYNN@UIWATER.COM](mailto:PCFLYNN@UIWATER.COM)

Re: Sanlando Utilities  
PW #3591121  
Seminole County

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on August 25, 2016. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection form is attached for your records.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Charles Johnson at 407-897-4329 or via e-mail at [charles.d.johnson@dep.state.fl.us](mailto:charles.d.johnson@dep.state.fl.us).

Sincerely,



Reggie Phillips, Manager  
Central District  
Florida Department of Environmental Protection

Enclosure: Inspection Report

cc: Scott Gosnell, Area Manager, [sgosnell@uiwater.com](mailto:sgosnell@uiwater.com)

State of Florida  
Department of Environmental Protection  
Central District  
**SANITARY SURVEY REPORT**

Plant Name SANLANDO UTILITIES – DES PINAR County Seminole PWS ID # 3591121-01  
Plant Location 125 Western Fork, Longwood, FL 32750 Phone 407-682-5651  
Owner Name Utilities Inc., Attn: Patrick Flynn, Regional Director Phone 407-869-1919  
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
Contact Person Scott Gosnell Title Area Manager Phone 407-682-5651  
This Survey Date 8/25/16 Last Survey Date 12/27/13 Last C.I. Date 8/10/06

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5C

MAX-DAY DESIGN CAPACITY: 6.261 MGD

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Aeration, hypochlorination, corrosion control

**SERVICE AREA CHARACTERISTICS**

Subdivision \_\_\_\_\_

Food Service: ☐ Yes ☐ No ☒ N/A

Number of Service Connections 2,308

Population Served 8,078 Basis 09/16 MOR

**OPERATION & MAINTENANCE LOG: Yes**

Location Water treatment plant

Comments \_\_\_\_\_

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Don Hasty A-6625, see MORs for complete list.

Hrs/day: Required \*1 Actual 1

Days/wk: Required 5+2 Actual 5+2

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

Comments \* Approved 10/11/12 FDEP.

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☒ No ☐ Yes ☐ N/A

Average Day (from MORs) 2,501,858 gpd

Maximum Day (from MORs) 4,272,000 gpd 01/16

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 12" and 6" Rosemount 3051

Date Last Calibrated 02/16

**RAW WATER SOURCE**

☒ GROUND; Number of Wells 4

☐ PURCHASED from PWS ID # \_\_\_\_\_

☐ Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

**STANDBY POWER SOURCE: Yes**

Source Onan diesel generator

Capacity of Standby (kW) 300

Switchover: ☒ Automatic ☐ Manual

Hrs Operated Under Load 1 hr/wk.

What equipment does it operate?

☒ Well Pumps #2

☒ High Service Pumps 1-3

☒ Treatment Equipment All

Satisfy avg. daily demand? ☒ Yes ☐ No ☐ Unknown

Audio-visual alarm? ☒ Yes ☐ No

Comments \_\_\_\_\_

**PLANS AND MAPS**

Coliform Sampling Plan ☒ Yes ☐ No ☐ N/A

D/DBP Monitoring Plan ☒ Yes ☐ No ☐ N/A

Lead and Copper Plan ☒ Yes ☐ No ☐ N/A

Distribution System Map ☒ Yes ☐ No ☐ N/A

Emergency Response Plan ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual ☒ Yes ☐ No

Preventive Maintenance Program ☒ Yes ☐ No

Flushing Program ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Isolation Valve Exercise ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs 68

# Tested 49

WWTP RPZ Yes

Date Tested Annual

Written Plan Yes

Date 1/7/08

Comments Accepted by V. Hoofnagle (FDEP) 1/25/08.

PWS ID # 3591121-01  
Date 8/25/16

# **GROUND WATER SOURCE**

Well Number		1 (AAH7333)	1A (AAH7332)	2 (AAH7331)	2A (AAH7334)
Year Drilled		1969	1983	1971	1977
Depth Drilled		925'	500'	420'	495'
Drilling Method		Unknown	Unknown	Unknown	Unknown
Type of Grout		Unknown	Unknown	Unknown	Unknown
Static Water Level		Unknown	Unknown	Unknown	Unknown
Pumping Water Level		Unknown	Unknown	Unknown	Unknown
Design Well Yield		Unknown	Unknown	Unknown	Unknown
Test Yield		Unknown	Unknown	Unknown	Unknown
Actual Yield (if different than rated capacity)		Unknown	Unknown	Unknown	Unknown
Strainer		Unknown	Unknown	Unknown	Unknown
Length (outside casing)		405'	160'	103'	150'
Diameter (outside casing)		8"	16"	12"	12"
Material (outside casing)		Black steel	Black steel	Black steel	Black steel
Well Contamination History		None	None	None	None
Is inundation of well possible?		No	No	No	No
6' X 6' X 4" Concrete Pad		Yes	Yes	Yes	*Yes
SET BACKS	Septic Tank	N/A	N/A	N/A	N/A
	Reuse Water	N/A	N/A	N/A	N/A
	WW Plumbing	>100'	>100'	>100'	>100'
	Other Sanitary Hazard	None observed	None observed	None observed	None observed
PUMP	Type	Vertical turbine	Vertical turbine	Vertical turbine	Vertical turbine
	Manufacturer Name	Layne	Peerless	Layne	Worthington
	Model Number	Unknown	Unknown	Unknown	Unknown
	Rated Capacity (gpm)	469	2,412	1,766	1,525
	Motor Horsepower	30	100	60	60
Well casing 12" above grade?		Yes	Yes	Yes	Yes
Well Casing Sanitary Seal		Ok	Ok	Ok	Ok
Raw Water Sampling Tap		Yes	Yes	Yes	Yes
Above Ground Check Valve		Yes	Yes	Yes	Yes
Fence/Housing		Yes	Yes	Yes	Yes
Well Vent Protection		Yes	N/A	N/A	N/A

**COMMENTS** \*Well #2A had corrosion on the fitting and crack on pad



PWS ID # 3591121-01  
Date 8/25/16

### CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo  
Make Iwaki Capacity 2 x 20 gph  
Chlorine Feed Rate 40% and 42% stroke  
Avg. Amount of Cl<sub>2</sub> gas used N/A  
Chlorine Residuals: Plant >2.2 Remote 1.28  
Remote tap location 1570 Rebecca  
DPD Test Kit: ☒ On-site ☒ With operator  
☐ None ☐ Not Used Daily  
Injection Points Into tanks  
Booster Pump Info N/A  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-Pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

### AERATION (Gases, Fe, & Mn Removal)

Type Cascade tray Capacity See comment  
Aerator Condition Satisfactory  
Bloodworm Presence None observed  
Visible Algae Growth None observed  
Protective Screen Condition Satisfactory  
Comments #1 – 1,800 gpm, 2 – 3,500 gpm  
Aerators cleaned and inspected every 6 months.

### STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated  
(B) Bladder (C) Clearwell

Tank Type/Number	G1	G2
Capacity (gal)	250,000	875,000
Material	Concrete	Concrete
Gravity Drain	Yes	Yes
By-pass Piping	Yes	Yes
Pressure Gauge	N/A	N/A
Sight Glass or Level Indicator	Yes	Yes
Fittings for Sight Glass	N/A	N/A
Protected Openings	Yes	Yes
PRV/ARV	N/A	N/A
On/Off Pressure	9.5'/13'	9.5'/13'
Access Padlocked	Yes	Yes
Date Last Cleaned	2016/04	2016/04
Date Last Inspected	2016/04	2016/04

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### HIGH SERVICE PUMPS

Pump Number	1	2	3	4	5
Type	Centrifugal				
Make	Aurora				
Model	411-BF	411-BF	411-BF	411-BF	411-SF
Capacity (gpm)	600	1200	1200	2000	2000
Motor HP	40	75	75	100	100
Date Installed	Unknown				
Maintenance	As Needed				

Comments Pumps 1, 2, and 3 are variable frequency drive. (VFD). Discharge setpoint is 60 psi.  
\_\_\_\_\_  
\_\_\_\_\_

### ADDITIVES

Meets NSF 60 & 61 Yes  
Comments Corrosion control uses 2 x 1.21 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected prior to the ground storage tanks. Check residuals at the POE and distribution every 2 weeks.  
\_\_\_\_\_

State of Florida  
Department of Environmental Protection  
Central District

## SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES – KNOLLWOOD County Seminole PWS ID # 3591121-02  
Plant Location North Pressview Avenue at SR 434, Altamonte Springs, FL Phone 407-682-5651  
Owner Name Utilities Inc., Attn: Patrick Flynn, Regional Director Phone 407-869-1919  
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
Contact Person Scott Gosnell Title Area Manager Phone 407-682-5651  
This Survey Date 8/25/16 Last Survey Date 12/27/13 Last C.I. Date 8/10/06

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5C

MAX-DAY DESIGN CAPACITY: 0.576 MGD

PWS STATUS: Approved

### TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control

### SERVICE AREA CHARACTERISTICS

Subdivision

Food Service: ☐ Yes ☐ No ☒ N/A

Number of Service Connections 300

Population Served 1,050 Basis 09/16 MOR

### OPERATION & MAINTENANCE LOG: Yes

Location Water treatment plant

Comments \_\_\_\_\_

### CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Don Hasty A-6625, see MORs for complete list.

Hrs/day: Required Visit Actual Visit

Days/wk: Required 5+1 Actual 5+2

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

Comments \_\_\_\_\_

### MONTHLY OPERATION REPORTS (MORs)

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☒ No ☐ Yes ☐ N/A

Average Day (from MORs) 28,273 gpd

Maximum Day (from MORs) 193,400 gpd 07/16

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type Honeywell DR4300

Date Last Calibrated 08/16

### RAW WATER SOURCE

☒ GROUND; Number of Wells 2

☐ PURCHASED from PWS ID # \_\_\_\_\_

☐ Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

### STANDBY POWER SOURCE: Not Required

Source \_\_\_\_\_

Capacity of Standby (kW) \_\_\_\_\_

Switchover: ☐ Automatic ☐ Manual

Hrs Operated Under Load \_\_\_\_\_

What equipment does it operate?

☐ Well Pumps \_\_\_\_\_

☐ High Service Pumps \_\_\_\_\_

☐ Treatment Equipment \_\_\_\_\_

Satisfy avg. daily demand? ☐ Yes ☐ No ☐ Unknown

Audio-visual alarm? ☐ Yes ☐ No

Comments \_\_\_\_\_

### PLANS AND MAPS

Coliform Sampling Plan ☒ Yes ☐ No ☐ N/A

D/DBP Monitoring Plan ☒ Yes ☐ No ☐ N/A

Lead and Copper Plan ☒ Yes ☐ No ☐ N/A

Distribution System Map ☒ Yes ☐ No ☐ N/A

Emergency Response Plan ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

### PREVENTIVE MAINTENANCE/O&M

Operation & Maintenance Manual ☒ Yes ☐ No

Preventive Maintenance Program ☒ Yes ☐ No

Flushing Program ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Isolation Valve Exercise ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

### CROSS CONNECTION CONTROL

# BFPAs 68 # Tested 49

WWTP RPZ Yes Date Tested Annual

Written Plan Yes Date 1/7/08

Comments Accepted by V. Hoofnagle (FDEP) 1/25/08.

PWS ID # 3591121-02  
Date 8/25/16

### GROUND WATER SOURCE

Well Number		3 (AAH7335)	4 (AAH7330)		
Year Drilled		1965	1972		
Depth Drilled		830'	550'		
Drilling Method		Unknown	Unknown		
Type of Grout		Unknown	Unknown		
Static Water Level		Unknown	Unknown		
Pumping Water Level		Unknown	Unknown		
Design Well Yield		Unknown	Unknown		
Test Yield		Unknown	Unknown		
Actual Yield (if different than rated capacity)		Unknown	Unknown		
Strainer		Unknown	Unknown		
Length (outside casing)		604'	197'		
Diameter (outside casing)		6"	10"		
Material (outside casing)		Black steel	Black steel		
Well Contamination History		None	None		
Is inundation of well possible?		No	No		
6' X 6' X 4" Concrete Pad		Yes	Yes		
SET BACKS	Septic Tank	N/A	N/A		
	Reuse Water	N/A	N/A		
	WW Plumbing	>100'	>100'		
	Other Sanitary Hazard	None observed	None observed		
PUMP	Type	Vertical turbine	Vertical turbine		
	Manufacturer Name	Layne	Goulds		
	Model Number	Unknown	Unknown		
	Rated Capacity (gpm)	300	900		
	Motor Horsepower	25	40		
Well casing 12" above grade?		Yes	Yes		
Well Casing Sanitary Seal		Ok	Ok		
Raw Water Sampling Tap		Yes	Yes		
Above Ground Check Valve		Yes	Yes		
Fence/Housing		Yes	Yes		
Well Vent Protection		N/A	N/A		

COMMENTS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PWS ID # 3591121-02  
Date 8/25/16

### CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo  
Make (2)-Stenner Capacity See comments  
Chlorine Feed Rate 70% and 70 % stroke  
Avg. Amount of Cl<sub>2</sub> gas used N/A  
Chlorine Residuals: Plant 0.87 Remote 2.18  
Remote tap location 1904 Booth Circle  
DPD Test Kit: ☒ On-site ☒ With operator  
☐ None ☐ Not Used Daily  
Injection Points Into aerator  
Booster Pump Info N/A  
Comments Pre – 2 x 85 gpd, Post – 1 x 85 gpd  
Post only if needed.  
ORP meter reading 490 mv.

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-Pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

### AERATION (Gases, Fe, & Mn Removal)

Type Cascade tray Capacity 2,000 gpm  
Aerator Condition Satisfactory  
Bloodworm Presence None observed  
Visible Algae Growth None observed  
Protective Screen Condition Satisfactory  
Comments Aerator cleaned and inspected every 6 months.

### STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated  
(B) Bladder (C) Clearwell

Tank Type/Number	G1	H1
Capacity (gal)	100,000	10,000
Material	Concrete	Steel
Gravity Drain	Yes	Yes
By-pass Piping	No	Yes
Pressure Gauge	N/A	Yes
Sight Glass or Level Indicator	Yes	Yes
Fittings for Sight Glass	Yes	Yes
Protected Openings	Yes	Yes
PRV/ARV	N/A	PRV
On/Off Pressure	56/61	56/61
Access Padlocked	Yes	Yes
Date Last Cleaned	2016/04	2016/04
Date Last Inspected	2016/04	2016/04

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### HIGH SERVICE PUMPS

Pump Number	1	2
Type	Centrifugal	
Make	Allis Chalmers	
Model	Unknown	Unknown
Capacity (gpm)	400	400
Motor HP	25	25
Date Installed	1965	
Maintenance	As Needed	

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ADDITIVES

Meets NSF 60 & 61 Yes  
Comments Corrosion control uses 16 gph and 34 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected between the ground storage tanks and hydropneumatic tank. Check residuals at the POE and distribution every 2 weeks.

State of Florida  
Department of Environmental Protection  
Central District

## SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES – WEKIVA County Seminole PWS ID # 3591121-03  
Plant Location 144 Ledbury Drive, Longwood, FL 32779 Phone 407-682-5651  
Owner Name Utilities Inc., Attn: Patrick Flynn, Regional Director Phone 407-869-1919  
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
Contact Person Scott Gosnell Title Area Manager Phone 407-682-5651  
This Survey Date 8/25/16 Last Survey Date 12/27/13 Last C.I. Date 8/10/06

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5C

MAX-DAY DESIGN CAPACITY: 11.088 MGD

PWS STATUS: Approved

### TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control

### SERVICE AREA CHARACTERISTICS

Subdivision

Food Service: ☐ Yes ☐ No ☒ N/A

Number of Service Connections 7,950

Population Served 27,825 Basis 09/16 MOR

### OPERATION & MAINTENANCE LOG: Yes

Location Water treatment plant

Comments \_\_\_\_\_

### CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Scott Moss C17005, see MORs for complete list.

Hrs/day: *Required* 6 *Actual* 8

Days/wk: *Required* 5+2 *Actual* 5+2

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

Comments \_\_\_\_\_

### MONTHLY OPERATION REPORTS (MORs)

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☒ No ☐ Yes ☐ N/A

Average Day (from MORs) 4,521,946 gpd

Maximum Day (from MORs) 7,044,000 gpd 05/16

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type (2)Rosemount 3052

Date Last Calibrated 6/28/16

### RAW WATER SOURCE

☒ GROUND; Number of Wells 5

☐ PURCHASED from PWS ID # \_\_\_\_\_

☐ Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

### STANDBY POWER SOURCE: Yes

Source Cummins diesel generator

Capacity of Standby (kW) 600

Switchover: ☒ Automatic ☐ Manual

Hrs Operated Under Load 1 hrs/mo.

What equipment does it operate?

☒ Well Pumps Well #8

☒ High Service Pumps 1-5

☒ Treatment Equipment All

Satisfy avg. daily demand? ☒ Yes ☐ No ☐ Unknown

Audio-visual alarm? ☒ Yes ☐ No

Comments Well #5 has its own manual propane generator.

### PLANS AND MAPS

Coliform Sampling Plan ☒ Yes ☐ No ☐ N/A

D/DBP Monitoring Plan ☒ Yes ☐ No ☐ N/A

Lead and Copper Plan ☒ Yes ☐ No ☐ N/A

Distribution System Map ☒ Yes ☐ No ☐ N/A

Emergency Response Plan ☒ Yes ☐ No ☐ N/A

Comments \_\_\_\_\_

### PREVENTIVE MAINTENANCE/O&M

Operation & Maintenance Manual ☒ Yes ☐ No

Preventive Maintenance Program ☒ Yes ☐ No

Flushing Program ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Isolation Valve Exercise ☒ Yes ☐ No ☐ N/A

Records ☒ Yes ☐ No ☐ N/A

Comments SCADA system

### CROSS CONNECTION CONTROL

# BFPAs 68

# Tested 49

WWTP RPZ Yes

Date Tested Annual

Written Plan Yes

Date 1/7/08

Comments Accepted by V. Hoofnagle (FDEP) 1/25/08.

PWS ID # 3591121-03  
Date 8/25/16

# **GROUND WATER SOURCE**

Well Number		5 (AAH7338)	6 (AAH7337)	7 (AAH7336)	8 (AAF0873)
Year Drilled		1972	1973	1978	1979
Depth Drilled		500'	554'	570'	925'
Drilling Method		Unknown	Unknown	Unknown	Unknown
Type of Grout		Unknown	Unknown	Unknown	Unknown
Static Water Level		Unknown	Unknown	Unknown	Unknown
Pumping Water Level		Unknown	Unknown	Unknown	Unknown
Design Well Yield		Unknown	Unknown	Unknown	Unknown
Test Yield		Unknown	Unknown	Unknown	Unknown
Actual Yield (if different than rated capacity)		Unknown	Unknown	Unknown	Unknown
Strainer		Unknown	Unknown	Unknown	Unknown
Length (outside casing)		132'	196'	205'	181'
Diameter (outside casing)		12"	12"	16"	18"
Material (outside casing)		Black steel	Black steel	Black steel	Black steel
Well Contamination History		None	None	None	None
Is inundation of well possible?		No	No	No	No
6' X 6' X 4" Concrete Pad		Yes	Yes	Yes	Yes
SET BACKS	Septic Tank	N/A	N/A	N/A	N/A
	Reuse Water	N/A	N/A	N/A	N/A
	WW Plumbing	>100'	>100'	>100'	>100'
	Other Sanitary Hazard	None observed	None observed	None observed	None observed
PUMP	Type	Vertical turbine	Vertical turbine	Vertical turbine	Vertical turbine
	Manufacturer Name	Layne	Layne	Worthington	Peerless
	Model Number	Unknown	12RM	UHF/12HH165	16DHLO-1
	Rated Capacity (gpm)	1,491	1,130	1,883	3,500
	Motor Horsepower	40	60	60	100
Well casing 12" above grade?		Yes	Yes	Yes	Yes
Well Casing Sanitary Seal		OK	OK	OK	OK
Raw Water Sampling Tap		Yes	Yes	Yes	Yes
Above Ground Check Valve		Yes	Yes	Yes	Yes
Fence/Housing		Yes	Yes	Yes	Yes
Well Vent Protection		Yes	N/A	N/A	N/A

**COMMENTS** Well #5 has its own manual propane generator. Well #8 has a backup generator. Well #8 had corrosion at base of pipe fitting.

PWS ID # 3591121-03  
Date 8/25/16

# **GROUND WATER SOURCE**

Well Number	9 (AAH7339)			
Year Drilled	1982			
Depth Drilled	550'			
Drilling Method	Rotary			
Type of Grout	Unknown			
Static Water Level	Unknown			
Pumping Water Level	Unknown			
Design Well Yield	Unknown			
Test Yield	Unknown			
Actual Yield (if different than rated capacity)	Unknown			
Strainer	Unknown			
Length (outside casing)	210'			
Diameter (outside casing)	16'			
Material (outside casing)	Black steel			
Well Contamination History	*Microbial			
Is inundation of well possible?	No			
6' X 6' X 4" Concrete Pad	**Yes			
SET BACKS	Septic Tank	N/A		
	Reuse Water	N/A		
	WW Plumbing	>100'		
	Other Sanitary Hazard	None observed		
PUMP	Type	Vertical turbine		
	Manufacturer Name	Goulds		
	Model Number	12FRHO-3		
	Rated Capacity (gpm)	2,000		
	Motor Horsepower	100		
Well casing 12" above grade?	Yes			
Well Casing Sanitary Seal	Ok			
Raw Water Sampling Tap	Yes			
Above Ground Check Valve	Yes			
Fence/Housing	Yes			
Well Vent Protection	Yes			

**COMMENTS** \*The Department approved 4-log virus inactivation calculations for the Wekiva Plant on 6/26/09.

PWS ID # 3591121-03  
Date 8/25/16

### CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo  
Make Iwaki Capacity See Comments  
Chlorine Feed Rate Pre-50% post 100% stroke  
Avg. Amount of Cl<sub>2</sub> gas used N/A  
Chlorine Residuals: Plant >2.2 Remote 1.6  
Remote tap location 101 Holder  
DPD Test Kit: ☒ On-site ☒ With operator  
☐ None ☐ Not Used Daily  
Injection Points Pre-into aerators, post-HSP suction  
Booster Pump Info N/A  
Comments Pre – 2 x 20 gph pumps  
Post – 1 x 8 gph pump. Spare - 1 x 8 gph pump.

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-Pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

### AERATION (Gases, Fe, & Mn Removal)

Type Cascade tray Capacity See comment  
Aerator Condition Appears satisfactory  
Bloodworm Presence None observed  
Visible Algae Growth None observed  
Protective Screen Condition Appears satisfactory  
Comments #1 – 2,500 gpm, #2 – 3,500 gpm,  
#3 – 3,800 gpm, Aerators cleaned and inspected every  
6 months.

### STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated  
(B) Bladder (C) Clearwell

Tank Type/Number	G1	G2	G3
Capacity (MG)	0.5	0.750	1.0
Material	Concrete	Concrete	Concrete
Gravity Drain	Yes	Yes	Yes
By-pass Piping	Yes	Yes	Yes
Pressure Gauge	N/A	N/A	N/A
Sight Glass or Level Indicator	No	No	No
Fittings for Sight Glass	N/A	N/A	N/A
Protected Openings	Yes	Yes	Yes
PRV/ARV	N/A	N/A	N/A
On/Off Pressure	13.5'/15.5'	13.5'/15.5'	13.5'/15.5'
Access Padlocked	Yes	Yes	Yes
Date Last Cleaned	2016/04	2016/04	2016/04
Date Last Inspected	2016/04	2016/04	2016/04

Comments \_\_\_\_\_

### HIGH SERVICE PUMPS

Pump Number	1	2	3	4	5
Type	Centrifugal				
Make	Aurora				
Model	411-BF	411-BF	411-BF	411-BF	411-BF
Capacity (gpm)	2,000	2,000	3,600	2,400	2,400
Motor HP	125	125	200	150	150
Date Installed	Unknown				
Maintenance	As Needed				

Comments All pumps are variable frequency drive.  
(VFD). Discharge setpoint is 80 +/- 5 psi.

### ADDITIVES

Meets NSF 60 & 61 Yes  
Comments Corrosion control uses 1.7 gph and 1.21 gph  
pumps for application of Stiles-Kem SK-7641 /Aquadren  
orthophosphate. Injected prior to the ground storage  
tanks. Check residuals at the POE and distribution every  
2 weeks.



PWS ID # 3591121-3  
Date 8/25/16

### **DEFICIENCIES:**

Areas of Concern	Rule	Corrective Action	Date Corrected	Significant Deficiency?
Well #2A pad contains cracks or is not properly maintained.	62-555.350(2)	Repair cracks & properly maintain.	September 26, 2016 per phone confirmation	No
Well #2A & #8 casing corroded.	62-555.350(2)	Sand & Paint pipe fitting	September 26, 2016 per phone confirmation	No

### **MONITORING REMINDER:**

- Nitrate and nitrite samples are required to be collected from the point of entry (POE) to the distribution system annually. The 2/09/16 results have been received by the Department.
- Monitoring schedules are available on the Central District's Drinking Water Website.  
<http://www.dep.state.fl.us/central/Home/DrinkingWater/InHouseCompliance/MonitoringSchedules/MonitoringSchedules.htm>

### **COMMENTS:**

- Contact FRWA (Florida Rural Water Association) at 850-668-2746, or [frwa@frwa.net](mailto:frwa@frwa.net), for free technical assistance with your system. FRWA has extended benefits offered to members.
- Provide documentation that the finished-drinking-water meter has been calibrated at least every 5 years.

Checking the calibration of finished-drinking-water meters at treatment plants shall be performed in accordance with the equipment manufacturer's recommendations or in accordance with a written preventive maintenance program established by the supplier of water. [Rule 62-555.350(2), F.A.C.].

- Suppliers of water shall submit written notification to the Department before beginning work or alterations to the public water system. Each notification shall be submitted to the appropriate Department of Environmental Protection District Office or Approved County Health Department and shall include the following: a description of the scope, purpose, and location of the work or alterations; and assurance that the work or alterations will comply with applicable requirements listed in Rule 62-555.330, F.A.C. Suppliers of water may begin such work or alterations 14 days after providing notification to the Department unless they are advised by the Department that the notification is incomplete or that a construction permit is required.
- Suppliers of water shall telephone the SWO at 1-800-320-0519 immediately (i.e., within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system. [Rule 62-555.350(10)(a), F.A.C.]
- Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office as soon as possible, but never later than noon of the next business day, in the event of any of the following emergency or abnormal operating conditions:
  - The occurrence of any abnormal color, odor, or taste in a public water system's raw or finished water;
  - The failure of a public water system to comply with applicable disinfection requirements; or
  - The breakdown of any water treatment or pumping facilities, or the break of any water main, in a public water system if the breakdown or break is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(b), F.A.C.]
- Suppliers of water shall notify affected water customers in writing or via telephone, newspaper, radio, or television; and telephone, and speak directly to a person at, the appropriate DEP District Office by no later than the previous business day before taking PWS components out of operation for planned maintenance or repair work if the work is

PWS ID # 3591121-3  
Date 8/25/16

**COMMENTS(continued)**


expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(d), F.A.C.]

- Suppliers of water shall issue precautionary "boil water" notices as required or recommended in the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(11), F.A.C.]

Inspector 

Title Env. Specialist III

Date 11/16/16

Supervisor 

Title Environmental Manager

Date 11/16/16

FOR FILING

County: \_\_\_\_\_

Facility: \_\_\_\_\_

## MALFUNCTION REPORT

Date: January 5, 2015 Time: 1310

Received By: Daniel Hall

Name of Facility: Wekiva Hunt Club

County: Seminole

Owner/Responsible Party: Sanlando

Reported By: Scott

Telephone: 407-682-5651

Email Address: n/a

Date Malfunction Occurred: 12/4/15 Time: 16-hour composite

Address and/or directions for where malfunction occurred: Facility outfall.

Nature of Problem: Phosphorous exceedance max. exceedance 0.88 mg/L, monthly 0.5 mg/L, loading 123 lbs/month. 5 events in month, first 3 failed, last 2 passed due to alum feed.

*If spill occurred, complete the following:*

- Spill amount: n/a
- Amount Recovered: n/a
- Treated or Untreated: Unknown
- Cause of Spill: Unknown
- Surface Waters affected: n/a

☐ Signs posted

☐ Samples taken

- SWP # n/a

Corrective Action Taken: Sending water to reuse (since ~12/21)

Expected Back in Service (Date & Time): n/a

Remarks:

Follow-up in Writing: No, report on DMR

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Thursday, January 15, 2015 8:15 AM  
**To:** Smicherko, David  
**Cc:** Hall, Daniel K.  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 1.15.15.doc

David,

Attached please find a malfunction report for a sewer overflow in the Sanlando Utilities Corporation collection system. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**

 **Go Green:** Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 1/15/15**

**TIME: 0815**

**RECEIVED BY: David Smicherko/Daniel Hall**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 1/14/15 @ 1345**

**NATURE OF PROBLEM: The control power breaker at L/S A-1 tripped causing a manhole on Penelope Ln. to overflow approximately 200 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The breaker was reset and the L/S was pumped down. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 1/14/15 @ 1411**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

BEFORE THE STATE OF FLORIDA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT	)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION	)	CENTRAL DISTRICT
	)	
v.	)	OGC FILE NO. 15-0039
	)	
SANLANDO UTILITIES CORPORATION	)	
_____	)	

CONSENT ORDER

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Sanlando Utilities Corporation ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C."). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Wekiva Hunt Club WWTF ("Facility"), a 2.90 MGD annual average daily flow activated sludge domestic wastewater facility consisting of three contiguous package wastewater treatment plants (0.97 MGD each) connected in parallel, filtration and high level disinfection with wet weather back up surface water disposal to Sweetwater Creek (0.87 MGD permitted capacity), four rapid infiltration basins (RIBs) comprising 338,000 square feet of bottom surface (0.4 MGD of reuse capacity), and a 2.6 MGD public access reuse system that provides reclaimed water to the Wekiva Hunt Club Community and Golf Course, medians, Lake Brantley Nursery, with reuse interconnects with the City of Altamonte Springs, and the City of Apopka ("Facility"). The

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Facility is operated under NPDES Wastewater Permit No. FL0036251 ("Permit"), which was issued on March 31, 2011, will expire on March 30, 2016, and which was revised on: May 24, 2011; May 21, June 28, and December 26, 2012; and March 26, June 5, July 3, and November 4, 2014. The Facility is located at 144 Ledbury Drive, Longwood, in Seminole County, Florida ("Property"). Respondent owns the Property on which the Facility is located.

4. The Department finds that the following violation(s) occurred:

a) On November 23, 2014, there was an unauthorized discharge of an estimated 750,000 gallons of untreated domestic wastewater into Sweetwater Creek, a Class III surface water, in violation of Section 403.088(1), Florida Statute.

b) On November 29, 2014, there was an unauthorized discharge of an estimated 1,000,000 gallons of treated wastewater effluent due to a berm breach at the northeast corner of RIB #1. The wastewater was treated in conformance with the permit limits established for discharge to the RIBs. The wastewater flowed north into the wetlands located between the Facility and Sweetwater Creek. This water was not treated sufficiently to meet the permit required standards established for surface water discharge in violation of Section 403.088(1), Florida Statute.

c) On December 2, 2014, an unauthorized discharge from the previously decommissioned underdrain from the RIBs was observed by Department personnel. The discharge flowed into the wetlands between the facility and Sweetwater Creek to the north of RIB #1 in violation of Rule 62-600.740(2), Florida Administrative Code.

d) On December 2, 2014, daylighting was observed originating from the north side of RIB #1 by Department personnel in violation of Rule 62-600.740(2), Florida Administrative Code.

e) On December 2, 2014, Department personnel observed that RIB #s 2, 3, and 4 were not being properly operated and maintained, in violation of Rule 62-610.523(4), Florida Administrative Code.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

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Consent Order, OGC No. 15-0039  
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**ORDERED:**

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 30 days of the effective date of this Order, Respondent shall retain the services of a professional engineer, registered in the State of Florida.

b) Within 120 days of the effective date of this Order, Respondent shall complete and submit to the Department an Engineering Evaluation Report (EER) for the RIBs and underdrain system. This EER shall include a review of the last mounding analysis performed and, if deemed necessary, a new mounding analysis.

c) Within 270 days of Department approval of the EER the Respondent shall complete any work necessary to cease discharges from the underdrain and bring the RIBs into compliance with Permit conditions so that they may be operated at permitted capacities to preclude lateral transmission through the berms or adverse effects on adjacent properties.

d) Alternatively, within 90 days of Department approval of the EER, the Respondent may elect to submit a request for a permit modification to re-rate the RIBs at a lower capacity deemed reasonable based on the EER so that they may be operated at modified capacities to preclude lateral transmission through the berms or adverse effects on adjacent properties. This alternative does not alleviate the need to cease discharges from the underdrain system. Should the Respondent opt for this alternative, any Department requests for additional information to process the permit application shall be responded to, in writing, within 30 days.

6. Every calendar quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include a projection of the work Respondent will perform pursuant to this Order during the 12-month period



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which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

7. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by paragraph 5 within 540 days of the effective date of this Order and be in full compliance with Chapter 62, F.A.C., regardless of any intervening events or alternative time frames imposed in this Order.

8. Within 90 days of the effective date of this Order, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

9. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$7,500 in settlement of the regulatory matters addressed in this Order. This amount includes \$6,500 for civil penalties and \$1,000 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order. The civil penalty in this case includes 3 violations that each warrant a penalty of \$2,000.00 or more.

10. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Ecosystem Management and Restoration Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order is final and effective filed with the Clerk of the Department before ability to make online payment is available.

11. In lieu of making cash payment of \$7,500 in civil penalties as set forth in Paragraph 9, Respondent may elect to off-set the amount of \$6,500 by implementing a Pollution Prevention (P2) Project, as set forth in Exhibit A, which must be approved by the Department. P2 is a process improvement that reduces the amount of pollution that enters the

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environment; by conserving resource (including water, raw materials, chemicals, and energy) use, or by minimizing waste generation (including domestic and industrial wastewater, solid and hazardous waste, and air emissions). A P2 Project must reduce pollution or waste within the process beyond what is required by federal, state, or local law, in order to be eligible for civil penalty offset under this Order. If Respondent chooses to implement a P2 Project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Order. Within 30 days of the effective date of this Order, Respondent must pay a total of \$1,000 for costs and expenses incurred by the Department, during the investigation of this matter, and the preparation and tracking of this Order.

12. If Respondent elects to implement a P2 Project as provided in Paragraph 11, Respondent shall submit a completed P2 Project Plan (Plan) within 180 days of the effective date of this Order. The Plan must be completed using Exhibit A, "P2 Project Plan" template.

13. In the event the Department requires additional information to process the Plan described in Paragraph 11, Respondent shall provide a modified Plan containing the information requested by the Department within 30 days of the date of the request.

14. If any balance remains after the entire P2 credit is applied to the allowable portion of the civil penalty, Respondent shall pay the difference within 30 days of written notification by the Department to Respondent that the balance is due.

15. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Aaron Watkins, Environmental Manager, Compliance Assurance Program, Department of Environmental Protection, 3319 Maguire Blvd, Suite 232, Orlando, FL 32803.

16. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

17. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property,

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Consent Order, OGC No. 15-0039  
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(a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

18. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

DEP vs. Sanlando Utilities Corporation  
Consent Order, OGC No. 15-0039  
Page 7

19. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

20. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

21. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

22. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.

23. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

24. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

25. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

DEP vs. Sanlando Utilities Corporation  
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26. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

27. Respondent shall publish the following notice in a newspaper of daily circulation in Seminole County, Florida. The notice shall be published one time only within 30 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

NOTICE OF CONSENT ORDER

The Department of Environmental Protection ("Department") gives notice of agency action of entering into a Consent Order with Sanlando Utilities Corporation pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the unauthorized discharges at 144 Ledbury Drive, Longwood, in Seminole County, Florida. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, 3319 Maguire Blvd, Suite 232, Orlando, FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;



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Consent Order, OGC No. 15-0039  
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- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at 3319 Maguire Blvd, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

28. Rules referenced in this Order are available at  
<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

DEP vs. Sanlando Utilities Corporation  
Consent Order, OGC No. 15-0039  
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FOR THE RESPONDENT:


 4/2/15 \_\_\_\_\_  
Patrick Flynn Date  
Vice President of Operations, Sanlando Utilities Corp.

DONE AND ORDERED this 7<sup>th</sup> day of April, 2015, in Orange County, Florida.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION

  
\_\_\_\_\_  
Jeff Prather  
District Director  
Central District

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

 \_\_\_\_\_  
Clerk 4-7-2015  
Date

Copies furnished to:

Lea Crandall, Agency Clerk  
Mail Station 35

DW\_CO (REV. 06/09)

DW/CO April 2014

[This template is to be used as a Long Form Consent Order Exhibit when regulatory corrective actions, or P2 Projects require time to be resolved or developed. This template must be completed to describe P2 Projects once identified. The document must be approved prior to P2 Project implementation. The Plan must contain the following information.]

## Exhibit A

### P2 Project Plan (Plan)

(Note: Provide the information specified and delete existing text within parentheses)

(Facility Name)

(Address)

(Telephone)

(Preparer Name/Title)

A. **Project Description:** (Summarize P2 Projects selected. Describe the processes or operations to be modified, and the specific changes to be made. Include details such as the specific equipment to be installed, materials to be substituted, and the actual changes to be made to processes or operations. Include manufacturer or vendor information, and specifications.)

B. **Environmental and Economic Benefits:** (Explain why and how each Project proposed constitutes P2.

Specify how each material, chemical, water and energy is saved, and from which processes or operations. Specify how each solid and hazardous waste, industrial wastewater and air emissions are generated, the waste type, and from which processes or operations. **Describe generally in paragraph format.**

Estimate the *annual* savings in *resources* - raw materials, chemicals, water, and energy at the process or operation front end. Estimate the *annual* reductions in *wastes* - solid and hazardous waste, wastewater, and air emission reductions at the process or operation back end.

Figures quoted should represent weights or volumes annually, and should be equalized for production rate changes. Associated cost savings should be included. **Describe specifically using the tables provided.**

Complete the first table for each per Project individually. Add or average corresponding figures from each Project table to complete the Plan table, *for multiple Projects.*)

(Project Name)							
Annual Resource Consumption Comparison							
Item	Quantity Used (gal/lb/kwh-specify)			Purchasing Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Water							
Chemicals							



Materials							
Energy							
Total Annual Cost Savings =							
<b>Annual Waste Generation Comparison</b>							
Item	Quantity Generated (gal/lb/tons-specify)			Disposal Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Hazardous Waste							
Industrial Wastewater							
Solid Waste							
Air Emissions							
Total Annual Cost Savings =							
<b>Total Annual Avoided Cost Savings =</b>							

<i>Summary of All P2 Projects</i>							
<b>Annual Resource Consumption Comparison</b>							
Item	Quantity Used (gal/lb/kwh-specify)			Purchasing Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Water							
Chemicals							
Materials							
Energy							
Total Annual Cost Savings =							
<b>Annual Waste Generation Comparison</b>							
Item	Quantity Generated (gal/lb/tons-specify)			Disposal Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Hazardous Waste							
Industrial Wastewater							
Solid Waste							
Air Emissions							
Total Annual Cost Savings =							
<b>Total Annual Avoided Cost Savings =</b>							

C. **Project Cost:** (Include per Project the itemized, subtotal and Project total costs. A projected payback period in months or years needs to be included.

Provide a grand total cost for all Projects and an averaged projected payback period, *for multiple Projects. Use list or table format for all.*)

D. **Implementation Schedule:** (Provide a brief discussion of the steps necessary to implement the Projects and expected time frames for completion. A table or list format is preferred. The schedule shall include a list of milestones with dates, or timeframes based on Plan approval date, including Progress and Final Report submittals. Provide a description of any anticipated problems and options. *The implementation should take no longer than six months to complete.*)

E. **Project Reporting:**

1. Within 90 days of approval of the Project Plan, the Respondent shall submit a P2 Project Progress Report to the Department that describes the Respondent's progress in implementing the P2 Project and meeting the requirements in the Plan, and includes a list of equipment ordered, purchased, and/or installed.

2. Within 180 days of approval of the Plan, the Respondent shall submit to the Department a P2 Project Final Report that includes the following.

a. A confirmation that the information presented in Sections A-C of the Summary is unchanged, or an updated version with the sections changed appropriately. A statement that the Project(s) was/were implemented successfully. An explanation of any problems encountered and corrections applied.

b. Attached expense reports, receipts, purchasing instruments and other documents itemizing costs expended on preparing and implementing the Project.

3. The Department shall review the Final Report and determine:

- a. Whether the project was properly implemented; and
- b. Which expenses apply toward pollution prevention credits.

4. A \$1.00 pollution prevention credit for each \$1.00 spent on applicable costs will be applied against the portion of the civil penalty that can be offset.

a. The following costs are allowable to offset the allowable amount of the civil penalty:

- i. Preparation of the P2 Project;
- ii. Design of the P2 Project;
- iii. Installation of equipment for the P2 Project;
- iv. Construction of the P2 Project;
- v. Testing of the P2 Project;
- vi. Training of staff concerning the implementation of the P2 Project; and
- vii. Capital equipment needed for the P2 Project.

b. The following costs shall not apply toward P2 credit:

- i. Costs incurred in conducting a waste audit;
- ii. Maintenance and operation costs involved in implementing the P2 Project;
- iii. Monitoring and reporting costs;
- iv. Salaries of employees who perform their job duties;
- v. Costs expended to bring the facility into compliance with current law, rules and regulations;
- vi. Costs associated with a P2 Project that is not implemented;
- vii. Costs associated with a P2 Project that has not been approved by the Department; and
- viii. Legal costs.

c. If any balance remains after the entire P2 credit is applied to the allowable portion of the civil penalty, Respondent shall pay the difference within 30 days of written notification by the Department to the Respondent that the balance is due.

5. The Department may terminate the P2 Project at any time during the development or implementation of it, if the Respondent fails to comply with the requirements in this document, act in good faith in preparing and implementing the project, or develop and implement the P2 Project in a timely manner. The Respondent may terminate the P2 Project at any time during its development or implementation.

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Tuesday, April 21, 2015 10:28 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 4.21.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 4/21/15**

**TIME: 1030**

**RECEIVED BY: David Smicherko/Daniel Hall**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 4/21/15 @ 0754**

**NATURE OF PROBLEM: A blown control power fuse at L/S C-11, located at 310 Spring Run Cr. In Longwood, resulted in the station overflowing approximately 100 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The fuse was replaced and the L/S was pumped down. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 4/21/15 @ 0815**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, June 22, 2015 8:10 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Wekiva 6.21.15.doc

Daniel,

Please find a malfunction report for a sewer overflow that occurred on 6/21/15. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUNCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 6/22/15**

**TIME: 0810**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club      COUNTY: Seminole**

**ADDRESS: 200 Weathersfield Ave. Altamonte Springs, FL. 32714**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 6/21/15 @1830**

**NATURE OF PROBLEM: A grease blockage in a 10" sewer gravity main, caused a manhole on Blue Lake Dr. to overflow approximately 200 gallons.**

**CORRECTIVE ACTION TAKEN: The blockage was cleared and the area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 6/21/15 @ 2030**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Friday, August 07, 2015 8:09 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 8.6.15.doc

Daniel,

Attached please find a malfunction report for a raw sewage release, in the Wekiva hunt Club service area yesterday. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 8/6/15**

**TIME: 0800**

**RECEIVED BY: Daniel Hall/ David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 8/5/15 @ 1200**

**NATURE OF PROBLEM: A contractor hit a 12" sewer force main causing approximately 12,000 gallons of raw sewage to be released. The sewage went down the storm drain to a retention pond that is approximately 3 acres in size. The retention pond was already full of storm water.**

**CORRECTIVE ACTION TAKEN: The force main was repaired and the immediate area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 8/5/15 @ 1400**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Thursday, September 03, 2015 8:05 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 9.2.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 9/3/15**

**TIME: 0810**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood, FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 9/2/15 @ 2145**

**NATURE OF PROBLEM: The control fuse blew at L/S F-2 causing a manhole on Winding Creek to overflow approximately 500 gallons of raw sewage.**

**CORRECTIVE ACTION TAKEN: The fuse was replaced and the system was pumped down. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 9/2/15 @ 2230**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Thursday, September 24, 2015 2:36 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 9.23.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 9/24/15**

**TIME: 1435**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood, FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 9/24/15 @ 0900**

**NATURE OF PROBLEM: A gravity sewer line blockage caused a manhole at Hunt Club Blvd. and W. Wekiva Trail to overflow approximately 250 gallons of raw sewage.**

**CORRECTIVE ACTION TAKEN: The blockage was removed to restore flow. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 9/24/15 @ 1100**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, October 12, 2015 7:28 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 10.10.15.doc

Daniel,

Attached please find a malfunction report for a manhole overflow in the Wekiva Hunt Club service area.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 10/12/15**

**TIME: 0730**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 10/10/15 @ 0900**

**NATURE OF PROBLEM: A blockage in a sewer gravity main caused a manhole on Hickory Dr. to overflow approximately 200 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The blockage was removed by rodding the line. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 10/10/15 @ 1200**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

March 11, 2016

Patrick Flynn, Regional Director  
Sanlando Utilities Corporation  
200 Weathersfield Avenue  
Altamonte Springs, Florida 32714  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Wekiva Hunt Club WWTF  
DW Facility ID #FL0036251  
Seminole County

Dear Mr. Flynn:

Department personnel conducted an inspection of the above-referenced facility on October 13, 2015. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records, and any non-compliance items which may have been identified at the time of the inspection have been corrected.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Daniel Hall at 407-897-4167 or via e-mail at [Daniel.K.Hall@dep.state.fl.us](mailto:Daniel.K.Hall@dep.state.fl.us).

Sincerely,



Christine Daniel, Manager  
Central District  
Florida Department of Environmental Protection

Enclosures: Inspection Report



COMET ENTRY DATE  
2/29/2016 9:08:01 AM

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

# WASTEWATER COMPLIANCE INSPECTION REPORT

## FACILITY AND INSPECTION INFORMATION

@ = Optional

<b>Name and Physical Location of Facility</b> Wekiva Hunt Club WRF 144 Ledbury Dr Longwood, FL 32779 - 4609	<b>WAFR ID:</b> FL0036251	<b>County</b> Seminole  <b>Phone</b> (407) 869-1919	<b>Entry Date/Time</b> 10/14/2015 8:45 AM  <b>@ Exit Date/Time</b> 10/14/2015 12:15 PM
<b>Name(s) of Field Representatives(s)</b> Corey Sudol	<b>Title</b> Operator	<b>Email</b>	<b>Phone</b>
<b>Name and Address of Permittee or Designated Representative</b> Patrick C Flynn Sanlando Utilities Corporation 200 Weathersfield Ave Altamonte Springs, FL 32714 - 4027	<b>Title</b> Vice President of Operations  <b>Email</b> <a href="mailto:pcflyn@uiwater.com">pcflyn@uiwater.com</a>	<b>Phone</b> (407) 869-1919 x1359	<b>@ Operator Certification #</b>

<b>Inspection Type:</b>	<input checked="" type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> I <input type="checkbox"/>	<b>Samples Taken(Y/N):</b> N	<b>@ Sample ID#:</b>	<b>Samples Split (Y/N):</b>
<input checked="" type="checkbox"/> <b>Domestic</b>	<input type="checkbox"/> <b>Industrial</b>	<b>Were Photos Taken(Y/N):</b> N	<b>@ Log book Volume :</b> III dkh	<b>@ Page</b> 52


## FACILITY COMPLIANCE AREAS EVALUATED

IC: In Compliance; MC: Minor Out of Compliance; NC: Out of Compliance SC: Significant Non-Compliance;  
NA: Not Applicable; NE or Blank: Not Evaluated

Significant Non-Compliance Criteria Should be Reviewed When Out of Compliance Ratings Are Given in Areas Marked by a "♦"

	PERMITS/ORDERS		SELF MONITORING PROGRAM		FACILITY OPERATIONS		EFFLUENT/DISPOSAL
IC	1. ♦ Permit	NE	3. Laboratory	IC	6. Facility Site Review	NC	9. ♦ Effluent Quality
IC	2. ♦ Compliance Schedules	IC	4. Sampling	IC	7. Flow Measurement	NC	10. ♦ Effluent Disposal
		MC	5. ♦ Records & Reports	IC	8. ♦ Operation & Maintenance	IC	11. Biosolids/Sludge
						IC	12. Groundwater
IC	14. Other:					IC	13. SSO Survey

<b>Facility and/or Order Compliance Status:</b> <input type="checkbox"/> In-Compliance <input checked="" type="checkbox"/> Out-Of-Compliance <input type="checkbox"/> Significant-Out-Of-Compliance
<b>Recommended Actions:</b> Compliance Letter

<b>Name(s) and Signature(s) of Inspector(s)</b> Daniel K. Hall	<b>District Office/Phone Number</b> CD/407-897-4167	<b>Date</b> March 3, 2016
<b>@ Signature of Reviewer</b> 	<b>District Office/Phone Number</b> CD/407-810-5777	<b>Date</b> March 11, 2016

<b>Single Event Violation Code(s):</b>
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**Facility Name:** Wekiva Hunt Club WRF  
**Facility ID:** FL0036251  
**Inspection Type:** CEI  
**Inspection Date:** 10/14/2015

**FACILITY BACKGROUND:**

**Facility Address:** 144 Ledbury Dr., Longwood, FL 32779 - 4609, Seminole County  
**Program/ Permit Information:** DW, permit issue date: 3/31/2011, expiration date: 3/30/2016  
**Treatment Summary:** 3 Ext Aeration Trains, Nutrient Removal, 2 ABW Filters, w/Eff to Reuse, Perc Ponds or Sweetwater Creek  
**Permitted Capacity:** 2.9 MGD

1. **Permit:** RATING - IN COMPLIANCE

1.1. Observation: Please see specific comment.

Additional Comments: Permit No. FL0036251 was issued March 31, 2011 and will expire March 30, 2016.

1.2. Observation: A copy of the permit was onsite and available to plant personnel.

Additional Comments: The -017 permit and subsequent revisions were all on-site.

1.3. Observation: An application to renew the existing permit is currently being reviewed by the Department.

Additional Comments: The renewal package was submitted to the Department September 30, 2015, which meets the 180-day prior to expiration renewal deadline.

2. **Compliance Schedules:** RATING - IN COMPLIANCE

2.1. Observation: The schedules specified in the permit have been completed.

Additional Comments: On December 26, 2012 the Department issued a permit revision to the Facility authorizing the sending of biosolids to Shelley's BTF.

3. **Laboratory:** RATING - NOT EVALUATED

4. **Sampling:** RATING - IN COMPLIANCE

4.1. Observation: The composite samplers were maintained between 2 and 6 degrees Celsius at inspection.

Additional Comments: The influent sampler, a Sigma 900 Max, was at 6°C at inspection. The effluent sampler, a Hach AS950, was 4°C.

4.2. Observation: The influent and effluent automatic sampler's intake lines appeared clean and free of dips.

4.3. Observation: The surface water discharge sampler is an ISCO 3710 portable sampler which is set up for flow proportioned composite sampling as needed.

Additional Comments: At the time of the inspection the facility was not discharging to Sweetwater Creek so the sampler was not setup.

4.4. Observation: The inline turbidity sampler (MicroTol) samples post-filtration, pre-disinfection.

Additional Comments: The meter reject point is set at 3.0 NTU.

4.5. Observation: Records documenting the daily calibration of the turbidity meters were well maintained.

Additional Comments: The bench turbidity meter is calibrated daily using 4.0, 55, and 525 NTU standards. The inline is checked daily against the bench meter.

4.6. Observation: The inline TRC meter is a HACH CL17.

Additional Comments: The meter reject set point was 1.0 mg/L.

4.7. Observation: Records documenting the daily calibration of the TRC meters were well maintained.

Additional Comments: The bench meter is calibrated daily using 0.2, 0.86, and 1.66 ppm gel standards that expired in March 2003. The standards are verified annually against a primary standard. The inline TRC meter is checked daily against the bench meter. Note: the facility frequently runs a 3-5 ppm residual but the calibration points for the bench meter bracket the limits of 0.5 for R-001 and R-002.

4.8. Observation: The CL-17 was cleaned and calibrated June 9, 2015 by Paralee Company, Inc.

4.9. Observation: The inline pH meter is a GLI Model 53. The meter is calibrated using 4.0 and 7.0 buffers monthly.

Observation: Records documenting the daily calibration of the pH meters were well maintained.

Additional Comments: The bench meter log contains the date and time, operator initials, buffer strength, temperature, % slope, recalibration points, and the buffer lot number and expiration dates. The bench meter is calibrated using the 4 and 7 buffers and then checked using the 10. The bench and inline are compared daily and tracked in a separate log book.

4.10. Observation: pH buffers were all within the valid dates: 4.0 expires 6/17, 7.0 expires 2/17, and the 10.0 expires 5/17.

Additional Comments: The 7.0 buffer being used at inspection was the last of the old bottle. The bottle had already been disposed of but the lot number and expiration dates were recorded on the container.

4.11. Observation: Dissolved oxygen at the dechlorination tank is measured manually during surface water discharge events.

5. **Records and Reports**: RATING - MINOR OUT OF COMPLIANCE

5.1. Deficiency Description: **A copy of the current laboratory certification was not available at the time of the inspection.**

**Permit/Rule or Other Reference: Rule 62-620.350 - Record Keeping. Unless the permit specifically indicates an alternative location, the permittee shall maintain the following records on the site of the permitted facility or activity and make them available for inspection: (4) Monitoring information, including a copy of the laboratory certification showing the laboratory certification number**

**Recommendations for Corrective Action: On October 14, 2015 the facility provided a valid copy of the laboratory certification for Flower's Laboratory, Advanced Environmental Laboratories, Inc. – Orlando, Tri-Tech - Orlando.**

5.2. Deficiency Description: **There were several transcription errors found in the Discharge Monitoring Reports. Specifically, for August and September 2014 the CBOD maximum results reported on Part A and Part B did not match. Additionally for September (R-002) and October (R-001) 2014 the TSS maximum on Part A and Part B did not match.**

**Permit/Rule or Other Reference: Permit Condition I.C.8 - During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e., monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit.**

**Recommendations for Corrective Action: No corrective actions are required, please strive for accurate data entry in future DMRs.**

5.3. Observation: The Department received the Notification of Completion of Construction for the flow equalization basin on May 22, 2015. (-018 rev.)

5.4. Observation: The Department received the Notification of Availability of Record Drawings and final Operation and Maintenance Manuals on September 25, 2015. (-018 rev.)

5.5. Observation: For 2014 and 2015 the Facility submitted a letter stating no new non-domestic discharges in lieu of the Reclaimed Water or Effluent Analysis Report.

Additional Comments: Letters were received June 13, 2014 and June 19, 2015.

5.6. Observation: The last pathogen monitoring report was received July 29, 2015.

Additional Comments: Facility passed both Giardia and Cryptosporidium on the first sample.

5.7. Observation: The 2014 Annual Reuse Report was received January 2, 2015.

Additional Comments: The facility reported an average flow of 1.918 mgd to public access reuse for 2014. Note: there is a math error on page 5 of the form, Part VI-Summary of Reuse and Disposal where the "Total" was transposed from 1.918 to 1.198 mgd. The transposition was pointed out to permitting who will follow up with the facility.

5.8. Observation: Operators' certification(s) were current and available on-site.

Additional Comments: Certifications for Don Hashy, T. Keys, S. Gornell, A. Finch, B. Cooks, S. Moss, and C. Sudol were all available.

5.9. Observation: A copy of the Operation and Maintenance Manual was available to plant personnel.

5.10. Observation: Entries in the operator log were clear, concise, informative, and relevant.

Additional Comments: The operator log is bound with pre-numbered pages.

5.11. Observation: A copy of the Operating Protocol was available at inspection.

Additional Comments: The OP was last updated in 2010 and is being updated again as part of the permit renewal process.

**Please Note: A more efficient and paperless alternative to reporting discharge and groundwater monitoring data is available at <http://www.edmr.dep.state.fl.us>.**

6. **Facility Site Review**: RATING - IN COMPLIANCE

6.1. Observation: *General* - The facility grounds were secured properly.

Additional Comments: Signs are posted at the gate with contact information and describing the nature of the area.

6.2. Observation: *General* - The facility grounds were clean and well maintained.

6.3. Observation: *General* - A reduced pressure zone backflow prevention device was in place on the potable water supply line.

Additional Comments: RPZ was tested August 28, 2015.

6.4. Observation: *Alternate Power* - The onsite generator is tested under load on a routine basis.

Additional Comments: The facility has three generators on-site, each powering a different part of the facility. They are tested for one hour every Tuesday.

6.5. Observation: *Headworks* - The facility is equipped with an automatic bar screen activated by floats. Solids are transferred by gravity to a dumpster set below the screen.

6.6. Observation: *Headworks* - No leaks were noted from the screenings dumpster. There is no in-plant drain located at the pad so the dumpster has to be watertight.

*Plant #1*

6.7. Observation: *Aeration Basins/Activated Sludge* - The contents in the aeration chambers appeared to be adequately mixed.

6.8. Observation: *Clarifiers* - The clarifier had good settling and clear effluent.

Additional Comments: Minor suspended solids were noted below the surface with greater than 3 feet of visibility.

6.9. Observation: *Clarifiers* - Skimmer arms are equipped with brushes on the end instead of the normal rubber paddle.

*Plant #2*

6.10. Observation: *Aeration Basins/Activated Sludge* - The contents in the aeration chambers appeared to be adequately mixed.

6.11. Observation: *Aeration Basins/Activated Sludge* - **The wall between airbays 2 and 3 is completely rusted out at the surface. This has been noted during previous inspections.**

6.12. Observation: *Clarifiers* - The clarifier had good settling and clear effluent.

6.13. Observation: *Clarifiers* - **At multiple point splashing from the aeration basins was hitting the clarifier catwalk and then rolling down into the clarifier causing a noticeable decrease in settling in those areas affected.**

*Plant #3*

6.14. Observation: *Aeration Basins/Activated Sludge* - The contents in the aeration chambers appeared to be adequately mixed.

6.15. Observation: *Clarifiers* - The clarifier had good settling and clear effluent.

6.16. Observation: *Clarifiers* – **At multiple points splashing from the aeration basins was hitting the clarifier catwalk and then rolling down into the clarifier causing a noticeable decrease in settling in those areas affected.**

6.17. Observation: *Filters* – Both traveling bridge sand filters appeared to be in good condition. Duck weed was present in both filters at inspection.

6.18. Observation: *Disinfection* – Facility uses sodium hypochlorite solution for disinfection fed by three pumps.

Additional Comments: At inspection one pump was out of service for a manifold rebuild. The other two pumps were online though, according to staff, the facility can probably get adequate disinfection on one pump.

6.19. Observation: Sodium hypochlorite is stored in a double-walled tank in the same building as the pumps.

6.20. Observation: *Disinfection* - The chlorine contact chamber was clean and the effluent leaving the plant was clear.

Additional Comments: Both CCCs were clear to the bottom with no visible solids.

6.21. Observation: *Dechlorination* – The facility uses sodium bisulfate for dechlorination.

Additional Comments: There are two dedicated pumps for dechlorination. At inspection the facility was not discharging to Sweetwater Creek so the pumps were not in operation. The pumps are located in the same room as the hypochlorite pumps, the sodium hypochlorite tank, and the sodium bisulfate tank.

7. **Flow Measurement**: RATING - IN COMPLIANCE

7.1. Observation: The copy of the flow calibration report is current.

Additional Comments: All flow meters were calibrated June 9, 2015 by Paralee Company, Inc.

8. **Operation and Maintenance**: RATING - IN COMPLIANCE

8.1. Observation: The facility's SCADA system is not accessible from the office. Staff must use the interface in the power distribution room. While the SCADA does track flow the facility is still using strip charts as well.

8.2. Observation: The facility was being operated and maintained in accordance with the description in the permit.

8.3. Observation: Nine malfunction reports were submitted by the facility in the review period; eight of them were spills. The majority of spills were caused by power issues or blockages; none were repeated at the same location.

9. **Effluent Quality**: RATING - OUT OF COMPLIANCE

9.1. **A review of the Discharge Monitoring Reports revealed the following effluent exceedance(s):**

9.1.1. **Deficiency Description**: The Total Phosphorus (TP) maximum result reported on the DMR for December 2014 was 0.88 milligrams per liter (mg/L), which exceeded the maximum of 0.5 mg/L for any one sample.

9.1.2. **Deficiency Description**: The TP monthly average result reported on the DMR for December 2014 was 0.5 mg/L, which exceeded the maximum of 0.4 mg/L.

9.1.3. **Deficiency Description**: The TP monthly total result reported on the DMR for December 2014 was 119.2 pounds per month (lb/mth), which exceeded the maximum of 40 lb/mth.

**Permit/Rule or Other Reference**: Permit Condition I.A.1 - During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to discharge effluent from Outfall D-001 to Sweetwater Creek. Such discharge shall be limited and monitored by the permittee as specified below and reported in accordance with Permit Condition I.C.8.

Parameter	Units	Max/Min	Limit	Statistical Basis	Frequency of Analysis	Sample Type
Phosphorus, Total (as P)	mg/L	Max	0.4	Monthly Average	Weekly	16-hr FPD
		Max	0.5	Single Sample		

Phosphorus, Total (as P)	lb/mth	Max	40	Monthly Total	Weekly	16-hr FPD
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**Recommendations for Corrective Action:** Facility controls phosphorus via feeding alum into the treatment system. In December 2014 the facility suffered a force-main break at the plant, followed by a berm collapse from RIB #1 which had been weakened by the break. The facility's filters also ceased functioning properly, which was ultimately traced to insufficient maintenance of the traveling bridge system. This sequence, combined with heavier than normal rain events and an associated lack of reuse demand, resulted in RIBs 2, 3, and 4 becoming heavily overloaded and forcing the facility into an unplanned discharge to Sweetwater Creek before the alum could take effect. No corrective actions are required at this time.

9.2. Observation: At the time of the inspection the inline turbidity meter read 0.33 NTU.

9.3. Observation: At the time of the inspection the inline pH meter read 7.00

9.4. Observation: At the time of the inspection the inline TRC meter read 2.76

9.5. Observation: DMR Review Period: June 2014 – August 2015.

10. **Effluent Disposal:** RATING - OUT OF COMPLIANCE

10.1. Deficiency Description: The reuse hose bib at the headworks was not properly labeled as reuse.

**Permit/Rule or Other Reference:** Rule 62-610.468(4) - Advisory signs shall include the following text in English and Spanish: "Do not drink" together with the equivalent standard international symbol.

**Recommendations for Corrective Action:** On October 19, 2015 the facility provided photographs of the headworks hose bib that had been painted purple with a sign stating "Reclaimed Water" and "Do Not Drink or Swim" in English and Spanish along with international symbols.

10.2. Deficiency Description: There was no advisory posted at the first tee at the Wekiva Golf Course. The entrance and the tenth tee did have proper notifications.

**Permit/Rule or Other Reference:** Rule 62-610.468(2) - The public shall be notified of the use of reclaimed water. This shall be accomplished by the posting of advisory signs designating the nature of the reuse project area where reuse is practiced, notes on scorecards, or by other methods. Examples of some of the notification methods which may be used by permittees include posting of advisory signs at entrances to residential neighborhoods where reclaimed water is used for landscape irrigation and posting of advisory signs at the entrance to a golf course and at the first and tenth tees.

**Recommendations for Corrective Action:** On October 19, 2015 the facility informed the Department that a new sign for the first tee had been delivered to the golf course.

10.3. Observation: At the time of inspection the facility was not discharging to Sweetwater Creek.

Additional Comments: The outfall was inspected and no issues were noted.

10.4. Observation: All four RIBs appeared to be in good condition.

Additional Comments: The daylighting previously noted from RIB #1 in the area of the generator room was no longer apparent.

11. **Biosolids/Sludge:** RATING - IN COMPLIANCE

11.1. Observation: The facility operates a single belt press, usually three times per week. The resultant cake is stored in an open-top roll-off and sent to Shelley's BMF when full for treatment.

11.2. Observation: Hauling records to Shelley's BMF were available at the time of inspection.

12. **Groundwater Quality:** RATING - IN COMPLIANCE

12.1. Observation: A review of the groundwater monitoring reports did not reveal any significant deficiencies.

Additional Comments: The groundwater monitoring report review was conducted as part of the permit renewal process.

13. **SSO Survey:** RATING - IN COMPLIANCE

13.1. Observation: There is no cohesive operation and maintenance manual for the collection system but they do maintain records of operations and occurrences.

13.2. Observation: Sanitary overflows are minimized through weekly testing of lift station alarms/call out systems and regular camera line inspections.

13.3. Observation: Spills are tracked by the Area Manager as well as reported to the Central District Office and/or the State Watch Office.

14. **Other**: RATING - IN COMPLIANCE

14.1. Observation: Staff is onsite during normal business hours for access.

**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Wednesday, November 04, 2015 7:55 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** DEPMal Wekiva 11.4.15.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC., FLORIDA OPERATIONS  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 11/4/15**

**TIME: 0800**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Sanlando Utilities Corporation**

**DATE AND TIME OF FAILURE: 11/2/15 @ 2309**

**NATURE OF PROBLEM: A grease blockage in a sewer gravity main caused a manhole on Gerry Dr. to overflow approximately 150 gallons. The spill was contained to the area.**

**CORRECTIVE ACTION TAKEN: The blockage was removed by rodding the line. The area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 11/2/15 @ 2320**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

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**From:** Scott Moss <SMoss@uiwater.com>  
**Sent:** Thursday, March 31, 2016 3:35 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David; Bryan Gongre; Scott Gosnell  
**Subject:** Wekiva Hunt Club FLW 2 Flow Meter Malfunction  
**Attachments:** 31Mar16 FLW2 Malfunction Report.doc

Daniel:

Please consider the attached Malfunction report as written notice of a Flow meter malfunction at the Wekiva Hunt Club WWTP.

Thank you,  
Scott Moss  
Utilities Inc.  
(407)235-0814

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 3/31/2016**

**TIME: 1300**

**RECEIVED BY: Daniel Hall/David Smicherko**

**REPORTED BY: Scott Moss**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club    COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 3/31/2016 @ 11AM**

**NATURE OF PROBLEM: FLW 2 flow meter is not reading and logging  
flow to the Rapid Infiltration Ponds (R.I.B.s)**

**CORRECTIVE ACTION TAKEN: A new meter has been ordered and  
should be installed within the next 3 weeks. R.I.B. flow will be  
calculated should there be a reject event.**

**EXPECTED BACK IN SERVICE: April 21, 2016 (Estimated)**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): Yes, notification will be sent once  
the new meter is installed.**

**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Friday, October 14, 2016 1:02 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Wekiva 10.14.16.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Wekiva Hunt Club service area.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 10/14/16**

**TIME: 1300**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Wekiva Hunt Club     COUNTY: Seminole**

**ADDRESS: 144 Ledbury Dr. Longwood, FL. 32779**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 10/14/16 @ 0900**

**NATURE OF PROBLEM: A grease blockage in an 8" sewer gravity main caused a manhole behind 106 Oak Leaf Lane to overflow. The overflow was approximately 200 gallons.**

**CORRECTIVE ACTION TAKEN: The grease blockage was removed and the area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 10/14/16 @ 1200**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Tuesday, October 18, 2016 11:58 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Excursion Report

Daniel,

The Wekiva Hunt Club WWTF exceeded the surface water ammonia and Phosphorous limits for September. Below is a layout of the results.

NH3

- Single sample limit: 3.0
- Monthly average limit: 2.5
  - 9-23: 6.0 (Exceedance)
  - 9-29: 0.04
    - Average: 3.02 (Exceedance)

TP

- Single sample limit: 0.5
- Monthly average limit: 0.4
  - 9-23: 0.57 (Exceedance)
  - 9-29: 0.28
    - Average: 0.425 (Exceedance)

The composite sample taken on 9/23 was three days after aborting the plant #3 rehab, and putting it back online, due to RIB levels. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)

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**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Friday, November 18, 2016 1:11 PM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Excursion Report

Daniel,

The Wekiva stream (D001) total phosphorous results exceeded the permit limits for October. The 10/6/16 total phosphorous sample result received from the lab was 0.86mg/L, with a J4 qualifier. The J4 qualifier indicates that the results were estimated. The remaining results for the month were within permit limits. The average total phosphorous results were 0.41 mg/L, with a permit limit of 0.4 mg/L. The maximum total phosphorous result was 0.86 mg/L, with a permit limit of 0.5 mg/L. The pounds per month of total phosphorous for the month was exceeded also. The lbs/month was exceeded due to excessive flow, caused by hurricane Matthew. The pounds per month of total phosphorous was 95 lbs/month, with a permit limit of 40 lbs/month. If you have any questions or require additional information, please contact me.

Regards,



**SCOTT R. GOSNELL**

AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)



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**From:** [Cardona, Manuel](#)  
**To:** [Smicherko, David](#)  
**Subject:** FW: Crownwood Spill  
**Date:** Sunday, September 25, 2016 9:41:36 AM  
**Importance:** High

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**From:** Chuck Schwades [mailto:CGSchwades@uiwater.com]  
**Sent:** Wednesday, September 7, 2016 9:59 AM  
**To:** Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>  
**Subject:** Crownwood Spill  
**Importance:** High

Manuel,

On Sept. 5 at 12:25 pm we received a call about an alarm going off at Crownwood Wastewater Treatment Plant. Upon arrival the technician noticed that both pumps in the Crownwood Lift Station were tripped out. Pumps were reset and the station was pumped down. Further troubleshooting found that two of the three float balls had failed. Both floats were changed out and the system placed back in normal operation. It is estimated that approximately 10 gallons of untreated sewerage was lost to the ground. The affected area was disinfected.

Thanks,

*Chuck G. Schwades*

Area Manager  
Utilities Inc. and Affiliated Companies  
Phone: (407) 869-1919  
Cell: (321) 388-7895  
E-mail: [cgschwades@uiwater.com](mailto:cgschwades@uiwater.com)



08/24/2008 12:26 FAX 8136327671

DEP

001

Dept. of Environmental Protection

SEP 25 2015

Southwest District



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: 9.4.15

TIME: 940 AM

Owner/Utility contact: Steve Habery

E-Mail \_\_\_\_\_

Utility Contact Person: Steve Habery

Estimated time for system to be returned to service: 3 hrs

Cause (planned or unplanned event, do not just note main break) of incident: 3" main crack

Corrective action undertaken: replace spool piece with 2 3" Hx max

How BWN delivered to customers: call outs

How BWN will be rescinded: Reverse call outs

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

# DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT

6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
4965 SW 41st Blvd • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535  
9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53078  
1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095



Advanced  
Environmental Laboratories, Inc.

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 9/5/15 09:12  
Analysis Date & Time: 9/5/15 10:00  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☐ 19 °C  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: T1512370 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☒ Other: Boils

Public Water System (PWS) Name: ORANGEWOOD B.V.T.P. PWS I.D.: 6511311

PWS Address: 2448 Arcadia Rd Holiday FL City: Holiday

PWS or PWS Owner's Phone #: 222-934-9137 Fax #: \_\_\_\_\_

Collector: Steve Hahery Jeff Becker Collector's Phone #: 222-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 9-4-15

DCN#: AD-D045

Effective 01/95, Revised 09/19/2012

To be completed by collector of sample					To be completed by lab					
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>1</sup>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	9-4 1949 Holiday Dr	3:10PM	D	1.5			A			001
2	2004 Orange Dr	3:20PM		1.8			A			002
3	9-5 1949 Holiday Dr	7:50PM		1.7			A			003
4	9-5 2004 Orange Dr	8:00AM		1.5			A			004
Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).						Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.				
Disinfectant Residual Analysis Method: <input checked="" type="checkbox"/> DPD Colorimetric <input type="checkbox"/> Other: _____  Person performing disinfectant analysis is (Check one of below): <input checked="" type="checkbox"/> A certified operator (# 8012- <del>XXXX</del> ) <input type="checkbox"/> Supervised by certified operator (# _____) <input type="checkbox"/> Employed by a certified lab <input type="checkbox"/> Employed by DEP or DOH <input type="checkbox"/> Authorized representative of supplier of water						Date and time PWS notified by lab of positive results: _____ Date and time DEP/DOH notified by lab of positive results: _____ Date Report Issued: _____ Lab Signature: <i>Chitra</i> Title: Analyst				
INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT <b>ORANGEWOOD WATER CO.</b> <b>2448 ARCADIA RD.</b> <b>HOLIDAY, FL 34690</b>						<input checked="" type="checkbox"/> Satisfactory <span style="float: right;">DEP/DOH USE ONLY</span> <input type="checkbox"/> Incomplete Collection Information <input type="checkbox"/> Repeat Samples Required <input type="checkbox"/> Replacement Samples Required Date Reviewed by DEP/DOH: <i>6/6</i> DEP/DOH Reviewing Official: _____				

1. Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).  
2. Lab certification number for the listed method is included at top with the laboratory address.  
3. Please circle appropriate selection.  
4. Defined in Florida Administrative Code Rule 62-160, Table 1.  
5. Complete for community & non-transient non-community systems serving populations up to and including 4,500. Do not include raw or plant samples in the average.  
Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-370.730 Reporting Format).

Relinquish By: *[Signature]*  
Date: 9-5-15 Time: \_\_\_\_\_  
Received By: *[Signature]*  
Date: 9/5/15 Time: 09:12

06/24/2000 12:20 FAX 8136327671

DEP

001

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION  
SOUTHWEST DISTRICT  
TEMPLE TERRACE  
AUG 19 2016



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 8-10-16

TIME: 1 pm

Owner/Utility contact: UIF

E-Mail \_\_\_\_\_

Utility Contact Person: Steve Haben

System Name: Orangethwood

PWS-ID No. 6511311

County: Polk

Telephone: 227-934-9137

Fax Number: 227-934-2208

Population effected (Connections): 5

Estimated time for system to be returned to service: 2.5

Cause (planned or unplanned event, do not just note main break) of incident: 2 in PVC Tee crack by Tree Roots

Corrective action undertaken: replace 2" tee with new on on plumb in new 2" spool with 3/4 service lateral

How BWN delivered to customers: door knockers

How BWN will be rescinded: door knockers

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

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DATE: 8-10-16

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

orange wood

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

# DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT

6601 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
6815 SW Archer Road • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.8639 • E82001  
10200 USA Today Way • Miramar, FL 33025 • 954.888.2288 • Fax 954.889.2281 • E82535  
9810 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced Environmental Laboratories, Inc.**

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 8-11-16 16:00  
Analysis Date & Time: 8/11/16 18:12  
Sample Acceptance Criteria:  
Sample Preservation: ☐ On Ice ☐ Not On Ice ☒ 4°C  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: 7161162 Sub-Contract Lab ID:

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other:

Public Water System (PWS) Name: Orangewood

PWS I.D. 6511311

PWS Address: 2448 Arcadia Rd

City: Holiday

PWS or PWS Owner's Phone #: 727-934-9137

Fax #:

Collector: Steve Hobeny

Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☒ Other: 2" cracks in pipe

Sample Collection Date: 8-10-11-16

DCN#: AD-D045 Effective 01/95, Revised 06/02/10

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION  
AUG 19 2016  
SOUTHWEST DISTRICT  
TEMPLE TERRACE

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM9222B</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	840 2235 Arcadia	3:15 PM	P	1.8			A			CU1
2	8-10 4913 ANN DR	3:22 PM		1.9			A			CU2
3	8-11 2235 Arcadia	8:11 AM		2.0			A			CU3
4	8-11 4913 ANN DR	8:15 AM	✓	1.9			A			CU4

Average of disinfectant residuals for distribution routine & repeat samples.<sup>5</sup> Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other:

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 8012)  
☐ Supervised by certified operator (# \_\_\_\_\_)  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: anal

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)

**ORANGEWOOD WATER CO.**  
2448 ARCADIA RD.  
HOLIDAY, FL 34690

DEP/DOH USE ONLY

☒ Satisfactory  
☐ Incomplete Collection Information  
☐ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

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

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).

<sup>2</sup> MP=SM9222B & D; MTF=9221B & ECOMUG; MMCAUG=SM9222B; HPC=SM9215B

<sup>3</sup> Please circle appropriate selection

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average

Relinquish By: [Signature] Date: 8-11-16 Time: \_\_\_\_\_

Received By: [Signature] Date: 8/11/16 Time: 13:59

DATE: \_\_\_\_\_

8-15-16

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Orangewood

The "Precautionary Boil Water Notice" issued on

8-10-16

is hereby rescinded following the:

☐

equipment repair

☒

water main repair

☐

and the satisfactory completion of the  
bacteriological survey showing that the water is  
safe to drink.

If you have any questions, please contact our  
office at the numbers below.

**UTILITIES, INC. OF FLORIDA**

AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DEP

AUG 19 2016

DATE: \_\_\_\_\_

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

\_\_\_\_\_  
*orangedwood*  
\_\_\_\_\_

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

06/24/2000 12:20 FAX 8136327671

DEP



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: 8-19-16

System Name: Orangewood

TIME: 1:30 PM

PWS-ID No. 651317

County: Pasco

Owner/Utility contact: UIF

Telephone: (727) 834-9133

E-Mail \_\_\_\_\_

Fax Number: \_\_\_\_\_

Utility Contact Person: Steve Hebeny

Population effected (Connections): 28

Estimated time for system to be returned to service: 2 hrs

Cause (planned or unplanned event, do not just note main break) of incident: oak tree crack 3/4 saddle off 2" main

Corrective action undertaken: replace saddle and re-tap 3/4 service

How BWN delivered to customers: door knockers

How BWN will be rescinded: door knockers

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

Department Of Health representative contacted: AUG 29 2016

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

SOUTHWEST DISTRICT  
TEMPLE TERRACE

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

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**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

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9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced Environmental Laboratories, Inc.**  
407-948-9863

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 8/20/16 11:41  
Analysis Date & Time: 8/20/16 13:00  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☒ 30°C  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: T1612157 Sub-Contract Lab ID:

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other:

Public Water System (PWS) Name: ORANGEWOOD

PWS I.D. 6511311

PWS Address: 2448 Arcadia Rd

City: Holiday

PWS or PWS Owner's Phone #: 727-934-9137

Fax #:

Collector: Lucas Link

Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System  
☒ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other:

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey  
☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Soil Water Notice ☐ Other:

Sample Collection Date: 8-19-2016

DCN#: AD-D045

Effective 01/95, Revised 06/02/10

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION  
AUG 29 2016  
SOUTHWEST DISTRICT  
TEMPLE TERRACE

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> SM9222B				
1	8-19 2548 Flintwood	3:55pm	D	1.8		Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
2	8-19 2517 Flintwood	4:15pm		1.8			A			
3	8-20 2548 Flintwood	8:05am		1.5			A			
4	8-20 2517 Flintwood	8:15am		1.6			A			

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other:

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 21368)  
☐ Supervised by certified operator (# )  
☐ Employed by a certified lab ☐ Employed by DEP or DOH  
☐ Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results:

Date and time DEP/DOH notified by lab of positive results:

Date Report Issued:

Lab Signature: [Signature]

Title: Analyst

[INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT]

**ORANGEWOOD WATER CO.**  
2448 ARCADIA RD.  
HOLIDAY, FL 34690

DEP/DOH USE ONLY

☒ Satisfactory  
☐ Incomplete Collection Information  
☒ Repeat Samples Required  
☐ Replacement Samples Required

Date Reviewed by DEP/DOH:

DEP/DOH Reviewing Official:

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.)

<sup>2</sup> MF-SM9222B & Q; MTF-9221B & EQMUG; MAM/MUG-SM9222B; HPC-SM9215B

<sup>3</sup> Please circle appropriate selection

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,920. Do not include raw or plant samples in the average

Relinquish By: [Signature]

Date: 8-20-16 Time: 9:15am

Received By: [Signature]

Date: 8/20/16 Time: 11:41

DATE: 8-22-16

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Orange Wood

The "Precautionary Boil Water Notice" issued on

8/19/16

is hereby rescinded following the:

- ☐ equipment repair  
☒ water main repair

☐ \_\_\_\_\_  
and the satisfactory completion of the  
bacteriological survey showing that the water is  
safe to drink.

If you have any questions, please contact our  
office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

<b>SURVEY</b>	Water system: <u>SUMMERTREE</u>		System PWS #: <u>651-1423</u>		Date of survey: <u>2/6/2015</u>	
	Inspector name: <u>RYAN GREENAWALT</u>		Person(s) contacted: <u>STEVE HABERY</u>			
	System type: <u>C</u>	Population: <u>2850</u>	Connections: <u>1140</u>	Design capacity: <u>2.484 MGD</u>	Storage capacity: <u>20000</u>	
<b>SYSTEM</b>	System address: <u>UTILITY OFFICE: 2448 ARCADIA ROAD</u>		City: <u>HOLIDAY</u>		State: <u>FL</u>	Zip: <u>34690</u>
	System phone: <u>(727) 934-9137</u>		Cell: <u>407-947-0619</u>			
<b>OWNER</b>	Owner name: <u>UTILITIES INC. OF FLORIDA</u> <u>ATTN: PATRICK FLYNN</u>		Owner title: <u>OWNER</u>			
	Owner address: <u>200 WEATHERSFIELD AVENUE</u>		City: <u>ALTAMONTE SPRINGS</u>		State: <u>FL</u>	Zip: <u>32714</u>
	Owner phone: <u>(407) 869-1919</u>		Cell: _____			
	Fax number: <u>407-869-6961</u>		Email: <u>pcflynns@uiwater.com</u>			
<b>OPERATOR</b>	Operator required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No", Operator sections not applicable)		Operator class & cert. number: <u>C-8012 &amp; C-21368 RESPECTIVELY</u>			
	Operator name: <u>STEVE HABERY</u> <u>LUCAS LINK</u>		Email: <u>sjhabery@uiwater.com</u> <u>llink@uiwater.com</u>			
<b>SOURCE - WELL INFORMATION</b>	Well Name and/or FL Unique Well ID	Well 1 *	Well 2 *	Well 13 *	Well 17 *	
	All openings sealed? (Pad/conduit/openings)	Yes	Yes	No	Yes	
	Well casing 12" above grade?	Yes	Yes	Yes	Yes	
	Casing vent compliant?(installed, screened)	Yes	Yes	Yes	Yes	
	Check valve compliant (installed/no leak)?	Yes	Yes	Yes	Yes	
	Tap Compliant? (Smooth/12" high/precheck)	Yes	Yes	Yes	Yes	
	Flow measurable? (if applicable, GPM@psi)	Yes	Yes	Yes	Yes	
	Flow meter accuracy checked?	Yes, all checked 9/2014				
	Well capacity > maximum day?	Yes	Yes	Yes	Yes	
	Setbacks compliant?(hazard type and distance)	Yes	Yes	Yes	Yes	
	Name of plant & type of chlorination	1 / **	2 / **	13/17 / **		
	O & M log compliant?	Yes	Yes	Yes		
	O & M manual compliant?	Yes	Yes	Yes		
	Cl storage compliant? (no organics/acid/sun)	Yes	Yes	Yes		
	Chlorinator flow proportionate?	Yes, both Stenner & Chem-Tech pumps				
Treated sample tap provided?	Yes	Yes	See remarks			
<b>TREATMENT</b>	Cl solution strength?	10.5%	10.5%	10.5%		
	Solution tank compliant?(covered/etc)	No, see deficiencies for all 3				
	Antisiphon protection compliant?	Yes	Yes	Yes		
	Safety: (Gloves/Apron/Eyewash/etc)	Yes	Yes	Yes		
	Cl room compliant?(separate/ventilation)	N/A	N/A	N/A		
<b>GAS CL</b>	Scales compliant? (installed/functional)	N/A	N/A	N/A		
	Safety: (SCBA/Gloves/Ammonia)	N/A	N/A	N/A		
	Choose type: "X" box below if not compliant N/A <input type="checkbox"/> Screen <input type="checkbox"/> Tray <input type="checkbox"/> Lid <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input type="checkbox"/> Algae Free <input type="checkbox"/> Compliant					
<b>DISTRIBUTION</b>	Flushing program compliant?	Yes, plus 4 Auto-Flushers				
	Valve maintenance compliant?	Yes, Exercised Annually				
	Distribution PSI compliant? (> 20 PSI)	Yes, ~58 psi				
	Chlorine residual above 0.6 mg/L?	Yes				
<b>STORAGE FACILITIES</b>	Storage type used: <input checked="" type="checkbox"/> Hydro <input type="checkbox"/> Ground <input type="checkbox"/> Elevated <input type="checkbox"/> Bladder <input type="checkbox"/> N/A					
	Inspections compliant? (annual/5yr)	Yes, conducted 7/2014				
	Washouts compliant? (every 5 yrs)					
	Storage capacity compliant?(1/4 max)	No				
	HYDRO APPURTENANCES: "X" box below if not compliant, <input type="checkbox"/> PRV <input type="checkbox"/> Gauge <input type="checkbox"/> Sight glass <input type="checkbox"/> Bypass <input type="checkbox"/> Drain <input checked="" type="checkbox"/> Compliant					
	GROUND/ELEVATED APPURTENANCES: "X" box below if not compliant. N/A <input type="checkbox"/> Hatch <input type="checkbox"/> Vent <input type="checkbox"/> Overflow <input type="checkbox"/> Drain <input type="checkbox"/> Bypass <input type="checkbox"/> Compliant					
	Manual or automatic controls?	Automatic				
	On/Off pressure of pumps?	50/60				
	HSP High Service Pumps functional?	N/A				
	HSP capacity compliant?	N/A				
<b>PUMPS/CONTROLS</b>	Chlorine test kit compliant?	Yes				
	Chlorine grab sampling compliant?	Yes				
	Bacti sampling compliant?	Yes				
	Chemical sampling compliant?	Yes				
	Lead/copper sampling compliant?(C,P)	Yes				
<b>MONITORING</b>	DBP monitoring compliant?(C,P)	Yes				
	MONITORING PLANS: "X" box below if not compliant <input type="checkbox"/> Bacteriological <input type="checkbox"/> Disinfection By-Products (C,P) <input type="checkbox"/> Lead & Copper (C,P)					
	NSF: "X" box below if not compliant <input type="checkbox"/> Treatment Chemicals/Components <input type="checkbox"/> Storage <input type="checkbox"/> Pipe <input type="checkbox"/> New Meters					
<b>MANAGEMENT</b>	CCC Plan Implemented?	Yes				
	Record keeping compliant?	Yes				
	Security measures compliant?	Yes				
<b>OPERATOR</b>	Plant category and type?	Cat V / Class C				
	Operator visits compliant?	Yes				
	Plant checked 5 days/week? (owner/rep)	Yes				
	MORs submittal compliant?	Yes				
<b>FIELD SAMPLING RESULTS</b>	Plant Total Cl (mg/L)	1: 3.9 2: 5.3 13/17: 3.8			Distribution Total Cl (mg/L) 4.6 @ White Ash Dr. L.S. 2.6 @ Golf Round Dr. L.S.	
	COMMENTS: * All wells have turbine pumps. Addresses for plants found in remarks section of report. ** Chloramines w/NH <sub>3</sub> solution strength of 20.6%					

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## DEFICIENCIES

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### 1. WELL PAD #13 IS CRACKED

REGULATION REFERENCE: Rule 62-555.350(2), F.A.C.

CORRECTIVE ACTION: Well pad #13 contains a large crack and needs patched to prevent possible well contamination. Repair any and all cracks within 30 days.

- **Email correspondence received by Department on 3-5-2015 & photo received on 3-9-2015 indicates that issue has been resolved.**

### 2. CHLORINE/AMMONIA SOLUTION BARRELS AT ALL 3 PLANTS NOT PROPERLY SEALED

REGULATION REFERENCE: Rule 62-555.320(13)(b)9, F.A.C.

CORRECTIVE ACTION: Hypochlorite solution or day tanks shall have a lid or cover, shall have a valved drain, and shall be scale-mounted or have a means for measuring the liquid level in the tank. For new or altered hypochlorination facilities, solution or day tanks shall be designed and constructed in accordance with Sections 5.1.10 and 5.1.11 in *Recommended Standards for Water Works* as incorporated into Rule 62-555.330, F.A.C. Please seal the openings in the chlorine and ammonia solution tanks within 30 days.

- **Photo showing tightly sealed barrels w/ drilled in hose connections received by Department on 3-5-2015.**

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## REMARKS AND RECOMMENDATIONS

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- System/plants locations: Well #1 – NW of Oleander Way & Bayonet Ln.  
Well #2 – NW of Clubhouse, (Paradise Point Way)  
Well #13 – just west of Cocowood Dr.  
Well #17 – just west of Pear Tree Dr.
- Well #17 ties into Well #13 on Cocowood Dr. Well #17 is a back-up source for fire-fighting purposes only.
- ORP ChemLogic probes to monitor chlorine residuals and auto dialers/alarms are located at all three plants.
- Aquadene® is used at Well #2 and Well #13 & #17.
- Verbal CAO provided to operator on-site during inspection.

---

## TECHNICAL ASSISTANCE PROVIDERS

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FLORIDA RURAL WATER ASSOCIATION

2970 Wellington Circle W, Suite 101

Tallahassee FL 32309-6885

Ph: 850.668.2746

E-Mail: [FRWA@frwa.net](mailto:FRWA@frwa.net)

Home Page: <http://www.frwa.net>

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## DIGITAL PHOTOS

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1. Type of Camera Used: Canon Powershot SD750
2. Digital Recording Media: SanDisk 4 GB memory card
3. Were the photos altered?: Yes, resized and rotated
4. Photographer: Ryan Greenawalt



Well #1



Well #2



Well #13



Chlorine solution barrel



Ammonia solution barrel



Hydro tank #1



Hydro tank #2



Hydro tank #13/17

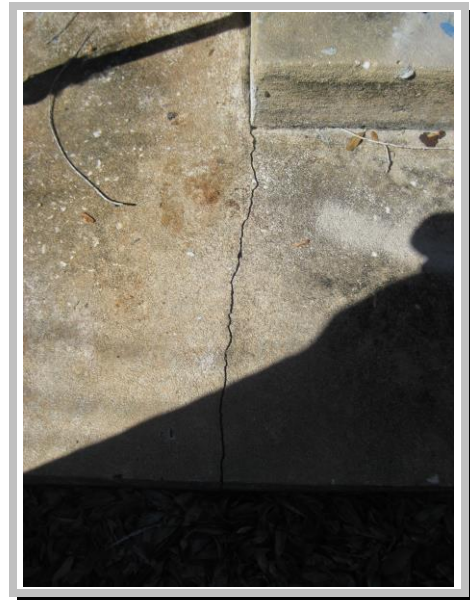


Well #17 (back-up)





Generator

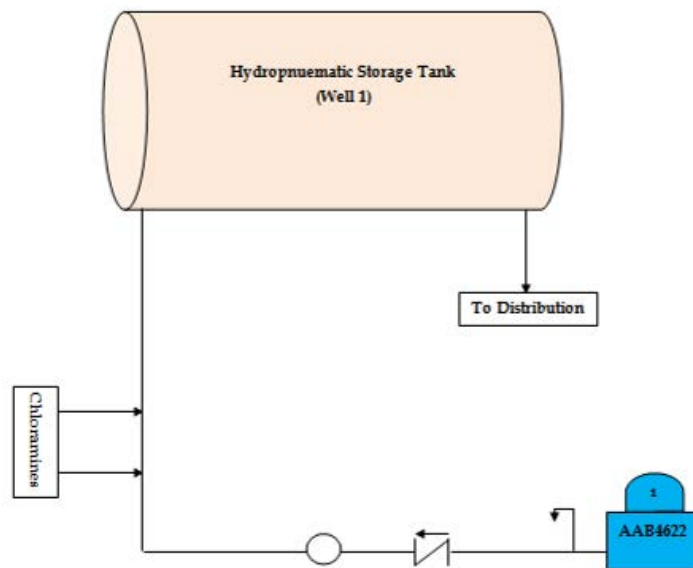


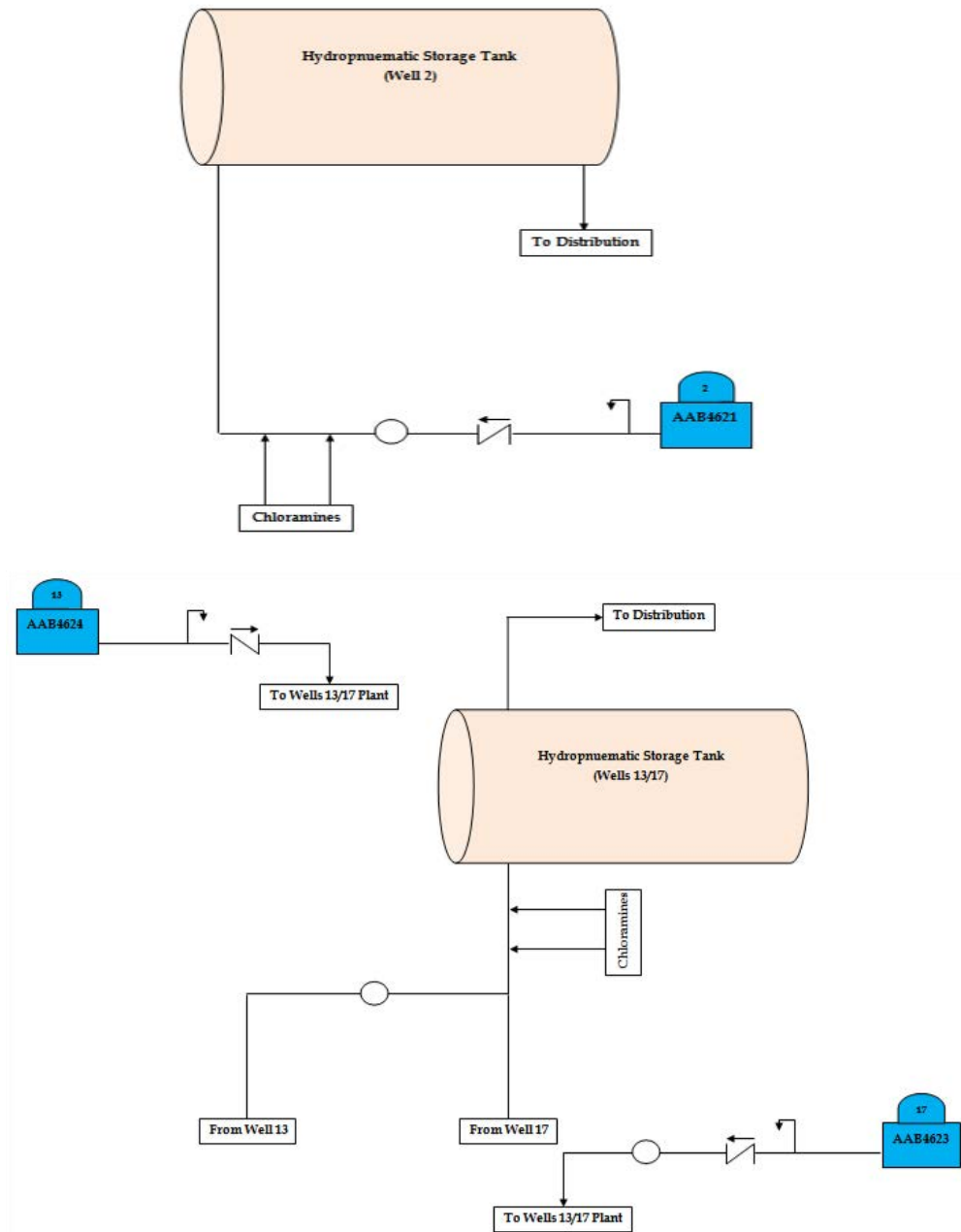
Cracked well pad

---

## SYSTEM SCHEMATIC

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INSPECTOR'S SIGNATURE: \_\_\_\_\_

*[Handwritten Signature]*

TITLE: ES III

DATE: March 5, 2015

REVIEWED BY: \_\_\_\_\_

*[Handwritten Signature]*

TITLE: ENV. MANAGER

DATE: March 6, 2015

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

JUL 11 2016

SOUTHWEST DISTRICT  
TEMPLE TERRACE



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

## Boil Water Notice Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN issued: 6-23-16

TIME: 10 AM

System Name: Summer Creek  
PWS-ID No. 6511923  
County: Pasco

Owner/Utility contact: UIF

Telephone: (222) 934-9133

E-Mail: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Utility Contact Person: Steve Hahony

Population effected (Connections): 50

Estimated time for system to be returned to service: 1 hr

Cause (planned or unplanned event, do not just note main break) of incident: Contractor  
locating water line 1.5 inches Broke it

Corrective action undertaken: replace with 2ft spool piece. 1.5" pipe a

How BWN delivered to customers: call outs

How BWN will be rescinded: reverse call outs

Department Of Health representative contacted: \_\_\_\_\_

Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

DEP SW District representative contacted: Gerald Foster

DEP SW District Drinking Water Section: 813-632-7600

Primary Fax: 813-632-7671

Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.





6/23/16  
252414 6/23/16  
Summertree 414 FL  
60

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

JUL 11 2016

SOUTHWEST DISTRICT  
TEMPLE TERRACE

Putter Green & Golf Round

Hello. This is a courtesy call from Utilities, Inc., your local water provider at 1-866-842-8432. This number will be repeated at the end of this message.

Please be advised that there is a Boil Water Advisory in effect due to a service line break in your service area. Utility personnel are currently working on the repair.

It is recommended, as a precaution, that you vigorously boil water for one minute prior to drinking, cooking, making ice, brushing teeth or washing dishes. As an alternative, bottled water may be used. The precautionary boil water notice will remain in effect until a satisfactory bacteriological survey is received. Customers will be notified by a second phone notification message once the boil advisory has been rescinded, which typically takes 48 hours.

This was a courtesy call from Utilities, Inc. We apologize for any inconvenience this may cause and appreciate your patience. If this message was incomplete or if you should have any questions or concerns, please contact our Customer Service Department at 1-866-842-8432, again that number is 1-866-842-8432.

a Utilities, Inc. company Utilities, Inc. of Florida

200 Weathersfield Ave. • Altamonte Springs, FL 32714-4027 • P 866-842-8432 • F 407-869-6961 • [www.uiwater.com](http://www.uiwater.com)



6/27/16  
252414 6/27/16  
Summertree 414 FL  
1179

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

JUL 11 2016

SOUTHWEST DISTRICT  
TEMPLE TERRACE

RE: Boil Putter Green Ct & Golf Round Dr.

Hello. This is a courtesy call from Utilities, Inc., your local water provider at 1-866-842-8432. This number will be repeated at the end of this message.

We want to clarify a Boil Rescind notice that was released on Saturday, June 25<sup>th</sup>. The rescind notice should have gone out to only customers on Putter Green Ct. and Golf Round Drive. The notice was incorrectly sent to all of our Summertree customers and we apologize for that.

Again, a boil advisory was in affect from Thursday June 23<sup>rd</sup> and was rescinded on Saturday June 25<sup>th</sup> for only customers on Putter Green Ct. and Golf Round Drive. It did not affect the entire Summertree community.

This was a courtesy call from Utilities, Inc. We apologize for any inconvenience this may cause and appreciate your patience. If this message was incomplete or if you should have any questions or concerns, please contact our Customer Service Department at 1-866-842-8432, again that number is 1-866-842-8432.

Thank you.

FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

- ☐ 6681 Southpoint Pkwy • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
☐ 4966 SW 41st Blvd • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
☐ 10200 USA Today Way • Miramar, FL 33025 • 954.889.2285 • Fax 954.889.2281 • E82535  
☐ 9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
☐ 528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53078  
☐ 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095



Advanced  
Environmental Laboratories, Inc.

Report Number: 71608907 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: Symmer tree

PWS ID: 6511923

PWS Address: 0.5 miles East of Little River Rd

City: Port Richey

PWS or PWS Owner's Phone #: 727-934-9137

Fax #: \_\_\_\_\_

Collector: \_\_\_\_\_

Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System

☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey

☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: 1.5 main Breaks

Sample Collection Date: 6-23-24-16

DCN# AD-D045

Effective 01/95 Revised 09/19/2012

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup>				
						Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
	<u>6-23-16</u>									
1	<u>11428 501st Rd</u>	<u>15:50</u>	<u>D</u>	<u>2.1</u>			<u>A</u>			<u>W1</u>
2	<u>12143 Puttergreen</u>	<u>15:55</u>	<u>D</u>	<u>2.2</u>			<u>A</u>			<u>W2</u>
3	<u>11428 501st Rd</u>	<u>800</u>	<u>D</u>	<u>2.2</u>			<u>A</u>			<u>W3</u>
4	<u>12143 Puttergreen</u>	<u>805</u>	<u>D</u>	<u>2.2</u>			<u>A</u>			<u>W4</u>
Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).						Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.				
Disinfectant Residual Analysis Method: <input checked="" type="checkbox"/> DPD Colorimetric <input type="checkbox"/> Other: _____						Date and time PWS notified by lab of positive results: _____				
Person performing disinfectant analysis is: (Check one of below): <input checked="" type="checkbox"/> A certified operator (# <u>63456</u> ) <input type="checkbox"/> Supervised by certified operator (# _____) <input type="checkbox"/> Employed by a certified lab <input type="checkbox"/> Employed by DEP or DOH <input type="checkbox"/> Authorized representative of supplier of water						Date and time DEP/DOH notified by lab of positive results: _____				
ORANGEWOOD WATER CO. 2448 ARCADIA RD. HOLIDAY, FL 34690						Date Report Issued: _____				
						Lab Signature: <u>[Signature]</u>				
						Title: <u>Analyst</u>				
						DEP/DOH USE ONLY				
						<input type="checkbox"/> Satisfactory				
						<input checked="" type="checkbox"/> Incomplete Collection Information				
						<input type="checkbox"/> Repeat Samples Required				
						<input type="checkbox"/> Replacement Samples Required				
						Date Reviewed by DEP/DOH: _____				
						DEP/DOH Reviewing Official: _____				

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution routine (compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (research, etc.)  
<sup>2</sup> Lab certification number for the listed method is included at top with the laboratory address.  
<sup>3</sup> Please circle appropriate selection.  
<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1.  
<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.  
Results Key: A = Coliforms are absent; P = Coliforms are present; C = confusable growth; TNTC = too numerous to count (62-550.730 Reporting Format).

Relinquish By: [Signature]  
Date: 6/24/16 Time: 8:10 AM  
Received By: [Signature]  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

Summertree Site Visit January 13, 2017

Utilities, Inc Representatives:

Patrick Flynn  
Mike Wilson  
Lee Cain  
Steve Habery

DEP Representatives:

Gerald Foster  
Kira Soroka  
James Brock

Utilities, Inc. requesting a meeting with the Department to discuss an issue with the chlorine residual within the Summertree service area and Paco County Utilities (PCUD) service area.

Utilities, Inc. provided the Department with flushing records and a log of chlorine residuals outlining their efforts to ensure the minimum 0.6 mg/L total chlorine residual is maintained at all times. Currently, Utilities, Inc. is flushing approximately 250,000 gallons of water per day in a effort to maintain the required chlorine residual.

Based on the position of the Summertree neighborhood and the location PCUD watermain the addition of a second point of connection may be implausible. The only real solution is a higher chlorine residual from PCUD.

Utilities, Inc. informed the Department that residuals in the neighboring Colony Lakes S/D, serviced by PCUD, were found to be below or just above the 0.6 mg/L.

As part of the Department's investigation we took chlorine residuals both within the Summertree and PCUD service areas. Our findings are listed below.

Chlorine Residuals @ Summertree

Location	Utilities, Inc.	DEP	Notes
Merganser (Dead end)	0.7 mg/L	0.66 mg/L	
White Ash	0.5 mg/L	0.41 mg/L	Last 24hrs this location had been flushed 95,000 gallons
Holly Anne	0.5 mg/L	0.44 mg/L	
Point of Entry	1.8 mg/L	1.85 mg/L	

Chlorine Residuals in PCUD Service Area

Location	DEP	Notes
11718 Colony Lakes Blvd	0.21 mg/L	Dead end
11719 Colony Lakes Blvd	0.0 mg/L	
11809 Colony Lakes Blvd	0.23 mg/L	Center of neighborhood
Winn Dixie SR 52 & Moon Lake	0.76 mg/L	
Publix on SR 52	0.50 mg/L	
Publix on US 41	0.0 mg/L	
Beefs in US 41	4.09 mg/L	

In conclusion, it would appear that there is an issue within the PCUD service area that requires Department assistance.

08/24/2008 12:26 FAX 8136327671

DEP

001



DEP - Southwest District  
13051 N Telecom Parkway  
Tampa, FL 33637  
E-mail: First Name. Last Name@dep.state.fl.us  
Phone: 813-632-7600  
Fax: 813-632-7671

Dept. Of Environmental Protection

## Boil Water Notice Notification Form

SEP 08 2015

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a Southwest District person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: 8-18-15  
TIME: 1:10 PM  
Owner/Utility contact: UIF  
E-Mail: \_\_\_\_\_  
System Name: Lake Tarpon MHP  
PWS-ID No. 6521000  
County: Pinellas  
Telephone: (727) 934-9131  
Fax Number: 727-934-2208  
Utility Contact Person: Steve Habery  
Population effected (Connections): 30  
Estimated time for system to be returned to service: 2 hrs  
Cause (planned or unplanned event, do not just note main break) of incident: 2" PVC Tee cracks  
Corrective action undertaken: replace with new 2" PVC Tee  
How BWN delivered to customers: door knockers  
How BWN will be rescinded: door knockers  
Department Of Health representative contacted: \_\_\_\_\_  
Department Of Health Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
DEP SW District representative contacted: Gerald Foster  
DEP SW District Drinking Water Section: 813-632-7600  
Primary Fax: 813-632-7671  
Auxiliary - Water Facilities Fax: 813-632-7662

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

DATE:

8-18-15

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon in HP

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐ \_\_\_\_\_

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE:

8-21-15

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon in HP

The "Precautionary Boil Water Notice" issued on

8-18-15

is hereby rescinded following the:

- ☐ equipment repair  
☒ water main repair  
☐ \_\_\_\_\_

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

**DRINKING WATER MICROBIAL SAMPLE COLLECTION  
& LABORATORY REPORTING FORMAT**

6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
4985 SW 41st Blvd • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639 • E82001  
10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535  
9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589  
528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076  
1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811085



**Advanced  
Environmental Laboratories, Inc.**

Write Project # or Place Project Label Here

Lab Receipt Date & Time: 8/19/15 15:00  
Analysis Date & Time: 8/19/15 17:00  
Sample Acceptance Criteria:  
Sample Preservation: ☒ On Ice ☐ Not On Ice ☒ 24h  
Disinfectant Check: ☐ Not Detected ☐  
This Sample does not meet the following NELAC requirements:

Report Number: 11511339 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

☒ Total Coliform/E. coli ☐ Total Coliform/Fecal ☐ Enterococci ☐ Coliphage ☐ HPC ☐ Other: \_\_\_\_\_

Public Water System (PWS) Name: 916 J. J. P. M. H. P. PWS I.D.: 6521000

PWS Address: 36235 US 19 N City: Palm Harbor

PWS or PWS Owner's Phone #: 727-934-9137 Fax #: \_\_\_\_\_

Collector: Steve Huberx Collector's Phone #: 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System

☐ Limited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: \_\_\_\_\_

Reason for Sampling: (check all that apply)

☐ Distribution Routine ☐ Distribution Repeat ☐ Raw (triggered or assessment) ☐ Raw (triggered or assessment) additional ☐ Well Survey

☐ Clearance ☐ Replacement (also check type of sample being replaced) ☒ Boil Water Notice ☐ Other: \_\_\_\_\_

Sample Collection Date: 8-18-19-15

DCN#: AD-D045

Effective 01/95, Revised 09/19/2012

To be completed by collector of sample					To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> SNA222B			
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup> Lab Sample #
1	8-18-15 117 Freedom	350PM	D	2.5			A		001
2	8-18-15 76 Liberty	355PM		2.0			A		002
3	8-18-15 117 Freedom	837AM		2.4			A		003
4	8-18-15 76 Liberty	844AM		2.1			A		004

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one).

Disinfectant Residual Analysis Method:

☒ DPD Colorimetric ☐ Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

☒ A certified operator (# 8002)

☐ Supervised by certified operator (# \_\_\_\_\_)

☐ Employed by a certified lab ☐ Employed by DEP or DOH

☐ Authorized representative of supplier of water

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)

**ORANGEWOOD WATER CO.  
2448 ARCADIA RD.  
HOLIDAY, FL 34690**

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: *Christina D.*

Title: *Analyst*

☒ Satisfactory ☐ Incomplete Collection Information ☐ Repeat Samples Required ☐ Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

DEP/DOH Reviewing Official: *GDF*

1. Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).
  2. Lab certification number for the listed method is included at top with the laboratory address.
  3. Please circle appropriate selection.
  4. Defined in Florida Administrative Code Rule 62-160, Table 1.
  5. Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.
- Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-550.730 Reporting Format).

Relinquish By: \_\_\_\_\_

Date: 8-19-15 Time: \_\_\_\_\_

Received By: *[Signature]*

Date: 8/19/15 Time: 1330

DATE: 10-1-15

**PRECAUTIONARY BOIL WATER  
NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon m HP

Please be advised that:

- ☐ an equipment malfunction  
☒ main break  
☐

has caused a loss of water pressure in your area. Therefore, as a precaution, we advise that all water used for drinking, cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919

DATE: 10-5-15

**RESCISSION OF PRECAUTIONARY  
BOIL WATER NOTICE**

TO THE RESIDENTS OF/AREA BOUNDED BY:

Lake Tarpon m HP.

The "Precautionary Boil Water Notice" issued on 10-1-15

is hereby rescinded following the:

- ☐ equipment repair  
☒ water main repair  
☐

and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you have any questions, please contact our office at the numbers below.



200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714  
407-869-1919 or 800-272-1919



**Hall, Daniel K.**

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**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Wednesday, July 27, 2016 9:06 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Weathersfield 7.27.16.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Weathersfield service area. If you have any questions or require additional information, please let me know.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



Go Green: Please consider the environment before printing this e-mail.

**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 7/27/16**

**TIME: 0900**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Weathersfield     COUNTY: Seminole**

**ADDRESS: 200 Weathersfield Ave. Altamonte Springs FL. 32714**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 7/26/16 @ 2115**

**NATURE OF PROBLEM: A grease blockage in an 8" gravity main caused a manhole at Lynchfield Ave. and Notre Dame to overflow. The sewer overflow was approximately 150 gallons.**

**CORRECTIVE ACTION TAKEN: The grease blockage was removed. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 7/27/16 @ 0030**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**Hall, Daniel K.**

---

**From:** Scott Gosnell <SGosnell@uiwater.com>  
**Sent:** Monday, August 01, 2016 9:25 AM  
**To:** Hall, Daniel K.  
**Cc:** Smicherko, David; Bryan Gongre  
**Subject:** Malfunction Report  
**Attachments:** FDEPMal Weathersfield 8.1.16.doc

Daniel,

Attached please find a malfunction report for a sewer overflow in the Weathersfield service area.

Regards,



**SCOTT R. GOSNELL**

**AREA MANAGER  
UTILITIES INC. OF FLORIDA  
200 WEATHERSFIELD AVE.  
ALTAMONTE SPRINGS, FL. 32714  
OFFICE: 407-682-5651  
FAX: 407-682-5713  
EMAIL: [SGOSNELL@UIWATER.COM](mailto:SGOSNELL@UIWATER.COM)**



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**DOMESTIC WASTE  
MALFUCTION REPORT**

**TO BE DELIVERED TO THE APPROPRIATE SECTION  
IMMEDIATELY**

**DATE: 8/1/16**

**TIME: 0925**

**RECEIVED BY: Daniel Hall / David Smicherko**

**REPORTED BY: Scott Gosnell**

**NAME OF PLANT / SYSTEM: Weathersfield     COUNTY: Seminole**

**ADDRESS: 200 Weathersfield Ave. Altamonte Springs FL. 32714**

**PHONE: 407-682-5651**

**OWNER: Utilities Inc. of Florida**

**DATE AND TIME OF FAILURE: 7/30/16 @ 1220**

**NATURE OF PROBLEM: A grease blockage in a 6" gravity main caused a manhole at Birch Ct. to overflow. The sewer overflow was approximately 100 gallons.**

**CORRECTIVE ACTION TAKEN: The grease blockage was removed. The affected area was cleaned and disinfected.**

**EXPECTED BACK IN SERVICE: 7/30/16 @ 1430**

**Remarks: None**

**FOLLOW UP IN WRITING: (Y/ N): N**

**EXHIBIT DNV-3**  
**OF**  
**DENISE N. VANDIVER**  
**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**CUSTOMER COMPLAINTS TO THE UTILITY**



**Cypress Lakes  
Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
9822	Moorhen Drive	Dennis Barboza	8/9/2001	Odor in water	Flushed street
2038	Big Cypress Blvd	Vivian Haely	3/14/2011	Black rings in toilet and white residue on dishes	House filter
1626	Big Cypress Blvd	Gerard Dube	4/22/2011	Milky water	Customer's new filtration system
9923	Killdeer Lane	Donald Sanders	4/25/2011	Itchy skin after shower	Customer needs to flush hot water tank
2138	Horseshoe Drive	Teryl Doughten	4/29/2011	Discolored water	Spoke to customer
9305	Top Flight Drive	Arnold Munchalfen	6/3/2011	Low water pressure	Valve at meter partially closed
9508	Maidencane Court	William Phalen	6/21/2011	Odor in water	Flushed 30 minutes
9900	Cypress Lakes Drive	John Young	6/23/2011	Taste and odor in water	Change in disinfectant triggered
1773	Big Cypress Blvd	Robert Benvissuto	7/28/2011	Odor in water	Stale odor after customer away
9822	Moorhen Drive	Dennis Barboza	8/5/2011	Odor in water	Flushed 1 hour
9342	Hoosier Circle	Everett Edwards	8/8/2011	Odor in water	Called customer, no answer
2926	Peavine Trail	Marcy King	8/8/2011	Odor in water	Flushed 1.5 hours
2826	Peavine Trail	James Hostetter	8/9/2011	Odor in water	Flushed 3 hours
1773	Big Cypress Blvd	Robert Benvissuto	8/12/2011	Odor in water	Odor from hot water tank
2372	Peavine Circle	John Gallagher	8/12/2011	Water is rust colored	Water from taps is clear
9504	Maidencane Court	Lynn Thomas	8/17/2011	Odor in water	Flushing hydrants in area

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
9508	Cypress Lakes Drive	Richard Toth	8/23/2011	Odor in water	Customer's water softener
2421	Sandcrane Trail	Edward Orcutt	9/13/2011	Color and odor in water	After vacation, customer flushed system
1773	Big Cypress Blvd	Robert Benvissuto	9/13/2011	Odor in water	Odor from hot water tank
9676	Trook Court	Martha Matter	9/15/2011	Low water pressure	Customer had clogged water filter
2307	Putt Lane	Lewis Lipscomb	9/21/2011	Odor in water	Outside tap had no odor
2460	Peavine Circle	Robert Bettis	9/26/2011	Odor in water	Explained flushing policy
2919	Dollar Bonnet Lane	Nancy Strain	9/28/2011	Odor in water	Filter in sink is plugged
2313	Little Cypress Drive	Cypress Lakes Association	9/28/2011	Many complaints about odor	Spoke to customer
2905	Peavine Trail	Aki Tarvudd	10/4/2011	No water	Turned on meter after hours
2321	Mulligan Drive	Ellen Bailey	10/17/2011	Bad taste	Line flushed every two days
2996	Peavine Trail	Thomas Redler	10/17/2011	Water pressure is low and Odor in water	Currently flushing in area, no pressure problems
9822	Moorhen Drive	Dennis Barboza	10/19/2011	Odor in water	Explained flushing program
9822	Moorhen Drive	Dennis Barboza	10/21/2011	Odor in water	Spoke to customer
9232	Spatterdock Court	Kathleen Valin	10/25/2011	Odor in water	Flushed 30 minutes
2938	Dollar Bonnet Lane	George Christopoulos	10/31/2011	Odor in water	Flushed 1 hour 20 minutes
2307	Putt Lane	Lewis Lipscomb	11/1/2011	Odor in water	Flushed line on street



### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2802	Peavine Trail	William Hilton	11/2/2011	No water	House valve was turned off
2938	Dollar Bonnet Lane	George Christopoulos	11/3/2011	Odor in water	Flushed 1 hour
9225	Spatterdock Court	June Conley	11/4/2011	Odor in water	Flushed 1 hour
2421	Sandcrane Trail	Edward Orcutt	11/7/2011	Odor in water	Flushed 30 minutes
9385	Top Flight Drive	Gary O'Connor	11/22/2011	Odor in water	Odor from hot water tank
9236	Spatterdock Court	Gerald Helm	11/29/2011	Odor in water	Spoke to customer
2308	Peavine Circle	Vicki Armendinger	11/30/2011	Odor in water	Spoke to customer
2370	Mulligan Drive	Linda Cornell	12/12/2011	Low water pressure	Water softener clogged
2304	Snowy Plover Drive	Fred Biery	12/19/2011	Odor in water	None at time of visit
2854	Sunbird Court	Frank Lacks	12/28/2011	Odor in water	Flushed 20 minutes

**Number of Complaints 2011      42**

#### 2012 Complaints

2150	Horseshoe Drive	Charles Hardmon	1/6/2012	Low water pressure	Pressure ok
9245	Woodstock Drive	Alvin Elkins	1/30/2012	Odor in water	Flushed 30 minutes
9984	Jaybird Drive	Susan Clyne	2/23/2012	Black slime and rust in water	Flushed
2413	Sandcrane Trail	Carol Stewart	3/5/2012	Odor in water	Flushed 2 hours
9868	Moorhen Drive	Beverly Pirhonen	3/6/2012	Low water pressure	Plugged water filter
9984	Jaybird Drive	Susan Clyne	3/16/2012	Bad water again	Flushed
2116	Moorhen Drive	Kenneth Olson	3/29/2012	Low water pressure	Pressure ok
2929	Peavine Trail	James Chambers	4/18/2012	Odor in water	Flushed 45 minutes
9806	Moorhen Drive	Joseph Kuechle	4/19/2012	Odor in water	Flushed 1 hour
2423	Snowy Plover Drive	Bruce Barber	4/23/2012	Odor in water	Customer just got home
2534	Red Bird Lane	John Creevy	5/10/2012	Odor in water	Flushed

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2530	Red Bird Lane	Donald Weber	5/15/2012	Odor in water	Flushed 20 minutes
2307	Putt Lane	Crystal Woolard	5/21/2012	Odor in water	Flushed 30 minutes
2149	Big Cypress Blvd	John Murray	5/29/2012	Worms coming out of sewer lines	House has been vacant, check drain vents and toilet jets
2456	Snowy Plover Drive	William Heckman	5/31/2012	Odor in water	Flushed
2854	Sunbird Court	Frank Lacks	6/13/2012	Odor in water	Flushed
9232	Spatterdock Court	Kathleen Valin	7/2/2012	Odor in water	Flushed 1.5 hours
2138	Horseshoe Drive	Eryl Doughten	7/5/2012	Odor in water	Read meter, tagged door
9548	Cypress Lakes Drive	Deborah Wiora	7/9/2012	Odor in water	Flushed 45 minutes
9232	Spatterdock Court	Kathleen Valin	7/17/2012	Odor in water	Flushed 30 minutes
2321	Mulligan Drive	Ellen Bailey	7/23/2012	Odor in water	Flushed 45 minutes
2138	Horseshoe Drive	Eryl Doughten	8/3/2012	Odor in water	Flushed 10 minutes
2118	Cypress Cross Drive	Donald Campbell	8/7/2012	Low water pressure	May need service on softener
9852	Grackle Loop	Sandra Prince	8/28/2012	Discolored water	Flushed
9984	Jaybird Drive	Susan Clyne	9/4/2012	Bad water again	Flushed 15 minutes
9232	Spatterdock Court	Kathleen Valin	9/19/2012	Odor in water	Flushed 1.5 hours
2138	Horseshoe Drive	Eryl Doughten	10/2/2012	Odor in water	Just replaced filter
2138	Horseshoe Drive	Eryl Doughten	10/2/2012	Odor in water	Flushed 15 minutes
9232	Spatterdock Court	Kathleen Valin	10/8/2012	Odor in water	Flush 2 hours
2423	Snowy Plover Drive	Bruce Barber	10/9/2012	Odor in water	Increased auto flushing
9232	Spatterdock Court	Kathleen Valin	10/10/2012	Odor in water	Increased flushing to 5 hours
2423	Snowy Plover Drive	Bruce Barber	10/12/2012	Odor in water	Flushed 1 hour
2067	Red Cedar Drive	Julia Chattoo	10/15/2012	Odor in water	Just back from vacation, told to flush system

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2321	Mulligan Drive	Ellen Bailey	10/15/2012	Odor in water	Flushed 30 minutes
9232	Spatterdock Court	Kathleen Valin	10/22/2012	Odor in water	Flushed 1.5 hours
2460	Snowy Plover Drive	Joane Miceli	10/29/2012	Odor in water	Just back from vacation, improving
9341	Top Flight Drive	Michael Forbell	12/3/2012	Grit in water	Softener not backwashing properly
9210	Spikerush Court	Cynthia Thompson	12/5/2012	Low water pressure	Pressure ok at hose bib
9512	Maidencane Court	Jill McManus	12/23/2012	No water	On at curb
<b>Number of Complaints 2012</b>					<b>39</b>
<b>2013 Complaints</b>					
9484	Big Apple Lane	Thomas Dierks	1/17/2013	Odor in water	Clogged filter under sink
9546	Cypress Lakes Drive	John Sinkis	3/20/2013	Odor in water	Met with customer
2139	Sabal Palm Drive	Nan Deninno	3/22/2013	Sewer odor in bathrooms	Checked lines, suggested customer run bleach in tubs and toilets
2170	Horseshoe Drive	Patricia Fownes	3/28/2013	Strong sewer smell	Noted that lakes low and decomposition of vegetation
9546	Cypress Lakes Drive	John Sinkis	3/29/2013	Odor in water	May need hot water tank serviced
9930	Cypress Lakes Drive	Marie Tessier	4/1/2013	Odor in water	No problems found
2165	Horseshoe Drive	John Wallace	4/8/2013	Low water pressure	Appeared to be repairing irrigation and water shut down
2854	Sunbird Court	Frank Lacks	4/11/2013	No water	Pressure dropped while flushing

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2413	Sandcrane Trail	Carol Stewart	4/22/2013	Odor in water	Aggressive flushing in summer
2917	Peavine Trail	George Kurzenknabe	5/3/2013	Odor in water	Flushed
2917	Peavine Trail	George Kurzenknabe	5/6/2013	Odor in water	Increase flushing to daily
2854	Sunbird Court	Frank Lacks	5/16/2013	Odor in water	Flushed
2307	Putt Lane	Lewis Lipscomb	5/30/2013	Odor in water	Flushed
2413	Sandcrane Trail	Carol Stewart	6/3/2013	Odor in water	Flushed 1 hour
9852	Moorhen Drive	Paul Gifford	6/5/2013	Odor in water	Increased auto flushing
2413	Sandcrane Trail	Carol Stewart	6/18/2013	Odor in water	Flushed 30 minutes
2929	Peavine Trail	James Chambers	6/24/2013	Odor in water	Had hot water tank replaced
9408	Ultra Drive	Elaine Glover	7/15/2013	Taste and odor in water	Flushed 1 hour
9232	Spatterdock Court	Kathleen Valin	7/15/2013	Odor in water	Flushed
9216	Spatterdock Court	John Crandall	7/18/2013	Bad taste and odor	Flushed
2395	Mulligan Drive	John Schuster	7/19/2013	Odor in water	Flushed
9221	Spatterdock Court	Paul Delong	7/19/2013	No water	Pressure dropped while flushing
9807	Moorhen Drive	Joyce King	7/19/2013	Low water pressure	Pressure dropped while flushing
9325	Top Flight Drive	Joseph Dambrosio	7/19/2013	Low water pressure	Pressure dropped while flushing
2534	Red Bird Lane	John Creevy	7/30/2013	Odor in water	Flush 15 minutes
9232	Spatterdock Court	Kathleen Valin	8/5/2013	Odor in water	Flushed
2321	Mulligan Drive	Ellen Bailey	8/8/2013	Bad taste	Flushed 30 minutes
9504	Maidencane Court	Lynn Thomas	8/19/2013	Odor in water	Flushed
2158	Horseshoe Drive	Doreen Kelly	8/19/2013	Odor in water	Flushed

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
9232	Spatterdock Court	Kathleen Valin	8/26/2013	Odor in water	Flushed
9206	Spikerush Court	Jacquie Greenberg	8/27/2013	Odor in water	Flushed 5 minutes
9547	Anglers Way	Donald Eshelman	9/4/2013	Odor in water	Possible problem with hot water heater
9932	Killdeer Lane	Sharon Schess	9/4/2013	Low water pressure	Clean aerator
2344	Little Cypress Drive	Frederic Hook	9/5/2013	Odor in water	Flushed 20 minutes
9210	Spikerush Court	Cynthia Thompson	9/6/2013	Odor in water	Flushed 15 minutes
9210	Spikerush Court	Cynthia Thompson	9/12/2013	Odor in water	Flushed 15 minutes
9210	Spikerush Court	Cynthia Thompson	9/17/2013	Bad taste and odor	Flushed 2 minutes
9210	Spikerush Court	Cynthia Thompson	9/20/2013	Odor in water	Filter for house intended for under sink, Flushed 20 minutes
9504	Maidencane Court	Lynn Thomas	9/27/2013	Odor in water	Flushed 5 minutes
2149	Big Cypress Blvd	John Murray	9/30/2013	Discolored water	Overdue to change whole house filter
9547	Anglers Way	Donald Eshelman	10/4/2013	Odor in water	Flushed 5 minutes
2344	Little Cypress Drive	Frederic Hook	10/15/2013	Odor in water	Possible problem with water softener
9886	Grackle Loop	Quinten Link	10/21/2013	Low water pressure	By pass water softener
9206	Spikerush Court	Jacquie Greenberg	10/29/2013	Discolored water	Possible sediment in hot water heater
2917	Peavine Trail	George Kurzenknabe	11/4/2013	Odor in water	Just returned home, flushed 3 minutes
2307	Putt Lane	Lewis Lipscomb	11/18/2013	Odor in water	Flushed
2395	Mulligan Drive	John Schuster	11/20/2013	Pressure is low and odor	Home filter is problem
2018	Red Cedar Drive	Akarias Naess	11/21/2013	Odor in water	By pass water softener
9546	Cypress Lakes Drive	John Sinkis	11/25/2013	Odor in water	May need hot water tank serviced

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2854	Sunbird Court	Frank Lacks	12/4/2013	Low water pressure	Home house filtration system
9930	Cypress Lakes Drive	Marie Tessier	12/13/2013	Taste and odor in water	Filter needs to be changed
2018	Red Cedar Drive	Akarias Naess	12/23/2013	Odor in water	By pass water softener
<b>Number of Complaints 2013</b>					<b>52</b>
<b>2014 Complaints</b>					
9547	Anglers Way	Donald Eshelman	1/14/2014	Dirt all over meter	PSC water test scheduled
9930	Cypress Lakes Drive	Marie Tessier	1/16/2014	Odor in water	Flushed
2403	Mulligan Drive	Dolores Webb	1/24/2014	Leak	Leak at softener but meter bad, replaced meter
9686	Cypress Lakes Drive	Margaret Harris	1/24/2014	Low water pressure	Ok at meter, only half of house, call plumber
9516	Maidencane Court	Patricia Benecke	3/6/2014	Read meter and check for leaks	Found leak
2950	Peavine Trail	David Sechlin	3/11/2014	Sand in water	Mineral deposits broke loose in home
2105	Firestone Way	Karen Rocker	3/11/2014	Low water pressure	Worn out gasket lodged in line - call plumber
3019	Big Cypress Blvd	Anthony Austin	3/18/2014	Sand in water	No sediment, advised to check valve on irrigation system
2101	Firestone Way	Coreen Nickerson	3/21/2014	Odor in water	Just returned home, flush inside

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
9236	Spatterdock Court	Gerald Helm	5/20/2014	Odor in water	Changed flushing to night
2038	Big Cypress Blvd	Vivian Haely	5/22/2014	Odor in water	Only one room, advised to flush faucets
3015	Peavine Trail	Donna Deuell	5/23/2014	No water	Homeowner found valve that was off
9232	Spatterdock Court	Kathleen Valin	6/2/2014	Odor in water	Flushed 10 minutes
2120	Firestone Way	Merrill Sambursky	6/13/2014	Odor in water	Flushed
2332	Peavine Circle	Anthony Nicholsen	6/24/2014	Odor in water	Flushed 10 minutes
9408	Ultra Drive	Elaine Glover	7/11/2014	Water discolored and odor	Adjusted auto flusher
9232	Spatterdock Court	Kathleen Valin	7/21/2014	Odor in water	Flushed, needs flushing inside
2807	Peavine Trail	Ernest Fernandez	8/6/2014	Odor in water	Advised to flush hot water heater
2421	Sandcrane Trail	Edward Orcutt	8/14/2014	Odor in water	Auto flusher battery died
2395	Mulligan Drive	John Schuster	8/21/2014	Low water pressure	By pass water softener
9822	Moorhen Drive	Dennis Barboza	9/8/2014	Odor in water	Increased auto flusher
9547	Anglers Way	Donald Eshelman	9/18/2014	Odor in water	Just returned home, flushed
9144	Sly Fox Loop	Victor Saxe	9/29/2014	Discolored water	Flushed
2344	Peavine Trail	Barbara Damato	9/30/2014	No water	Valve handle stripped
2307	Putt Lane	Lewis Lipscomb	10/8/2014	Odor in water	Increased auto flushing
2321	Little Cypress Drive	James Lynn	10/8/2014	Odor in water	Advised to flush hot water heater
9408	Ultra Drive	Elaine Glover	10/9/2014	Odor in water	Adjusted auto flusher
9504	Maidencane Court	Lynn Thomas	10/16/2014	Odor in water	Flushed

### Cypress Lakes Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2402	Mulligan Drive	Jim Lamkin	10/20/2014	Water discolored and odor	Missing explanation
2321	Little Cypress Drive	James Lynn	10/27/2014	Odor in water	Adjusted auto flusher
9516	Robellini Court	Travor Martin	10/29/2014	Low water pressure	By pass water softener
9512	Maidencane Court	Jill McManus	11/11/2014	Sewer odor	Pea trap dried in unused bathroom, filled with water
2321	Mulligan Drive	Ellen Bailey	11/17/2014	Odor in water	Adjust CL2 at WTP
2149	Big Cypress Blvd	John Murray	11/18/2014	Odor in water	Adjust CL2 at WTP
2120	Firestone Way	Merrill Sambursky	11/24/2014	Odor in water	Free burn
<b>Number of Complaints 2014</b>					<b>35</b>
<b>2015 Complaints</b>					
1738	Big Cypress Blvd	Susan Kaczka	1/6/2015	No water	House valve was turned off
9645	Cypress Lakes Drive	Louis Robbins	1/12/2015	Low water pressure	Advised to clean aerator
9433	Ultra Drive	Raymond Turbarg	1/26/2015	Odor in water	Advised to change faucet filter
9525	Mulligan Drive	Joanne Caskey	2/5/2015	Low water pressure	Advised to service water softener
9690	Cypress Lakes Drive	Forrest Williamson	3/10/2015	Sewer back up problems	Scoped line, contacted TNT to clear line
9690	Cypress Lakes Drive	Forrest Williamson	3/16/2015	FUP on sewer back up	Contractor scheduled for 3/19
2104	Sabal Palm Drive	Paul Twyman	3/17/2015	Low water pressure	Dirty home filter
9236	Spatterdock Court	Gerald Helm	4/8/2015	Odor in water	Increased auto flushing
9236	Spatterdock Court	Gerald Helm	4/15/2015	Odor in water	Increased auto flushing



**Cypress Lakes  
 Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
9504	Maidencane Court	Lynn Thomas	4/16/2015	Odor in water	Just returned, flush faucets
2038	Big Cypress Blvd	Vivian Haely	5/8/2015	Odor in water	Ran hose bib
9468	Big Apple Lane	Roberta Dempster	6/1/2015	No water	Main house valve turned off
9348	Top Flight Drive	Deborah Paulson	6/17/2015	Odor in water	No problems found
2038	Big Cypress Blvd	Vivian Haely	6/18/2015	Odor in water	Check water softener
9690	Cypress Lakes Drive	Forrest Williamson	6/22/2015	Cap on sewer pipe broke off	Raised clean out
9348	Top Flight Drive	Deborah Paulson	7/2/2015	Odor in water	Only there 2 weekends each month, advised to flush inside
9368	Top Flight Drive	Sharon Sutcliffe	7/22/2015	Discolored water	Aerator on faucet
2421	Big Cypress Blvd	Cheryl Lusk	8/7/2015	Low water pressure	By pass water softener
9934	Cypress Lakes Drive	Nancy Sherman	8/20/2015	Read meter and check for leaks	Tested ok, will FUP
2210	Common Loon Drive	William Holden	8/20/2015	Low water pressure	Leak under home
2038	Big Cypress Blvd	Vivian Haely	8/24/2015	Odor in water	By pass water softener

**Number of Complaints 2015**

**21**

**Eagle Ridge  
 Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
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**2013 Complaints**

14593	Aeries Way Drive	Lisa Albers	1/9/2013	Sewer backing up	Entire main is being worked on
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**Number of Complaints 2013 1**

**2015 Complaints**

14533	Aeries Way Drive	Doris Lewinski	7/28/2015	Sinks, tubs & toilets are not draining	All ok, call plumber
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**Number of Complaints 2015 1**

## Labrador Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
6062	Spring Lake Circle	John Riley	1/10/2011	Blocked sewer	Auger lateral lines
6019	Twilight Drive	Jennifer Parris	1/20/2011	Backed up sewer	Repaired line
41221	Whitmer Drive	Nancy Bailey	1/24/2011	Water bleached clothing	Discussed chlorine levels with customer
6053	Utopia Drive	Linda Rodriguez	2/21/2011	Sewer odor	Blower belts, maintenance on tanks
6233	Jessup Drive	Carol Brookes	2/25/2011	Sewer odor	Maintenance at plant
6062	Spring Lake Circle	John Riley	8/22/2011	Back up in tub	Auger lateral lines
<b>Number of Complaints 2011</b>					<b>6</b>
<b>2012 Complaints</b>					
5951	Utopia Drive	Gerald Chassie	1/6/2012	Discolored water	Water repair in area may have stirred up
6061	Utopia Drive	Elvera Ellis	1/12/2012	Sewer odor	Pumping down chlorine compact chamber
5911	Twilight Drive	Judy Dasovich	1/16/2012	Sewer odor	Blower tripped
5943	Jessup Drive	Ellen Shrontz	3/19/2012	WWTP odor	Bioxide ran low
5933	Jessup Drive	Raymond Koeder	3/19/2012	Sewer odor	Bioxide ran low
5927	Jessup Drive	Paul Lerner	3/19/2012	Sewer odor	Bioxide ran low
6056	Utopia Drive	Tracy Phelps	3/19/2012	Sewer odor	Bioxide ran low
5938	Jessup Drive	Virginia Mullen	3/19/2012	Sewer odor	Bioxide ran low
5936	Benz Place	Diane Robinson	3/20/2012	Sewer odor	Bioxide ran low
5937	Jessup Drive	David Moore	3/20/2012	Sewer odor	Bioxide ran low
6203	Jessup Drive	Dorothy Campbell	3/21/2012	Sewer odor	Had air off over night to work on in the morning
6215	Jessup Drive	Walter Steiert	3/23/2012	Sewer odor	Bioxide ran low
6202	Jessup Drive	Louis Roy	3/26/2012	Sewer odor	Blower tripped

### **Labrador** **Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
6123	Utopia Drive	Norman Alexander	3/26/2012	Sewer odor	Blower tripped
5921	Jessup Drive	Bob Eaton	3/26/2012	Scum in water	Gave customer Red Be Gone
6203	Jessup Drive	Dorothy Campbell	3/26/2012	Sewer odor	Blower tripped
6061	Utopia Drive	Elvera Ellis	3/27/2012	Sewer odor	Operator working on problem
6056	Utopia Drive	Tracy Phelps	3/27/2012	Sewer odor	Blower tripped
6056	Utopia Drive	Tracy Phelps	3/28/2012	PSC complaint re sewer odor	Explained problems
6413	Jessup Drive	George Tetreault	4/9/2012	Sewer odor	Faulty chemical feed pump
6061	Utopia Drive	Elvera Ellis	4/10/2012	Sewer odor	Faulty chemical feed pump
41221	Whitmer Drive	Nancy Bailey	5/8/2012	Water bleached clothing	No problems found
6062	Spring Lake Circle	John Riley	5/22/2012	Blocked sewer	Auger lateral lines
6251	Jessup Drive	Robert Sego	7/13/2012	Backed up sewer	Line was clear, call plumber
5728	Viau Way	Gerald Swank	8/31/2012	Low water pressure	Check water filter
6243	Forest Lake Drive	Marcy Traina	10/1/2012	No water	HS pump did not kick on while flushing
41026	Bream Circle	David Burgan	10/1/2012	No water	HS pump did not kick on while flushing
217	Labrador	Labrador	10/22/2012	Sewer odor	RV Park problem
6060	Jessup Drive	Steve Yesta	12/14/2012	Low water pressure	House filter clogged
6042	Presidential Circle	Robert Kemp	12/17/2012	Sewer odor	Put new odor blocker at the head works
6047	Utopia Drive	Joseph McDonald	12/19/2012	No water	VFD tripped out
6013	Spring Lake Circle	Doreen Iannazzo	12/20/2012	Low water pressure	Left message

## Labrador Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
6123	Utopia Drive	Norman Alexander	12/20/2012	Sewer odor	Cleaning surge tank

**Number of Complaints 2012      33**

### 2013 Complaints

217	Labrador	Labrador	1/30/2013	Sewer odor	Storm drain
6030	Presidential Circle	Donald Fisher	1/31/2013	Sewer odor	Unknown
6030	Presidential Circle	Donald Fisher	2/4/2013	Sewer odor	Blower belt broke
6013	Spring Lake Circle	Doreen Iannazzo	3/19/2013	Discolored water	House filter
6128	Jessup Drive	Sharon Rossell	4/9/2013	Sewer odor	Contractor cleaning out EQ tank
6061	Utopia Drive	Elvera Ellis	4/18/2013	Sewer odor	Pump not working
6337	Utopia Drive	Stan Banack	5/17/2013	Discolored water	Road crew opened fire hydrant all the way
6070	Forest Lake Drive	Frances Kellner	6/21/2013	Pressure too high	No problems found
6429	Forest Lake Drive	Forest Lake Estates	9/25/2013	Hard water stain on dishes	No problems found
5854	Naples Drive	Ron Brindley	12/16/2013	Sewer odor	Toilet line not sloped properly

**Number of Complaints 2013      10**

### 2014 Complaints

5823	Naples Drive	Joseph Morra	4/7/2014	Low water pressure	Problem on customer side
6061	Utopia Drive	Elvera Ellis	5/6/2014	Low water pressure	No problems found
6233	Forest Lake Drive	David Story	8/25/2014	Low water pressure	House valve turned off
41204	Xenon Way	Elizabeth Daly	10/3/2014	Discolored water	Water softener
6429	Forest Lake Drive	Forest Lake Estates	10/9/2014	No water	Maintenance at WTP
5726	Viau Way	Loren Littleton	10/9/2014	No water	Spoke with customer

### Labrador Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
51032	Bream Circle	Gary Marsh	10/28/2014	Low water pressure	No problems found
6243	Forest Lake Drive	Marcy Traina	11/26/2014	No water	Power problem at water plant
5911	Twilight Drive	Judy Dasovich	11/26/2014	No water	Power problem at water plant
5908	Jessup Drive	Kenneth Fitzpatrick	11/26/2014	No water	Power problem at water plant
5726	Viau Way	Loren Littleton	11/26/2014	No water	Power problem at water plant
2932	Utopia Drive	Wayne Hollett	11/26/2014	Low water pressure	Power problem at water plant

**Number of Complaints 2014                      12**

#### 2015 Complaints

6233	Jessup Drive	Carol Brookes	1/16/2015	Discolored water	Contractor opened fire hydrant too fast which stirred up water
5919	Benz Place	Donald Smith	2/26/2015	Low water pressure	Water repair down the road
6321	Utopia Drive	Jerry Siegrist	3/5/2015	Discolored water	Firefighters filed tanker truck from hydrant
5918	Utopia Drive	Nancy Emery	3/5/2015	Discolored water	Firefighters filed tanker truck from hydrant
5913	Utopia Drive	Hilton Gopie	3/5/2015	Discolored water	Firefighters filed tanker truck from hydrant
5920	Utopia Drive	James Spencer	3/5/2015	Discolored water	Firefighters filed tanker truck from hydrant
5901	Utopia Drive	Charles Lafreniere	3/6/2015	Discolored water	Flushed

**Labrador**  
**Customer Complaints Provided in MFRs**

<b><u>Add #</u></b>	<b><u>Address</u></b>	<b><u>Customer Name</u></b>	<b><u>Entry Date</u></b>	<b><u>Instructions</u></b>	<b><u>Resolution Per UIF</u></b>
5932	Jessup Drive	Frank Dicks	3/6/2015	Discolored water	Firefighters filed tanker truck from hydrant
6215	Utopia Drive	Marian Balliette	7/10/2015	Discolored water	No problems found
5919	Benz Place	Donald Smith	7/28/2015	Low water pressure	Advised to check water filter
6219	Spring Lake Circle	Beryl Patrick	9/15/2015	Low water pressure	Problem on customer side
6123	Utopia Drive	Norman Alexander	11/5/2015	Odor in water	Plant #1 turned on after sitting all summer
6429	Forest Lake Drive	Forest Lake Estates	11/6/2015	Discolored water	Gave Red Be Gone

**Number of Complaints 2015**

**13**

**Lake Placid  
 Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2012 Complaints</b>					
105	Fairway Drive	Donna Mancinelli	7/16/2012	Odor in water	Flushed
103	Fairway Drive	Helen Hufford	11/27/2012	Low water pressure	Leak on road caused low pressure
<b>Number of Complaints 2012</b>					<b>2</b>
<b>2013 Complaints</b>					
120	Fairway Drive	Donald Grill	6/4/2013	Odor in water	Resolved problem
217	Country Club Drive	Norma Rizer	6/6/2013	Odor in water	Resolved problem
120	Fairway Drive	Donald Grill	9/18/2013	Odor in water	Chlorine problem at plant
217	Country Club Drive	Norma Rizer	9/18/2013	Odor in water	Chlorine problem at plant
201	Golfpoint Drive	David Colvin	9/19/2013	Taste and color of water	Chlorine problem at plant
<b>Number of Complaints 2013</b>					<b>5</b>
<b>2014 Complaints</b>					
217	Country Club Drive	Norma Rizer	3/31/2014	Low water pressure	Installing backflow device, causing problem
224	Country Club Drive	Vern Smith	4/1/2014	Fluctuating water pressure	Installing backflow device, causing problem
<b>Number of Complaints 2014</b>					<b>2</b>



**Lake Placid**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2015 Complaints</b>					
171	Fairway Drive	Tammy Morgan	4/30/2015	No water	Contract operator turned off wrong meter
100	Fairway Drive	Masters First Condo	6/29/2015	High chlorine	Flushed
<b>Number of Complaints 2015</b>					<b>2</b>

**Longwood**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
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**2011 Complaints**

398	Harbour Isle Way	Richard Bush	4/22/2011	Repairs in December were not cleaned up, dangerous	Not utility but plumbers
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<b>Number of Complaints 2011</b>	<b>1</b>
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**2015 Complaints**

741	Sandpiper Circle	Patrick Hanna	12/28/2015	Low water pressure	Not utility, City water
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<b>Number of Complaints 2015</b>	<b>1</b>
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**LUSI**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
10110	Lenox Street	Matthew Ficarelli	1/4/2011	Pressure problems	no problems
3541	Foxchase Drive	Eduardo Caballero	1/5/2011	No water	Replaced broken backflow
3624	Cinnamon Fern Loop	Christine Boyd	1/10/2011	Low water pressure	No problems
10419	Lake Louisa Road	Elaine Packard	1/21/2011	Check hardness of water	Spoke with customer
10434	Carlson Circle	Kimberly McCaw	3/2/2011	Odor in water	Spoke with customer
823	Crooked Branch Drive	Walkin Chin	3/9/2011	Odor in water	Flush
13117	Casper Lane	Ashley Condon	3/11/2011	Low water pressure	No problems
10335	Castillo Court	Frank Klum	3/14/2011	No water	Flushed
12419	Eryn Court	Mellisa Hitchcock	3/15/2011	Discolored water	Flushed
11416	Alameda Sandra	Helen Souflas	3/16/2011	Low water pressure	By pass water softener
11129	Haskell Drive	Kathy Golden	3/17/2011	Low water pressure	No problems
13206	Casper Lane	Robert Kirkpatrick	3/23/2011	Low water pressure	Galvanized service line will be replaced
4309	Fawn Meadows Circle	John Muller	4/7/2011	Low water pressure	Flushed
10506	Via Lugano Court	Kayla Gragg	4/8/2011	Low water pressure	Customer Service line
12215	Outlook Drive	Claire Longhorn	4/11/2011	Leak under customer's driveway	Leak in HOA irrigation system
1000	Glenraven Lane	Kristine Walsworth	4/18/2011	Outside water off	Check irrigation system
1207	Lattimore Drive	Arvin Ho	4/18/2011	Low water pressure	Installed pressure recorder on hydrant
11240	Mandarin Drive	Lazaro Inguanzo	4/19/2011	Water tastes and smells bad	Work being done at WTP
11419	Mandarin Drive	Sandra Rogers	4/20/2011	Water tastes and smells bad	No problems
12440	Lake View Lane	Jeff Dible	4/25/2011	Low water pressure	Check water softener
12832	Owasso Lane	Lisa Szwajda	5/2/2011	Odor in water	Flushed
12836	Cloverdale Lane	Andrew Marshall	5/2/2011	Odor in water	Flushed

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11628	Clair Place	Mary-Rose Luft	5/4/2011	No water	Plant problem, boil water notice
11235	Haskell Drive	Irene Chojnicki	5/4/2011	Meter is broken	Does not appear to be a leak
11312	Sooner Drive	Jeffrey Brown	5/4/2011	Low water pressure	Adjust irrigation usage
11609	Sandy View Court	Brian Denman	5/5/2011	Low water pressure	By pass water softener
3855	Cinnamon Fern Loop	Michelle Rivera	5/6/2011	Low water pressure	No problems
15924	Autumn Glen Avenue	Jose Sanchez	5/12/2011	Odor in water	No problems
10613	Lakeshore Drive	Terry Buchner	5/23/2011	Discolored water	No problems
10724	Summit Lakes Lane	James Parcelluzzi	5/25/2011	Low water pressure	No problems
3972	Beacon Ridge Way	Carlton Watson	5/31/2011	No water	Check water softener
11517	Park Promenade Way	Darlene Liberti	6/1/2011	Bad taste in water	Change in water softener
12831	Colonnade Circle	Anwar Latib	6/3/2011	Low water pressure	Check irrigation system
12835	Ridge Avenue	Karen Norris	6/10/2011	Service line on top of ground	None
4060	Beacon Ridge Way	Tiffanie Forman	6/13/2011	Low water pressure	Check water softener
	Golf Course Cart Barn	Legends Golf Club	6/28/2011	Low water pressure	Customer valve off
15547	Bay Vista Drive	Leslie Berkeley	7/22/2011	No water	Valve off on side of customer's home
11152	Oakshore Lane	Imelda Jones	7/22/2011	No water	By pass water softener
12835	Ridge Avenue	Karen Norris	8/2/2011	Service line on top of ground	Met with customer, requested locates to lower
11743	Regal Ridge Lane	Evelyn Ruiz-Delunia	8/3/2011	Odor in water	House vacant for long time
2013	Onecco Court	Laurie Chase	8/5/2011	Yard torn up, low water pressure	Lawn and Pressure ok, spoke with customer
11341	Susan's Pointe Drive	Frank Miller	8/9/2011	Odor in water	Check filtration system
15442	Carroll's Court	Dianne Kerlin	8/18/2011	Chlorine too high	No problems

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
12352	Lake Valley Drive	Mary Malys	8/19/2011	Odor in water	Flushed
1814	Seedling Court	Mark Christian	8/29/2011	Cold water is hot	No one home
5327	Cape Hatteras Drive	Bhagmanee Pooran	8/29/2011	Sewer back-up	Unstopped
1620	Nectarine Trail	Victor Quinones	9/8/2011	Water tastes and smells bad	No problems
11608	Foxglove Drive	John Bykowski	9/16/2011	Discolored water	Check water softener
11708	Center Pointe Court	Warren Young	9/21/2011	Discolored water	Spoke with customer
11042	Lake Katherine Circle	Sandra Gilford	9/27/2011	Discolored water	Check water softener
11045	Crescent Bay Blvd	Marlon Ordonez	10/5/2011	No water	Leak on customer side
10247	Mason Loop	Gerri Overman	10/10/2011	Sediment and smell in water	Spoke with customer
10821	Versailles Blvd	Jerry Long	10/12/2011	Discolored water	No problems
10910	CR 561	Alice Kennedy	10/21/2011	Discolored water	Flush water softener
11416	Crescent Pines Blvd	Jacob Orear	10/24/2011	Low water pressure	Broken service line on customer's side
11517	Park Promenade Way	Darlene Liberti	11/10/2011	Odor in water	No problems
11404	Mandarin Drive	Erica Cancetty	11/14/2011	Low water pressure	Shut off valve stuck
11006	Lemay Drive	LCR Financial	11/15/2011	Low water pressure	No problems
11329	Sooner Drive	Patricia Reid	11/21/2011	Low water pressure	No problems
16713	Culloden Court	Thomas Salvadori	12/16/2011	Low water pressure	No problems
10807	Via Capri Lane	Michael Johnson	12/20/2011	Pressure problems	No problems
10918	Crescent Lane	Dorothy Connor	12/21/2011	Odor in water	Main break
15846	Bay Vista Drive	Lynda Tela	12/27/2011	Sewer odor	Slight odor at plant
15740	Green Cove Blvd	Jim Gargas	12/27/2011	Odor in water	No problems
11746	Oswalt Road	Eryn Glidewell	12/27/2011	Low water pressure	No problems

**Number of Complaints 2011                      65**

**LUSI**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2012 Complaints</b>					
11542	Autumn Wind Loop	Rebecca Saylor-Broshar	1/9/2012	Believes they got sick from the water	Water ok, Gave customer CCR
3810	Liberty Hill Drive	Mary Maloney	1/9/2012	Low water pressure	No problems
12237	Cypress Landing Avenue	Victoria Webster	1/16/2012	Low water pressure	By pass water softener
16209	Coopers Hawk Avenue	James Birnie	1/24/2012	Odor in water	Check water softener
16024	Wilkinson Drive	Annette Monjure	1/25/2012	Odor in water	No problems
10313	Mason Loop	Michael McConnell	1/30/2012	Low water pressure	Customer should check water filter
12540	CR 561 S Lot #13	Michael Cochrane	1/31/2012	Low water pressure	Check regulator
15636	Bay Vista Drive	Penelope Wilson	2/3/2012	Check hardness of water	No problems
1565	Misty Glen Lane	Barbara Vicevich	2/3/2012	Brown water and low pressure	No evidence of pressure loss
13125	Pinyon Drive	Wilmer Gamboa	2/6/2012	Odor in water	Check filter
1211	Lattimore Drive	Hirna Hoffman	2/8/2012	High water pressure	Customer leak
15408	Lafite Lane	Christie Robinson	2/13/2012	Discolored water	No problems
2314	Duncan Trail	Rosa Carbonell	2/20/2012	Low water pressure	New hot water tank, turned off water to tank
2042	Black Hawk Street	American Homes 4 Rent	2/20/2012	Odor in water	No problems
3316	Mallard Hill Street	Adam Hannaford	2/21/2012	Odor in water	Check hot water tank
2042	Black Hawk Street	American Homes 4 Rent	2/22/2012	Odor in water	No problems
16201	St Augustine Street	Hazel Rice	2/23/2012	Meter box broken, odor in water	Flushed
10424	Calle De Flores Drive	Adi Gise	2/29/2012	Water irritates his skin	Spoke with customer
2042	Black Hawk Street	American Homes 4 Rent	3/6/2012	Odor in water	Check water softener
16243	Citrus Parkway	Jennie Tipton	3/12/2012	Discolored water	By pass water softener

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
12912	Cloverdale Lane	Steven Gerspman	3/15/2012	Odor in water	Flushed
1119	Glenraven Lane	Stanley Barber	3/19/2012	Low water pressure	No problems
12015	Still Meadow Drive	Rose Amaro	3/21/2012	High water pressure	No problems
10807	Via Capri Lane	Michael Johnson	3/21/2012	High water pressure	Customer may need PRV
4290	US HWY 27 103	Vista Clinical Diag	3/27/2012	Low water pressure	Check filtration system
13100	Tamarack Blvd	Jose Rojas	3/28/2012	Low water pressure	No problems
15821	Bay Vista Drive	Robert Pierce	4/3/2012	Low water pressure	Curbstop was not on all the way
10435	Lake Louisa Road	Richard Thieler	4/3/2012	High water pressure	Customer may need PRV
13111	Sunshine Circle	Harold Stack	4/10/2012	Low water pressure	Main break
10210	Summer Elm Avenue	Alexis Velez	4/10/2012	Low water pressure	By pass water softener
12608	Eryn Court	Kim Steele	4/13/2012	Dog sick after drinking water	No problems
16549	Citrus Parkway	Richard Weisberg	4/16/2012	Low water pressure	Explained problem and repair timeframe
15628	Markham Drive	Stephanie Andrade	4/16/2012	Low water pressure	Explained problem and repair timeframe
3774	Beacon Ridge Way	Tony Sipich	4/17/2012	Low water pressure	High usage on irrigation days
1648	US HWY 27 C	Walter Cevallos	4/20/2012	Sewer odor	Check grease trap
13124	Moonflower Court	Andrew Keen	4/23/2012	Air in line	Sewer problem, call City
15621	Markham Drive	Samuel Cruz	4/25/2012	Discolored water	No problems
11748	Foxglove Drive	Dolores Walker	4/27/2012	High water pressure	Pressure reducing valve
15352	Greater Groves Blvd	Gloria Colon	5/2/2012	Bad taste in water	Check water softener
16639	Citrus Parkway	Michael Kemp	5/7/2012	Water pump on reuse system not working	Making adjustments to pumps
1562	Kennesaw Drive	Yvonne Goodfellow	5/17/2012	Low water pressure	Check hot water tank
12316	Lake Valley Drive	Karen Davis	5/29/2012	Odor in water	No problems
16024	Wilkinson Drive	Annette Monjure	6/11/2012	Odor in water	Spoke with customer

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
15244	Greater Groves Blvd	Gladys Little	6/12/2012	Discolored water	No problems
12933	Gleason Way	Carin Walter	6/13/2012	Odor in water	No problems
13706	Via Roma Circle	Yuri Hanja	6/15/2012	High water pressure	Check regulator
10800	Crescent Ridge Loop	Bret McElroy	6/21/2012	Low water pressure	By pass water softener
11608	Foxglove Drive	John Bykowski	6/28/2012	Low water pressure	Exchanged meter and replaced check valve
9821	Lakeshore Drive	Ernest Cary	7/2/2012	Low water pressure	Not utility problem, need to contact a plumber
10337	Alameda Alma Road	John Zimmerman	7/3/2012	Sediment in water	No problems
1108	Callaway Circle	Clemmie Cooper	7/10/2012	Discolored water	Spoke with customer
13709	Colina Court	Aaron Bickhaus	7/16/2012	Brown water and low pressure	No problems
4420	US HWY 27 6	Sayer Networking	7/24/2012	No water	Turned on water
11738	Indian Hills Lane	Phulmatie Latiff	7/27/2012	Bad taste in water	Spoke with customer
2853	Mayflower Loop	Hernan Diaz	7/30/2012	Odor in water	Flushed, customer lives next to lift station
13738	Vista Del Lago Blvd	Dharmi Patel	7/30/2012	Odor in water	Customer should flush house
3148	Ibis Hill Street	Ying Wan	8/1/2012	Water leaking under driveway	Leak in reuse line, scheduled repair
10239	Thompson Place	Darlene Pike	8/10/2012	Low water pressure	Not utility problem, need to contact a plumber
11430	Harder Road	John Chatman	8/22/2012	Vibration in lines	Isolated to hot water heater
3148	Ibis Hill Street	Ying Wan	8/28/2012	Water leaking under driveway	Closed open curb valve in reuse line
2251	Hamlin Trail	Pradeep Chadha	8/29/2012	Bad taste in water	No problems
1287	Legendary Blvd	Paz Fiorino	8/30/2012	Discolored water	No problems
11624	Lake Katherine Circle	Erica Jaze	9/12/2012	Low water pressure	Check water softener



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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11903	Cypress Landing Way	William Foley	9/13/2012	Low water pressure	By pass water softener
12540	CR 561 #10	Efrain Diaz	9/20/2012	No water	Not utility problem, need to contact a plumber
2210	Kiwi Trail	Jane Rains	9/30/2012	Discolored water	Check water softener
11025	Crescent Bay Blvd	Richard Shaver	10/5/2012	Water bleached clothing	Flushed
11133	Crooked River Court	Theresa Matella	10/9/2012	Discolored water	No problems
3735	Briar Run Drive	Edith Irizarry	10/9/2012	Odor in water	Customer should flush house
15929	Mercott Court	Annette Wilson	10/10/2012	No water	Plant off-line
10659	Lake Hill Drive	Denise Winter	10/11/2012	Inquiry on repairs to yard after main break	Promised repairs within week
2210	Kiwi Trail	Jane Rains	10/12/2012	WTP odor	Turned over to Plant Operator
9443	Lakeshore Drive	Rosalba Voigt	10/16/2012	No water	Leak repair on system
11825	Overlook Drive	Thomas Benino	10/18/2012	Low water pressure	Call plumber
15928	Robin Hill Loop	Judith Proli	10/22/2012	Water pushing up driveway	Repaired leak in reuse service line
3227	Callerton Road	Gladys Charriez	10/23/2012	Low water pressure	Check water softener
10659	Lake Hill Drive	Denise Winter	11/5/2012	Utility broke irrigation line and needs to repair sod	Made repairs
15915	Autumn Glen Avenue	Sergio Perez	11/5/2012	Low water pressure	Curbstop was not on all the way
16208	St Augustine Street	Tina Jessup	11/6/2012	Odor in water	Smell in upstairs sink
11748	Foxglove Drive	Dolores Walker	11/12/2012	High water pressure	Flushed hydrant
10924	Haskell Drive	Gary Turner	11/12/2012	Low water pressure	By pass water softener
4944	Cape Hatteras Drive	Keith Signorile	11/13/2012	No water	Main break
2302	Pink Grapefruit Trail	John Kiely	11/13/2012	Low water pressure	Main break
4728	Block Island Lane	Tom Ryan	11/13/2012	No water	Main break
11401	Autumn Wind Loop	Achim Wiener	11/14/2012	Discolored water	Check water softener

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11417	Cypress Bay Street	Alan Ricci	11/19/2012	Low water pressure	Customer filter clogged
15415	Markham Drive	David Michelmore	12/5/2012	High water pressure	No problems
3613	Cinnamon Fern Loop	Shanonda Whitehorn	12/10/2012	Water tastes and smells bad	No problems
4710	Point Bonita Lane	Jennifer George	12/10/2012	Low water pressure	Valve not open all the way
31641	Alane Court	Kissie Brown	12/13/2012	Chlorine too high	Will try to adjust chlorine level
15328	Lafite Lane	Robert Smith	12/19/2012	Pressure low and discolored water	Spoke with customer
12215	Outlook Drive	Claire Longhorn	12/21/2012	Low water pressure	No problems
1802	Seedling Court	Donna Jandak	12/28/2012	No water	Neighbor broke her service line

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### 2013 Complaints

10840	Versailles Blvd	Margaret Thompson	1/3/2013	Water is discolored and no pressure	Flush house and by pass water softener
11609	Arbor Gate Drive	Jenoria Richards	1/15/2013	Odor in water	No problems
2210	Kiwi Trail	Jane Rains	1/17/2013	Low water pressure	By pass water softener
3243	Holly Grove Blvd	William Reid	1/24/2013	Low water pressure	Leak in customer's irrigation line
2516	Meadow Oaks Loop	Timothy Strickland	1/25/2013	Low water pressure	By pass water softener
11732	Indian Hills Lane	Clement Powell	1/28/2013	Discolored water	Line break
11702	Indian Hills Lane	Allison Broadway	1/28/2013	Discolored water	Line break
16046	Four Lakes Lane	Sabastian Sabina	1/28/2013	Low water pressure	Flushed, no problems
12645	Lake Ridge Circle	Joseph Buccieri	1/28/2013	Low water pressure	Line break
11840	Foxglove Drive	Sonia Jenkins	2/6/2013	Low water pressure	Flushed fire hydrants earlier
11034	Crescent Bay Blvd	George Simek	2/6/2013	Chlorine too high	Flushed

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11211	Country Hill Road	Stacie Mims	2/6/2013	Chlorine too high	Flushed
11041	Crescent Bay Blvd	Melody Fiorentino	2/6/2013	Brown water and odor	Flushed
3243	Holly Grove Blvd	William Reid	2/20/2013	Low water pressure	Adjustment made at plant
12716	Eryn Court	Constance Poston	2/20/2013	Low water pressure	Check irrigation system
3828	Ryegrass Street	Hany Mahmoud	2/25/2013	Odor in water	Drain hot water heater
2430	US HWY 27 Ste 350	Lakeview Wireless	2/25/2013	Discolored water	Flushed
11431	Via De Renee Place	Rose Escarment	2/27/2013	Low water pressure	No problems
12116	Goldenstar Lane	Janis Castaldo	3/18/2013	Low water pressure	Leak
1525	Misty Glen Lane	Kirk Siberman	3/18/2013	No water	Main break
1588	Kennesaw Drive	Ben Maguire	3/18/2013	No water	Main break
11609	Arbor Gate Drive	Jenoria Richards	3/19/2013	Discolored water	Flushed 15 minutes
13214	Tamarack Blvd	Randy Yim	3/21/2013	Discolored water	Flushed
855	Crooked Branch Drive	Brooke Rodriguez	3/21/2013	Discolored water	Left Message
13024	Colonnade Circle	Mark Beebe	3/22/2013	Water tastes and smells bad	Flushed
1622	Orangethorpe Lane	Century 21	3/22/2013	Discolored water	Customer should flush house
12810	Amber Avenue	Vinecnt Thomas	3/26/2013	Low water pressure	Spoke with customer
13024	Colonnade Circle	Mark Beebe	3/26/2013	Water tastes and smells bad	No problems
3988	Beacon Ridge Way	Tony Chandler	3/26/2013	No water	Main break
1325	Misty Glen Lane	William Heller	3/26/2013	Low water pressure	Main break
1270	Lattimore Drive	James Younglove	3/26/2013	Low water pressure	Main break
2306	Flame Court	Philip Shaw	3/28/2013	Low water pressure	Main break
2248	Flame Court	Jon Comas	3/28/2013	No water	Main break
2617	Meadow Oaks Loop	Valerie Jacobs	3/28/2013	No water	Main break
11134	Point Nellie Drive	Scott Wilson	3/28/2013	No water	Cable Company cut service line
12647	Valencia Drive	Robert Beaver	3/29/2013	No water	Leak in system

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13119	Anderson Hill Road	John Bloodsworth	4/2/2013	Discolored water	Flushed
12850	Anderson Hill Road	Richard Madero	4/3/2013	Water tastes and smells bad	No problems
11849	Grand Hills Blvd	Maria McCrindle	4/4/2013	Discolored water	Meter shows leak
12540	CR 561 #35	Robert Serratt	4/8/2013	Sediment in water	Flush heater and reduce temperature
4300	US HWY 27 103	Weichert Realtor	4/8/2013	Discolored water	Flushed
4340	Placid Place	Kelli-Ann Wallace	4/12/2013	Low water pressure	No problems
4300	US HWY 27	Vista Clinical Diag	4/15/2013	Low water pressure	No problems
11849	Grand Hills Blvd	Maria McCrindle	4/29/2013	PRV leaking	Faulty valve
15902	Green Cove Blvd	Clarissa Ortiz-Lyn	4/30/2013	Odor in water	No problems
11828	Lakeshore Drive	John Banks	5/6/2013	Discolored water	Flushed
10632	Vista Del Sol Circle	Wendi Charsley	5/7/2013	Low water pressure	Change out meter and backflow
13021	Sunshine View Court	David Dumas	5/8/2013	Sod not repaired after repair; Sand in lines	Raked sand and dug out drain pipe
12724	Katherine Circle	Erica Johnson	5/20/2013	Low water pressure	No problems
15500	Carroll's Court	Joan LeTourneau	5/20/2013	Discolored water	No problems
11345	Marseilles Blvd	Diane Munoz	6/3/2013	Low water pressure	Curb stop not open all the way
13743	Vista Del Lago Blvd	Patricia Irwin	6/5/2013	Low water pressure	Isolated in kitchen
15319	Harvest Blvd	Ted Langdon	6/19/2013	Particles in water	Flushed
5413	Cape Hatteras Drive	Rambal Anne	6/19/2013	Curb Stop not working	Explained not for customer use, showed shut off valve
10238	Mason Loop	David Gushleff	6/19/2013	Surge in pressure and brown water	Flushed
12626	Valencia Drive	Ronald Warner	7/5/2013	No water	Leak in system
1515	Misty Glen Lane	Amy Guernsey	7/8/2013	Discolored water	Check water softener

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11904	Overlook Drive	Daniel Kessler	7/11/2013	No water	Inlet valve was off
12936	Pineapple Place	Tommy Piper	7/16/2013	Sand in lines	Removed meter and flushed 2 hours
11405	Patrico Loop	Malou Ortega	7/17/2013	Low water pressure	By pass water softener
2241	Flame Court	Frank Quinones	7/22/2013	Sewer odor	Treatment plant repairs
15727	Markham Drive	Charles Healy	7/26/2013	Low water pressure	Check water softener
15836	Green Cove Blvd	Jonathan Ward	8/6/2013	Discolored water	Check water softener
12704	Eryn Court	Denise Young	8/7/2013	Discolored water	No problems
3960	Liberty Hill Drive	Steven Davey	8/13/2013	Low water pressure	System was down but is working now
1420	Misty Glen Lane	Zunilda Mari	8/13/2013	Low water pressure	System was down but is working now
11341	Susan's Pointe Drive	Frank Miller	8/19/2013	Odor in water	No problems
3123	Rawcliff Road	Douglas Johnson	8/21/2013	Water tastes and smells bad	No problems
12316	Lake Valley Drive	Karen Davis	8/26/2013	Water has no chlorine	No problems
16221	Four Lakes Lane	Theresa Cloutier	9/3/2013	Chlorine too high	No problems
11518	Clair Place	Valoy Buckner	9/3/2013	Low water pressure	No problems
7305	US HWY 27	Lake Louisa State Park	9/4/2013	High water pressure	Advised to install PRV
13125	Pinyon Drive	Wilmer Gamboa	9/5/2013	Low water pressure	No problems
11739	Clair Place	Tom Pascale	9/6/2013	Low water pressure	By pass water softener
1632	Nectarine Trail	George Cullen	9/11/2013	Odor in water	No problems
16328	Egret Hill Street	Graeme Herd	9/13/2013	Low water pressure	Service line pinched, repaired
2211	Star Trail	David Gutowski	9/13/2013	Discolored water	No problems
10601	Lake Ralph Drive	John Myers	9/18/2013	Repair turn off valve	Backing up from softener
1612	Orangethorpe Lane	Kurtis Michaux	9/24/2013	Pressure problems	By pass water softener
1580	Sherbrook Drive	Pasco Manzo	10/10/2013	Low water pressure	Check water softener

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11903	Falcon Crest	David Miller	10/17/2013	Vibration in lines	Suggestions to homeowner to remedy
11518	Arbor Gate Drive	Michael Timmins	10/21/2013	High water pressure	No problems
11519	Grand Bay Blvd	Kenneth O'Donovan	10/22/2013	Low water pressure	By pass water softener
3965	Derby Glen Drive	Michael Reagan	10/25/2013	No water	Check water softener
11248	Mandarin Drive	John Baron	10/28/2013	Water out and then discolored	Explained boil water notice
11518	Patrico Loop	Jackie Watson	10/30/2013	No water	WTP problem earlier
11534	Grace's Way	Brian O'Sullivan	10/30/2013	Discolored water	Flushed; WTP problem earlier
11540	Osprey Pointe Blvd	Debbie Maddox	10/30/2013	Odor in water	Problem is in house
12021	Topaz Street	Aldier Gonzalez	11/1/2013	Odor in water	By pass filters to check effect
15507	Marblehead Way	David Mitchell	11/1/2013	Low water pressure	By pass water softener
4928	Cape Hatteras Drive	Theresa Martin	11/5/2013	Odor in water	Check hot water tank
12140	Sapphire Drive	Ronald Feltner	11/6/2013	Odor in water	No problems
3844	Ryegrass Street	Justin Sproul	11/14/2013	Odor in water	Check hot water tank
15726	Starlite Street	Janeth Castaldo	11/14/2013	Irrigation problems	Problem in customer system

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#### 2014 Complaints

9421	Meadow Crest Lane	David Sheets	1/2/2014	Damaged curb stop	Replaced
3835	Liberty Hill Drive	Terry Oliver	1/5/2014	High water pressure	Spoke with customer
13639	Via Roma Circle	John Copeland	1/7/2014	Odor in water	No problems
16209	Coopers Hawk Avenue	James Birnie	1/14/2014	Sewer odor	All clear
2210	Star Trail	Matthew Besemer	1/22/2014	Pressure and discolored water	No problems
15754	Autumn Glen Avenue	Daniel Harless	1/30/2014	Discolored water	Flush faucets in house
31535	Glady's Lane	John Ross	2/3/2014	Chlorine too high	No problems

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15442	Carroll's Court	Dianne Kerlin	2/3/2014	Discolored water	Installed check valve
2833	Mayflower Loop	Michael Cocco	2/4/2014	No water	Customer's valve on house turned off
1652	Westminster Trail	Manuel Alonzo	2/6/2014	Odor in water	No problems
4417	Erie Street	Lee Isbell	2/9/2014	High water pressure	No problems
16212	St Augustine Street	Melanie Maus	2/11/2014	Discolored water	No problems
15405	Margaux Drive	Al Saboni	2/21/2014	Pressure and odor problems	No problems
11720	Chapelle Court	Maria Tapanes	2/24/2014	Discolored water	No problems
3636	Ryegrass Street	Rasheed Allen	2/24/2014	Low water pressure	No problems
15405	Margaux Drive	Al Saboni	2/25/2014	Odor in water	No problems
2621	Meadow Oaks Loop	Donna Ferguson	3/11/2014	No water	No explanation
2720	Wilshire Road	James Wills	3/11/2014	Pipes banging, no water	No leaks
16429	Citrus Parkway	Cindy Hunger	3/11/2014	Pressure problems	Pressure drop at plant
2211	Star Trail	David Gutowski	3/14/2014	Discolored water	Flushed, asked to speak with supervisor
9918	Lenox Street	Daniel Chavec	4/1/2014	Noise in pipes	Flushed
10738	Versailles Blvd	Kathrynn Walden	4/7/2014	Low water pressure	By pass water softener
2137	Fish Eagle Street	Chaitram Rambaran	4/8/2014	Discolored water	Check water softener
1552	Sherbrook Drive	James Fitzpatrick	4/16/2014	Low water pressure	Spoke with customer
12524	Lake Ridge Circle	Dipak Mistry	4/18/2014	Discolored water	Check water softener
1443	Lakemist Lane	Roger Russell	4/23/2014	Low water pressure	Flushed irrigation
11618	Crescent Pines Blvd	Torri Chance	4/25/2014	Low water pressure	Check water softener
11150	Country Hill Road	Benjamin Edgley	4/30/2014	Low water pressure	By pass water softener
11903	Still Meadow Drive	Dana Graham	5/7/2014	Low water pressure	Possible cable cut, no Utility problems
11627	Roper Blvd	Nolan Bunce	5/12/2014	Low water pressure	By pass water softener
11855	Clair Place	Justin Wright	5/12/2014	Odor in water	No problems

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
3802	Cinnamon Fern Loop	Wayne Newman	5/20/2014	Odor in water	Suggested to flush house lines
10681	Lake Hill Drive	Wifredo Casanova	5/29/2014	Water tastes and smells bad	By pass water softener
16029	Magnolia Hill Street	Melvin Cerezo	6/3/2014	No water	Customer's water softener
16005	Blossom Hill Loop	Lirasan Investments	6/3/2014	Low water pressure	No problems
15918	Greater Groves Blvd	Maria Ibarra	6/9/2014	Pressure problems	No problems
10642	Reagans Run Drive	Michael Moody	6/17/2014	Odor in water	No problems
3804	Breckinridge Lane	Simeon Hernandez	6/18/2014	Low water pressure	By pass water softener
3804	Breckinridge Lane	Simeon Hernandez	6/23/2014	Low water pressure	Check water softener
3052	Samosa Hill Circle	Clifford Ashley	6/30/2014	Odor in water	Turned over to Plant Operator
11020	Country Hill Road	Nicole Krnyaich	7/2/2014	Discolored water	Flushed
11540	Osprey Pointe Blvd	Debbie Maddox	7/2/2014	Discolored water	No problems
5017	Cape Hatteras Drive	Christel Laudano	7/9/2014	Low water pressure	Check water softener
5308	Cape Hatteras Drive	Kampta Ganesh	7/10/2014	Sewer back-up	Problem with indoor plumbing
1944	Shoal Court	Luis Caban	7/10/2014	Low water pressure	Check faucet for clog
13144	Coldwater Loop	Roland Fergus	7/11/2014	Low water pressure	By pass water softener
12150	Lakeshore Drive	Christy Clark	7/21/2014	High water pressure	No problems
12339	Aviva Way	Ryan Flinn	7/28/2014	Discolored water	Main break
2136	Kiwi Trail	Ana Martinez	7/28/2014	Low water pressure	Clogged up shower heads
12716	Lake Ridge Circle	Deborah Bertling	7/28/2014	Low water pressure	Main break
3830	Beacon Ridge Way	Carla Bell	7/28/2014	Lots of air in line	Talked with customer about main break



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3793	Beacon Ridge Way	Terrence Mason	7/28/2014	No boil water notice	Flushed, Spoke with customer about main break
1612	Orangethorpe Lane	Kurtis Michaux	7/28/2014	Discolored water	Flushed
1622	Orangethorpe Lane	Century 21	7/28/2014	Gunk in water	Main break
1178	Breckinridge Lane	Erin Hale	7/28/2014	No water	Main break
1199	Lattimore Drive	Eric McGinnis	7/28/2014	No water	Main break
3998	Greystone Drive	Jeffrey Willis	7/29/2014	Discolored water	Customer should flush house
11425	Mandarin Drive	Wilbert Shoemaker	7/30/2014	Discolored water	Flushed
13149	Lakewind Drive	Thomas Adams	7/31/2014	Meter box is full of water	Installed check valve
13225	Tamarack Blvd	Anne Davis	8/1/2014	Discolored water	Flushed
1266	Lattimore Drive	Jonathan Whiteside	8/6/2014	Odor in water	Spoke with customer
12900	Eryn Court	Vanessa Maraccini	8/8/2014	No water	Water softener clogged
2500	S US HWY 27	Family Christian Center Church	8/12/2014	Discolored water	Flushed 45 minutes
16030	Dorchester Blvd	Edgard Ruiz	8/13/2014	Low water pressure	Customer valve turned down
3228	Callerton Road	John Zide	8/15/2014	Odor in water	Flush inside house
11216	Country Hill Road	Crystal Plussa	8/19/2014	Discolored water	No problems
11026	Crescent Bay Blvd	Jill Purvis	8/21/2014	Discolored water	No problems
4929	Cape Hatteras Drive	Theresa Martin	8/25/2014	High water pressure	Need pressure reducing valve (customer responsibility)
9716	Royal Vista Avenue	Dowen Marshall	8/29/2014	Low water pressure	Check water softener
2249	Dancy Trail	American Property Management	9/1/2014	Smelly water and discolored	Flushed
10536	Versailles Blvd	Grant Goldenstar	9/2/2014	Low water pressure	By pass water softener

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11500	Crescent Pines Blvd	Auge Peguero	9/2/2014	No water	Loosened inlet connection to facilitate plumbing repair
11747	Foxglove Drive	Dyal Tirbene	9/8/2014	Low water pressure	No problems
13031	Sunshine Circle	Jill Garrett	9/15/2014	Low water pressure	No problems
10309	Cayo Costa Court	Jessica Wilderman	9/15/2014	Low water pressure	No leaks, Check septic tank
11317	Haskell Drive	Hector Corbo	9/15/2014	Asking for investigation of quality, holes in copper piping	Will follow up with CSR
15454	Markham Drive	Kriseoffer Warg	9/19/2014	Sidewalk raised and lowered, grass turning yellow	No sewer issues, tree removed may be problem
15734	Bay Vista Drive	Jacquelyn Hausman	9/22/2014	Low water pressure	Curb stop not open all the way
13117	Sunshine Circle	Keith McFarland	9/23/2014	Odor in water	No problems
3340	Callerton Road	Jim Pecorilli	9/24/2014	Discolored water	Check water softener
16225	St Augustine Street	Malin Morales	9/26/2014	Discolored water	Flushed
15225	Greater Groves Blvd	Earl Hawkins	9/26/2014	Water tastes and smells bad	Problem at plant, flushed
2310	Majestic Eagle Circle	Dorothy Rennie	9/26/2014	Bad taste in water	No explanation
2007	Onecco Court	Joann Maisonave	9/26/2014	Discolored water	Flushed
2009	Kiwi Trail	Michelle Colon	9/26/2014	Discolored water	Flush hot water tank
15834	Greater Groves Blvd	Jeff Papenheim	9/26/2014	Discolored water	Flushed
2228	Kiwi Trail	Brian Kelley	9/26/2014	Discolored water	No explanation
2118	Kiwi Trail	Michael Taff	9/26/2014	Discolored water	No problems
15724	Kiwi Trail	Kevin Driscoll	9/26/2014	Bad taste in water	No problems
3630	Cinnamon Fern Loop	Kenneth Gantress	9/26/2014	Bad taste in water	No problems

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
15150	Margaux Drive	Jose Uriarte	9/26/2014	Smelly water and discolored	No problems
1546	Nectarine Trail	James Glenz	9/26/2014	Discolored water	No problems
2252	Dancy Trail	Sharon Donohue	9/26/2014	Discolored water	No problems
2706	Brook Hollow Road	Michelle Delaney	9/26/2014	Odor in water	No problems
15714	Autumn Glen Avenue	Brandon Powell	9/26/2014	Smelly water and discolored	No problems
15245	Greater Groves Blvd	Marla Draper	9/26/2014	Discolored water	Plant issues
2243	Dancy Trail	Wendy Thompson	9/26/2014	Water tastes and smells bad	Flushing
15224	Greater Groves Blvd	Juan Fuentes	9/26/2014	Water discolored and tastes bad	Plant issues
16314	St Augustine Street	Heather Fronk	9/26/2014	Bad taste in water	Flushed
2215	Majestic Eagle Circle	Ileana Steinhauer	9/26/2014	Discolored water	Flush house, reverse osmosis filter
2256	Dancy Trail	David Walls	9/26/2014	Discolored water	Flushing
15625	Markham Drive	Julie Dick	9/26/2014	Water tastes and smells bad	No problems
16028	Yelloweyed Drive	Craig Butterworth	9/26/2014	Discolored water	Flushing
5453	Cape Hatteras Drive	Jerome Brown	9/26/2014	Discolored water	Improved since call
3726	Maidencane Street	Jennifer Ruffley	9/26/2014	Water tastes and smells bad	Tagged door with information
16230	Egret Hill Street	Marjorie Benjamin	9/26/2014	Discolored water	Flushing
2209	Clementine Trail	Carlos Castillo	9/29/2014	Water tastes and smells bad	No problems
3803	Maidencane Street	James Frantz	9/29/2014	Discolored water	No problems
16003	Yelloweyed Drive	Felix Armas	9/29/2014	Bad taste in water	Handled by operator
12443	Lake View Lane	William Dodich	9/29/2014	Water tastes and smells bad	No problems

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10803	Siena Drive	Vernon Hinckson	10/2/2014	Odor in water	No problems
10610	Lake Ralph Drive	David Andrews	10/6/2014	Low water pressure	Will change curb valve and meter
15630	Autumn Glen Avenue	Milagros Rivera	10/10/2014	Odor in water	No problems
10524	Lake Hasson Circle	Robin West	10/14/2014	Hose fitting was broken by Utility	Gave receipt for new hose to Chuck S
10307	Castillo Court	Jacqueline Forbes	10/21/2014	Yard needs to be repaired after main break work	Took pictures, raked yard, road hole needs repair
2248	Flame Court	Jon Comas	10/23/2014	Low water pressure	Curb stop not open all the way
12600	Eryn Court	Lyndsay Hayes	10/23/2014	No water	Meter on side with lots of valves, not utility responsibility
7305	US HWY 27	Lake Louisa State Park	10/27/2014	Discolored water	Flushed
10232	Cypress Cove Lane	Jan Davis	10/31/2014	No water	Curb stop not open all the way
11307	Cypress Drive	Roberta Kemberling	11/3/2014	Odor in water	Chlorine high, will work on fixing
15352	Greater Groves Blvd	Gloria Colon	11/5/2014	Odor in water	No problems
9433	Lakeshore Drive	Kamwati Dass	11/5/2014	Low water pressure	Valve not open all the way
15853	Pine Lilly Court	Kevin Henaghan	11/6/2014	Check hardness of water	High end of scale
3815	Ryegrass Street	Basil Maher	11/12/2014	High water pressure	Plumber can install PRV
10751	Aria Court	Judit Delaney	11/13/2014	Odor in water	No problems
2319	Duncan Trail	Brent Sullivan	11/19/2014	Low water pressure	No problems
16209	Coopers Hawk Avenue	James Birnie	12/1/2014	Sewer odor	All clear
16717	Culloden Court	Bertram Bennett	12/2/2014	Discolored water	Flushed

## LUSI

### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
	Golf Clubhouse	Celebration Golf Management	12/3/2014	Problems with intake pump for irrigation	Turned selector on
11106	Oakshore Lane	Paul Caldwell	12/9/2014	Low water pressure	No problems
1642	Orangethorpe Lane	Paul Boylan	12/10/2014	Low water pressure	By pass water softener
5029	Cape Hatteras Drive	Mario Rankin	12/12/2014	No water	Previous small leak in house, must be present to turn on

**Number of Complaints 2014                      132**

#### 2015 Complaints

11743	Regal Ridge Lane	Evelyn Ruiz-Delunia	1/2/2015	Low water pressure	No problems
11631	Lake Katherine Circle	Andrew Scott	1/6/2015	Odor in water	No problems
16011	Buxley Court	Beate Nestle-Krebs	1/6/2015	Low water pressure	By pass water softener
10751	Aria Court	Judith Delaney	1/15/2015	Odor in water	No problems
12427	Hull Road	Dorothy Williams	2/2/2015	Tastes bad	Spoke with customer
11035	Country Hill Road	Marion Sherwood	2/3/2015	Discolored water	No problems
31639	Glady's Lane	Nicholas Galos	2/4/2015	No water	Worked on meter
13706	Via Roma Circle	Yuri Hanja	2/9/2015	Low water pressure	Need to change filter on softener
11725	Foxglove Drive	Consuelo Lazarre	2/10/2015	Low water pressure	No problems
11548	Osprey Pointe Blvd	Allen Keller	2/13/2015	Meter spins even when turned off	Curb stop needs to be replaced
4424	Blue Mesa Court	Karen Martinez	2/16/2015	Low water pressure	Plant problem
12945	Ridge Avenue	Cindy Evans	2/17/2015	Low water pressure	No problems
11034	Crescent Bay Blvd	George Simek	2/17/2015	Sediment in water	Try something at plant
4410	Erie Street	Andres Rodriguez	2/23/2015	Low water pressure	Reuse plant down
3611	Briar Run Drive	Eric Domenech	2/24/2015	No water	House valve turned off
10451	Carlson Circle	Monica Smithson	3/2/2015	Plastic in water	Boss instructed to flush lines
11212	Scenic Vista Drive	Jenny Betancur	3/18/2015	Low water pressure	No problems

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
13228	Olesen Court	Sharon Nichols	3/19/2015	Low water pressure	Curbstop was not on all the way
12418	Lake Valley Drive	Jacques Johnson	3/20/2015	Wants call from area manager, believes utility dug around when reading meter and caused leak	No leaks, water not turned off all way during leak
2136	Kiwi Trail	Ana Martinez	3/24/2015	No water	Check hot water tank
15306	Petrus Lane	Sudesh Samaru	3/24/2015	Water tastes and smells bad	No problems
4704	Block Island Lane	Sergio Singhbhairo	3/25/2015	Odor in water	Check hot water tank
12850	Anderson Hill Road	Richard Madero	3/26/2015	Low water pressure	Repair water main
12823	Anderson Hill Road	Chris Tomlin	3/26/2015	No water	Repair water main
15327	Sandy Hook Lane	Nicholas Soricelli	3/31/2015	Low water pressure	No problems
16127	Blossom Hill Loop	Stephen Longford	3/31/2015	Low water pressure	Something in line, scheduled repair
9901	Lake Louisa Road	Randy Eckenroth	3/31/2015	Low water pressure	No leaks found
12910	Sunset Avenue	Susan Baron	4/3/2015	No water	Main break
1174	Lattimore Drive	Laura Senzamici	4/3/2015	Odor in water	No problems
13010	Antique Oak Street	Precious Perry	4/15/2015	Water tastes and smells bad	No problems
16141	Dogwood Hill Street	Tyria Harrison	4/21/2015	Low water pressure	House valve turned off
10406	Reagans Run Drive	Vanessa Mason	4/22/2015	Low water pressure	By pass water softener
1642	Orangethorpe Lane	Paul Boylan	4/24/2015	Low water pressure	By pass water softener
10447	Mesa Lane	Ruthe Wille	5/11/2015	Chlorine too high	Spoke with customer
11015	Oswalt Road	Dawn Stalnaker	5/11/2015	Low water pressure	Plant issues to be corrected by next day
10554	Via De Robina Court	Steven Howard	5/11/2015	No water	Leaking hose bib
9725	Royal Vista Avenue	Sophana Phokakul	5/11/2015	Low water pressure	Spoke with customer
13018	Sunwood Court	Ernesto Cruz	5/13/2015	Low water pressure	Check water softener

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
10441	Alameda Alma Road	Russell Gomes	5/13/2015	Low water pressure	No problems
10224	Bonita Court	Thomas Madden	5/15/2015	Low water pressure	No problems
11112	Skyway Drive	Lilia Gutierrez	5/18/2015	Low water pressure	No problems
10424	Mesa Lane	Virtudes Sanchez	5/19/2015	Low water pressure	Spoke with customer
1548	Sherbrook Drive	The JMK Trust	5/19/2015	Low water pressure	No problems
12624	Lake Ridge Circle	Michael Loman	5/20/2015	Low water pressure	No problems
11826	Clair Place	Amber Blattner	5/27/2015	No water	Contractor hit line and will repair
11248	Little Nellie Road	Marcia Palmisano	6/1/2015	Discolored water	Flushed
9400	Ivywood Street	Patti Pedigo	6/2/2015	Low water pressure	Plant issue
9921	Lenox Street	Joan Quiambao	6/2/2015	Low water pressure	Plant issues
9913	Lenox Street	Anthony Hauser	6/2/2015	Low water pressure	Plant issues
9530	Royal Vista Avenue	Kim Chernecky	6/2/2015	Low water pressure	Plant issues
10234	Lenox Street	Erick Garcia	6/2/2015	Low water pressure	Plant issues
9436	Ivywood Street	Michele House	6/3/2015	Low water pressure	Left Message
31611	Alane Court	Henry Hank	6/5/2015	Low water pressure	Leak on customer side
1500	Ledgemont Lane	Veronica Clarke	6/15/2015	Low water pressure	Check water softener
1545	Misty Glen Lane	Tom Cavalli	6/15/2015	Low water pressure	No problems
2241	Flame Court	Frank Quinones	6/16/2015	Discolored water	No problems
16121	Harbar Oaks Drive	Pedro Tamayo	6/17/2015	Discolored water	Spoke with customer
11931	Elbert Street	Donald Keene	6/17/2015	Pressure problems	No problems
10009	Stockbridge Street	Tom Wilkins	6/17/2015	Low water pressure	Check water softener
11732	Osprey Pointe Blvd	Amado Rodriguez	7/1/2015	Discolored water	Leak on customer side
31601	Alane Court	James Hope	7/1/2015	Discolored water	Customer should flush house
12623	Eryn Court	Elizabeth Hart	7/1/2015	High usage and pressure problems	Leak
11435	Lake Louisa Road	Tristan Hawthorn	7/6/2015	Low water pressure	No problems
1480	Hammock Ridge Road	US 27 Clermont	7/9/2015	Odor in water	Flushed

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### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
13046	Antique Oak Street	Michael McGrath	7/10/2015	Low water pressure	No pressure on hot, call plumber
15717	Greater Groves Blvd	Connie Melara	7/15/2015	No water	Off for repair
2301	Flame Court	Jacqueline Ramirez	7/16/2015	Discolored water	Flushed
4943	Cape Hatteras Drive	Daniel Smart	7/16/2015	Low water pressure	Operators made changes to pressure
2539	Caithness Way	Michael Murphy	7/17/2015	Odor in water	Flush home lines
11630	Grand Bay Blvd	Walter Porter	7/21/2015	Meter box is broken	Wedge lid to replace
1809	Seedling Court	Madelin Marrero	7/22/2015	Low water pressure	Working on plant pressure problem
15415	Petrus Lane	Patrick Fuller	7/22/2015	Low water pressure	Plant repairs
11630	Grand Bay Blvd	Walter Porter	7/23/2015	Meter box lid is broken	Order new type of lid
16455	Golden Eagle Blvd	John Husarchik	7/31/2015	Pressure problems	Plumber can install PRV
16753	Citrus Parkway	Derrice Pankey-Efre	8/3/2015	Odor in water	Flush house lines
11300	Haskell Drive	Dawn Cuthbertson	8/11/2015	Sediment in water	Spoke with customer
4849	Cape Hatteras Drive	Alexis Cruz	8/13/2015	Pressure is low and water is discolored	By pass water softener
11425	Crescent Pines Blvd	Chris Rodriguez	8/14/2015	Hissing sound	Leak at backflow valve
13212	Pinyon Drive	Tammy Martin	8/24/2015	Loud rumbling in lines	Check pressure reducing valve
2239	Majestic Eagle Circle	Wilma Perez	8/24/2015	Pressure problems	By pass water softener
12833	Lakeview Avenue	John Limoli	8/28/2015	Odor in water	Spoke with customer
5332	Cape Hatteras Drive	Sherrie Wilson	8/31/015	Water tastes and smells bad	No problems
12500	Crown Pointe Circle	Sandra Lalbahadur	8/31/2015	Low water pressure	Check water softener
10851	Log House Road	Carlos Vargas	9/3/2015	Low water pressure	Check water softener
10704	Porter Trail	David Kasemeyer	9/8/2015	Check backflow device	Backflow is Customer property



**LUSI**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
16101	Harbar Oaks Drive	Karl Bratnober	9/10/2015	Low water pressure	Curbstop was not on all the way
3965	Beacon Ridge Way	Jershang Lin	9/10/2015	Low water pressure	Flushed irrigation
16723	Broadford Lane	Gerardo Claudio	9/11/2015	Water tastes and smells bad	Spoke with customer
16644	Citrus Parkway	Joseph Gurney	9/14/2015	Pressure problems	By pass water softener
15405	Betty's Court	Daire Kalmes	9/18/2015	No water	Service line leak
3862	Beacon Ridge Way	David Murray	9/21/2015	Low water pressure	No problems
12387	Hull Road	Gerald Jowers	9/23/2015	Low water pressure	Increased valve pressure
11148	Scenic Vista Drive	Derrick Williams	9/23/2015	Odor in water	No problems
11517	Clair Place	Anthony Tirri	9/24/2015	Yard has blue spray paint	Planned repair work
14203	Vista Del Lago Blvd	Angie Hamdy	9/25/2015	Low water pressure	Spoke with customer
11210	Oakshore Lane	Barbara Whitten	9/29/2015	Low water pressure	By pass water softener
11517	Clair Place	Anthony Tirri	9/30/2015	Standing water	Scheduled repair
11646	Wishing Well Lane	Marcia Carrington	10/1/2015	Gets sick when she drinks water	No problems
11501	Brandiwine Court	Donald Matthews	10/2/2015	Pressure problems	Contractor called to follow up
12118	Cypress Landing Avenue	Irma Bosch Ortiz	10/2/2015	Needs yard repair after utility work	Scheduled date
16101	Harbar Oaks Drive	Karl Bratnober	10/5/2015	Low water pressure	Check customer backflow device
16010	Ridgewood Avenue	Rick Thompson	10/6/2015	Low water pressure	No problems
13708	Calle De Ora Court	Sincere Ministries for Peace	10/8/2015	Concerned about safety of water	No problems
11647	Wishing Well Lane	Jacqueline Rivas	10/14/2015	No water	By pass water softener
11550	Wishing Well Lane	Roberto Quiles	10/16/2015	Low water pressure	Curb stop not open all the way
9649	Saragossa Street	Mary Anne Crawford	10/21/2015	Discolored water	Flushed

**LUSI**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11149	Scenic Vista Drive	Willie Faust	10/21/2015	Low water pressure	Spoke with customer
11549	Roper Blvd	Demond Gibson	10/22/2015	High water pressure	Follow up next day
9603	Crenshaw Circle	Raymond Chychota	10/22/2015	Discolored water	Plant issues, flushed
9734	Crenshaw Circle	Robin Simmons-Cerilli	10/22/2015	Discolored water	Flushed
4420	US HWY 27 6	Sayer Networking	10/22/2015	Odor in water	Water heater issue
11924	Elbert Street	James Micklos	10/26/2015	Low water pressure	No leaks found
2915	Mayflower Loop	Cecilia Annis	10/27/2015	Low water pressure	By pass water softener
15405	Betty's Court	Daire Kalmes	10/29/2015	No water	Spoke with customer
10301	Cypress Cove Lane	Kim Moran	11/4/2015	No water	Issue in area
4723	Cape Hatteras Drive	Paul Piantesdosi	11/11/2015	Pressure problems	Check water softener
1470	Misty Glen Lane	Alex Tamayo	11/19/2015	Low water pressure	Work at wells impacting
13129	Coldwater Loop	Wilfredo Gomez	11/23/2015	Low water pressure	Pull meter to check
11742	Oswalt Road	William Supinger	11/30/2015	Low water pressure	Check water softener
10648	Belo Horizonte Avenue	Randy Goff	11/30/2015	No water	House valve turned off
16603	Citrus Parkway	Wayne Irving	12/3/2015	Odor in water	Flushed
11740	Crescent Pines Blvd	Mathew Skolinik	12/3/2015	Odor in water	Flushed
10203	Northglen Drive	Franklin Gomez	12/16/2015	Low water pressure	Check water softener
12631	Valencia Drive	Grace Fagan	12/17/2015	Low water pressure	Water softener clogged
2250	Duncan Trail	Kenneth Reynolds	12/18/2015	Discolored water	By pass water softener
16737	Citrus Parkway	Raymond Vega	12/21/2015	Check hardness of water	No problems
9653	Saragossa Street	James Paradiso	12/21/2015	Odor in water	No problems
11719	Grace's Way	Kim Parrish	12/28/2015	Odor in water	Customer needs to flush
12021	Topaz Street	Aldier Gonzalez	12/29/2015	Odor in water	Check water softener

**Number of Complaints 2015**

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### Mid-County Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
2954	Palmetto Court	None shown	2/9/2011	Sewer in front yard	Broken lateral, line jetted, sidewalk repaired
2222	SR 580	None shown	5/2/2011	Raw sewage coming up through drain hole in front	Checked manholes, no problem
2430	Estancia Blvd B	None shown	7/8/2011	Sewer back up	Heavy rain caused high flow level at lift station
3031	Park Lane A	None shown	11/8/2011	Main line is clogged	Customer should call a plumber
2966	Fieldbrook Place	None shown	11/14/2011	Sewer odor	No problems
<b>Number of Complaints 2011</b>					<b>5</b>
<b>2012 Complaints</b>					
3091	Park Lane A	None shown	8/8/2012	Sewer back up	Customer problem
261	Mid-County	None shown	9/6/2012	Water spraying out of toilet to ceiling	Fixed sewer line, jetted
<b>Number of Complaints 2012</b>					<b>2</b>
<b>2013 Complaints</b>					
3117	Luan Court	None shown	7/1/2013	Clogged sewer line	Line cleared, scheduled work to TV and clean
2249	Curlew Avenue C	None shown	7/22/2013	Sewer back up	Called to auger line
<b>Number of Complaints 2013</b>					<b>2</b>
<b>2014 Complaints</b>					
30700	US HWY 19 N	None shown	4/17/2014	Raw sewage spill going in sewer drain	Main breaker and pump tripped at lift station
30700	US HWY 19 N	None shown	10/1/2014	Sewer odor	No problems
<b>Number of Complaints 2014</b>					<b>2</b>

**Mid-County  
 Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2015 Complaints</b>					
3020	W Pepperwood Lane	None shown	3/9/2015	Sewer back up	Customer should call a plumber
1950	Forest View Drive	None shown	3/11/2015	Sewer odor	Customer should call a plumber
261	Mid-County	None shown	8/3/2015	Sewer back up	Excessive rain
2247	Curlew Avenue	None shown	8/3/2015	Sewer back up	Excessive rain
2431	Estancia Blvd A1	None shown	8/3/2015	Clogged sewer line	Excessive rain
<b>Number of Complaints 2015</b>					<b>5</b>

**Pennbrooke  
Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
438	Grand Vista Trail	Teresa Page	2/24/2011	Quality of water	Discussed filter issues and gave schedule of flushing
542	Eastwood Lane	Claudia Hammett	3/2/2011	Meter replaced and sticking out, yarnd needs repair	Reset meter box, photo shows sod in bad shape before repair
33219	Pennbrooke Parkway	Wade Barrett	4/4/2011	Discolored water	Flushed
33218	Grand Cypress Way	Dennis Brady	4/7/2011	Water tastes bad	Flushed
903	Grand Vista Trail	Earnest Morris	5/31/2011	Discolored water	Left flushing schedule
33107	Gray Eagle Court	James Bergmann	6/24/2011	Sediment in water and tastes bad	Check water softener
1026	Forest Breeze Path	Walter McHenry	7/25/2011	Discolored water	Flushed
720	Timbercrest Drive	Carol Dewey	9/1/2011	Odor in water	Check water softener
832	Forest Breeze Path	Harold Glatt	9/6/2011	Discolored water	Flushed
828	Eagles Landing	Barbara Uhrman	9/28/2011	Low water pressure	No problems
32708	Westwood Loop	Edward Jones	11/1/2011	Low water pressure	No problems

**Number of Complaints 2011                      11**

**2012 Complaints**

32742	Westwood Loop	Earl Peters	1/16/2012	No water	Whole house filter clogged
32924	Enchanted Oaks Lane	Denzel Suggs	3/19/2012	Sediment in water	None given
945	Eagles Landing	Robert Levens	5/17/2012	Low water pressure	By pass filter
822	Forest Breeze Path	Richard Milham	9/5/2012	Odor in water	Check water softener
32912	Rambling Oaks Court	Arthur Zielske	9/27/2012	Low water pressure	Customer to remove old backflow
32706	Westwood Loop	Darrel Andry	9/27/2012	Discolored water	No problems
348	Bentwood Drive	Chester Faszczka	9/27/2012	Discolored water	Meets limits

### Pennbrooke Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
1030	Forest Breeze Path	Diana Dillon	10/3/2012	Low water pressure	Spoke with customer
32920	Enchanted Oaks Lane	William Rice	10/23/2012	Low water pressure	No problems
838	Grand Vista Trail	Lawrence Gregory	10/23/2012	Odor in water	None given
810	Old Oaks Lane	Donna Wolf	10/24/2012	Water tastes bad	Check water softener
700	Grand Vista Trail	Gerald Usher	10/25/2012	Low water pressure	Customer valve not on all the way
33227	Pennbrooke Parkway	John Carollo	10/30/2012	Discolored water	Flushed
903	Grand Vista Trail	Earnest Morris	11/26/2012	Discolored water	Gave a cleaner for clothes
32701	Westwood Loop	Frank Bellini	12/21/2012	Odor in water	Check water softener

**Number of Complaints 2012                      15**

#### 2013 Complaints

903	Grand Vista Trail	Earnest Morris	1/17/2013	FUP call to request supervisor	Spoke with customer
903	Grand Vista Trail	Earnest Morris	1/17/2013	Discolored water	No problems
629	Grand Vista Trail	Jacqueline Ferrara	4/18/2013	Discolored water	None given
32660	Oak Park Drive	Mike Griffis	4/29/2013	Discolored water	Check water softener
249	Westwood Drive	Mary Jane Clare	5/21/2013	Toilet and sinks not draining	Customer plunged toilet, ok
33227	Pennbrooke Parkway	John Carollo	5/31/2013	Discolored water	Flushed
32660	Oak Park Drive	Mike Griffis	8/8/2013	Discolored water	None given
1051	Forest Breeze Path	Barry Angstadt	11/1/2013	Low water pressure	Customer filter was clogged
337	Ranchwood Drive	Rena Bragdon	11/8/2013	Discolored water	No problems
529	Grand Vista Trail	Thomas Bramble	12/10/2013	Low water pressure	Check water softener

**Number of Complaints 2013                      10**

#### 2014 Complaints

822	Forest Breeze Path	Richard Milham	4/14/2014	Odor in water	Check water softener
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### Pennbrooke Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
533	Shadow Run Drive	James Steiner	6/16/2014	Sewer is backed up	Checked and plumber cleaned out line
533	Shadow Run Drive	James Steiner	6/20/2014	Pipe repair left hole in yard	Covered hole
32801	Timberwood Drive	Christine Mittelstaedt	7/24/2014	Water is discolored and has an odor	Check hot water heater
828	Eagles Landing	Barbara Uhrman	7/29/2014	Low water pressure	Toilet issues
33218	Grand Cypress Way	Dennis Brady	8/11/2014	Pipes are loud and noisy	Pressure is ok
519	Cottage Park Lane	Mildred Patterson	9/8/2014	Broken meter box	Replaced meter box
90	Westwood Drive	Rosalie Slevin	10/21/2014	Sediment in water	No problems
90	Westwood Drive	Rosalie Slevin	10/23/2014	Sediment in water; wants more than CL ok	Check irrigation system and hot water heater
32302	Oak Park Drive	Michael Zane	11/17/2014	Odor in water	Check water softener

**Number of Complaints 2014      10**

#### 2015 Complaints

438	Grand Vista Trail	Teresa Page	1/8/2015	Discolored water	Check water softener
465	Glen Arbor Lane	Victoria Bray	4/9/2015	No water	Flushing
1212	Meadowbend Drive	William Marena	4/22/2015	Low water pressure	Check water softener
32742	Westwood Loop	Earl Peters	5/4/2015	No water	Check water softener
32302	Oak Park Drive	Michael Zane	6/9/2015	Odor in water	Spoke with customer
32302	Oak Park Drive	Michael Zane	8/4/2015	Sewer is backed up	Clog is on customer side
329	Grand Vista Trail	Charles Bozoti	8/5/2015	No water	Plant issues
539	Shadow Run Drive	Deborah Ponder	8/5/2015	No water	Plant issues
834	Old Oaks Lane	Douglas Wilder	8/5/2015	No water	Plant issues
123	Westwood Drive	Donna Zegel	8/5/2015	Low water pressure	Plant issues
808	Forest Breeze Path	Nelson MacAllister	8/5/2015	No water	Plant issues
33122	Meadow Side Court	Ronald Tedder	8/5/2015	No water	Plant issues
33132	Viewpoint Court	Ralph Spray	8/5/2015	Low water pressure	Plant issues

**Pennbrooke**  
**Customer Complaints Provided in MFRs**

<b><u>Add #</u></b>	<b><u>Address</u></b>	<b><u>Customer Name</u></b>	<b><u>Entry Date</u></b>	<b><u>Instructions</u></b>	<b><u>Resolution Per UIF</u></b>
32306	Oak Park Drive	Juanita Frantz	8/14/2015	4th Call others not shown - Sewer is backed up	Cleaned line, FUP to install clean out
220	Westwood Drive	William Kay	8/25/2015	Discolored water	Continue to flush home
32805	Timberwood Drive	Deoarain Brijmohan	9/25/2015	No water	On and no leaks
441	Bentwood Drive	Leslie Huff	10/19/2015	Discolored water	Check water softener
<b>Number of Complaints 2015</b>					<b>17</b>



**Sandalhaven  
 Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2012 Complaints</b>					
9048	Bantry Bay Blvd	W T Bevington	7/12/2012	Slow drainage problems	Cleanout broken, removed blockage and repaired
<b>Number of Complaints 2012</b>					<b>1</b>
<b>2013 Complaints</b>					
9014	Kestral Circle	Charlotte Michaud	7/15/2013	Sewer is not draining	Drain was backed up
9120	Bantry Bay Blvd	Jon Barton	7/31/2013	Sewage is backing up in home	Customer plumbing issue
<b>Number of Complaints 2013</b>					<b>2</b>
<b>2014 Complaints</b>					
6800	Placida Road Unit B1	Placida Grill	1/17/2014	Sewer odor	System clear, customer issue
<b>Number of Complaints 2013</b>					<b>1</b>
<b>2015 Complaints</b>					
6800	Placida Road Fiddlers Green Pool	Fiddlers Green	4/1/2015	Gray water	Lines clear
6800	Placida Road 106	Carol Badillo	4/13/2015	Gray water in manhole	Lines clear, plug before Y
9038	Kestral Circle	William Krieg	12/15/2015	Sewage back up	Unplugged sewer line
<b>Number of Complaints 2015</b>					<b>3</b>

## Sanlando

### Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2015 Complaints</b>					
255	Cambridge Drive	John Freeburg	1/2/2015	Low pressure	No problems
120	Colyer Drive	Jessica Denham	1/14/2015	Low pressure	No problems
212	Tollgate Trail	Steve Homan	1/23/2015	Low pressure	Valve partially shut off
102	Slade Drive	Andrew Canther	1/28/2015	Discolored water	Flushed
119	Oakley Court	WH Emory	1/29/2015	Low pressure	No problems
1056	Edmiston Place	Wayne Scott	2/6/2015	Low pressure	Leak in irrigation system
620	Cambridge Drive	Roselle Voran	2/9/2015	Low pressure	Check hot water heater
133	Stoney Ridge Drive	Antoinette Giunta	2/25/2015	Calcium build up	Advised to flush hot water heater
1702	Iverness Court	Sahar Shaikh	3/3/2015	Odor in the water	No problems
310	Vista Oak Drive	Leroy Pease	3/4/2015	Discolored water	Meter changeout caused muddy water, clear now
625	N Longview Place	Ghanshyam Patel	3/12/2015	Low pressure	No problems
209	Harrogate Place	George Hammer	3/12/2015	Reported to PSC - Low pressure	Monitor psi and check next week
326	Coble Drive	Molly Grace	3/19/2015	Low pressure	Valve partially shut off
1801	Wingfield Drive	Antonio Rodriguez	3/20/2015	Low pressure	UI needs to install long side service
127	Slade Drive	Katherine Campanale	4/1/2015	Low pressure	No problems
596	Albany Place	Randy Powell	4/8/2015	Discolored water	No problems
208	Holderness Drive	Patricia Inbornone	4/14/2015	Discolored water	No problems
308	Cambridge Drive	Kim McWhorter	4/17/2015	Low pressure	No problems
403	N Sweetwater Blvd	Beth Dover	4/22/2015	Low pressure	Valve partially shut off
701	Club Ridge Court	Marc & Diane Siegel	4/24/2015	Discolored water	Advised to flush house

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386	New Waterford Place	Greg MacAuthor	5/12/2015	Low pressure	Restriction after the meter
111	Cove Lake Drive	Kenneth Moseley	5/14/2015	Low pressure	Work in area
125	Harrogate Place	Angela House	5/14/2015	Low pressure	No problems
300	Cove Lake Court	Kelli Gilliland	5/15/2015	Discolored water	Flushed
108	Elderberry Lane	Thomas Hunt	5/18/2015	Low pressure	Irrigation lowering pressure
1104	Cambridge Drive	Cynthia Hayes	5/18/2015	No water	Main break
138	Tarrytown Trail	Sheila Meacham	5/20/2015	Low pressure	May need larger pipe on customer side
621	Estates Place	Linda Nusynowitz	5/26/2015	Discolored water	Flushed
100	Bay Hammock Lane	Tom Gary	5/27/2015	Low pressure	No problems
1401	Windsor Avenue	Arthur Rippey	5/28/2015	Low pressure	By pass water softener
140	Tollgate Trail	Laurie Stevens	6/1/2015	Low pressure	No problems
620	Cambridge Drive	Roselle Voran	6/2/2015	Discolored water	No problems
241	Timberlane Trace	Lisa Seitz	6/2/2015	Low pressure	Valve partially shut off
1915	St Andrews Place	Natasha Gaylon	6/9/2015	Low pressure	Curb stop almost all the way off
212	Canterclub Trail	Zachary Bergling	6/23/2015	Odor in the water	No problems
561	Estates Place	Larry Nelson	6/30/2015	Discolored water	House vacant, needs to be flushed
520	Preston Road	Nancy DeLong	7/6/2015	Strong Chlorine smell	Flushed
2721	Jennifer Hope Blvd	David Peacock	7/14/2015	Discolored water	Advised to flush house
3959	Oakington Place	Clara Hurtado	7/16/2015	Low pressure	No problems
100	Suffolk Court	David Ramnarine	7/16/2015	Discolored water	By pass water softener
302	Sabal Park Place	SP Longwood Pro	7/21/2015	Incorrect locate, file claim for damage	Will follow up

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3983	Lancashire Lane	James Millett	7/21/2015	Discolored water	Advised to service water softener
1857	Crowley Circle E	Daniel Bickford	7/22/2015	Low pressure	By pass water softener
159	Sheridan Avenue	Candace Griffin	8/3/2015	Discolored water	No problems
1511	Suzanne Way	Peggy Haubert	8/4/2015	Sewer back up	Ran camera, broke due to roots, will replace
520	Preston Road	Nancy DeLong	8/5/2015	Strong Chlorine smell	No problems
1204	Kumquat Court	Norma Ricketts	8/5/2015	No water	By pass water softener
107	Shepherd Trail	Carolyn Toth	8/12/2015	Strong Chlorine smell	Spoke with customer
109	Shady Vale	Wanda Robinson	8/18/2015	Discolored water	Meter changeout caused muddy water, clear now
103	Cedar Oak Trail	Lawrence Icardi	8/18/2015	Low pressure	Cleaned sink faucet screen
263	Castleford Court	Elizabeth Thompson	8/24/2015	Low pressure	No problems
224	Pheasant Run Court	Robert Macadam	9/2/2015	No water	House valve turned off
103	Lyndhurst Drive	Lori Wilkerson	9/3/2015	Low pressure	House valve off, but leak at valve so left it off
234	Duncan Trail	Francisco Azula	9/16/2015	Sewer back up	Customer needs to install a cleanout
102	Wayland Circle	Jacob Sheppard	9/22/2015	Water tastes bad	No problems
645	Campus Loop	Acct Dept	9/24/2015	Low pressure	Problem at plant
405	Sweetwater Cove Blvd	Robert Allis	9/28/2015	No water	Plumbing work being done at house
110	Thistlewood Circle	Matthew Ryan	9/30/2015	Strong Chlorine smell	No problems
307	Wild Olive Lane	Edward Yankowich	10/1/2015	Low pressure	No problems
100	Tollgate Trail	Stefanie Montgomery	10/7/2015	Discolored water	House vacant, needs to be flushed

### **Sanlando** **Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2719	Night Hawk Court	Marc Milligan	10/8/2015	Water tastes bad	Advised to flush house
1928	St Andrews Place	Richard Gee	10/16/2015	Discolored water	Flushed
210	Holderness Drive	Barbara Schwolsky	10/19/2015	Low pressure	No problems
286	Needles Trail	Jonathan Scamehorn	10/19/2015	Low pressure	Customer will call a plumber
128	Heather Hill Road	John McWilliams	10/19/2015	Water tastes bad	By pass water softener
210	Holderness Drive	Barbara Schwolsky	10/20/2015	Low pressure	No problems
885	Fox Valley Drive	Sweetwater Oaks Nursery School	10/20/2015	Sewer smell outside	Building had grease trap at one time-need to check
1958	Lost Spring Court	Deeana Clark	10/28/2015	Low pressure	Valve partially shut off
3302	Sunset Ridge Court	Dorothea Tepaske	10/28/2015	Low pressure	By pass water softener
248	Springside Road	Cammie Haering	10/30/2015	No water	Main break
727	Riverbend Blvd	Ricky Raymond	10/30/2015	Strong Chlorine smell	Plant work
104	Woodmill Road	Charles Kinyon	10/30/2015	Low pressure	Main break
109	Woodmill Road	Janice Stewart	10/30/2015	No water	Main break
108	Hidden Oak Drive	Michael Bigler	10/30/2015	No water	Main break
144	Bridgeview Court	Jeannie Forphuber	10/30/2015	No water	Main break
111	Cedar Point Lane	Lee Shane	10/30/2015	No water	Main break
229	Coble Drive	Charles Peak	11/5/2015	Low pressure	House valve is failing, customer will replace
302	Sabal Park Place	SP Longwood Pro	11/11/2015	Odor in the water	Advised to flush house
111	Forest Point Lane	Dennis Olla	11/17/2015	Discolored water	Black rubber from lines in house
126	Rock Lake Road	Candy Palmer	11/18/2015	Low pressure	Leak in irrigation system
552	S Longview Place	Michael Champagne	12/3/2015	Low pressure	Check water softener
129	Sheridan Avenue	Michelle	12/16/2015	Odor in the water	Will check manholes
115	Romney Marsh Road	Dana Whitekus	12/16/2015	Low pressure	Check irrigation

**Sanlando**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
112	Autumn Drive	Michael Zia-Mian	12/21/2015	Driveway muddy mess	Cleaned up will replace after holidays
115	Autumn Drive	Alan Moss	12/21/2015	No water	Boil water notice
302	Sabal Park Place	SP Longwood Pro	12/22/2015	Odor in the water	Unable to contact
1711	Sunwood Drive	Debra Whitcomb	12/29/2015	Discolored water	Check filter system
<b>Number of Complaints 2015</b>					<b>87</b>

**Tierra Verde  
Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
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**2011 Complaints**

428	Tierra Verde	None given	4/12/2011	Sewer back up	Lines inspected, no problem
390	Pinellas Bayway #4	None given	11/8/2011	Sewer back up	Back up on private property (condo)
127	W 3rd Street	None given	12/30/2011	Sewer back up	Drinking water line leak in yard, not sewer

**Number of Complaints 2011                      3**

**2012 Complaints**

1137	S 3rd Avenue	None given	6/5/2012	Depressed driveway, county referred to UI	Main line TV'ed no leaks
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**Number of Complaints 2012                      1**

**2013 Complaints**

237	W 2nd Street	None given	1/2/2013	Sewer back up	Manholes obstructed, customer on Y with neighbor, no problem there
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**Number of Complaints 2013                      1**

**2014 Complaints**

428	Tierra Verde	None given	8/20/2014	Sewer back up	Working on problem
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**Number of Complaints 2014                      1**

**2015 Complaints**

428	Tierra Verde	None given	2/17/2015	Sewer back up	TV lines, found bellies, add to quarterly clean out schedule
421	Monte Cristo Blvd	None given	2/26/2015	Sewer back up	Spoke to customer, no problem

**Tierra Verde**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
224	E 7th Street	None given	3/5/2015	Request confirmation that repairs are complete	Schedule quarterly jet of line from manhole to property
286	N 8th Avenue	None given	3/17/2015	Smell of sewer	Pulled manhole, checked lift station, ok
649	Columbus Drive	None given	8/10/2015	Sewer back up	Call plumber, on customer side
429	Monte Cristo Blvd	None given	8/31/2015	Sewer back up	Tree is damaging line, schedule auger
<b>Number of Complaints 2015</b>					<b>6</b>



## UIF-Marion Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
5690	NW 80th Avenue Road	Marc Weinbaum	1/6/2011	Low water pressure	WTP pumped tripped; also malfunctioning house shut off valve
5570	NW 80th Avenue Road	Elizabeth Marco	1/21/2011	Cloudy water	Check water softener
5570	NW 80th Avenue Road	Elizabeth Marco	3/4/2011	Water gray with bubbles	Hot water heater
8367	NW 46th Street	Lois Morreale	7/7/2011	Low water pressure	Check water softener
8175	NW 45th Lane	Regions Mortgage	7/12/2011	White stuff in water	Flushed
5795	NW 80th Avenue Road	David Haught	7/25/2011	Lime in water	Explained aquifer
5598	NW 78th Court	Thomas Butler	8/30/2011	Bad taste	Flushed
7658	NW 56th Place	Harold Duris	9/8/2011	Repair damaged yard	Will repair sod
<b>Number of Complaints 2011</b>					<b>8</b>
<b>2012 Complaints</b>					
5110	NW 80th Avenue Road	James Mager	2/16/2012	Cloudy water	Flushed
8367	NW 46th Street	Lois Morreale	3/27/2012	Slime on filter, undrinkable water	Check water softener
4820	NW 80th Court	Christine Florimonte	7/12/2012	Quality of water	Flushed
4820	NW 80th Court	Christine Florimonte	8/3/2012	Quality of water	Flushed
4500	NW 79th Terrace Road	Barbara Ellis	9/13/2012	Low water pressure	By pass water softener
<b>Number of Complaints 2012</b>					<b>5</b>
<b>2013 Complaints</b>					
8255	NW 47th Street	Megan McGuire	1/28/2013	White residue in water	New Customer just checking
4721	NW 82nd Court	David Ellington	2/26/2013	Low water pressure	Check water softener
7928	NW 56th Place	Daniel Cicchetti	3/11/2013	Thinks repair work damaged invisible fence	County work, no UI work in system

**UIF-Marion**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
4721	NW 82nd Court	David Ellington	3/20/2013	Low water pressure	No problems
7304	NW 44th Lane	Kathleen Chapman	5/23/2013	Low water pressure	Water was off
4490	NW 74th Terrace	Jennifer Newman	8/9/2013	Low water pressure	Spoke with customer
8293	NW 48th Lane	Kate Stephenson	10/4/2013	Meter is bad	Meter bad, replaced
8000	NW 47th Street	Dyon Howard	11/15/2013	Low water pressure	Operations back to normal
8180	NW 47th Street	St Charles Buscemi	12/13/2013	Sand in water	Check water softener
5256	NW 80th Avenue Road	Gwen Hamilton	12/30/2013	Low water pressure	Check water softener
<b>Number of Complaints 2013</b>					<b>10</b>

**2014 Complaints**

8367	NW 46th Street	Lois Morreale	2/7/2014	Low water pressure	Customer to call a plumber
4455	NW 80th Terrace	Marlene Dusch	2/10/2014	Low water pressure	Hydro Tank being worked on
8000	NW 47th Street	Dyon Howard	4/1/2014	Low water pressure	Hydro Tank being worked on
8181	NW 46th Street	Phyllis Kelton	4/1/2014	Low water pressure	Hydro Tank being worked on
8367	NW 46th Street	Lois Morreale	4/3/2014	Low water pressure	No problems
5599	NW 80th Avenue Road	Eugene Wieskamp	7/15/2014	Air in lines and bad taste	Customer said all ok
4455	NW 80th Terrace	Marlene Dusch	7/22/2014	Low water pressure	POE meter being tested
5743	NW 80th Avenue Road	Kelly Bruner	9/18/2014	No water	Water main repair
5897	NW 80th Avenue Road	George Lyuta	9/19/2014	Cloudy water	Air trapped in line, resolved
5876	NW 80th Avenue Road	Victoria Woodby	9/23/2014	Cloudy water	Construction in area

### UIF-Marion Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
5599	NW 80th Avenue Road	Eugene Wieskamp	10/8/2014	Thinks techs broke coupling to sprinkler system during repair	Customer should call a plumber
4480	NW 79th Terrace Road	Ronald Audi	10/9/2014	High water pressure	No problems
7851	NW 56th Place	James Hall	10/13/2014	Read meter and check for leaks	No leaks detected
5484	NW 80th Avenue Road	Cynthia Parrish	10/21/2014	No water	Emergency repair

**Number of Complaints 2014                      14**

#### 2015 Complaints

4670	NW 78th Avenue	Sidney Millsbaugh	1/20/2015	No water	Work on main
4533	NW 78th Avenue	Amanda Daugherty	1/20/2015	No water	Emergency repair
7798	NW 49th Street Road	Linda Dobbs	1/20/2015	No water	Work on main
4497	NW 78th Avenue	Joseph Wilson	2/11/2015	Cloudy water	Recent repair work
4568	NW 76th Court	Bryan Howlett	2/19/2015	Cloudy water	Spoke with customer
7606	NW 56th Place	Louis Cerosimo	2/19/2015	Residue and odor	No problems
5397	NW 78th Court	George Carver	3/10/2015	No water	Emergency repair
7751	NW 49th Street Road	Donna Delahunty	3/10/2015	No water	Emergency repair
5615	NW 75th Avenue	Audrey Steidlitz	3/10/2015	No water	Emergency repair
4760	NW 75th Avenue	Saleh Saleh	3/11/2015	Cloudy water	Recent repair work
7465	NW 44th Lane	Robert Schneider	3/12/2015	Cloudy water	Excessive air in lines
4764	NW 78th Avenue	Ed Breznyak	4/6/2015	Air and grit in water	Check water softener
8440	NW 43rd Lane	Annette Rawls	4/28/2015	Low water pressure	Check water softener
5730	NW 75th Avenue	Elmer Owen	5/19/2015	No water	Emergency repair
5800	NW 75th Avenue	Waldrep Enterprises	5/19/2015	Low water pressure	Work on main
7574	NW 56th Place	Marc Revlon	5/20/2015	Low water pressure	Work on main
5580	NW 75th Avenue	Robert Dematto	5/21/2015	Air in lines	Work on main
5730	NW 75th Avenue	Elmer Owen	5/26/2015	No water	No problems
7658	NW 56th Place	Colleen Duris	6/18/2015	Low water pressure	Check water softener

**UIF-Marion**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
5219	NW 82nd Court	Lyle Jenkins	7/17/2015	Low water pressure	Check water softener
4585	NW 82nd Court	Jack Spencer	8/18/2015	Water is dark and spurting	Flushed
7450	NW 45th Lane	Patricia Dinardi	9/2/2015	Low water pressure	Emergency repair
4343	NW 80th Avenue #4	Carmella Cortese	9/2/2015	No water	Emergency repair
4782	NW 80th Avenue	Citrus Hill Golf	9/2/2015	No water	Emergency repair
8397	NW 46th Street	Laura Paynter	9/2/2015	Low water pressure	Emergency repair
4640	NW 80th Court	Jack Cassone	9/2/2015	No water	Emergency repair
4825	NW 80th Court	James Mooney	9/2/2015	No water	Emergency repair
5219	NW 82nd Court	Lyle Jenkins	9/2/2015	Low water pressure	Emergency repair
7632	NW 56th Place	Charles Murray	9/11/2015	Bad taste	No problems
8440	NW 43rd Lane	Annette Rawls	10/20/2015	Low water pressure	Generator exercised, PSI restored
8435	NW 43rd Lane	Valerie Schweppe	10/20/2015	Low water pressure	Generator exercised, PSI restored
7798	NW 49th Street Road	Linda Dobbs	10/22/2015	Low water pressure	No problems

**Number of Complaints 2015                      32**

**UIF-Orange**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
6125	W Melbourne Avenue	Gilroy Phillip	5/9/2011	Low water pressure	No problems
<b>Number of Complaints 2011</b>					<b>1</b>
<b>2015 Complaints</b>					
76	N Oakdale Street	Donna Mezger	8/7/2015	Low water pressure	Orange County maintains pressure
6206	W Ridgewood Avenue	Fay Johnson	8/21/2015	No water	Broken pipe at house
<b>Number of Complaints 2015</b>					<b>2</b>

## UIF-Pasco Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
2628	US HWY 19	Giordano Enterprise	1/13/2011	Discolored water	No problems
12133	Loblolly Pine Drive	Perry Good	1/13/2011	Odor in water	By pass water softener
11801	Ivy Wood Place	Angelo Graziani	1/17/2011	Low water pressure	By pass water softener
11649	Holly Ann Drive	Thomas Wren	1/31/2011	Odor in water	By pass water softener
12054	Tournament View Avenue	Boris Mihailovich	2/7/2011	Odor in water	No problems
2101	Melody Drive	John Wall	2/24/2011	Discolored water	No problems
11649	Holly Ann Drive	Thomas Wren	3/1/2011	Water smells and tastes bad	Flushed
12054	Tournament View Avenue	Boris Mihailovich	3/2/2011	Odor in water	No problems
4618	Abdella Lane	Helen Stanley	3/24/2011	Odor in water	No problems
11800	Ivy Wood Place	Patricia Peery	4/5/2011	Discolored water	Flushed
11317	Golf Round Drive	James Mason	4/13/2011	Odor in water	Check water softener
2005	Shady Cove Drive	Patricia Jones	4/15/2011	Deposits on fixtures and pet bowls	Spoke with customer
11423	Turtle Dove Place	LouAnn Dennehy	4/18/2011	Odor in water	Flushed
12038	Tournament View Avenue	James Bandy	5/3/2011	Discolored water	Check filter in house
11451	Merganser Way	JoAnn Kruk	5/4/2011	Discolored water	No problems
2426	Prestige Drive	John Andrei	5/5/2011	Discolored water	Leak next door at meter
11800	Ivy Wood Place	Patricia Peery	5/16/2011	Discolored water	Flushed
11637	Boynton Lane	Harry Welch	5/17/2011	Discolored water	Flushed
11713	Boynton Lane	JoAnn Duckworth	5/20/2011	Discolored water	Started to treat for color
11713	Boynton Lane	JoAnn Duckworth	5/20/2011	Discolored water	Started to treat for color
11156	Merganser Way	Richard Bendtzen	5/26/2011	Odor in water	No problems
11721	Bayonet Lane	David Pierce	5/31/2011	Odor in water	Check hot water heater
11514	Bloomington Court	Nellie Robinson	6/1/2011	Odor in water	Flushed
11226	Paradise Pointe Way	Dina Rhone	6/8/2011	Odor in water	Flushed
11615	Foxworth Lane	James Marino	6/8/2011	Odor in water	Flushed

### UIF-Pasco Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11620	Pear Tree Drive	Anne Hackbarth	6/8/2011	Discolored water	Check toilet flapper
11939	Bayonet Lane	Charles McCrady	6/9/2011	Discolored water	Flushed
12153	Loblolly Pine Drive	Lucinda Collins	6/9/2011	Odor in water	Flushed
11602	Golden Rain Drive	Donald Franks	6/17/2011	Odor in water	Flushed
11622	White Ash Drive	Evelyn Huelster	8/11/2011	Discolored water	Spoke with customer
4004	Dalwood Drive	Kitty Matheson	8/15/2011	Air in line, humming	Water ok, humming in pipes in house
11436	Windstar Court	Robert Ryan	8/19/2011	Odor in water	Will increase flushing
11244	Golf Round Drive	Addison Youngs	8/22/2011	Water looks and smells bad	No problems
11216	Godwit Court	Fred Thames	9/2/2011	Odor in water	Flushed
2542	Flintwood Drive	Carmen Keitt	9/6/2011	Sewer back up	Repaired sewer lateral
11632	Aspenwood Drive	Thomas McGrade	9/9/2011	Water looks and smells bad	House vacant, suggested flushing house
11645	Holly Ann Drive	Eleanor Kass	9/28/2011	Odor in water	Flushed
11643	White Ash Drive	Victor Catir	10/5/2011	Low water pressure	Check water softener
11623	Golden Rain Drive	Cliff Wing	10/12/2011	Read meter and check for leaks	No leaks
11418	Sinatra Court	Anthony Lotito	10/18/2011	Odor in water	By pass water softener
11524	Holly Ann Drive	Douglas Edgar	10/24/2011	Odor in water	Spoke with customer
4417	Buena Vista Lane	John Vlahakis	12/8/2011	White powder clogging ice machine pump	Decided to follow up after customer collects more

**Number of Complaints 2011**

**42**

#### 2012 Complaints

2347	Baron Drive	MaryAnn Woods	1/5/2012	Discolored water	Observed discoloration
2452	Palmwood Drive	Patsy Schmidt	1/10/2012	Discolored water	Left Red-B-Gone, no problems
4249	Morlock Lane	Brandon Brunotte	1/12/2012	Discolored water	No problems
2341	Baron Drive	Maxine Wardrep	1/12/2012	Discolored water	No problems

### UIF-Pasco Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11743	Ivy Wood Place	Gwen Brouker	1/13/2012	Low water pressure	Valve was closed
2347	Baron Drive	MaryAnn Woods	2/6/2012	Discolored water	No problems
12054	Tournament View Avenue	Boris Mihailovich	2/6/2012	Water looks and smells bad	No problems
4737	Longwood Avenue	Christopher Rednour	2/8/2012	Water looks and smells bad and low pressure	No problems
11819	Wax Myrtle Court	Aminada Jankovic	2/13/2012	Discolored water	No problems
11434	Sinatra Court	Margaret Holly	2/14/2012	Discolored water	Flushed
11424	Golf Round Drive	William Jurkowski	3/16/2012	Discolored water	No problems
11148	Clear Oak Circle	Elaine Filler	3/26/2012	Water looks and smells bad	Gave Red-B-Gone and Flushed
11228	Clear Oak Circle	Paul Windisch	3/28/2012	Discolored water	No problems
11110	Kiskadee Circle	Susan Grave	3/28/2012	Discolored water	No problems
11230	Paradise Pointe Way	Benjamin Rubin	4/6/2012	Odor in water	No problems
12054	Tournament View Avenue	Boris Mihailovich	4/23/2012	Water looks and smells bad	No problems
11439	Turtle Dove Place	Terry Stiles	5/8/2012	Discolored water	No problems
2526	Sweetwood Drive	Sara Seymour	5/21/2012	Water tastes bad	No problems
11505	Bloomington Court	Harold Wendell	6/13/2012	Odor in water	No problems
11509	Pampas Drive	Mary Woodcheke	6/26/2012	Odor in water	Check water softener
12153	Loblolly Pine Drive	Lucinda Collins	7/2/2012	Water looks and smells bad	Auto flusher had a dead battery
11800	Ivy Wood Place	Patricia Peery	7/6/2012	Requested auto flusher at end of road; Odor in water	No problems
4005	Ironware Drive	Nadia Arciero	7/9/2012	Low water pressure	Check water softener
11826	Ivy Wood Place	Larry Slattery	7/10/2012	Odor in water	Flushed
11826	Ivy Wood Place	Larry Slattery	7/12/2012	Odor in water	By pass water softener
11228	Clear Oak Circle	Paul Windisch	7/16/2012	Discolored water	No problems



### UIF-Pasco Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11207	Clear Oak Circle	William Wells	7/19/2012	Water looks and smells bad	House vacant, flush inside
11156	Merganser Way	Richard Bendtzen	7/19/2012	Odor in water	Will install auto flusher
11207	Clear Oak Circle	William Wells	7/19/2012	Water looks and smells bad	House vacant, flush inside
12153	Loblolly Pine Drive	Lucinda Collins	7/20/2012	Water looks and smells bad	No problems
11826	Ivy Wood Place	Larry Slattery	7/24/2012	Water looks and smells bad	Flushed
11304	Mollymark Court	Sarah Antunez	7/25/2012	States meter is on wrong unit	Meter is correct
11402	Clear Oak Circle	Richard Hurley	8/6/2012	Odor in water	No problems
11314	Clear Oak Circle	Joseph Fagan	8/6/2012	Discolored water	No problems
11509	Pampas Drive	Mary Woodcheke	8/22/2012	Odor in water	By pass water softener
2042	Shady Cove Drive	Carol Achorn	8/23/2012	Discolored water	No problems
5118	Darlington Road	Richard Vieczorek	8/23/2012	Discolored water	No problems
4711	Blossom Drive	Stephen Chellis	8/29/2012	Low water pressure	Hot water heater was the problem
11442	Sinatra Court	Alex Vaughn	9/5/2012	Discolored water	No problems
4812	Longwood Avenue	Brendishia Wallace	9/24/2012	Low water pressure	Curb stop in off position
11442	Sinatra Court	Alex Vaughn	10/15/2012	Discolored water	Flushed
5144	Darlington Road	Charless Hollifield	10/22/2012	Water tastes bad	Flushed
2344	Staghorn Drive	Dereck Purdy	10/23/2012	Discolored water	No problems
5015	Darlington Road	Kirk Michael	10/23/2012	Water tastes bad	Flushed
11524	Holly Ann Drive	Douglas Edgar	10/26/2012	Odor in water	No problems
11524	Holly Ann Drive	Douglas Edgar	10/26/2012	Missing	Missing
11442	Sinatra Court	Alex Vaughn	10/29/2012	Discolored water	No problems
11718	Rose Tree Drive	Judith Beyer	11/8/2012	Low water pressure	By pass water softener
2122	Shady Cove Drive	Patricia Maddox	11/30/2012	Discolored water	Replacing mains

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
4108	Ironware Drive	Vicki Niemiller	12/3/2012	Low water pressure	Replacing mains
4030	Ironware Drive	Gerald Cassidy	12/4/2012	Low water pressure	Pressure restored
11144	Paradise Pointe Way	Shirley Roemer	12/6/2012	Odor in water	Check water softener
1807	Holiday Drive	Johnny Howell	12/20/2012	Discolored water	Mike Wilson will handle

**Number of Complaints 2012                      53**

#### 2013 Complaints

11216	Godwit Court	Fred Thames	1/7/2013	Odor in water	By pass water softener
4025	Chesswood Drive	Peter Hecker	1/21/2013	No water	Out for scheduled repairs
11428	Golf Round Drive	John Sentinella	1/21/2013	Odor in water	Check hot water heater
2840	US HWY 19	Walgreens #12318	1/22/2013	Low water pressure	Planned outage
11139	Kiskadee Circle	Peggy Looney	2/15/2013	Odor in water	No problems
12031	Boynton Lane	Raymond Funke	3/13/2013	Odor in water	No problems
11607	Rose Tree Drive	Margaret Flynn	3/20/2013	Sod replaced at night and does not look good	Contractor will correct
11424	Golf Round Drive	William Jurkowski	3/20/2013	Discolored water	No problems
11156	Merganser Way	Richard Bendtzen	3/21/2013	Odor in water	Check water softener
11607	Rose Tree Drive	Margaret Flynn	4/1/2013	Hole where repair made and someone almost fell	Hole is box for irrigation valve - will address
11438	Sinatra Court	Beth Barnes	4/1/2013	Odor in water	Water treatment system removes CL2
11225	Godwit Court	Karen Shaffer	4/2/2013	Odor in water	No problems
1917	Hess Drive	Mary Kubacki	4/5/2013	Low water pressure	Changed out meter
11623	Aspenwood Drive	Barbara Strogan	4/29/2013	Odor in water	No problems
11607	Rose Tree Drive	Margaret Flynn	5/1/2013	Lawn was not repaired properly	Already corrected
11609	Aspenwood Drive	Janet Sheldon	5/2/2013	Discolored water	No problems
11609	Aspenwood Drive	Janet Sheldon	5/10/2013	Discolored water	No problems
11414	Bloomington Court	Anna Peterson	5/28/2013	Odor in water	No problems
11421	Windstar Court	Margaret Hunt	6/20/2013	Odor in water	No problems

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11609	English Elm Drive	Laurie Thompson	6/26/2013	Odor in water	Flushed
11524	Holly Ann Drive	Douglas Edgar	7/2/2013	Odor in water	Check hot water heater
11614	English Elm Drive	Muriel Wenk	7/3/2013	Odor in water	Flushed
11614	English Elm Drive	Muriel Wenk	7/3/2013	Discolored water	No problems
11609	English Elm Drive	Laurie Thompson	7/5/2013	Odor in water	Flushed
11618	English Elm Drive	Beverly Miller	7/8/2013	Odor in water	Flushed
5139	Rosada Avenue	Sheryl Tidlund	7/9/2013	Discolored water	Flushing at time
11524	Holly Ann Drive	Douglas Edgar	7/16/2013	Low water pressure	No problems
11800	Ivy Wood Place	Patricia Peery	7/17/2013	Discolored water	Flushed
11622	White Ash Drive	Evelyn Huelster	7/22/2013	Odor in water	Customer said it may be mold in home
11619	Cocowood Drive	Lawrence Schreiner	7/22/2013	Water looks and smells bad	No problems
11602	Pampas Drive	Nicholas Radosevich	7/25/2013	Water quality	Check water softener
11631	White Ash Drive	Richard De Vault	7/29/2013	Odor in water	Flushed
11631	White Ash Drive	Richard De Vault	7/30/2013	Odor in water	Flushed
11631	White Ash Drive	Richard De Vault	7/31/2013	Odor in water	Flushed water line, give credit
2426	Prestige Drive	John Andrei	8/1/2013	Discolored water	No problems
1935	Hoyle Drive	James Waldron	8/12/2013	Discolored water	Contact a plumber
11643	White Ash Drive	Victor Catir	8/12/2013	Odor in water	Well 13 was down
11613	Golden Rain Drive	Carol Bacchus	8/12/2013	Odor in water	Well 13 was down
11537	Cocowood Drive	Jerome Fern	8/12/2013	Odor in water	Well 13 was down
11740	White Ash Drive	Margaret Martin	8/12/2013	Odor in water	Well 13 was down
11615	Aspenwood Drive	Lisa Cantrell-Bollwek	8/13/2013	Discolored water	No problems
11627	Aspenwood Drive	Jack Colletti	8/14/2013	Discolored water	No problems
11631	White Ash Drive	Richard De Vault	8/15/2013	Odor in water	Will monitor

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11735	White Ash Drive	Roque Chaco	8/19/2013	Odor in water	House vacant, flush inside
11735	White Ash Drive	Roque Chaco	8/26/2013	Odor in water	No problems
11509	Pampas Drive	Mary Woodcheke	8/29/2013	Water tastes bad	No problems
11643	White Ash Drive	Victor Catir	9/3/2013	Odor in water	Free burn may leave slight chlorine smell
2628	US HWY 19	Giordano Enterprise	9/10/2013	Discolored water	Main break earlier
12015	Bayonet Lane	Mary Kaminski	9/13/2013	Discolored water	No problems
11643	White Ash Drive	Victor Catir	9/17/2013	Smell of water makes them ill	No problems
4736	Foothill Drive	Ken Scantlin	9/18/2013	Discolored water	Pressure relief valve testing at hydro tanks
2350	Chancery Drive	Janice Brooks	9/18/2013	Discolored water	Pressure relief valve testing at hydro tanks
11604	Scotch Pine Drive	Vincent Piccolo	9/30/2013	UI used hose to clear up main break mess, wants a credit	Yes, gave credit
12015	Bayonet Lane	Mary Kaminski	10/4/2013	Discolored water	No problems
11643	White Ash Drive	Victor Catir	10/14/2013	Water looks and smells bad	No problems
11509	Pampas Drive	Mary Woodcheke	10/21/2013	Water tastes bad	Check water softener
11230	Kiskadee Circle	Edith Sanders	11/4/2013	Odor in water	No problems
11213	Kiskadee Circle	Arthur Hoffman	11/5/2013	Odor in water	No problems
11742	Ivy Wood Place	Clayton Nakamitsu	11/11/2013	Discolored water	Gave Red-B-Gone and Flushed
11648	Boynton Lane	Marsy Laurie	11/14/2013	Odor in water	No problems
11613	Holly Ann Drive	Georgianne McIntyre	11/18/2013	Odor in water	Check water softener
11509	Pampas Drive	Mary Woodcheke	11/20/2013	Odor in water	Check hot water heater
11436	Windstar Court	Robert Ryan	12/13/2013	Water quality	No problems

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11250	Kiskadee Circle	Ruth Silva	12/30/2013	Odor in water	Stagnant water as house was vacant

**Number of Complaints 2013                      64**

### 2014 Complaints

12019	Bayonet Lane	Rosemarie Porzio	1/2/2014	Odor in water	No problems
4209	Kibler Lane	Jane Fullerton	1/6/2014	Discolored water	No problems
5102	River Branch Avenue	Ballard Lambert	1/22/2014	No water	Emergency main repairs
2350	Baron Drive	Dolores Lawton	1/22/2014	Discolored water	Emergency main repairs
2526	Sweetwood Drive	Sara Seymour	1/22/2014	Discolored water	Main break earlier
11800	Ivy Wood Place	Patricia Peery	1/30/2014	Discolored water	No problems
11800	Ivy Wood Place	Patricia Peery	2/6/2014	Discolored water	Flushed
11130	Merganser Way	Rosemarie McGuire	2/10/2014	Discolored water	Check filter in house
4108	Ironware Drive	Vicki Niemiller	2/18/2014	No one came after last call - low water pressure;	Scheduled repairs
11702	Bayonet Lane	Donald Batliner	3/3/2014	Odor in water	No problems
2108	Roselawn Drive	Matthew Zuckerman	4/24/2014	Stagnant water smell	Neighbor's pool
11735	White Ash Drive	Roque Chaco	6/9/2014	Discolored water	No problems
12015	Bayonet Lane	Mary Kaminski	6/26/2014	Discolored water	No problems
4004	Darlington Road	Ricky Merrick	6/30/2014	Low water pressure	No problems
2523	Flintwood Drive	Scott Burke	7/16/2014	Low water pressure	Check water softener
1814	Pleasure Drive	Patti Dadamo	7/23/2014	Discolored water	Hydro tank down for repairs
2532	Chancery Drive	Toni Gwinn	7/24/2014	Odor in water	No problems
11803	Bayonet Lane	Bill Bunting	7/31/2014	No water	Non UI Contractor hit line - repaired
11803	Bayonet Lane	Bill Bunting	7/31/2014	No water	Contractor for another company cut line
11715	Bayonet Lane	Maria Sawisch	8/1/2014	Discolored water	No problems
11219	Merganser Way	Diane Macaluso	9/5/2014	Odor in water	Check water softener

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
11637	Boynton Lane	Harry Welch	9/11/2014	Multiple outages and gunk in lines afterwards	Spoke with customer
11509	Pampas Drive	Mary Woodcheke	9/15/2014	Odor in water	No problems
11607	Rose Tree Drive	Margaret Flynn	10/2/2014	Repairs left mess in yard and cracks in driveway	UI work only in yard, contractor irrigation for neighborhood
11607	Rose Tree Drive	Margaret Flynn	10/3/2014	She has pictures of equipment on her driveway	Met and satisfied
11801	Bayonet Lane	Pauline Losada	11/4/2014	Sediment in water	No problems
11801	Bayonet Lane	Pauline Losada	11/4/2014	Construction in area - water on and off - Damage to floor	Will pay for valve but not floor
11727	Bayonet Lane	Geraldine Cassidy	11/12/2014	Low water pressure	Check water softener
11234	Kiskadee Circle	Richard Pascale	11/18/2014	Odor in water	No problems
5118	Darlington Road	Richard Vieczorek	11/21/2014	No water	Contractor broke line installing fence
4726	Boynton Drive	Dean Derk	11/21/2014	Discolored water	Customer called to say ok
11801	Bayonet Lane	Pauline Losada	11/21/2014	Sediment in water	No problems
2015	Hoyle Drive	Elaine Hope	11/24/2014	White film on glasses	No problems
11831	Bayonet Lane	Tony Arnold	12/4/2014	Sediment in water	No problems
11737	Bayonet Lane	Shirley Arlotta	12/10/2014	When meter exchanged, cut line to water softener	Spoke with customer
11219	Kiskadee Circle	Shiraz Ismail	12/29/2014	Odor in water	No problems

**Number of Complaints 2014                      36**

#### 2015 Complaints

2521	Chancery Drive	Judith Brewsaugh	1/7/2015	Odor in water	No problems
4950	Darlington Road	Anthony Calavas	1/26/2015	No water	No problems
1847	Holiday Drive	Samantha Ryan	2/12/2015	Discolored water	Cleared up

**UIF-Pasco**  
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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
1847	Holiday Drive	Samantha Ryan	2/13/2015	Wants explanation for prior day's complaint	Followed up, water at hydrant used by well and stirred up sediment
4719	Boynton Drive	Jonattan Colon	2/17/2015	No water	Broken pipe on customer's side
11252	Merganser Way	Joseph Demaddis	3/2/2015	Odor in water	Flushed
1745	Shady Cove Drive	Matt Morrison	3/4/2015	No water	House valve turned off
11601	Bayonet Lane	Pamela Sullivan	4/15/2015	No water	Customer valve turned off
11732	Carissa Lane	Lucille Splendorio	4/30/2015	Odor in water	Check hot water heater
11516	Pampas Drive	Richard Santini	5/4/2015	Low water pressure	New filter - check
4913	Ann Drive	Elizabeth Gallay	5/12/2015	Low water pressure	No problems
4822	Darlington Road	Stephano Mouratoglou	5/21/2015	No water	Found leak when working next door, turned off to repair
11626	White Ash Drive	Jerry Cheaves	5/22/2015	Discolored water	House vacant, flush inside
2014	Roselawn Drive	Myra Stenson	5/25/2015	Discolored water	No problems
11513	Scotch Pine Drive	William Keenaghan	5/25/2015	Discolored water	Check water softener
4822	Darlington Road	Stephano Mouratoglou	6/4/2015	Calling for credit for leak that ran through meter	Verified
11601	Aspenwood Drive	Pater Garbacki	6/8/2015	Water looks and smells bad	Flushed
2329	Chancery Drive	Inez Santiago	6/23/2015	Low water pressure	Call plumber, no problems
11139	Kiskadee Circle	Peggy Looney	6/26/2015	Odor in water	Check water softener
12015	Bayonet Lane	Mary Kaminski	6/30/2015	Discolored water	No problems
4037	Chesswood Drive	Aisha Tellis	7/1/2015	Discolored water	No problems
1942	Hess Drive	Maria Reinhart	7/1/2015	Discolored water	No problems
1823	Kepner Drive	Joey Ruffino	7/1/2015	Discolored water	Flushed; may have been from service line repair near by

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
2132	Hess Drive	Nana Hall	7/2/2015	Discolored water	No problems
11626	White Ash Drive	Jerry Cheaves	7/7/2015	Discolored water	No problems
2642	Flintwood Drive	Jenny Bonds	7/16/2015	Low water pressure	Scheduled to replace and relocate service line and meter
11613	Bayonet Lane	Walter Kehoe	7/21/2015	Sediment in water	No problems
2608	Flintwood Drive	Theresa Moore	7/22/2015	No water	Emergency main repairs
2541	Flintwood Drive	Toda Sekulovska	7/22/2015	No water	Emergency main repairs
11221	Godwit Court	Santiago Gonzalez	7/23/2015	Odor in water	Stagnant water in house, need to flush
11649	Cocowood Drive	Sandra Weber	7/30/2015	Odor in water	By pass water softener
11649	Cocowood Drive	Sandra Weber	7/31/2015	Request call back to discuss door tag comments	Spoke with customer
11401	Merganser Way	Delores Ubben	7/31/2015	Discolored water	Flushed
4919	Ann Drive	Robin Fremer	8/6/2015	No water	Conducting valve maintenance
4803	Trafford Road	David Winn	8/17/2015	Took an hour to locate leak, wants credit	Records do not support
11737	Bayonet Lane	Shirley Arlotta	8/28/2015	Sediment in water	Check hot water heater
2120	Hess Drive	Denise Williams	8/31/2015	High chlorine levels	No problems
1922	Holiday Drive	Frances Pierce	9/4/2015	No water	Main break
1806	Holiday Drive	Lyle Smead	9/4/2015	Particles in water	No problems
1847	Holiday Drive	Samantha Ryan	9/8/2015	Discolored water	Main break
11148	Merganser Way	Victoria Tomasek	9/16/2015	Water looks and smells bad	No problems
11906	Carissa Lane	Loretta Elganainy	10/6/2015	Discolored water	No problems
4115	Cluster Drive	Paul Levin	10/12/2015	Discolored water	No problems
11719	Boynton Lane	Cynthia Carter	10/16/2015	Odor in water	No problems



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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
4341	Kibler Lane	Ann Marie Othberg	11/3/2015	Discolored water	Main break
11721	Aspenwood Drive	Frank Ventura	11/3/2015	Water looks and smells bad	No problems
12134	Tournament View Avenue	Bonnie Boblitt	11/3/2015	Water has odor and low water pressure	Stagnant water in house, need to flush
11510	Sinatra Court	Richard Forrest	11/4/2015	No water	Customer valve turned off
12022	Tournament View Avenue	Jeanette Gugliuzza	11/6/2015	Air in line	Neighbor house was vacant, flushed both
11643	White Ash Drive	Victor Catir	11/20/2015	Water quality	No problems
1930	Pleasure Drive	Douglas Vest	12/7/2015	Low water pressure	Scheduled to replace galvanized service line
12034	Boynton Lane	David Morgan	12/18/2015	Water looks and smells bad	House vacant, flush inside
4707	Trafford Road	Michael Wells	12/29/2015	Discolored water	Pressure relief valve testing at hydro tanks
<b>Number of Complaints 2015</b>					<b>53</b>

**UIF-Pinellas**  
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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
273	Philadelphia Blvd	Dean Worl	1/26/2011	Cloudy water	No problems
56	Harbor Way	Linda Takiyama	3/4/2011	No water	House valve partially closed
30	Village Green Way	Philip Caito	4/5/2011	Odor in water	No problems
293	Salem Avenue	Richard Stone	8/17/2011	Low water pressure	Repaired water break
211	Independence Avenue	Tom Kulaga	9/8/2011	Odor in water	No problems
241	Salem Avenue	Marnell Wheeler	9/9/2011	Cloudy water	Contractors working in area
224	Independence Avenue	Angela Calabrese	9/14/2011	Poor water quality	No problems
65	Harbor Way	Andrew Ripic	11/30/2011	Low water pressure	No problems
<b>Number of Complaints 2011</b>					<b>8</b>
<b>2012 Complaints</b>					
65	Harbor Way	Andrew Ripic	1/20/2012	Low water pressure	Service line needs to be replaced
188	Philadelphia Blvd	Florence McGinnis	2/9/2012	Low water pressure	Customer faucets need to be cleaned
206	Philadelphia Blvd	Sandra Craig	3/22/2012	Odor in water	Spoke with customer
208	Independence Avenue	Terrance Ark	3/30/2012	Leak damaging property	Leak repaired
208	Independence Avenue	Terrance Ark	4/4/2012	Utility leak flooded sand and water in his carport	Will send info to Area Manager
265	Colonial Blvd	Joelle Cannon	5/14/2012	Discolored water	Water off at meter
162	New England Avenue	Donald Byrd	10/16/2012	Low water pressure	Check water softener
286	Independence Avenue	John Rutter	12/6/2012	Low water pressure	Back to normal
192	Independence Avenue	James Ginani	12/6/2012	Low water pressure	Back to normal
270	Salem Avenue	Patrick Howes	12/6/2012	Low water pressure	Back to normal

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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
32	William Penn Way	Bernie Van Tuinen	12/6/2012	Low water pressure	Back to normal
155	Philadelphia Blvd	Rosemary Ortense	12/21/2012	Cloudy water	Plant issue

**Number of Complaints 2012                      12**

#### 2013 Complaints

275	Colonial Blvd	Frank Glander	1/2/2013	Low water pressure	Main break
293	Salem Avenue	Richard Stone	1/2/2013	Low water pressure	Main break
43	Washington Court	Marlene Cox	1/2/2013	No water	Main break
304	Colonial Blvd	Harry Brink	1/10/2013	Water has odor with black specks and gel like substance	House was vacant for long time
137	New England Avenue	Dolores Williams	1/16/2013	Cloudy water	No problems
192	Independence Avenue	James Ginani	2/24/2013	Low water pressure	No problems
183	Philadelphia Blvd	Lorraine Starr	2/28/2013	Low water pressure	Well down for repair
30	Liberty Way South	30 Liberty	3/11/2013	Cloudy water	No problems
15	Hamilton Lane	Barbara McGowan	4/4/2013	Pressure problems	Turned meter on
161	New England Avenue	Joan Hughes	5/17/2013	Low water pressure	No problems
253	Philadelphia Blvd	Robert Caufield	5/24/2013	No water	No problems
163	Independence Avenue	Jeanie Decker	7/24/2013	Leak below meter	Relocated meter
56	William Penn Way	George Kiggans	7/25/2013	Low water pressure	No problems
192	Independence Avenue	James Ginani	7/26/2013	Water is filmy with residue	Check water softener
161	New England Avenue	Joan Hughes	9/6/2013	Low water pressure	No problems
161	New England Avenue	Joan Hughes	9/11/2013	Low water pressure	Replaced service line
161	Lake Tarpon Drive	Ruth Whitten	11/13/2013	Low water pressure	Due to galvanized lines on customer side
15	Hamilton Lane	Barbara McGowan	12/26/2013	No water	Meter valve replaced

**Number of Complaints 2013                      18**

**UIF-Pinellas**  
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<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2014 Complaints</b>					
289	Colonial Blvd	William Windschief	2/26/2014	No water	Contractor installing new service
200	Philadelphia Blvd	Anthony Moscato	3/10/2014	Low water pressure	Contractor leak when hooking up to main
258	Salem Avenue	Judy Almasian	4/1/2014	Quality of water	No problems
258	Salem Avenue	Judy Almasian	4/22/2014	Quality of water	Customer needs to check all metal pipe after meter
176	Philadelphia Blvd	Charlotte Zorn	7/25/2014	No water	Maintenance on well, interconnect failed
38	Village Green Way	Florence Ondercin	8/11/2014	Odor in water	On County water
130	Colonial Blvd	Carol Matson	8/13/2014	No water	Maintenance on well, interconnect failed
273	Philadelphia Blvd	Dean Worl	8/13/2014	No water	Maintenance on well, interconnect failed
237	Lake Tarpon Drive	Gwen Burton	8/13/2014	Low water pressure	Maintenance on well, interconnect failed
245	Philadelphia Blvd	Gerald Bentley	8/13/2014	Low water pressure	Maintenance on well, interconnect failed
38	Delaware Court	Lovania Pryor	8/13/2014	No water	Maintenance on well, interconnect failed
141	New England Avenue	Lena Miller	8/13/2014	No water	Maintenance on well, interconnect failed
113	Freedom Court	Michael Morrissey	12/8/2014	Low water pressure	Customer call plumber
137	New England Avenue	Dolores Williams	12/29/2014	Cloudy water	No problems

**Number of Complaints 2014      14**

**UIF-Pinellas**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2015 Complaints</b>					
134	Colonial Blvd	Sharon Miller	1/14/2015	Low water pressure	Check plumbing
265	Colonial Blvd	Joelle Cannon	2/10/2015	Low water pressure	Check plumbing
298	Colonial Blvd	Harold Knopp	3/31/2015	Low water pressure	No problems
50	Liberty Way North	30 Liberty	8/13/2015	Cloudy water	No problems
55	Lexington Court	Linda Booker	10/6/2015	Requests yard repair after work on meter	Scheduled work

**Number of Complaints 2015                      5**

## UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
<b>2011 Complaints</b>					
421	Lake Blvd	Cami Harger	1/11/2011	Chlorine smell	Well went down, Flushed
411	Lake Blvd	Carla Lee	1/11/2011	Chlorine smell	Well went down, Flushed
111	Sunset Drive	Jennifer Tate	1/12/2011	Chlorine smell	Flushed
200	Mirror Drive	Edna Casella	1/12/2011	Low water pressure	Flushed
200	Forrest Drive	Anna Pippin	1/12/2011	Chlorine smell	Flushed
9382	Junior Avenue	Ilene Glynn	2/2/2011	Air in water	No problems
692	LaSalle Drive	Arthur Hutchinson	2/4/2011	Low water pressure	Leak in pipe customer side
9494	Shortleaf Court	Donald Smyth	2/14/2011	Discolored water	Drain water heater
713	Oakland Drive	Melinda Atkisson	2/14/2011	Sewer back up	Problem on customer side
313	Satsuma Drive	Angela Messer	2/18/2011	Discolored water	No response
601	Oranole Road	Tony Gammichia	2/25/2011	Low water pressure	Leak on customer side
140	Ronnie Drive	Kerry Dietz	3/11/2011	Discolored water	Check water softener
113	Sunset Drive	Angelica Velilla	3/16/2011	Discolored water	Flushed
105	Sunset Drive	James Speirs	3/17/2011	Discolored water	Prior flushing
593	Tulane Drive	Carlos Rodriguez	3/24/2011	Discolored water	No problems
617	Dunn Drive	Phillip Reilly	4/4/2011	Sewer back up	Ran camera, clog on customer side
479	Notre Dame Drive	Antonio Barreto	5/11/2011	Sewer back up	Roots at customer connection
1206	Bear Lake Road	Florence Lodge	5/23/2011	Low water pressure	Check water softener
1820	Knox Avenue	Gwendolyn Lane	5/26/2011	Low water pressure	Spoke with customer
850	Oranole Road	Mark Schumacher	6/1/2011	Low water pressure	On Interconnect
632	Woodley Road	Teresa Coppens	6/8/2011	Low water pressure	Retapped main, ran new service
609	Lake Shore Drive	Shannon Morrison	7/6/2011	Sediment in lines	Drain water heater
322	Tulane Drive	Howard Cosner	7/11/2011	Discolored water	No problems
9494	Shortleaf Court	Donald Smyth	7/19/2011	Low water pressure	Plant problem
105	Lake Minnie Drive	Alice King	7/19/2011	Chlorine smell	Bleach pumps adjusted
6004	Linneal Beach Drive	Rebecca Anderson	8/9/2011	Odor in water	Drain water heater

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
6008	Linneal Beach Drive	Sue Raymond	8/10/2011	Odor in water	No problems
103	Fairlane Circle	Adolfo Nunez	8/16/2011	Odor in water	Vacant house, flush inside
6022	Ardele Court	Steven French	8/18/2011	Odor in water	Flushed
6004	Linneal Beach Drive	Rebecca Anderson	8/18/2011	Discolored water	Flushed
301	Satsuma Drive	Joann Hernandez	8/22/2011	Odor in water	Flushed
671	Colgate Drive	John Miller	8/23/2011	Sewer back up	No problems
9394	Florence Avenue	Cheryl Hammerly	8/29/2011	Low water pressure	Flushed
9443	Bear Lake Circle	Sylvia Franklin	9/1/2011	Odor in water	Flushed
304	Tammy Drive	Aaron Hinson	9/2/2011	No water	No problems
304	Tammy Drive	Aaron Hinson	9/2/2011	No water	No problems
9443	Bear Lake Circle	Sylvia Franklin	9/12/2011	Water is discolored and smells	Flushed
1206	Bear Lake Road	Florence Lodge	9/14/2011	Low water pressure	On Interconnect
9443	Bear Lake Circle	Sylvia Franklin	9/29/2011	Water is discolored and smells	Flushed
6022	Ardele Court	Steven French	10/3/2011	Odor in water	Drain water heater
1050	Druid Drive	Taylor Meyers	10/5/2011	Discolored water	Air in lines
1020	Gregory Drive	Susan Sears	10/6/2011	Chlorine smell	Power company error in repair
6227	Courtney Cove	Ryan Kanaga	10/21/2011	Low water pressure	No problems
302	Sunset Drive	Marion Crim	10/27/2011	Discolored water	Prior flushing
111	Lake Minnie Drive	Robin Crockett	11/8/2011	Odor in water	No problems
105	Par Place	Michael Hardin	11/11/2011	Discolored water	Flushed
6595	Brenda Drive	Kevin Fenner	11/18/2011	Low water pressure	Replace service as may be an obstruction
105	Sunset Drive	James Speirs	11/30/2011	Discolored water	Flushed
406	Tulane Drive	Dayton Ogden	12/9/2011	Low water pressure	No problems
652	Acapulca Way	Elvera Klotz	12/16/2011	Sewer back up	Camera - roots in every joint, scheduled repair next month
105	Sunset Drive	James Speirs	12/28/2011	Discolored water	No problems

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
1308	Bear Lake Road	Maria Diaz	12/29/2011	Low water pressure	Filtration system should be checked
6087	Linneal Beach Drive	Emily Tinsley	12/29/2011	Water is discolored, low pressure, high consumption	Check water softener

**Number of Complaints 2011**                      **53**

#### 2012 Complaints

619	Acapulca Way	Javier Martinez	1/12/2012	Discolored water	New hydrant, flush house
616	Veneer Drive	Lindsay Wilson	1/27/2012	Sewer back up	Cleared line, roots at Y connection, will change
109	W Ridge Drive	Terry Leinenbach	1/30/2012	Low water pressure	Main break
103	Fairlane Circle	Adolfo Nunez	3/29/2012	Low water pressure	Utility work on line
3510	Bonnie Drive	Esteban Chamorro	4/9/2012	No water	Blockage in customer's line
379	Clemson Drive	Stephen Rumier	4/10/2012	Low water pressure	Changed out meter, customer to call plumber
228	Sunset Drive	Maria Benitez	4/16/2012	Sediment in lines	No problems
519	Notre Dame Drive	Susan Medina	4/17/2012	Discolored water	Flushed
559	Tulane Drive	Johnny Johnson	4/30/2012	Sewer back up	Rodded line
105	S Driftwood Lane	Benjamin Ramos	5/2/2012	Odor in water	Flushed
105	S Driftwood Lane	Benjamin Ramos	5/7/2012	Odor in water	Drain water heater
804	Richbee Drive	Cheryl Reynolds	5/8/2012	Low water pressure	Repaired valve
642	Dunn Drive	William O'Brien	5/8/2012	Low water pressure	Flushed
105	S Driftwood Lane	Benjamin Ramos	5/10/2012	Odor in water	Drain water heater
559	Tulane Drive	Johnny Johnson	5/14/2012	Sewer back up	Lawn man hit cleanout cap into line, rodded line
111	Fairlane Circle	Morteza Khatemi	5/23/2012	Odor in water	Flushed
108	Fairlane Circle	Jairo Martinez	5/29/2012	Low water pressure	Check water softener
107	Lake Minnie Drive	Teri Knott	5/31/2012	Odor in water	Check water softener
114	Fairlane Circle	Warren Jennison	5/31/2012	Odor in water	Flushed



### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
6595	Brenda Drive	Kevin Fenner	6/1/2012	Low water pressure	Plant problem
104	S Driftwood Lane	Brenda Omev	6/4/2012	Odor in water	Flushed
111	Fairlane Circle	Morteza Khatemi	6/11/2012	Odor in water	Response missing
105	Lake Minnie Drive	Alice King	6/12/2012	Odor in water	Flushed
319	Tulane Drive	Ida Miles	6/13/2012	Discolored water	No problems
415	Lake Blvd	Nancy Irish	6/15/2012	Low water pressure	On Interconnect
441	Ridge Drive	Jennifer Vasseur	6/15/2012	Odor in water	Flushed
179	Lakeside Drive	Pedro Rodriguez	6/18/2012	Odor in water	Flushed
713	Oakland Drive	Melinda Atkisson	6/18/2012	Sewer back up	Replaced old Orangeburg pipe in lines, replaced
209	Forrest Drive	Barbara Temby	6/20/2012	Low water pressure	On Interconnect
417	Lake Blvd	Tim Lockhart	6/21/2012	Low water pressure	On Interconnect
150	Lakeside Drive	Joshua Williams	6/22/2012	Flooding in yard	Not UI problem, flushing lines for sampling
441	Ridge Drive	Jennifer Vasseur	6/25/2012	Odor in water	Flushed
637	Lake Shore Drive	RB Rogers	6/28/2012	Low water pressure	No problems
802	Bambi Avenue	Edwin Hernandez	7/3/2012	Discolored water	No problems
1221	Gail Street	Rupwatee Sukhram	7/5/2012	Pressure problems	No problems
448	Ridge Drive	June Rastom	7/10/2012	Odor in water	Response missing
441	Ridge Drive	Jennifer Vasseur	7/10/2012	Odor in water	Response missing
105	Lake Minnie Drive	Alice King	7/11/2012	Odor in water	Flushed
108	Lake Minnie Drive	Thomas Cason	7/13/2012	Odor in water	Flushed
171	Lakeside Drive	Stephen Timmons	7/17/2012	Odor in water	Will increase flushing
105	Lake Minnie Drive	Alice King	7/19/2012	Odor in water	Flushed
448	Ridge Drive	June Rastom	7/19/2012	Odor in water	No problems
599	Tulane Drive	Ablo Abreu	7/19/2012	Odor in water	Flushed
108	Lake Minnie Drive	Thomas Cason	7/20/2012	Discolored water	Flushed
179	Lakeside Drive	Pedro Rodriguez	7/23/2012	Odor in water	Galvanized fitting replaced
1055	Druid Drive	Mark Poole	7/24/2012	Odor in water	Flushed

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
171	Lakeside Drive	Stephen Timmons	7/24/2012	Odor in water	Made new tap and moved service
103	S Driftwood Lane	Maria Castaño	7/24/2012	Odor in water	Vacant house, flush inside
174	Lakeside Drive	Richard Gregg	7/25/2012	Odor in water	Replaced service, flushed
804	Bambi Avenue	Jane Williams	7/30/2012	Discolored water	No problems
182	Lakeside Drive	Gary Dangleman	7/30/2012	Discolored water	Flushed
1055	Druid Drive	Mark Poole	8/1/2012	Odor in water	Drain water heater
504	Lake Shore Drive	Wendy Garraway	8/1/2012	Discolored water	No problems
104	Fairlane Circle	Shelly Deans	8/6/2012	Odor in water	Check water softener
371	Tulane Drive	Patty Mueller	8/13/2012	Discolored water	By Pass water softener
6032	Linneal Beach Drive	Donald Chion	9/13/2012	Low water pressure	Leak on customer side
200	Weathersfield Avenue	Leslie	9/25/2012	Sewer back up	Problem on customer side
103	S Driftwood Lane	Maria Castaño	9/26/2012	Odor in water	Flushed
1040	Druid Drive	Patricia Pelletier	9/27/2012	Discolored water	No problems
9524	Shortleaf Court	Bonnie Ramos	10/11/2012	Water is discolored and smells	Flushed
440	Ridge Drive	Elizabeth Dibartolo	10/15/2012	Odor in water	Flushed
9523	Shortleaf Court	Janice West	10/24/2012	Odor in water	Flushed
167	Lakeside Drive	Michelle Bahr	10/24/2012	Odor in water	Flushed
407	Tulane Drive	Mark Lemme	11/15/2012	No water	Main break
214	Vinewood Drive	Tina Cox	11/21/2012	Chlorine smell	Lowered at plant
592	Fordham Avenue	Reyna Murillo	11/28/2012	Low water pressure	Check water softener
571	Lynchfield Avenue	Jeannette Cherenfant	12/6/2012	High water pressure	No problems
105	Sunset Drive	James Speirs	12/11/2012	Low water pressure	Plant problem
204	Vinewood Drive	Steve Ammon	12/14/2012	Low water pressure	Plant problem
656	Caliente Way	Jessi Smith	12/20/2012	No water	Plant problem

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
510	Faith Terrace	Mitchell Rice	12/27/2012	Odor in water	Check water softener
592	Fordham Avenue	Reyna Murillo	12/31/2012	Low water pressure	No problems
<b>Number of Complaints 2012</b>					<b>72</b>

#### 2013 Complaints

103	Valencia Drive	David Maxwell	1/4/2013	Discolored water	Provided Iron Out, opened closed valve
103	Valencia Drive	David Maxwell	1/14/2013	Discolored water	Provided Iron Out, opened closed valve
812	Little Wekiva Drive	Keith Bradt	1/28/2013	Discolored water	Spoke with customer
805	Camellia Avenue	G Moody	1/31/2013	Water tastes bad	Plant problem
448	Ridge Drive	June Rastom	1/31/2013	Low water pressure	Main break
102	Kingswood Court	Brandy Taylor	1/31/2013	Discolored water	Will check plant
701	Mandarin Drive	Gerard McCarthy	2/28/2013	Discolored water	Flushed
701	Mandarin Drive	Gerard McCarthy	2/28/2013	Discolored water	Flushed
511	Auburn Avenue	Josefa Delgado	3/18/2013	Sewer back up	No problems
163	Lakeside Drive	Dorothy Grady	3/29/2013	Low water pressure	Problem inside
341	Trinity Avenue	Pedro Milan	4/2/2013	Discolored water	No problems
116	Lake Minnie Drive	James Hartin	4/5/2013	When will driveway be repaired after line break	Contractor will repair after completion
1807	Knox Avenue	Corinthia Batton	4/8/2013	Low water pressure	Working on main
665	Veneer Drive	Stephen Rzczka	4/15/2013	Sewer back up	Customer to call plumber
166	Lakeside Drive	Jennifer Black	4/30/2013	Discolored water	Vacant house, flush inside
105	East Faith Terrace	Robert Guerriere	5/7/2013	Low water pressure	No problems
499	Citadel Drive	Israel Perez	5/7/2013	Discolored water	Flushed
593	Tulane Drive	Carlos Rodriguez	5/9/2013	Discolored water	On Interconnect
109	Lake Minnie Drive	William Gliesman	5/13/2013	Odor in water	Plant problem
107	S Driftwood Lane	Clayton Stone	5/15/2013	Odor in water	Flushed
182	Lakeside Drive	Gary Dangleman	5/16/2013	Odor in water	Flushed
114	Fairlane Circle	Warren Jennison	5/16/2013	Odor in water	Flushed

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
163	Lakeside Drive	Dorothy Grady	5/16/2013	Odor in water	Flushed
110	Fairlane Circle	Joe Dyer	5/17/2013	Odor in water	No problems
1961	Bearview Drive	Kimberly Romeo	5/21/2013	Discolored water	Water off for repair
155	Lakeside Drive	E Coker	5/21/2013	Discolored water	Flushed
205	Lakeside Drive	Mary Hart	5/23/2013	Flushing causing her driveway to sink	Moved flushing, will fill driveway
183	Lakeside Drive	Joanne Johnson	5/24/2013	Odor in water	Flushed
105	Lake Minnie Drive	Alice King	5/28/2013	Odor in water	Flushed
182	Lakeside Drive	Gary Dangleman	5/28/2013	Odor in water	Flushed
183	Lakeside Drive	Joanne Johnson	5/28/2013	Discolored water	Flushed
1924	Bearview Drive	Jim Harvey	5/29/2013	Discolored water	Fire hydrant work
6104	Linneal Beach Drive	Amy Wilson	5/29/2013	Discolored water	Fire hydrant work
601	Lake Shore Drive	Robbie Taylor	5/29/2013	Discolored water	No problems
109	Lake Minnie Drive	William Gliesman	5/29/2013	Odor in water	Flushed
105	Lake Minnie Drive	Alice King	6/3/2013	Odor in water	2 valves shut during construction
178	Lakeside Drive	Gomez Lopez	6/4/2013	Odor in water	2 valves shut during construction
105	Lake Minnie Drive	Alice King	6/12/2013	Discolored water	2 valves shut during construction
205	Lakeside Drive	Mary Hart	6/12/2013	Flushing causing her driveway to sink	Yard is a muddy mess, moved flushing, will fill driveway
6180	Linneal Beach Drive	Elaine Parker	6/24/2013	Discolored water	Flushed
166	Lakeside Drive	Jennifer Black	6/25/2013	Odor in water	Hose bib behind fence
408	Temple Drive	Silvana Bowser	6/26/2013	Discolored water	No problems
219	Lakeview Drive	Lisa Sanchez	6/26/2013	Discolored water	Drain water heater
408	Temple Drive	Silvana Bowser	6/26/2013	Discolored water	No problems
6245	Linneal Beach Drive	Michelle Mallard	6/27/2013	Discolored water	Flushed
166	Lakeside Drive	Jennifer Black	6/27/2013	Discolored water	Response missing

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
108	Kingswood Court	Paula White	6/27/2013	Discolored water	Flushed
6510	Bear Lake Terrace	Bryce Balluff	7/1/2013	Odor in water	Check water softener
114	Fairlane Circle	Warren Jennison	7/2/2013	Odor in water	Flushed
175	Lakeside Drive	Ellen Chaput	7/3/2013	Odor in water	Flushed
183	Lakeside Drive	Joanne Johnson	7/5/2013	Odor in water	Flushed
209	Forrest Drive	Barbara Temby	7/8/2013	Sediment in lines	Flushed
6510	Bear Lake Terrace	Bryce Balluff	7/10/2013	Odor in water	Drain water heater
6112	Linneal Beach Drive	Dorothea O'Leary	7/10/2013	Odor in water	Vacant house, flush inside
106	Lake Minnie Drive	Lawrence Norton	7/10/2013	Odor in water	Drain water heater
1942	Bearview Drive	Lisa Belcher	7/11/2013	Odor in water	House vacant, flush inside
6625	Bear Lake Terrace	Thomas Cross	7/12/2013	Odor in water	Flushed
6706	Shellbark Blvd	Timothy Heaton	7/15/2013	Discolored water	Flushed
1942	Bearview Drive	Lisa Belcher	7/17/2013	Odor in water	No problems
6111	Linneal Beach Drive	Nancy Kaplan	7/17/2013	Odor in water	Drain water heater
664	Acapulca Way	Marcos Garcia	7/17/2013	Sewer back up	Routed the line, customer also has roots
409	Tangelo Drive	Doris Waters	7/26/2013	Low water pressure	No problems
608	Endsley Avenue	Jeff Squiers	7/26/2013	Discolored water	Changed curb stop, flushed
409	Tangelo Drive	Dorris Waters	7/26/2013	Low water pressure	No problems
418	Tangelo Drive	Sherri Reisinger	8/2/2013	Sewer flies coming up from bathroom drain	Call plumber can only be from broken pipe on his side
124	Bunker Lane	Mark Burnsed	8/9/2013	Discolored water	Repair stirred up water
110	Fairlane Circle	Joe Dyer	8/13/2013	Discolored water	Need to flush house
159	Lakeside Drive	Melvin Russell	8/15/2013	Odor in water	Need to flush house
2805	Oranole Way	Damaris Mercado	8/26/2013	Odor in water	Flushed
106	Lake Minnie Drive	Lawrence Norton	9/10/2013	Odor in water	Vacant house, flush inside
110	Lake Minnie Drive	Alice King	9/23/2013	Low water pressure	No problems
634	Durango Way	Julio Estrada	9/25/2013	Sewer back up	No problems
9551	Bear Lake Circle	Mickey Hage	10/3/2013	Low water pressure	Plant problem
6108	Bear Lake Terrace	Sharon Thomas	10/3/2013	Discolored water	No problems

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
600	Faith Terrace	Carrie Mack	10/4/2013	Discolored water	No problems
9382	Junior Avenue	Ilene Glynn	10/24/2013	Odor in water	Flushed
409	Tangelo Drive	Doris Waters	11/14/2013	Low water pressure	Check water softener
409	Tangelo Drive	Dorris Waters	11/14/2013	Low water pressure	Check water softener
219	Forrest Drive	Chris Parrett	11/18/2013	Discolored water	Flushed
411	Lake Blvd	Carla Lee	11/18/2013	Skin and eyes burn	Well went down, Flushed
204	Vinewood Drive	Steve Ammon	11/18/2013	Low water pressure	Increased PSI at interconnect
215	Forrest Drive	Betty Lackey	11/18/2013	Discolored water	Flushed
102	Loch Arbor Court	Angelia Fontes	12/9/2013	No water	Plumber shut off meter to wrong house
212	Sunset Drive	Mark Cahill	12/11/2013	Odor in water	On Interconnect
105	S Driftwood Lane	Benjamin Ramos	12/16/2013	High water pressure	Flushed
113	Lake Minnie Drive	Nadine Torres	12/16/2013	Discolored water	Flushed
101	S Driftwood Lane	Alex Newport	12/16/2013	Discolored water	Flushed
409	Tangelo Drive	Doris Waters	12/17/2013	Discolored water	No problems
1810	Harding Avenue	Bernard Vann	12/17/2013	Low water pressure	No problems
112	Satsuma Drive	Elisa Smith	12/17/2013	Low water pressure	Work at plant
405	Tangelo Drive	Wayne Derrick	12/17/2013	Low water pressure	Work at plant
409	Tangelo Drive	Dorris Waters	12/17/2013	Discolored water	No problems
1810	Harding Avenue	Bernard Vann	12/17/2013	Low water pressure	No problems
112	Satsuma Drive	Elisa Smith	12/17/2013	Low water pressure	Work at plant
405	Tangelo Drive	Wayne Derrick	12/17/2013	Low water pressure	Work at plant
111	W Ridge Drive	Della Becker	12/18/2013	Discolored water	Flushed
214	Vinewood Drive	Tina Cox	12/19/2013	Low water pressure	Area flushing
109	W Ridge Drive	Terry Leinenbach	12/20/2013	Air in water	Flushed
421	Lake Blvd	Cami Harger	12/23/2013	Chlorine smell	Plant problem
207	Forrest Drive	Ryan Jarrell	12/23/2013	Chlorine smell	Well went down, Flushed

### UIF-Seminole Customer Complaints Provided in MFRs

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415	Lake Blvd	Nancy Irish	12/23/2013	Chlorine smell	Well went down, Flushed
209	Forrest Drive	Barbara Temby	12/23/2013	Chlorine smell	Well went down, Flushed
107	W Ridge Drive	B Poole	12/27/2013	Discolored water	Flushed

**Number of Complaints 2013                      103**

#### 2014 Complaints

121	Fairlane Circle	Deidre Smith	1/3/2014	Discolored water	Plant problem
406	Satsuma Drive	Holli Baeza	1/6/2014	Low water pressure	No problems
406	Satsuma Drive	Holli Baeza	1/6/2014	Low water pressure	No problems
1801	Lincoln Avenue	Donald Grayson	1/8/2014	Discolored water	No problems
487	Notre Dame Drive	Vavit Defour	1/16/2014	Pipes damaged by high water pressure, wants reimbursement	It had to be customer's side
753	Oakland Drive	Maria Chavarria	2/21/2014	Low water pressure	No problems
6017	Linneal Beach Drive	Harold Heath	3/25/2014	Sediment in lines	No problems
637	Lake Shore Drive	RB Rogers	4/7/2014	Low water pressure	Check irrigation
610	Barbuda Way	Laurie Staiger	4/7/2014	Discolored water	Cleaning lines
768	Hillview Drive	George Schank	4/17/2014	Sewer back up	Cleaned from man hole to service line
604	Faith Terrace	Audrey Toombs-Phillips	4/28/2014	Low water pressure	On Interconnect
619	Lake Shore Drive	Cynthia Dades	5/9/2014	Low water pressure	No problems
619	Lake Shore Drive	Cynthia Dades	5/9/2014	Low water pressure	No problems
109	Lake Minnie Drive	William Gliesman	5/20/2014	Odor in water	Need to flush house
6104	Linneal Beach Drive	Amy Wilson	5/27/2014	Low water pressure	Need further investigation
593	Tulane Drive	Carlos Rodriguez	5/30/2014	Odor in water	Check water softener
1937	Bearview Drive	Carol Powell	6/13/2014	Odor in water	Check water softener
1075	Gregory Drive	Billie Jo Sanders	6/13/2014	Low water pressure	No problems
1075	Gregory Drive	Billie Jo Sanders	6/13/2014	Low water pressure	No problems
712	Oakland Drive	Jesus Garcia	6/17/2014	Water tastes bad	Check water softener

### UIF-Seminole Customer Complaints Provided in MFRs

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735	Hillview Drive	Fred Palmer	6/24/2014	Odor in water	No problems
200	Forrest Drive	Anna Pippin	7/2/2014	Low water pressure	On Interconnect
220	Homewood Drive	Otho Kimball	7/2/2014	Low water pressure	No problems
9400	Bear Lake Circle	Crystal Meyers	7/2/2014	Odor in water	No problems
109	Lake Minnie Drive	William Gliesman	7/11/2014	Water tastes and smells bad	Need to flush house
9382	Junior Avenue	Ilene Glynn	7/18/2014	Discolored water	Plant problem
6601	Brenda Drive	Anne Austin	7/18/2014	Discolored water	Plant problem
6595	Brenda Drive	Kevin Fenner	7/18/2014	Discolored water	Plant problem
9503	Via Palma Ceia	Donald Yakush	7/18/2014	Discolored water	Plant problem
9407	Junior Avenue	Douglas Welker	7/18/2014	Discolored water	Plant problem
9381	Junior Avenue	Doug Campbell	7/18/2014	Discolored water	Plant problem
6004	Linneal Beach Drive	Rebecca Anderson	7/21/2014	Odor in water	Plant problem
6022	Ardele Court	Steven French	7/22/2014	Odor in water	Plant problem
9400	Bear Lake Circle	Crystal Meyers	7/22/2014	Odor in water	Plant problem
6032	Ardele Court	Timothy Wys	7/22/2014	Odor in water	Plant problem
9551	Bear Lake Circle	Mickey Hage	7/24/2014	Odor in water	Flushed
9400	Bear Lake Circle	Crystal Meyers	7/25/2014	Odor in water	Flushed
9401	Bear Lake Circle	Randall Wofford	7/25/2014	Odor in water	Flushed
9551	Bear Lake Circle	Mickey Hage	7/31/2014	Odor in water	Flushed
9551	Bear Lake Circle	Mickey Hage	7/31/2014	Odor in water	Flushed
9551	Bear Lake Circle	Mickey Hage	8/5/2014	Odor in water	Flushed
103	Fairlane Circle	Adolfo Nunez	8/15/2014	Odor in water	No problems
2943	Truman Blvd	Pebbles Anderson	9/2/2014	Low water pressure	Main break
656	Caliente Way	Jessi Smith	9/15/2014	Sewer back up	Customer needs to install cleanout
428	Clemson Drive	Suzette Bagley	9/22/2014	Low water pressure	No problems
305	Sunset Drive	Manley Rusho	9/23/2014	Water smells and tastes bad	No problems
452	Clemson Drive	Erica Gonzalez	9/23/2014	No water	Never turned on



### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
189	Jay Drive	Mina Asgari	9/23/2014	Low water pressure	By Pass water softener
633	Dunn Drive	James Loeffel	10/3/2014	Discolored water	No problems
157	Canal Street	Richard King	10/6/2014	Water tastes bad	No problems
637	Lake Shore Drive	RB Rogers	10/27/2014	Low water pressure	On Interconnect
604	Endsley Avenue	George Wirshing	10/27/2014	Low water pressure	Check back flow
540	Carlisle Avenue	Otis Smith	10/27/2014	Discolored water	Need to flush house
541	Carlisle Avenue	Larry Behnke	10/27/2014	Discolored water	Flushed
632	Woodley Road	Teresa Coppens	10/29/2014	Low water pressure	On Interconnect
632	Woodley Road	Teresa Coppens	10/29/2014	Low water pressure	On Interconnect
665	Acapulca Way	Katyna Nickson	10/29/2014	Broken pipe with root on utility side	Rodded and cleaned lines, scheduled repair
621	Lake Shore Drive	Ricky Anderson	11/4/2014	Low water pressure	On Interconnect
1060	Gregory Drive	Jeffrey Harvey	11/4/2014	Low water pressure	On Interconnect
113	Sunset Drive	Angelica Velilla	11/13/2014	Odor in water	Filtration system should be checked
311	Fairway Road	Jack Taylor	11/24/2014	Low water pressure	Valve off, turned on
637	Lake Shore Drive	RB Rogers	11/25/2014	Discolored water	Spoke with customer
221	Forrest Drive	Charles Brabban	12/20/2014	Discolored water	Flushed

**Number of Complaints 2014**                      **63**

#### 2015 Complaints

1228	Marie Avenue	James Harper	1/7/2015	Low water pressure	Work at plant
418	Tangelo Drive	Sherri Reisinger	1/8/2015	Sewer back up	Ran camera, clog on customer side
418	Tangelo Drive	Sherri Reisinger	1/8/2015	Sewer back up	Ran camera, clog on customer side
3511	Curtis Drive	David Medley	1/15/2015	Low water pressure	On Interconnect
3402	Holiday Avenue	Audrey Beck	1/21/2015	Low water pressure	Work at plant
3516	Craig Drive	Ruth Macaulay	1/21/2015	Low water pressure	Work at plant
1307	Lake Asher Circle	Adan Alcala	1/21/2015	No water	Work at plant

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
104	S Driftwood Lane	Brenda Omev	1/23/2015	Low water pressure	House valve not on all the way
3519	Curtis Drive	Amadeo Valls	1/27/2015	Low water pressure	No problems
1211	Ellen Court	Mary Wood	1/28/2015	Low water pressure	On Interconnect
1123	Bear Lake Road	Lori Aldridge	2/5/2015	Low water pressure	Landlord turned off wrong residence to repair water heater
663	Clemson Drive	Michelle Gomez	2/13/2015	Sewer back up	Cleanout was half full, will come back next day
637	Acapulca Way	C E Metcalf	2/16/2015	Discolored water	Need to flush house
492	Clemson Drive	Rachael Dampier	2/23/2015	Discolored water	Replaced hydrant, stirred up water
435	Tulane Drive	Elizabeth Bohling	2/24/2015	Discolored water	Flushed
435	Tulane Drive	Elizabeth Bohling	2/26/2015	Quality of water	No problems
653	Acapulca Way	Lyle Hagedorn	3/2/2015	Discolored water	Flushed
428	Clemson Drive	Yolaidys Rodriguez	3/6/2015	Discolored water	Flushed
581	Lynchfield Avenue	Kevin Ridley	3/6/2015	Low water pressure	No problems
520	Georgia Avenue	Sergio Flores	3/6/2015	Discolored water	Need to flush house
3504	Curtis Drive	Michelle Bigas	3/27/2015	No water	Valve broke at plant
1333	Lake Asher Circle	Natalen Mullins	3/27/2015	Low water pressure	On Interconnect
1206	Bear Lake Road	Florence Lodge	3/27/2015	No water	On Interconnect
122	Fairlane Circle	Eraina Gee	4/1/2015	Discolored water	Drain water heater
506	Oak Lane	Sonia Dublis	4/9/2015	Chlorine smell	Adjusted pumps
1020	Druid Drive	Courtney Abrahams	4/13/2015	Odor in water	No problems
1010	Druid Drive	Donnie Taylor	4/15/2015	Odor in water	Drain water heater
507	Oak Lane	Laura Long	5/12/2015	Low water pressure	No problems
512	Oranole Road	Angela Giddings	5/12/2015	Water tastes bad	Vacant house, flush inside
630	Acapulca Way	Betty Lou Krill	5/22/2015	Discolored water	Flushed
452	Clemson Drive	Erica Gonzalez	5/28/2015	Sewer back up	Needs to call plumber
517	Oak Lane	Carolyn Jaeb	6/12/2015	Discolored water	No problems

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
576	Notre Dame Drive	John Dinicola	6/12/2015	Sewer back up	Plumber resolved
3511	Curtis Drive	David Medley	6/17/2015	Low water pressure	On Interconnect
1010	Gregory Drive	Global Net Realty	6/17/2015	Odor in water	No problems
205	Citrus Drive	Amy Duncan	6/17/2015	Discolored water	No problems
205	Citrus Drive	Amy Duncan	6/18/2015	Discolored water	No problems
205	Citrus Drive	Amy Duncan	6/18/2015	Discolored water	No problems
205	Citrus Drive	Amy Duncan	6/19/2015	Discolored water	Spoke with customer
101	Temple Drive	Jack Sexton	6/19/2015	Low water pressure	Temporary shut off for repair
205	Citrus Drive	Amy Duncan	6/19/2015	Discolored water	Response missing
101	Temple Drive	Jack Sexton	6/19/2015	Low water pressure	Temporary shut off for repair
100	Par Place	Trevor Bent	6/23/2015	Discolored water	No problems
1220	Helen Street	Mary Tootle	7/9/2015	Low water pressure	County turned off interconnect inadvertently
1358	Lake Asher Circle	Florence Littier	7/9/2015	Low water pressure	County turned off interconnect inadvertently
3526	Shirley Drive	Edward Loeffler	7/9/2015	Low water pressure	County turned off interconnect inadvertently
3507	Craig Drive	Wendy Flores	7/9/2015	Low water pressure	County turned off interconnect inadvertently
3516	Craig Drive	Ruth Macaulay	7/9/2015	Low water pressure	County turned off interconnect inadvertently
1262	Bear Lake Road	Vicki Jakubowski	7/9/2015	Low water pressure	County turned off interconnect inadvertently
3506	Bonnie Drive	Stephanie Bombalier	7/9/2015	Low water pressure	County turned off interconnect inadvertently
3502	Jamison Drive	Gilberto Duany	7/9/2015	Low water pressure	County turned off interconnect inadvertently
1222	Lois Avenue	Zach Wilkes	7/9/2015	Low water pressure	County turned off interconnect inadvertently

### UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
1308	Bear Lake Road	Maria Diaz	7/9/2015	Discolored water	County turned off interconnect inadvertently
731	Oakland Drive	Sabrina Cromer-Sanchez	7/23/2015	Low water pressure	Customer was on severance lock
406	Clemson Drive	Aracely Robledo	7/27/2015	Discolored water	Check water softener
512	Oranole Road	Angela Giddings	8/5/2015	Odor in water	Flushed
1808	Coolidge Avenue	Cassandra Ellis	8/11/2015	Discolored water	Cleaning lines
1808	Coolidge Avenue	Cassandra Ellis	8/11/2015	Discolored water	Cleaning lines
6169	Linneal Beach Drive	Gene Lindsey	8/25/2015	Odor in water	Drain water heater
6169	Linneal Beach Drive	Gene Lindsey	8/26/2015	Water tastes and smells bad	Flushed
6169	Linneal Beach Drive	Gene Lindsey	8/31/2015	Odor in water	Flushed
6157	Linneal Beach Drive	Brenda Smith	8/31/2015	Water tastes and smells bad	Need further investigation
6032	Ardele Court	Timothy Wys	9/1/2015	Odor in water	Flushed
6170	Linneal Beach Drive	Bruce Maier	9/1/2015	Odor in water	Flushed
6170	Linneal Beach Drive	Bruce Maier	9/2/2015	Odor in water	Flushed
6170	Linneal Beach Drive	Bruce Maier	9/3/2015	Discolored water	Flushed
6032	Ardele Court	Timothy Wys	9/8/2015	Odor in water	Flushed
6170	Linneal Beach Drive	Bruce Maier	9/10/2015	Odor in water	Flushed
540	Notre Dame Drive	Carolyn Pender	9/10/2015	Odor in water	Check vent stack
6032	Ardele Court	Timothy Wys	9/14/2015	Odor in water	Flushed
6001	Ardele Court	Stacey Lindamood	9/14/2015	No water	Flushed
674	Durango Way	Luis Garces	9/14/2015	Low water pressure	Adjusted valve
6170	Linneal Beach Drive	Bruce Maier	9/15/2015	Odor in water	No problems
1901	Bearview Drive	Shirley Fossa	9/18/2015	Odor in water	Vacant house, flush inside
6154	Linneal Beach Drive	Billy Moffett	9/28/2015	Odor in water	Vacant house, flush inside
6181	Linneal Beach Drive	James Fischer	9/28/2015	Odor in water	Flushed
6134	Linneal Beach Drive	Christopher Kelso	9/29/2015	Odor in water	No problems
782	Hillview Drive	Estela Castillo	9/29/2015	Odor in water	Drain water heater

## UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
109	Valencia Drive	Christina McDonald	10/1/2015	Odor in water	Plant problem
1357	Lake Asher Circle	Cathy Vunk	10/5/2015	No water	Meter turned off by mistake
104	Fairlane Circle	Shelly Deans	10/5/2015	Low water pressure	Main break
105	Lake Minnie Drive	Alice King	10/5/2015	Low water pressure	Main break
6032	Ardele Court	Timothy Wys	10/6/2015	Odor in water	Flushed
1005	Gregory Drive	Pam Drury	10/6/2015	Low water pressure	Flushed
6189	Linneal Beach Drive	Kevin McKeever	10/12/2015	Odor in water	Flushed
9391	Florence Avenue	William Ponder	10/22/2015	Odor in water	Vacant house, flush inside
6032	Ardele Court	Timothy Wys	10/23/2015	Odor in water	No problems
311	Fairway Road	Jack Taylor	10/26/2015	Low water pressure	Check irrigation
6189	Linneal Beach Drive	Kevin McKeever	10/26/2015	Odor in water	No problems
228	Sunset Drive	Maria Benitez	10/27/2015	Low water pressure	On Interconnect
6189	Linneal Beach Drive	Kevin McKeever	10/30/2015	Odor in water	Flushed
311	Fairway Road	Jack Taylor	11/4/2015	Low water pressure	No problems
6189	Linneal Beach Drive	Kevin McKeever	11/9/2015	Odor in water	Flushed
1924	Bearview Drive	Jim Harvey	11/10/2015	Number of outages	Main break
6181	Linneal Beach Drive	James Fischer	11/10/2015	No water	Main break
6245	Linneal Beach Drive	Michelle Mallard	11/11/2015	No water	Main break
6180	Linneal Beach Drive	Elaine Parker	11/11/2015	No water	Main break
6181	Linneal Beach Drive	James Fischer	11/11/2015	No water	Main break
1814	Knox Avenue	Victoria Sanders	11/16/2015	Low water pressure	Work at plant
405	Beth Drive	Kimberly Magee	11/16/2015	Low water pressure	Plant problem
408	Temple Drive	Silvana Bowser	11/16/2015	Low water pressure	Plant problem
102	Vihlen Road	Elizabeth Gehron	11/16/2015	Low water pressure	Plant problem
408	Temple Drive	Silvana Bowser	11/16/2015	Low water pressure	Plant problem
220	Sunset Drive	Larry Smith	11/24/2015	No water	Valve off, turned on
104	Sunset Drive	Charles Senkarik	11/24/2015	No water	Valve off, turned on
211	Ridge Drive	L G Engle	11/24/2015	Low water pressure	Valve off, turned on
119	Fairway Road	Robert Gibson	11/24/2015	Low water pressure	Valve off, turned on
417	Lake Blvd	Tim Lockhart	11/24/2015	Low water pressure	Valve off, turned on

## UIF-Seminole Customer Complaints Provided in MFRs

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
307	Fairway Road	John Renaud	11/24/2015	Low water pressure	Valve off, turned on
208	Forrest Drive	Gwendolyn Conlin	11/24/2015	No water	Valve off, turned on
200	Forrest Drive	Anna Pippin	11/24/2015	Low water pressure	Valve off, turned on
124	Bunker Lane	Mark Burnsed	11/24/2015	No water	Valve off, turned on
213	Forrest Drive	Timothy Gause	11/24/2015	Low water pressure	Valve off, turned on
404	Lake Blvd	James Lavin	11/24/2015	Low water pressure	Valve off, turned on
226	Vinewood Drive	Kunigunde Woolsey	11/24/2015	No water	Valve off, turned on
201	Vinewood Drive	Althea Parrish	11/24/2015	No water	Valve off, turned on
105	Forrest Drive	Hulon Black	11/24/2015	No water	Valve off, turned on
111	Orange Drive	Dorothy Scott	11/24/2015	No water	Valve off, turned on
404	Sunset Drive	Chuck Best	11/24/2015	No water	Valve off, turned on
207	Vinewood Drive	Thomas Robertson	11/24/2015	No water	Valve off, turned on
222	Homewood Drive	Marlene Conigliaro	11/25/2015	Sediment in lines	Flushed
215	Ridge Drive	Greg Ganas	11/25/2015	Water looks and smells bad	Flushed
208	Ridge Drive	Dawn Bushur	11/25/2015	Discolored water	Tie in with new main; flushed
404	Sunset Drive	Chuck Best	11/25/2015	Chlorine smell	Tie in with new main; flushed
402	Sunset Drive	Darren White	11/25/2015	Discolored water	Tie in with new main; flushed
9423	Junior Avenue	Alvin Luther	12/3/2015	Low water pressure	Contractor hit line
6035	Linneal Beach Drive	Donald Chion	12/3/2015	No water	Contractor hit line
6161	Linneal Beach Drive	Janet Koppi	12/3/2015	Low water pressure	Contractor hit line
1938	Bearview Drive	Milford Crist	12/3/2015	No water	Contractor hit line
6119	Linneal Beach Drive	George Kelley	12/3/2015	No water	Contractor hit line
6625	Bear Lake Terrace	Thomas Cross	12/3/2015	Low water pressure	Contractor hit line
9477	Shortleaf Court	Kenneth Richardson	12/3/2015	No water	Contractor hit line
6011	Linneal Beach Drive	Ricky Turner	12/3/2015	Low water pressure	Contractor hit line
6157	Linneal Beach Drive	Brenda Smith	12/3/2015	Low water pressure	Contractor hit line
6021	Bear Lake Terrace	Richard Hoover	12/3/2015	Low water pressure	Contractor hit line
9400	Via Palma Ceia	George Pollock	12/3/2015	No water	Contractor hit line
9551	Bear Lake Circle	Mickey Hage	12/3/2015	No water	Contractor hit line

**UIF-Seminole**  
**Customer Complaints Provided in MFRs**

<u>Add #</u>	<u>Address</u>	<u>Customer Name</u>	<u>Entry Date</u>	<u>Instructions</u>	<u>Resolution Per UIF</u>
692	LaSalle Drive	Arthur Hutchinson	12/11/2015	Sewer back up	Roots in customer lines
403	Sunset Drive	Alvin Beverly	12/15/2015	Water tastes bad	Flushed
108	Orange Drive	Robert Harrell	12/16/2015	Water tastes bad	Flushed
201	Vinewood Drive	Althea Parrish	12/16/2015	Water looks, tastes, and smells bad	Had open hose bib with garden hose attached
403	Sunset Drive	Alvin Beverly	12/17/2015	Odor in water	No problems
700	Hillview Drive	Michael Keenan	12/28/2015	Sewer back up	Customer side
813	Richbee Drive	William Blalock	4/14/114	Odor in water	Flushed
<b>Number of Complaints 2015</b>					<b>144</b>

**EXHIBIT DNV-4  
OF  
DENISE N. VANDIVER**

**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**SUMMARY OF CUSTOMER LETTERS AND COMMENTS**



Summary of Customer Letters and Comments  
Utilities, Inc. of Florida  
Docket No. 160101-WS

<u>Document</u>	<u>Date Filed</u>	<u>Description</u>	<u>Name</u>	<u>Quality</u>	<u>Rates</u>	<u>Other</u>	<u>Notes</u>
02585-17	3/1/2017	CORRESPONDENCE-Consumers & Representatives: Capt. Price & Mrs. Price - Consumer comments.	Dana and Mary Price	X	X		
02362-17	2/28/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Mr. & Mrs. Lundberg that comments will be placed in docket correspondence and forwarded to CAO.	David and Jill Lundberg		X		
02361-17	2/28/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to McKeeby that comments will be placed in docket correspondence and forwarded to CAO.	Donna McKeeby		X		
02182-17	2/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO - Correspondence from Department of Agriculture referencing a complaint made on Utilities, Inc. by Alice C. Voigt; etc	Alice Voigt		X		
02165-17	2/23/2017	CORRESPONDENCE-Consumers & Representatives: From Seminole County/Horan.	Seminole County		X		
02104-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Brunson - From Schmitt and PSC reply.	Arthur Schmitt		X		
02103-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Brunson - From Riechers and PSC reply.	Carl Reichers		X		
02102-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Brunson - From McGrade and PSC reply.	Thomas McGrade	X	X		
02092-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: Accetta - Consumer comments.	Dianne Accetta		X		
02089-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: Mr. & Mrs. Bozzone - Consumer comments.	James and JoAnna Bozzone		X	X	Notice
02088-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: S. Vasely - Consumer comments.	Sharon Vasely	X	X		
02087-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: V. Vasely - Consumer comments.	Vincent Vasely	X	X		
02086-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: Tyszko - Consumer comments.	Thomas Tyszko		X		
02085-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: Miller - Consumer comments.	Beverly Miller	X	X		
02084-17	2/21/2017	CORRESPONDENCE-Consumers & Representatives: Mr. & Mrs. Kozza - Consumer comments.	David and Jane Kozza		X		

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02001-17	2/17/2017	CORRESPONDENCE-Parties & Interested Persons: Iva Agent - Request to be added as an interested person. <b>Separate Letter</b>	Iva Agent	X	X		
01969-17	2/16/2017	CORRESPONDENCE-Consumers & Representatives: Stevenson - Consumer comments.	Wayne Stevenson	X	X		
01956-17	2/16/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Mr. & Mrs. Perlman that comments will be placed in docket correspondence and forwarded to CAO.	Hugh and Anita Perlman		X		
01932-17	2/15/2017	CORRESPONDENCE-Consumers & Representatives: Mr. & Mrs Jones - Consumer comments.	Ronald and Sydney Jones		X		
01931-17	2/15/2017	CORRESPONDENCE-Consumers & Representatives: Sack - Consumer comments.	Rachel Sacks		X		
01930-17	2/15/2017	CORRESPONDENCE-Consumers & Representatives: Fuller - Consumer comments.	CJ Fuller	X	X	X	Notice
01891-17	2/14/2017	CORRESPONDENCE-Consumers & Representatives: Mr. & Mrs. Johnson - Consumer comments.	Curtis and Carol Johnson	X	X		
01890-17	2/14/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Brunson - From Robida. <b>Separate Letter</b>	Lee Robida	X	X		
01871-17	2/14/2017	CORRESPONDENCE-Consumers & Representatives: Ratliff - Consumer comments. [CLK note: Consumer comment was delivered partially torn, which is why there are 2 copies.]	Kelly Ratiff	X	X		
01834-17	2/13/2017	CORRESPONDENCE-Consumers & Representatives: Rollheiser - Consumer comments.	Douglas and Julie Rolheiser	X	X		
01705-17	2/9/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Mr. & Mrs. Wagner that comments will be placed in docket correspondence and forwarded to CAO.	Bruce and Ana Wagner	X	X		
01675-17	2/9/2017	CORRESPONDENCE-Consumers & Representatives: Jouret - Consumer comments.	Edward Jouret	X	X		
01674-17	2/9/2017	CORRESPONDENCE-Consumers & Representatives: Nugent - Consumer comments	Gail Nugent	X	X		
01641-17	42774	CORRESPONDENCE-Consumers & Representatives: Browder - Consumer comments.	Doris Browder		X		

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01636-17	42774	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Ruby that comments will be placed in docket correspondence and forwarded to CAO.	Susan Ruby		X		
01606-17	42774	CORRESPONDENCE-Consumers & Representatives: Parkinson - Consumer comments.	Jean Parkinson	X	X		
01603-17	42774	CORRESPONDENCE-Consumers & Representatives: From Johnson.	Alice Johnson	X	X		
01601-17	42774	CORRESPONDENCE-Consumers & Representatives: Brearley - Consumer comments.	Anna Brearley	X	X		
01600-17	42774	CORRESPONDENCE-Consumers & Representatives: Genzlinger - Consumer comments.	Eileen Genzlinger	X	X		
01598-17	42774	CORRESPONDENCE-Consumers & Representatives: Fosmer - Consumer comments.	Norma Fosner		X		
01574-17	42774	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Glickman.	Robert Glickman		X		
01561-17	2/8/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Dunn that comments will be placed in docket correspondence and forwarded to CAO.	Russell Dunn <b>Separate Letter</b>	X	X	X	ROE
01560-17	2/7/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Hawkins that comments will be placed in docket correspondence and forwarded to CAO.	Paul Hawkins		X		
01549-17	2/7/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Byrnes that comments will be placed in docket correspondence and forwarded to CAO.	John Byrnes	X	X		

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01538-17	2/7/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Willard that comments will be placed in docket correspondence and forwarded to CAO. <b>Separate letter</b>	Karl Willard		X		
01527-17	2/7/2017	CORRESPONDENCE-Consumers & Representatives: Stegemann - Consumer comments.	June Stegman		X		
01524-17	2/7/2017	CORRESPONDENCE-Consumers & Representatives: Smith - Consumer comments.	Russell Smith	X	X		
01523-17	2/7/2017	CORRESPONDENCE-Consumers & Representatives: Adams - Consumer comments.	Robert Adams		X		
01513-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Calhoun - From 4 consumers.	Connie Memory		X		
01513-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Calhoun - From 4 consumers.	Guy Blakey		X		
01513-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Calhoun - From 4 consumers.	Karl Willard		X		
01513-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: CAO/Calhoun - From 4 consumers.	Thomas Easton		X		
01496-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Chaloupka that comments will be placed in docket correspondence and forwarded to CAO.	James Chaloupka	X	X		
01494-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Scott - Consumer comments.	Patricia Slott	X	X		
01493-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Palkovic - Consumer comments. <b>Separate Letter</b>	Sandra Palkovic		X		
01490-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: From Pool.	Linda Pool		X		

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01489-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Nichols - Consumer comments.	Patricia Nichols	X	X		
01488-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Marer - Consumer comments.	Charlene Marek	X	X		
01487-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Tsontos - Consumer comments.	Theodore Tsontos	X	X		
01486-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: From Mr. & Mrs. Browne.	Nancy and Patrick Browne	X	X		
01460-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Natoli - Consumer comments.	Jolene Natoli	X	X		
01459-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Fortune - Consumer comments.	Marilyn Fortune	X	X		
01458-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Russakov - Consumer comments. <b>Separate Letter</b>	Gail Russakov	X	X		
01456-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: Reed - Consumer comments.	Dennis and RuthAnn Reed	X	X		
01455-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: From Richardson.	James Richardson		X		
01453-17	2/6/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Hendricks that comments will be placed in docket correspondence and forwarded to CAO.	Pam Hendricks		X		
01436-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Keszey. <b>Separate letter</b>	Stephen Keszey		X		

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01432-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Anthony Hinton that comments will be placed in docket correspondence and forwarded to CAO.	Anthony and Anna Hinton		X		
01430-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Clifton.	G Clifton		X		
01384-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to bobw714@aol.com that comments will be placed in docket correspondence and forwarded to CAO.	Bob W		X		
01377-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to MacKenzie that comments will be placed in docket correspondence and forwarded to CAO.	Margo MacKenzie		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Mark Humphreys		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Michael Stricker	X	X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Richard MacMillan		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Philip and Lisa Picardat		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Marihelen Murphy		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Carrie Bell		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Brian DeCosmo		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Melissa Ward-Spaulding		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Aaron Schuck		X		
01371-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Patricia Gooden		X		

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01359-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Williams that comments will be placed in docket correspondence and forwarded to CAO.	Sally Williams		X		
01358-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Russakov. <b>Separate Letter</b>	Gail Russakov	X	X		
01357-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Pineiro that comments will be placed in docket correspondence and forwarded to CAO.	Joanna Piniero		X		
01354-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Steve that comments will be placed in docket correspondence and forwarded to CAO.	Steve		X		
01353-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Butz that comments will be placed in docket correspondence and forwarded to CAO.	William Butz		X	X	ROE
01352-17	2/3/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Kopman that comments will be placed in docket correspondence and forwarded to CAO.	Philip Kopman		X		
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Dolores Ubben		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Jerry Robbins and Constance Townsend		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Ken Leslie		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Diane Macaluso		X	X	ROE

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01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	John Newman		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Jane Kozza		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Lawrence Epp		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Donna Muck		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Karl Nagelschmidt and Lorraine Smith		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Karen Stiles		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	John and Barbara Hampton		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Dean Buri		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Barbara Ahlhelm		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Richard and Pat Martin		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Thomas and Joan Shaw		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	David and Eleanor Curtis		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Sandra Block-Effron		X	X	ROE



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01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Doris Sofarelli		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Exaltacion McDonough		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Michael Bonura		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Raymond and Marcia Rector		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	William and Deborah Goyer		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Steven Crosby		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Sally Van Slambrouck		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments.	Robert Spurlock		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Laura Smith		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Dawm Bergson		X	X	ROE
01324-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Summertree Water Alliance - 38 consumer comments. <b>Separate Letter</b>	Charles Hoehn		X	X	ROE
01322-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Vekshina that comments will be placed in docket correspondence and forwarded to CAO.	Alessandra Vekshina		X		
01321-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to McDonald that comments will be placed in docket correspondence and forwarded to CAO.	Scott McDonald		X		

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01320-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Booth that comments will be placed in docket correspondence and forwarded to CAO.	Kevin Booth		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Joseph and Patricia McKay	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Elaine Filler		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Nina Ward	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Chris and Harry Harrison		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Richard Young		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Linda Cator		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	William Russell	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Sarah Antunez	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	John and Phyllis Re	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Ronald Rhoades	X			
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Stanley and Rosalie Relyea	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Nancy and John Smith		X		

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01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Barbara Doyle	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>separate Letter</b>	Barbara Longo		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	George and Joan Albert	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Violet and Bobby Weeks	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Betty Capone	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Barbara and John Hampton		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Mary Ann and John Gross	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Mary Ellen Betlinski	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Joan Young	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Peter and Kathleen Ferraro	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Gloria and Ralph Kessler		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Lovera Ebersole		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Rhoda Renaud	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Melvin Nichols	X	X		

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01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	James Yutesler	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	William and Gina Pinder		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Rosemary Nichols		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Donald and Nancy Hefner	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Richard Neilson	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Lori Thompson		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Robert and Joanne Bonney	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Betsy Moell		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Anne Hackbarth	X			
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Sandra Block-Effron and Gil Effron	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Anthony DiMostra	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Renee and Harold Leiher	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Dominic Valentino		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Anthony and Susan Zappolo	X	X		

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01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Elaine Park	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	John VanDooren	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Sandra Weber	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. Separate Letter	Jean Edwards	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	David Brown	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Patricia Peery	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Gervais Ashley		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Lorraine Mack	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Paul and Sally Van Slambrouck	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Peter Lucatuorto	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. Separate Letter <b>Separate Letter</b>	Frank Gugliuzza	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	Lauren Smith		X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>Separate Letter</b>	Wilber and Terry Copenhafer	X	X		
01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments. <b>separate Letter</b>	Loretta Tysko		X		

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01292-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: From Summertree Water Alliance - 69 consumer comments.	William Beck	X	X		
01290-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Brown that comments will be placed in docket correspondence and forwarded to CAO.	Jacquelyn Brown		X		
01285-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: COM/Brown - From Manfre.	Don Manfre		X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Deborah Carswell	X	X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Keith Barton		X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Miriam Starr		X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Jason Penn		X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Diane O'Halloran		X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Clarke Arndt		X		
01284-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Robert Wilson		X		
01282-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Diorio that comments will be placed in docket correspondence and forwarded to CAO.	Joe Diorio		X		
01281-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Aldrich that comments will be placed in docket correspondence and forwarded to CAO.	Orion Aldrich		X		
01280-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Reynolds that comments will be placed in docket correspondence and forwarded to CAO.	Joanne and Bill Reynolds		X		

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01279-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Lilly that comments will be placed in docket correspondence and forwarded to CAO.	Carolyn and randy Lilly		X		
01278-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to McLeod that comments will be placed in docket correspondence and forwarded to CAO.	Edi McLeod	X	X		
01277-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Hine that comments will be placed in docket correspondence and forwarded to CAO. <b>Separate letter</b>	Barbara Hine		X		
01276-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Gagnon that comments will be placed in docket correspondence and forwarded to CAO.	Lori Gagnon		X		
01275-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Priest that comments will be placed in docket correspondence and forwarded to CAO.	Ron Priest	X	X		
01274-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Letchford that comments will be placed in docket correspondence and forwarded to CAO.	Gary Letchford		X		
01273-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Sharpe that comments will be placed in docket correspondence and forwarded to CAO.	Jim and Joyce Sharpe		X		
01272-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Becker that comments will be placed in docket correspondence and forwarded to CAO.	Karen Becker	X	X		
01271-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to consumer that comments will be placed in docket correspondence and forwarded to CAO.	PK Pontius		X		

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01270-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Roux that comments will be placed in docket correspondence and forwarded to CAO.	Sheryl Roux		X		
01269-17	2/2/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Carraher that comments will be placed in docket correspondence and forwarded to CAO.	David Carraher		X		
01257-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Johnson that comments will be placed in docket correspondence and forwarded to CAO.	Clarence and Sandra Johnson		X		
01255-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Cook that comments will be placed in docket correspondence and forwarded to CAO.	Nancy Cook		X		
01252-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto - Notification to Ficarra that comments will be placed in docket correspondence and forwarded to CAO.	Jack and Helen Ficarra		X		
01214-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: From Bledsoe.	Dr. and Mrs. Michael Bledsoe		X		
01213-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: From Roger & Randi Cunningham.	Roger and Randi Cunningham		X	X	ROE
01208-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Patterson.	Michael Patterson	X	X		
01207-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Murray that comments will be placed in docket correspondence and forwarded to CAO.	Ali Murray		X		
01206-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to George that comments will be placed in docket correspondence and forwarded to CAO.	Melissa George		X		
01205-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Woodward that comments will be placed in docket correspondence and forwarded to CAO.	Judy Woodward		X		



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01201-17	2/1/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Anderson that comments will be placed in docket correspondence and forwarded to CAO.	Alison Anderson		X		
01173-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Apuzzo.	Michelle Apuzzon		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Patricia Baumhofer		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Richard Abrams		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Gary Garmon		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Cynthia Keener		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Gerald and Kathryn Keane		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Pater Ballasy		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Suzan Parkinson		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Doug Seely		X		
01144-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	David Cushen	X	X		
01143-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Vincent that comments will be placed in docket correspondence and forwarded to CAO.	Judy Vincent		X		
01142-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Norman that comments will be placed in docket correspondence and forwarded to CAO.	Robert Norman		X		
01129-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From DeCosmo.	Elizabeth DeCosmo		X		
01128-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Mullet that comments will be placed in docket correspondence and forwarded to CAO.	Crystal Mullet		X		

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01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Louis duTreil		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Jessica Denham		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Michelle Durham		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	William Smith	X	X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers. <b>New Letter</b>	Russell Dunn <b>Separate Letter</b>		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Lynn Thames		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Ronald Dunfee		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Chris Exum		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Nancy Barton		X		
01125-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Jeff Sauger		X		
01124-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 5 consumers.	Matthew and Leslie Strout		X		
01124-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 5 consumers.	John Burnach		X		
01124-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 5 consumers.	Mary Gustafson		X		
01124-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 5 consumers.	Robin Radvak		X		
01124-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 5 consumers.	Stephen Keszey		X		
01106-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Bell that comments will be placed in docket correspondence and forwarded to CAO.	Carrie Bell		X		
01105-17	1/31/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Smith.	Julia Smith	X	X		
01082-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: From Hammer.	George Hammer		X	X	Notice

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01043-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Musial that comments will be placed in docket correspondence and forwarded to CAO. <b>Separate Letter</b>	Peggy Musial		X		
01042-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Thompson that comments will be placed in docket correspondence and forwarded to CAO.	Natalie Thompson		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Mary OMarra		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Gill Erwin		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Rita McLaughlin		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Fernando Acuna		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Kristina Jusino		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Cody May	X	X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Robert Fazzone		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Anita Nuetzmann		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Scott Schueler and Amy Shilling		X		
01039-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Juanita Martin		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Loni Charters		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Dave Starkweather		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Christopher Sampson		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Lowell Thomas		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Francis Agent		X		

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01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Mary Ann Bucklan		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Barbara Brown		X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Shirley Fossa	X	X		
01038-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Rosa Karbon		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers. <b>Separate letter</b>	Barbara Hine		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	June Modreski		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Susan Padgett		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Justin Sowers		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Stephen Drolshagen		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Bruce Bevitz		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Mary Kay Wright		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Carmen Garcia		X		
01037-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers. <b>Separate Letter</b>	Joyce Lemelman		X	X	Notice
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Sarah Pollard		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Amber White		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Tim Shoemaker		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Edith Miller		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Linda Browning		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Ana Zuniga		X		

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01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Robert Longmire		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Margaret Musial		X		
01035-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Jim and Linda Berko		X		
01028-17	1/30/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Soto- Notification to Blackway that comments will be placed in docket correspondence and forwarded to CAO.	Christine and Keith Blackway		X		
01018-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Agata Fowler		X		
01018-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Harvey Grassian	X	X		
01018-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Barbara Beasley		X		
01018-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Andrew Gross		X		
01018-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Nancy Herrington		X		
01018-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Natalie Thompson		X		
00952-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Barbara Mazzotta		X		
00952-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	David Evans		X		
00952-17	1/27/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Hector Siqueiros		X		
00935-17	1/26/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers. <b>Separate Letter</b>	Jacqui Horn		X		
00935-17	1/26/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers.	Susan Woodbery		X		
00916-17	1/26/2017	CORRESPONDENCE-Consumers & Representatives: From DeMatteis.	Rhonda DeMatteis		X		
00878-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Judith Creveling		X		
00878-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Jeffrey Foote		X		

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00878-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Randolph Horn		X		
00878-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Alston and Kristy Chadwick		X		
00878-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Michelle Knapp		X		
00878-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Joan Braun		X		
00877-17	1/25/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Dunn and PSC reply.	Russell Dunn		X	X	Notice
00823-17	1/24/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers.	Marge Lee		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Crystal Krieger		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Juliet Group		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Larry King		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Alice Voigt		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Todd LaBellman		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Andrew Haas		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Heather Flanders		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Nathan Brainard		X		
00804-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Richard Wilder			X	Promote Conservation
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	David Swerdlow		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Jackie Bochter		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Claudia Chindamo		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Sandy Palkovic		X		

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00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Brandy Hastings		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Amy Roderick		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Peter and Angela Sander		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Ahmet Ural		X		
00795-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 9 consumers.	Meagan Dull		X		
00787-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: From Hine.	Barbara Hine		X		
00785-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: From Ferraro.	Jim Ferraro		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Michael Lusk		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Bethany Wilson		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Linna VanNette		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Susan Goldberg		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Gail Russakov		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Neal Ekengren		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Barry Steinhart		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Richard Wayne		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Rachel Boghos		X		
00760-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Donna Irvin		X		
00759-17	1/23/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers.	Christine Hanley		X		
00733-17	1/20/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 4 consumers.	William McCrory		X		

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00733-17	1/20/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 4 consumers.	Brian Boles		X		
00733-17	1/20/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 4 consumers.	Jeff and Heather Sabounji		X		
00706-17	1/20/2017	CORRESPONDENCE-Consumers & Representatives: From Hamilton.	Andrew and Gayle Hamilton		X		
00697-17	1/20/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From McHale.	Maureen McHale		X		
00664-17	1/20/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Johnson.	Eric Johnson		X		
00658-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers. <b>Same letter 3 times</b>	Bryan Hise		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Erica Presco		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Joanna Tolbert		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	AJ Popiel	X	X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Joan Stevens		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Lori Prentice		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers. <b>Separate letter</b>	Diana Hise		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Chelsea McNulty		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Michele Brown		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Peggy Thomas		X		
00657-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Eduard Piniero		X		
00656-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: From Taylor.	Jeffrey Taylor	X	X		
00653-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: May - Consumer comments.	Doris May		X		
00652-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: From Countess.	Ken Countess		X		
00651-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: From Butz.	William Butz		X		



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00649-17	1/19/2017	CORRESPONDENCE-Consumers & Representatives: Leoci - Consumer comments. <b>Separate Letter</b>	Paul and Dorothy Leoci	X	X		
00593-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Proctor.	John Snyder		X		
00593-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Proctor.	Chris Proctor		X		
00551-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Robida. <b>Separate Letter</b>	Lee Robida	X	X		
00546-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Amanda Greif		X		
00546-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Pat Burnsed		X		
00546-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Stephanie Schurott		X		
00546-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Gregory Swartwood		X	X	ROE
00546-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Brian Holmes		X		
00546-17	1/18/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Linda Gail Lang		X		
00536-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Pappas - Consumer comments.	Lawrence Pappas <b>Separate Letter</b>		X		
00535-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Edwards - Consumer comments.	Jean Edwards		X		
00534-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Vecere - Consumer comments.	Maureen Vecere		X		
00533-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Warrick - Consumer comments. <b>Separate Letter</b>	Earl Warrick		X		
00532-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Warrick - Consumer comments. <b>Separate Letter</b>	D Warrick		X		
00531-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Windisch - Consumer comments.	Paul Windisch		X		
00530-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: Zollo - Consumer comments. <b>New letter</b>	Janet Zollo		X		
00528-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: From Landmesser.	Mickel Landmesser		X		
00527-17	1/17/2017	CORRESPONDENCE-Consumers & Representatives: From Robinson.	Greg Robinson		X		

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00438-17	1/13/2017	CORRESPONDENCE-Consumers & Representatives: Dunn & Spaulding - Consumer comments. <b>Separate Letter</b>	Janet Dunn and Russell Spaulding		X		
00437-17	1/13/2017	CORRESPONDENCE-Consumers & Representatives: Harvey - Consumer comments.	Norma Harvey		X		
00430-17	1/13/2017	CORRESPONDENCE-Consumers & Representatives: CLK/Roehner - Notification to Swain that comments will be placed in docket correspondence and forwarded to CAO.	René Swain		X		
00411-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers.	Renee Gardner		X		
00399-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Ann Marie Ryan. <b>Separate Letter</b>	Ann Marie Ryan	X	X		
00363-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: Caroline and Daniel Kithcart - Consumer comments.	Caroline and Daniel Kithcart	X	X		
00355-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Charles Siler		X		
00355-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Patrick McKnight		X		
00355-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Dinna Pottier		X		
00355-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Kim Todd		X		
00355-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Matthew McDonald		X		
00355-17	1/12/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 7 consumers.	Jodi Livernois		X		
00315-17	1/11/2017	CORRESPONDENCE-Consumers & Representatives: From Wetzel.	Wayne Wetzel Belle Haven Mobile Home Park		X		
00306-17	1/11/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Hughes. <b>Separate Letter</b>	Robert Hughes		X	X	ROE
00303-17	1/11/2017	CORRESPONDENCE-Consumers & Representatives: COM/Brown - From Robida. <b>Separate Letter</b>	Lee Robida	X			
00296-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Rena Thompson		X		
00296-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Darel Taylor		X		

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00296-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Barbara Knight		X		
00296-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Laura Miller		X		
00296-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Steve Barbee		X		
00296-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 6 consumers.	Robert Leopardi		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Jason Howard		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Paul Golub		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Annmarie Sheppard		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Kimberly Adams		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Martha Brana		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Sandra Swiatkiewicz		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Greg and Jeanine Ellis		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Michelle Allegra		X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Theresa Lemonier	X	X		
00285-17	1/10/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Janey Whitney		X		
00107-17	1/5/2017	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Pasco County/Mariano.	Jack Mariano	X			
00090-17	1/4/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Powers.	Michael Powers		X		
00089-17	1/4/2017	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Versprille.	Harold Versprille	X	X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Norma Phillips		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Olga Novoseleska		X		

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09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Rachel and Andy Knieriem		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	William Barlow		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Thomas Perez		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Robert Rosa		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Marie Burke		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Kenneth Gagliano		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Rita Dennis		X		
09597-16	12/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 10 consumers.	Lisa Matassa		X		
09559-16	12/27/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Adriane and Darrin Larsen.	Adriane and Darrin Larsen		X		
09537-16	12/23/2016	CORRESPONDENCE-Consumers & Representatives: CAO/Roland - From Roberts.	Robert Roberts		X		
09476-16	12/20/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Flores.	Penny Flores		X		
09349-16	12/15/2016	CORRESPONDENCE-Consumers & Representatives: CAO/Plendl - From Office of Citizen Services/Jemmott with PSC reply.	Karin Kill		X		
09340-16	12/15/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Ruthie Bodin		X		
09340-16	12/15/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Patrick McCarthy		X		
09340-16	12/15/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Doreen Aery		X		
09325-16	12/15/2016	CORRESPONDENCE-Consumers & Representatives: From Klotz.	Elvera Klotz		X		
09254-16	12/12/2016	CORRESPONDENCE-Consumers & Representatives: CAO/Roland - From Pineiro.	Joanna Pineiro		X		
09220-16	12/9/2016	CORRESPONDENCE-Consumers & Representatives: From Kulaga.	Thomas Kulaga		X		
09144-16	12/5/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Josefa Delgado		X		

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09144-16	12/5/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Headlight Restoration		X		
09137-16	12/5/2016	CORRESPONDENCE-Consumers & Representatives: From Covington.	Sabrina Covington		X		
09082-16	12/1/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Melendez.	Daisy Melendez		X		
09077-16	12/1/2016	CORRESPONDENCE-Consumers & Representatives: From Heebner.	Donna Heener		X		
09069-16	11/30/2016	CORRESPONDENCE-Consumers & Representatives: CAO/Plendl - From 25 consumers and PSC reply.	Vickie Jennings		X		
09051-16	11/29/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 3 consumers. <i>Name and address unclear</i>	Christina Rorosedes		X		
09051-16	11/29/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 3 consumers.	Lawrence Boisvert		X		
09051-16	11/29/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 3 consumers.	Bobby Patterson		X		
09038-16	11/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers.	Josefina Gonzalez		X		
09038-16	11/29/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 2 consumers.	Ed Brown		X		
09005-16	11/28/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Reid. <b>(new letter)</b>	Mary Reid		X		
09003-16	11/28/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Ania Grullon		X		
09003-16	11/28/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Joseph Gall		X		
09003-16	11/28/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From 3 consumers.	Carlos Abreu		X		
08957-16	11/22/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Landry.	Letitia Landry		X		
08935-16	11/22/2016	CORRESPONDENCE-Consumers & Representatives: From LaBeau.	Larry LaBeau		X		
08886-16	11/21/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Wai-Keung Tam.	Wai Keung Tam		X		
08881-16	11/21/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Quirk.	Richard G. Quirk		X		
08880-16	11/21/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From James.	Bari James	X	X		

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08829-16	11/16/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Courtley	Aaron Courtley		X		
08823-16	11/16/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 3 consumers. <b>New letter</b>	Oneil Simard		X	X	ROE
08823-16	11/16/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 3 consumers. <b>New letter</b>	Gaylon and Judith Bell		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers.	Irma and Barbara Wolowicz		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	Robert Robida		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers.	Robert Purcell		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers.	Bruce Larson		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	Richard Pascale		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	James and Jill Ballard		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers.	James Camara		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>Separate Letter</b>	Kathy Boyd		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	Richard and Mary Marquez		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers.	Helen Fettig		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	William Van Horn		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	Edward and Joann Kruk		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers. <b>New letter</b>	Truman and Nancy Hankins		X	X	ROE
08809-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From 18 consumers.	Marilyn Little		X	X	ROE
08806-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Sylvia & Harold Wendell. <b>(new letter)</b>	Harold and Sylvia Wendell		X	X	ROE

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08805-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: COM/Brown - From Summertree Water Alliance/Ryan. <b>Separate Letter</b>	Ann Marie Ryan		X		
08804-16	11/15/2016	CORRESPONDENCE-Consumers & Representatives: CAO/McHargue - From Ott.	Maureen Ott		X		
08802-16	11/15/2016	CORRESPONDENCE-Parties & Interested Persons: Pennbrooke Homeowners' Association/Raba - Letter dated 10/26/2016 requesting to be added as an interested person.	Xiomara Raba (Pennbrooke Homeowners Assoc)	X			
08767-16	11/10/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Fleri.	Alfonso Fleri			X	ROE
08753-16	11/9/2016	CORRESPONDENCE-Consumers & Representatives: COM/McHargue - From 2 customers.	Elizabeth Bohling and James Holland		X		
05768-16	8/1/2016	CORRESPONDENCE-Consumers & Representatives: COM/Parsons - From Mr. and Mrs. Carver to Utilities, Inc. of Central Florida/Schumacher.	Larry and Natalie Carver	X			
05542-16	7/25/2016	CORRESPONDENCE-Parties & Interested Persons: Robert Hughes - Request to be added as an interested person. <b>(Different Letter)</b>	Robert Hughes	X	X		
05541-16	7/25/2016	CORRESPONDENCE-Parties & Interested Persons: Ralph O. Kessler - Request to be added as an interested person. <b>(Different Letter)</b>	Ralph Kessler	X	X		
05540-16	7/25/2016	CORRESPONDENCE-Parties & Interested Persons: Robert Bonney - Request to be added as an interested person. <b>(Different Letter)</b>	Robert Bonney	X	X		
05538-16	7/25/2016	CORRESPONDENCE-Parties & Interested Persons: Donald Heffner - Request to be added as an interested person. <b>(Different Letter)</b>	Donald Hefner	X	X		
04940-16	7/14/2016	CORRESPONDENCE-Consumers & Representatives: White - Consumer comments. <b>Separate Letter</b>	Bill White			X	Boil Water
04939-16	7/14/2016	CORRESPONDENCE-Consumers & Representatives: Kehoe - Consumer comments.	Walter Kehoe	X			
04938-16	7/14/2016	CORRESPONDENCE-Parties & Interested Persons: Ann Ryan - Request to be added as an interested person.	Ann Marie Ryan	X	X		
04428-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Jorge - Consumer comment.	Gertrude Jorge	X	X		
04426-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Finch - Consumer comment.	Aida Finch	X	X		
04425-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Brindise - Consumer comment.	Fleurette Brindise	X	X		

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04424-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Conway - Consumer comment.	Alice Conway	X	X		
04423-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Krause - Consumer comments.	David Krause	X	X		
04422-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Morrill - Consumer comments.	Candice Morrill	X	X		
04421-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Cyr- Consumer comments.	Guy Cyr	X	X		
04420-16	7/11/2016	CORRESPONDENCE-Consumers & Representatives: Sippel - Consumer comments.	Dolores Sippel	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Halina Lange	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	F. Peter and Penelope Szafran	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Juanita Pare	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	J. H. "Jerry" Robbins	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Richard and Claire Young	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Arlene Firoz	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Edith Sanders	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Patricia Little	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	James Ballard	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Paul Leoci	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	John Re	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Ruth DiOrio	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Frances Kranick	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Robert Varady	X	X		



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04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Raymond Burns	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Shirley Love	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Margaret Frederick/Robert Williams	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Lorraine Smith	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Ronald Clayback	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers Different letter <b>Separate Letter</b>	Barbara Doyle	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers <b>Separate Letter</b>	Jerome Dale	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Barbara Longo	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Joy Lotito	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Richard Marquez	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Janet Zollo	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Theresa Truelove	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Ann Dykes	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Dorothy Winkes	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Rodney Vanhorenweder	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Betty Capone	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Rose Purpura	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Wayne Dupree	X	X		

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04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Patricia Antila	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Thomas and Wendy Jager	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Robert and Joanne Bonney	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Don Kelly	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Betsy Moell	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Roxanne Wadding	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Sheila Donald	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Margaret Hoag	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers <b>Separate Letter</b>	George Metz	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Fred Sartell	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Linda Hunter	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Candee Hett	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Robert Tyler	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Donna Leforte	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Mary Jo McLaughlin	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers Different letter <b>Separate Letter</b>	Richard Schultz	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Joseph and Paula Pieretti	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Shirley Hett	X	X		

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04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Paul Goldsmith	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Linda LaDrew	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Lisa Bandy	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers <b>Separate Letter</b>	Dawn Bergson	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers Different letter <b>Separate Letter</b>	Robert Povolny	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers Different letter <b>Separate Letter</b>	Charles Hoehn	X	X		
04410-16	7/11/2016	CORRESPONDENCE-Parties & Interested Persons: (SWA)/Ryan - From 61 consumers	Loretta Tyszko	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. separate letter - same household	Lee Robida	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Robert Hughes	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Michael Lambert	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Joanne Solomon	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Shiraz Ismail	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Yvon Rivard	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Sarah Antunez	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. Long letter (short letter previously filed - Earl Warrick) <b>Separate Letter</b>	Deanna Warrick	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Gene Klarman	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Lee Webster	X	X		

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04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Denise Quiroga	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Anne Laboda	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Philip Alix	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Oneil Simard	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Robert Trout	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Eileen Ball	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Joseph Caputa	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Violet Weeks	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Sylvia Wendell	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Merle Blank	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Nancy Hankins	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Susan Dunfee	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Ralph Kessler	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Donald Hefner	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Peter Garbacki	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Richard Marr	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Rita Cox	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Irving Belbin	X	X		

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04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	David and Eleanor Curtis	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Anthony DiMostra	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Fern Green	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. Different letter	Dominic and Dennise Valentino	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. <b>separate letter - same household</b>	Dominic and Dennise Valentino	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Judith Brinton	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Harry Welch	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Pascal Arlotta	X	X		
04253-16	7/5/2016	Long letter (short letter previously filed) <b>Separate Letter</b>	Charles Poppelreiter and Mary Cousins	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Cheryl Poppelreiter	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Mario Buono / Louise Buono	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Frank Gugliuzza	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Judith Graham	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Thomas and Carol Maniscalco	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Erika Milligan	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers.	Juanita Vancik	X	X		
04253-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: (SWA)/Ryan - From 53 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Roberta Brockmann	X	X		

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04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Dolores Miller	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Larry Pappas	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Jeanne Cortopassi	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Joseph Bentivegna	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Diane Macaluso	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Paul Hays	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Pauline Mnieckowski	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Antonio Santo	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Patricia Foley	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Kathy Appell	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Anna Peterson	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Gordon Zinser	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Lettie Witt	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Louise Scagnelli	X	X		

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04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Ruthanne Lucatuorto	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Robert Paul	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Alice Hess	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Vincent Piccolo	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Henry Desroches	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Maria Cristiano (unique address)	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Victor Caputo	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Claire Meaney	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Carmen Gumaer	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Maria Cristiano	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Ronald Park	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Charles Moore	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Dennis Smith	X	X		

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04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	William Watson	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Mae Rossi	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Clayton and Karen Nakamitsu	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Gervais Ashley	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Douglas Grossa	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Linda O'Day	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Robert Lietz / Carol Lietz	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. same letter - unique addresses	Carolyn Smith	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. same letter - unique addresses	Carolyn Smith	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	Steven Crosby	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers.	William Meagher	X	X		
04252-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: Summertree Water Alliance (SWA)/Ryan - From 40 consumers. Long letter (short letter previously filed) <b>Separate Letter</b>	Terry Copenhafer	X	X		
04248-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: From Hunt - Consumer comments.	John Hunt	X	X		



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04247-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: From Mr. and Mrs. Micale - Consumer comments.	Frank Micale / Mary Micale	X	X		
04245-16	7/5/2016	CORRESPONDENCE-Consumers & Representatives: From Scott - Consumer comments.	Dorothy Scott	X	X		
04241-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: Roberta Brockman - Request to be added as an interested person,	Roberta Brockmann	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Reba Edwards	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Linda Smith	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Mary Reid	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Larry Karchmar	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Wilfredo Rivera	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Kathy Huffman	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Ken Leslie	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Anthony Tramontano	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	David Fryzel	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Jackie Culler	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Richard Pascale / Judith Pascale	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Mary Ann Sheakoski	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Jane Kozza	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Allan Hunter / Christine Hunter	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Charles Black	X	X		

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Docket No. 160101-WS

<u>Document</u>	<u>Date Filed</u>	<u>Description</u>	<u>Name</u>	<u>Quality</u>	<u>Rates</u>	<u>Other</u>	<u>Notes</u>
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Thomas Gambino	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Jane Van Horn	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Edward Kruk / Jo Ann Kruk	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Richard Waddell	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Lovera Ebersole	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Mary Gardner	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Mildred Wilkins	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	James Yutesler	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Beverly Le Henaff	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Bonnie Franks	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Gary Williams	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Prudence Pesce	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Marie Bentivegna	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Walter Shoemaker	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Dennis Royston	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Marsy Laurie	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Beverly Gehring-Wren	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Lorraine Molyneux	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Celeste Millen	X	X		

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04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Barbara Egbert	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Verna Edwards	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Juanita Schluntz	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree <b>Long letter (short letter previously filed)</b>	Patricia Peery	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Mary Ann Liture	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Patricia Curry	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Vincent Calcagno	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Joseph Grasso	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Gail Fenske	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Barbara Bakker	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Carolyn Kovarik	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Deborah Goyer	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Sally Van Slambrouck	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Henry Williams	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Jean and Walter Brown	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Ray Caraway / Bonnie Caraway	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Marilynn Lampe	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Peter Holub	X	X		

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04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree <b>Long letter (short letter previously filed) Separate Letter</b>	Peter Lucatuorto	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Genevieve Ammiano	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Jeanette Erickson	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Lynn Welch	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Marion Martin	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Alfonso and Santa Fleri	X	X		
04238-16	7/5/2016	CORRESPONDENCE-Parties & Interested Persons: From Ryan and Summertree	Perry Good	X	X		
04159-16	7/1/2016	CORRESPONDENCE-Parties & Interested Persons: Gayle A. Krich - Request to be added as an interested person.	Gayle Krich	X	X		
04115-16	6/30/2016	CORRESPONDENCE-Parties & Interested Persons: Maria Cristiano - Request to be added as an interested person.	Maria Cristiano	X	X		
04014-16	6/27/2016	CORRESPONDENCE-Parties & Interested Persons: Reale - Request to be added as an interested person. <b>Separate Letter</b>	Margaret Reale	X	X		
03997-16	6/24/2016	CORRESPONDENCE-Parties & Interested Persons: Cheryl Poppelreiter - Request to be added as an interested person.	Cheryl Poppelreiter	X	X		
03995-16	6/24/2016	CORRESPONDENCE-Parties & Interested Persons: Stephen Gazo - Request to be added as an interested person.	Stephen Gazo	X	X		
03992-16	6/24/2016	CORRESPONDENCE-Parties & Interested Persons: Charles Poppelreiter - Request to be added as an interested person.	Charles Poppelreiter	X	X		
03968-16	6/23/2016	CORRESPONDENCE-Parties & Interested Persons: Mary Kaminski - Request to be added as an interested person.	Mary Kaminski	X	X		
03910-16	6/21/2016	CORRESPONDENCE-Parties & Interested Persons: Gaylon Bell - Request to be added as an interested person.	Gaylon Bell	X	X		
03908-16	6/21/2016	CORRESPONDENCE-Consumers & Representatives: McKeenan - Consumer Comment.	Linda McKeenan	X	X		

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03860-16	6/20/2016	CORRESPONDENCE-Parties & Interested Persons: Benjamin S. Rubin and Merrill Rubin - Request to be added as an interested person.	Benjamin Rubin / Merrill Rubin	X	X		
03860-16	6/20/2016	CORRESPONDENCE-Parties & Interested Persons: Benjamin S. Rubin and Merrill Rubin - Request to be added as an interested person.	Blanche King	X	X		
03848-16	6/20/2016	CORRESPONDENCE-Consumers & Representatives: Parrot - Summertree Resident Letter to Florida Public Service Commission Utilities, Inc. of Florida - Consolidated Rate Case - concerns regarding Document No. 02589-16 dated 04/28/16	Kevin Parrott	X	X		
03845-16	6/20/2016	CORRESPONDENCE-Consumers & Representatives: Davis - Summertree Resident Letter to Florida Public Service Commission Utilities, Inc. of Florida - Consolidated Rate Case - concerns regarding Document No. 02589-16 dated 04/28/16	James Davis	X	X		
03844-16	6/20/2016	CORRESPONDENCE-Consumers & Representatives: Sladky - Summertree Resident Letter to Florida Public Service Commission Utilities, Inc. of Florida - Consolidated Rate Case - Regarding Document No. 02589-16 dated 04/28/16	Juanita Sladky	X	X		
03788-16	6/16/2016	CORRESPONDENCE-Parties & Interested Persons: Gloria J. Ross request to be added as an interested person.	Gloria Ross	X	X		
03760-16	6/16/2016	CORRESPONDENCE-Parties & Interested Persons: Catherine Drosdick request to be added as an interested person.	Catherine Drosdick	X	X		
03734-16	6/16/2016	CORRESPONDENCE-Parties & Interested Persons: Kathy Appell request to be added as an interested person.	Kathy Appell	X	X		
03723-16	6/15/2016	CORRESPONDENCE-Parties & Interested Persons: Barbara Doyle request to be added as an interested person.	Barbara Doyle	X	X		
03719-16	6/15/2016	CORRESPONDENCE-Parties & Interested Persons: Vincent Vasely request to be added as an interested person.	Vincent Vasely	X	X		
03632-16	6/13/2016	CORRESPONDENCE-Consumers & Representatives: From Nichols.	Wayne and Rosemary Nichols	X	X		
03630-16	6/13/2016	CORRESPONDENCE-Consumers & Representatives: From Mr. and Mrs. Marino.	James Marino / Phyllis Marino	X	X		

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03628-16	6/13/2016	CORRESPONDENCE-Consumers & Representatives: From Mr. and Mrs. Carter.	Anne Carter / William Carter	X	X		
03626-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Patricia Peery request to be added as an interested person.	Patricia Peery	X	X		
03624-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Mr. and Mrs. Anthony Graffeo request to be added as interested persons.	Anthony Graffeo / Rosemary Graffeo	X	X		
03622-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Mary Snaric request to be added as an interested person.	Mary Snaric	X	X		
03620-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Margaret Reale request to be added as an interested person.	Margaret Reale	X	X		
03618-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Margaret Flynn request to be added as an interested person.	Margaret Flynn	X	X		
03615-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Karen Vekamitsu request to be added as an interested person.	Karen Nakamitsu	X	X		
03613-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: J.R. Medina request to be added as an interested person.	J.R. Medina	X	X		
03611-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: John Leahy request to be added as an interested person.	John Leahy	X	X		
03609-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Jerome Dale request to be added as an interested person.	Jerome Dale	X	X		
03607-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Janet Dunn and Russell Spaulding request to be added as interested persons.	Janet Dunn / Russell Spaulding	X	X		
03605-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: James Savarese request to be added as an interested person.	James Savarese	X	X		
03595-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: George Metz request to be added as an interested person	George Metz	X	X		
03593-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Earl Warrick Jr. request to be added as an interested person. <b>Separate Letter</b>	Earl Warrick	X	X		

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03591-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Dawn Bergson request to be added as an interested person.	Dawn Bergson	X	X		
03589-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: David Curtis request to be added as an interested person.	David Curtis	X	X		
03587-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Charles Hoehn request to be added as an interested person.	Charles Hoehn	X	X		
03584-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Cecilia Corbin request to be added as an interested person.	Cecilia Corbin	X	X		
03582-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Robert Povolny request to be added as an interested person.	Robert Povolny	X	X		
03579-16	6/13/2016	CORRESPONDENCE-Parties & Interested Persons: Ann Colletti request to be added as an interested person.	Ann Colletti	X	X		
03540-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Kenneth Jennings request to be added as an interested person.	Kenneth Jennings	X	X		
03538-16	6/10/2016	CORRESPONDENCE-Consumers & Representatives: From Mack.	Lorraine Mack	X	X		
03537-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: William White request to be added as an interested person.	William White	X	X		
03536-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Susan Zappolo request to be added as an interested person.	Susan Zappolo	X	X		
03535-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Peter Lucatuorto request to be added as an interested person.	Peter Lucatuorto	X	X		
03534-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Joseph Donahue request to be added as an interested person.	Joseph Donahue	X	X		
03531-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Lauren Smith request to be added as an interested person.	Lauren Smith	X	X		
03529-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Jeannette Gouin request to be added as an interested person.	Jeanette Gouin	X	X		

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03528-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: McDonald request to be added as an interested person.	Russell McDonald	X	X		
03527-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Richard Schultz request to be added as an interested person.	Richard Schultz	X	X		
03522-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Michele Deutsch request to be added as an interested person.	Michael Deutsch	X	X		
03520-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Arthur Hoffman request to be added as an interested person.	Arthur Hoffman	X	X		
03517-16	6/10/2016	CORRESPONDENCE-Parties & Interested Persons: Ruthanne Lucatuorto request to be added as an interested person.	Ruthanne Lucatuorto	X	X		
03469-16	6/9/2016	CORRESPONDENCE-Parties & Interested Persons: Terry Copenhafer request to be added as an interested person.	Terry Copenhafer	X	X		
03449-16	6/8/2016	CORRESPONDENCE-Consumers & Representatives: Jay - Consumer comments.	Patricia Jay	X	X		
03369-16	6/6/2016	CORRESPONDENCE-Consumers & Representatives: Zore - Consumer comments.	Larry Zore	X	X		
03368-16	6/6/2016	CORRESPONDENCE-Consumers & Representatives: Silva - Consumer comments.	Samuel Silva	X	X		



CORRESPONDENCE

MAR 01, 2017

DOCUMENT NO.

## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 1

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

L.K. BAILEY TRAIL DEVELOPMENT- SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE  
Florida Address 2360 CLAY CT. LOVINGWOOD FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☐ **Water Quality:** The overall water quality is unacceptable due to (check all that apply):

☒ Sediment

☒ Taste

☐ Odor

☒ **Other Comments:**

WE HAD TO GET FILTERS ON SINK  
& REFRIGERATOR TO DRINK WATER & ICE

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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2017 MAR -1 AM 9:37  
COMMISSION  
CLERK

FWC Alliance - Consumer Comment FORM: 1

## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 2

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

LE BRANTLEY ISLAND DEVELOPMENT - SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LONGWOOD FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ **Water Quality & Rates:**

The water quality of our water does not justify this rate increase.

☒ **Other Comments:**

WE HAD TO INSTALL FILTERS SO WE  
COULD ~~DRINK~~ DRINK & COOK WITH OUR WATER

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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COMMISSION  
CLERK

## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 3

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

LA. BRANTLEY ISLES DEVELOPMENT- SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LONGWOOD, FL. 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate  
case due to its overwhelming impact on my utility rates.

☒ Other Comments:

WHAT IF ALL OF MY BILLS  
DOUBLED I COULD NOT AFFORD TO  
LIVE IN MY HOME

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FWC Alliance - Consumer Comment FORM: 3

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CLERK

## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 4

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

LK. BRANTLEY ISLE DEVELOPMENT - SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LONGWOOD FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

## CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ I see minimal maintenance and updating of my community's utility  
system even though my rates continually increase.

☒ Other Comments:

WHEN MY PIPE BROKE THE METER  
READER, NOR THE COMPANY TOLD ME OF  
EXCESS WATER CONSUMPTION. I HAD TO  
NOTICE IT WHEN MY BILL WAS 10 TIMES  
NORMAL

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FWC Alliance - Consumer Comment FORM: 4



## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 5

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

LEE GRANLEY ISLES DEVELOPMENT- SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LONGWOOD, FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ History has proven that Utilities Inc. of Florida has continually filed for rate increases with little improvement to our drinkable water quality.

☒ Other Comments:

WE HAVE HISTORY OF LOW WATER CONSUMPTION  
AND YET WE GET CHARGED FLAT RATES FOR  
MORE WATER THAN WE USE

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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FWC Alliance - Consumer Comment FORM: 5

## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 6

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

LA PRATER ISSUES DEVELOPMENT - SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LONGWOOD FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, ☒ Resident/Renter ☒ Resident/Renter

each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ **Health Concerns:**

There are black sediment deposits and/or slimy growths in our (check all that apply):

- ☒ Toilet water tanks  
☒ Hot water heater  
☒ Kitchen faucet  
☒ Bathroom faucet(s)

☐ **Other Comments:**

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Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FWC Alliance - Consumer Comment FORM: 6

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## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 7

Application for increase in water and sewer rates in Charlotte, Highlands, Lake,  
Lee, Marion, Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

LK BRANTLEY BEACH DEVELOPMENT - SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LOXSWOOD, FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ **Rates/Adverse Financial Impact:**

Utilities, Inc. of Florida rates are higher than Utility rates for our neighboring communities and/or proposed rates would place an undo adverse financial burden upon our household.

☒ **Other Comments:**

WE ARE RETIRED ON FIXED INCOME  
THIS COULD BECOME A PROBLEM LOWE HAD  
A BROKEN PIPE AND THEY CHARGED US FULL  
PRICE FOR WATER LOSS / A GOOD HOME TO DAMAGE CRY  
WE USED TO LIVE AT A SIMILAR  
THING HAPPENED THEIR WAS NO  
CHARGE FOR LOST WATER

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC

2017 MAR -1 AM 9:36

COMMISSION  
CLERK

FWC Alliance - Consumer Comment FORM: 7

## Consumer Comment

Florida Consumer Water/Wastewater Alliance - FORM: 8

Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, and Seminole counties by

### Utilities, Inc. of Florida

DOCKET NO. 160101-WS

W. BRANTLEY JONES DEVELOPMENT- SEMINOLE COUNTY, FLORIDA  
{Community/Neighborhood Name} {County Name}

Print name(s) DANA PRICE / MARY PRICE

Florida Address 2360 CLAY CT.  
LONGWOOD FL 32779

Date 2-25-17 Signature(s) Dana Price / Mary Price

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter  
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

## CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

☒ **Billing and/or Customer Service issues:**

Utilities, Inc. of Florida personnel have not been responsive when we have  
contacted them to share concerns, file a complaint or discuss billing/questions.

☒ **Other Comments:**

WENT I CALLED ABOUT EXCESS WATER  
CONSUMPTION BECAUSE OF BROKEN PIPE,  
THEY DIDNT CARE AND CHARGE ME FULL  
PRICE. IF THEY DOUBLE PRICE AND I WAS AWAY  
IT COULD BE A TERRIBLE CONSEQUENCE

Send your completed comment form to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FWC Alliance - Consumer Comment FORM: 8

RECEIVED-FPSC  
2017 MAR -1 AM 9:38  
COMMISSION  
CLERK



CAPT. DANA & MARY PRICE  
2360 CLAY COURT  
LONGWOOD, FL 32779

DISTRIBUTION CENTER

2017 MAR -1 AM 6:45

ORLANDO FL 328

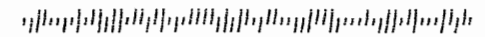
27 FEB 2017 PM 7:11



24 COMMERCIAL FORM CO.

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



CORRESPONDENCE  
FEB 28, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, February 28, 2017 8:22 AM  
**To:** 'dave@lundbergproperties.com'  
**Subject:** RE: Docket No. 160101-WS, Utilities, Inc. of Florida - Consolidated Rate Case

Good morning Mr. & Mrs. Lundberg,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** [dave@lundbergproperties.com](mailto:dave@lundbergproperties.com) [<mailto:dave@lundbergproperties.com>]  
**Sent:** Monday, February 27, 2017 5:38 PM  
**To:** Records Clerk  
**Subject:** Fw: Docket No. 160101-WS, Utilities, Inc. of Florida - Consolidated Rate Case

Attention PSC Board Members,  
We are friends and associates of the Perlman's (see below), and many other Sweetwater Oaks neighbors, and we also object to the unconsonable rate increase requested by Utilities, Inc. of Florida under Docket No> 160101-WS. We see no justifiable reason to consolidate rates state-wide as a ruse to enact a dramatic rate increase on Seminole County users. The rollout of these water providers was Utilities, Inc.'s business decision, not that of the residents served.

**Request Rejection!**

Sincerely, David & Jill Lundberg,  
homeowners since 1972 in Sweetwater Oaks, Seminole County

**From:** Hugh Perlman <[olandpro@gmail.com](mailto:olandpro@gmail.com)>  
**To:** [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)  
**Sent:** Wednesday, February 15, 2017 10:45 PM  
**Subject:** RE: Docket No. 160101-WS, Utilities, Inc. of Florida - Consolidated Rate Case

Dear Members of the Florida Public Service Commission:

Please consider this letter as a complaint with reference to Docket No. 160101 - WS, Utilities, Inc. of Florida - Consolidated Rate Case.

ISSUE:

Utilities Inc. of Florida (UIF) is asking the Commission to consolidate ten Florida counties, including my county of Seminole, 15 individual community systems (12 subsidiaries), and approximately 60,000 customers under one umbrella, Utilities Inc. of Florida. Their plan is to implement one flat rate for water and wastewater for UIF customers statewide.

FACTS:

1. For residential customers of Utilities Inc. of Florida - Sanlando in the community of Sweetwater Oaks in Longwood, Florida, this will mean a near doubling of our current monthly water and wastewater fees.
2. This two-fold increase is OUTRAGEOUS! I, along with my neighbors (especially those on fixed incomes), cannot afford to pay rates and fees which will certainly be some of the highest in Central Florida.

PETITION:

**We appeal and urge you to REJECT the application by Utilities, Inc. of Florida as laid out in their proposal, Docket No. 160101-WS. We ask you to disapprove their request to consolidate and change their current rate structure.**

Thank you for your attention and consideration.

Sincerely,

Hugh & Anita Perlman

Homeowners - Sweetwater Oaks, Longwood, Florida

CORRESPONDENCE  
FEB 28, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, February 28, 2017 8:20 AM  
**To:** 'dcmckeeby@gmail.com'  
**Subject:** RE: Docket 160101-ws

Good morning Ms. McKeeby,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** [dcmckeeby@gmail.com](mailto:dcmckeeby@gmail.com) [<mailto:dcmckeeby@gmail.com>]  
**Sent:** Monday, February 27, 2017 5:12 PM  
**To:** Records Clerk  
**Subject:** Docket 160101-ws

To whom it may concern,

Every household and every business, large or small, has to plan for the future. We have to set aside monies/reserves for repairs or replacement of assets that have a set life expectance. Every homeowner sets aside money for the new roof they know they will need in 15 years. Business's write off depreciation of assets while funding reserves to pay for repairing or purchasing new equipment every day.

What has Utilities, Inc. and its parent company done to plan for the future? They have enjoyed above average returns while aggressively acquiring new companies and systematically requesting rate hikes. This business model only works for an unchecked monopoly.

I realize they are a for profit company and I fully expect them to make a reasonable return on investment, however it seems to me that this rate hike request is more about a failure to plan. Perhaps, more of their returns should go towards infrastructure upgrades and less towards acquisitions. This is a monopoly and we rely you, the Florida Public Service Commission to keep them in check. I cannot go to my boss and ask for a raise because I need a new roof and forgot to set aside monies nor can I tell my boss that my quality of work will go down if I don't get a raise. I can't go to my water company and tell them I can only pay half of my water bill because I need to pay for a new roof.

Please don't allow the customers of Utilities, Inc. to be financially penalized with, in my case a 109% rate hike, because Utilites, Inc has failed to plan. Keep them accountable. We are depending on You.

Thank you,

Donna McKeeby  
503 Blue Lake Drive  
Longwood, FL 32779

Sent from [Mail](#) for Windows 10

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

CORRESPONDENCE

FEB 23, 2017

DOCUMENT NO.

**DATE:** *Feb 23, 2017*

**TO:** Office of Commission Clerk

**FROM:** Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach

**RE:** Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket *160101*.

COMMISSION  
CLERK

2017 FEB 23 PM 1:25

RECEIVED-FPSC

1-800-HELP-FLA (435-7352)  
www.800helpfla.com  
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES  
2005 APALACHEE PKWY  
TALLAHASSEE FL 32399-6500

**FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES**  
**COMMISSIONER ADAM H. PUTNAM**

February 8, 2017

Refer To: 1701-04228 / JG

PUBLIC SERVICE COMMISSION  
ATTN: RHONDA HICKS  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL  
Business: UTILITIES, INC OF FLORIDA  
Consumer: ALICE C VOIGT

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

*Jeanine Garnes*

Jeanine Garnes  
Senior Consumer Service Analyst  
850-410-3695  
Fax: 850-410-3801  
E-mail: [jeanine.garnes@freshfromflorida.com](mailto:jeanine.garnes@freshfromflorida.com)





ADAM H. PUTNAM  
COMMISSIONER

Florida Department of Agriculture and Consumer Services

Division of Consumer Services

**CONSUMER COMPLAINT FORM**

January 31, 2017

**Please return completed form to:**

Florida Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL  
850-488-2221 - Calling from outside FL  
www.800helpfla.com

Online Complaint Number: **270072**

Case Number: **1701-04228**

Subject: **Public Utilities**

**Consumer Information:**

Name: **VOIGT, ALICE C**

Country: **USA**

Address: **118 INGRAM CIRCLE**

City/State/Zip: **LONGWOOD, FL 32779**

Email: **alice.voigt@aol.com**

I would like to subscribe to the Florida Consumer E-Newsletter: **Yes**

Age Group: **Not available** Home Phone: **407-788-6085** Work/Cell Phone:

**Business Information (Complaint Filing Against):**

Name: **UTILITIES, INC.**

Address: **P.O. BOX 160609**

City/State/Zip: **ALTAMONTE SPRINGS, FL 32716**

Phone: **866-842-8432**

Authorized to contact Business:

**Product Information:**

Product or Service involved:

Date of Transaction:

Amount Paid:

Did you sign a contract or any similar documents? **No**

When:

Where:

Are you currently represented by a lawyer? **No**

Have you filed suit in court? **No**

Mode of Contact: **MAIL**

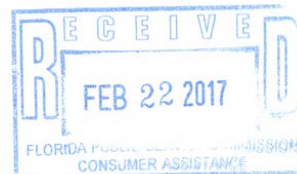
**Explain your complaint, describing the events in the order in which they occurred.**

I am a retired senior citizen widowed. I do not fully understand the rate hike but it appears our water bill will go up substantially.

**What would satisfy your complaint?**

I feel like I pay enough for water. I do not need a huge hike.

**Supporting Documents:**







**ADAM H. PUTNAM**  
**COMMISSIONER**

Florida Department of Agriculture and Consumer Services

Division of Consumer Services

**CONSUMER COMPLAINT FORM**

January 31, 2017

**Please return completed form to:**

Florida Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL  
850-488-2221 - Calling from outside FL  
[www.800helpfla.com](http://www.800helpfla.com)

Online Complaint Number: **270072**

Case Number: **1701-04228**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services  
Division of Consumer Services  
Terry Lee Rhodes Building  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500



CCN: 270072

1701-04228/JG



Dear Utilities, Inc. of Florida Customers,

As you are aware, we applied for, and received permission from the Florida Public Service Commission (PSC) to combine our 12 regulated companies throughout the state into one consolidated entity effective January 1, 2016. The Commission approved this consolidation on April 12, 2016 and on August 31, 2016, UIF filed an application requesting the establishment of a uniform rate structure across the state, much like those used by the regulated gas and electric companies. You will find attached the complete set of Notices that we are required to provide you in form and content that is specified by the PSC.

There has been significant discussion regarding the Environmental Protection Agency's estimates of the expenditures that will be required over the next twenty years to bring the state of Florida's water and wastewater systems "up to date". This rate case includes a significant investment in capital to upgrade aging infrastructure that has, or will soon, reach the end of its useful service life. For example, we have begun a \$12 million project to replace aging water main piping in many of our systems in Seminole, Orange, Pasco and Pinellas counties. Other examples of capital projects include: wastewater collection system improvements in multiple locations; upgrading electrical and instrumentation equipment at various water treatment plants, relocating facilities impacted by state and county highway improvement projects in five systems; comprehensively rehabilitating the Wekiva Hunt Club WWTP; and installing remote monitoring equipment at select lift stations and treatment plants.

Given the breadth and variety of communities we serve throughout the state, it is impossible to describe our "average customer". From primarily vacation communities with low usage rates to well-established, year-round neighborhoods with higher usage rates, monthly charges have historically varied. Our proposed rate structure will help minimize the "rate shock" that can occur when major improvement projects are performed in a single community.

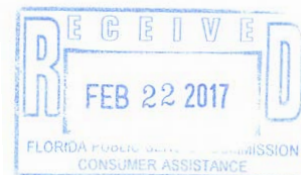
The consolidated rates that we are requesting will result in immediate rate decreases for many of our customers and will provide very competitive rates across the state. In the long run, the costs of operating our water and wastewater systems will be spread across a much larger customer base and will likely result in fewer and smaller rate increases in the future.

This proposal allows us to lead the way in assuring our customers that we will have the facilities in place to provide excellent service for decades to come. Our focus continues to be on providing safe and reliable water supply and the highest quality wastewater service possible.

Please note that the Commission will hold public hearings on this proposal throughout the state which will provide the opportunity for customer feedback. Notification of those hearings will be provided to you in advance of the hearing date as specified by the PSC.

Regards,

John Hoy, President



a Utilities, Inc. company Utilities, Inc. of Florida

BEFORE THE PUBLIC SERVICE COMMISSION

INITIAL CUSTOMER NOTICE

TO THE CUSTOMERS OF  
UTILITIES, INC. OF FLORIDA  
AND  
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 160101-WS



APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES  
IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO,  
PINELLAS, POLK, AND SEMINOLE COUNTIES

DATED: January 3, 2017

**BACKGROUND**

Utilities Inc., of Florida (the "Utility") is a water and wastewater utility whose corporate offices are located at 200 Weathersfield Avenue, Altamonte Springs, Florida. The Utility's water and wastewater facilities are located in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties, Florida.

On August 31, 2016, the Utility filed an application with the Florida Public Service Commission (the "Commission") for an increase in its water and wastewater rates to its customers based on an historical test year ending December 31, 2015. Final rates and interim rates are based upon the same test year. The application is assigned Docket No. 160101-WS and November 22, 2016, was established as the official date of filing.

The Utility is requesting a rate increase/decrease because the existing rates do not provide sufficient revenues to cover the required expenses of operations on a going-forward basis and a fair return on the Utility's investment in used and useful property for the public use, including pro forma projects. The rate of return on equity requested in this proceeding on a system-wide basis is 10.40%. The overall return requested (the weighted cost of debt and equity) is 7.75%. According to the Utility's books, Utilities, Inc. of Florida states that its current overall rate of return without a rate increase is 2.46% in Charlotte, 2.29% in Highlands (water), a negative 1.8% in Highlands (wastewater), 7.37% in Lake – Lake Utility Services (water), 4.22% in Lake – Lake Utility Services (wastewater), a negative 3.5% in Lake – Pennbrooke (water), 12.45% in Lake – Pennbrooke (wastewater), 7.78% in Lee, 0.13% Marion (water), a negative 20.0% in Marion (wastewater), a negative 1.6 % in Orange, 3.32% in Pasco (water), a negative 0.9% in Pasco (wastewater), 2.39% in Pasco – Labrador (water), 8.86% in Pasco – Labrador (wastewater), 1.52% Pasco – Tierra Verde, 1.43% in Pinellas, 3.42% in Pinellas – Mid County, 12.72% in Polk (water), 6.85% in Polk (wastewater), a negative 0.6% in Seminole (water), 12.31% in Seminole (wastewater), 6.15% in Seminole – Longwood, 7.95% in Seminole – Sanlando (water), 1.65% Seminole - Sanlando (wastewater). The Company's last rate proceedings were prior to consolidation and for each separate company, was as follows:

1. Cypress Lakes Utilities, Inc. (Polk County) in Docket No. 130212-WS, utilizing a test year ending December 31, 2012, which resulted in the issuance of Order No. PSC-14-0283-PAA-WS on May 30, 2014.
2. Labrador Utilities, Inc. (Pasco County) in Docket No. 140135-WS, utilizing a test year ending December 31, 2013, which resulted in the issuance of Order No. PSC-15-0208-PAA-WS on May 26, 2015.
3. Lake Placid Utilities, Inc. (Highlands County) a SARC in Docket No. 130243-WS, utilizing a test year ending December 31, 2012, which resulted in the issuance of Order No. PSC-14-0335-PAA-WS on June 30, 2014.
4. Lake Utility Services, Inc. (Lake County) in Docket No. 100426-WS, utilizing a test year ending June 30, 2010, which resulted in the issuance of Order No. PSC-11-0514-PAA-WS on November 3, 2011.
5. Mid-County Services, Inc. (Pinellas County) in Docket No. 080250-SU, utilizing a test year ending December 31, 2007, which resulted in the issuance of Order No. PSC-09-0373-PAA-SU on May 27, 2009 as modified by an overearnings investigation in Docket No. 120076-SU, utilizing a test year ending December 31, 2010, which resulted in the issuance of Order No. PSC-12-0389-PAA-SU on July 27, 2012.
6. Sanlando Utilities Corporation (Seminole County) in Docket No. 140060-WS, utilizing a test year ending December 31, 2013, which resulted in the issuance of Order No. PSC-15-0233-PAA-WS on June 3, 2015.
7. Tierra Verde Utilities, Inc. (Pinellas County) in Docket No. 080248-SU, utilizing a test year ending December 31, 2007, which resulted in the issuance of Order No. PSC-09-0372-PAA-SU on May 27, 2009 as modified by an overearnings investigation in Docket No. 100446-SU, utilizing a test year ending December 31, 2009, which resulted in the issuance of Order No. PSC-11-0012-PAA-SU on January 4, 2011.
8. Utilities, Inc. of Eagle Ridge (Lee County) in Docket No. 110153-SU, utilizing a test year ending December 31, 2010, which resulted in the issuance of Order No. PSC-11-0587-PAA-WS on December 21, 2011, as modified by a Settlement Agreement issued on July 5, 2012 by Order No. PSC-12-0346-FOF-SU.
9. Utilities, Inc. of Florida (Marion, Orange, Pasco, Pinellas and Seminole Counties) in Docket No. 120209-WS, utilizing a test year ending December 31, 2011, which resulted in the issuance of Order No. PSC-14-0025-PAA-WS on January 10, 2014 (as to all Counties, except Marion. The last Order adjusting rates for Marion County was in Docket No. 090462-WS utilizing a test year ending December 31, 2008, which resulted in the issuance of Order No. PSC-10-0585-PAA-WS. There is currently a limited proceeding pending in Docket No. 150269-WS. The Commission issued PSC Order No. PSC-16-0269-PAA-WS addressing the rate increases for Marion and Seminole Counties, and PSC Order No. 16-0505-PAA-WS addressing the rate increases for Pasco County.
10. Utilities, Inc. of Longwood (Seminole County) in Docket No. 090381-SU, utilizing a test year ending December 31, 2008, which resulted in the issuance of Order No. PSC-10-0407-PAA-SU on June 21, 2010.
11. Utilities, Inc. of Pennbrooke (Lake County) in Docket No. 120037-WS, utilizing a test year ending September 30, 2011, which resulted in the issuance of Order No. PSC-12-0667-PAA-WS on December 26, 2012.
12. Utilities, Inc. of Sandalhaven (Charlotte County) in Docket No. 150102-SU, utilizing a test year ending December 31, 2014, which resulted in the issuance of Order No. PSC-16-0013-PAA-SU on January 6, 2016 as modified by a Settlement





BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING

TO

UTILITIES, INC. OF FLORIDA

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE,  
HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE  
COUNTIES BY UTILITIES, INC. OF FLORIDA

ISSUED January 3, 2017

NOTICE is hereby given that the Florida Public Service Commission ("Commission") will hold customer service and technical hearings in the above docket on the application for increases/decreases in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties by Utilities, Inc. of Florida ("Utility"). Pursuant to Commission Order Nos. PSC-16-0526-PCO-WS, and PSC-16-0526A-PCO-WS the Utility implemented interim rates subject to refund with interest for its Lake Placid, UIF-Marion and UIF-Pasco water and wastewater systems, and its UIF-Pinellas and its UIF-Seminole water systems and its Tierra Verde wastewater system. The final rates and any need for a refund will be determined only after full evidentiary hearings are held on the Utility's rate case application. The customer service hearings will commence at the time and location shown below and will continue until all witnesses have been heard. Members of the public who wish to present testimony are urged to appear promptly at the scheduled customer service hearing time because the hearing may be adjourned early if no witnesses are present to testify.

The date, time and location of the hearings are:

**Customer Service Hearings**

9:30 a.m., Tuesday, January 10, 2017  
Summertree Recreational Facility  
12005 Paradise Point Way  
New Port Richey, FL 34654

6:00 p.m., Tuesday, January 10, 2017  
Alice Hall Community Center  
38116 5<sup>th</sup> Avenue  
Zephyrhills, FL 33542



NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING  
DOCKET NO. 160101-WS  
PAGE 3

PURPOSE AND PROCEDURE

The purpose of the customer service and technical hearing shall be to take testimony, including customer testimony, on the Utility's application for changes in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties. The procedure at these hearings shall be as follows: Any pending motions will first be addressed at the prehearing conference held on April 4, 2017. All parties shall be given the opportunity to present testimony and other evidence on issues at the technical hearing, commencing at 9:30 a.m. on April 18, 2017.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Commission Clerk, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, and such comments should identify the docket number assigned to this proceeding.

JURISDICTION

Jurisdiction over this Utility is vested in the Commission by Chapter 367, Florida Statutes. Authority to approve increased rates is governed by Sections 367.081, 367.082, 367.0816, 367.101, and 367.171, Florida Statutes. The provisions of Chapters 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code, are also applicable.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770, at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING

TO  
UTILITIES, INC. OF FLORIDA  
OFFICE OF PUBLIC COUNSEL  
AND  
ALL OTHER INTERESTED PERSONS

DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE,  
HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE  
COUNTIES BY UTILITIES, INC. OF FLORIDA

ISSUED January 3, 2017

NOTICE is hereby given that the Florida Public Service Commission ("Commission") will hold customer service and technical hearings in the above docket on the application for increases/decreases in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties by Utilities, Inc. of Florida ("Utility"). Pursuant to Commission Order Nos. PSC-16-0526-PCO-WS, and PSC-16-0526A-PCO-WS the Utility implemented interim rates subject to refund with interest for its Lake Placid, UIF-Marion and UIF-Pasco water and wastewater systems, and its UIF-Pinellas and its UIF-Seminole water systems and its Tierra Verde wastewater system. The final rates and any need for a refund will be determined only after full evidentiary hearings are held on the Utility's rate case application. The customer service hearings will commence at the time and location shown below and will continue until all witnesses have been heard. Members of the public who wish to present testimony are urged to appear promptly at the scheduled customer service hearing time because the hearing may be adjourned early if no witnesses are present to testify.

The date, time and location of the hearings are:

**Customer Service Hearings**

9:30 a.m., Tuesday, January 10, 2017  
Summertree Recreational Facility  
12005 Paradise Point Way  
New Port Richey, FL 34654

6:00 p.m., Tuesday, January 10, 2017  
Alice Hall Community Center  
38116 5<sup>th</sup> Avenue  
Zephyrhills, FL 33542



NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING  
DOCKET NO. 160101-WS  
PAGE 2

9:30 a.m., Wednesday, January 11, 2017  
Charlotte Harbor Event Center  
75 Taylor Street  
Punta Gorda, FL 33950

6:00 p.m., Wednesday, January 11, 2017  
Deeann Lakefront Estates Clubhouse  
409 Stephen Drive  
Lake Placid, FL 33852

9:30 a.m., Wednesday, February 1, 2017  
Grand Hall of Pennbrooke Fairways  
33825 Pennbrooke Parkway  
Leesburg, FL 34748

6:00 p.m., Wednesday, February 1, 2017  
Clermont Arts & Recreation Center  
3700 S. Highway 27  
Clermont, FL 34711

9:30 a.m., Thursday, February 2, 2017  
Eastmonte Civic Center  
830 Magnolia Drive  
Altamonte Springs, FL 32701

6:00 p.m., Thursday February 2, 2017  
Cypress Lakes Clubhouse  
10000 us Highway 98 N  
Lakeland, FL 32809

**Technical Hearing**

1:00 p.m., Monday, May 8, 2017  
Betty Easley Conference Center  
Joseph P. Cresse Hearing Room 148  
4075 Esplanade Way  
Tallahassee, FL 32399

Tuesday, May 9, 2017, through Friday, May 12, 2017, have also been reserved for continuation of the technical hearing if needed. The starting time of the next day's session will be announced at the conclusion of the prior day. The hearing may be adjourned early if all the testimony is concluded.

CUSTOMER SERVICE HEARINGS

Customers will be given the opportunity to present testimony on the date and times indicated above. Customers' testimony will be a part of the evidence presented in the formal hearing. At the customer service hearings members of the public may present testimony on the issues identified by the parties at the prehearing conference. All witnesses shall be subject to cross examination at the conclusion of their testimony.

All customers wishing to testify are urged to be present at the beginning of the session since the session may be adjourned early if no customers are present.





Lakeland Public Library  
100 Lake Morton Road  
Lakeland, FL 33801  
Monday – Thursday:  
9:00 a.m. to 9:00 p.m.  
Friday – Saturday:  
9:00 a.m. to 5:00 p.m.  
Sunday: 1:30 p.m. to 5:00 p.m.

Cooper Memorial Library  
2525 Oakley Seaver Drive  
Clermont, FL 34711  
Monday – Thursday:  
9:00 a.m. to 7:00 p.m.  
Friday – Saturday:  
9:00 a.m. to 1:00 p.m.  
Sunday: (Closed)

Leesburg Public Library  
100 East Main Street  
Leesburg, FL 34748  
Monday – Thursday:  
9:00 a.m. to 8:00 p.m.  
Friday: (Closed)  
Saturday:  
9:00 a.m. to 5:00 p.m.  
Sunday: (Closed)

St. Petersburg Public Library  
South Branch  
2300 Roy Hanna Drive S  
St. Petersburg, FL 33712  
Hours:  
Monday, Wednesday, Friday and Saturday:  
9:00 a.m. to 6:00 p.m.  
Tuesday and Thursday:  
9:00 a.m. to 9:00 p.m.  
Sunday: (Closed)



Lakes Regional Library  
15290 Bass Road  
Fort Myers, FL 33919  
Monday – Wednesday:  
9:00 a.m. to 8:00 p.m.  
Thursday:  
9:00 a.m. to 6:00 p.m.  
Friday – Saturday:  
9:00 a.m. to 5:00 p.m.  
Sunday: (Closed)

Freedom Public Library  
5870 SW 58<sup>th</sup> St.  
Ocala, Florida 34476  
Monday, Wednesday, Friday & Saturday:  
10:00 a.m. to 6:00 p.m.  
Tuesday and Thursday:  
10:00 a.m. to 8:00 p.m.  
Sunday: (Closed)

Englewood Charlotte Library  
3450 North Access Road  
Englewood, FL 34224  
Tuesday – Thursday:  
10:00 a.m. to 6:00 p.m.  
Friday:  
10:00 a.m. to 5:00 p.m.  
Saturday:  
10:00 a.m. to 2:00 p.m.  
Sunday - Monday: (Closed)

Orange County Public Library  
101 E. Central Boulevard  
Orlando, FL 32810  
Hours:  
Monday – Thursday:  
9:00 a.m. to 9:00 p.m.  
Friday & Saturday:  
9:00 a.m. to 6:00 p.m.  
Sunday:  
1:00 p.m. to 6:00 p.m.

Agreement approved by the Commission by Order No. PSC-16-0151-FOF-SU issued on April 18, 2016.

The Utility has requested a permanent revenue increase/decreases for its water and wastewater systems as follows **(although revenue increases are requested for systems the rates requested may decrease as a result of the Utility's request for single system-wide rates):**

Charlotte County: \$362,377, or 30.3% for its wastewater system. The requested increase would produce annual revenues of \$1,559,165 for its wastewater system.

Highlands County: \$13,745, or 19.8% for its water system, and \$18,926, or 24.4% for its wastewater system. The requested increase would produce annual revenues of \$83,115 for its water system and \$91,617 for its wastewater system.

Lake County - Pennbrooke: A \$162,961, or 42.6% increase for its water system, and a \$33,600, or 6.5% decrease for its wastewater system. The requested increase would produce annual revenues of \$545,187 for its water system and \$484,522 for its wastewater system.

Lake County - Lake Utility Services: \$41,730, or 0.8% for its water system, and \$542,544, or 23.5% for its wastewater system. The requested increase would produce annual revenues of \$5,526,342 for its water system and \$2,848,232.

Lee County: \$64,787, or 5.5% for its wastewater system. The requested increase would produce annual revenues of \$1,234,018 for its wastewater system.

Marion County: \$68,885, or 33.1% for its water system, and \$38,048, or 78.8% for its wastewater system. The requested increase would produce annual revenues of \$277,302 for its water system and \$86,327 for its wastewater system.

Orange County: \$258,990 or 221.2% for its water system. The requested increase would produce annual revenues of \$376,082 for its water system.

Pasco County: \$329,885, or 36.5% for its water system, and \$152,640, or 30.0% for its wastewater system. The requested increase would produce annual revenues of \$1,232,717 for its water system and \$661,378 for its wastewater system.

Pasco County - Labrador: A \$67,286, or 22.0% increase for its water system, and a \$21,075, or 3.3% decrease for its wastewater system. The requested increase would produce annual revenues of \$372,528 for its water system and \$618,296 for its wastewater system.

Pinellas County: \$170,080, or 107.6% for its water system. The requested increase would produce annual revenues of \$328,195 for its water system.

Pinellas County - Tierra Verde: \$107,812, or 10.8% for its wastewater system. The requested increase would produce annual revenues of \$1,104,024 for its wastewater system.



**SEMINOLE COUNTY – SANLANDO - WATER SERVICE**

	Utility Current Rates	Utility Requested Final
<b><u>Residential and General Service</u></b>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$4.49	\$11.54
3/4"	\$6.75	\$17.31
1"	\$11.24	\$28.84
1-1/2"	\$22.47	\$57.69
2"	\$35.95	\$92.30
3"	\$71.90	\$184.59
4"	\$112.35	\$288.43
6"	\$224.70	\$576.86
8"	\$359.52	\$922.97
10"	N/A	\$1,672.89
Charge per 1,000 gallons - Residential		
0 – 6,000 gallons	\$.95	N/A
6,001 – 15,000 gallons	\$1.43	N/A
Over 15,000 gallons	\$2.37	N/A
0 – 8,000 gallons	N/A	\$1.97
8,001 – 16,000 gallons	N/A	\$2.95
Over 16,000 gallons	N/A	\$3.93
Charge per 1,000 gallons - General Service	\$1.63	\$2.98
<b><u>Private Fire Protection</u></b>		
1 1/2" Private Fire Line	\$1.87	\$2.26
2" Private Fire Line	\$3.00	\$3.61
4" Private Fire Line	\$9.36	\$11.29
6" Private Fire Line	\$18.72	\$22.59
8" Private Fire Line	\$29.96	\$36.14
10" Private Fire Line	N/A	\$51.95
12" Private Fire Line	N/A	\$97.12



**SEMINOLE COUNTY – SANLANDO - WATER SERVICE**

	<b>Utility Current Rates</b>	<b>Utility Requested Final</b>
<b><u>Residential and General Service</u></b>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$4.49	\$11.54
3/4"	\$6.75	\$17.31
1"	\$11.24	\$28.84
1-1/2"	\$22.47	\$57.69
2"	\$35.95	\$92.30
3"	\$71.90	\$184.59
4"	\$112.35	\$288.43
6"	\$224.70	\$576.86
8"	\$359.52	\$922.97
10"	N/A	\$1,672.89
Charge per 1,000 gallons - Residential		
0 – 6,000 gallons	\$ .95	N/A
6,001 – 15,000 gallons	\$1.43	N/A
Over 15,000 gallons	\$2.37	N/A
0 – 8,000 gallons	N/A	\$1.97
8,001 – 16,000 gallons	N/A	\$2.95
Over 16,000 gallons	N/A	\$3.93
Charge per 1,000 gallons - General Service	\$1.63	\$2.98
<b><u>Private Fire Protection</u></b>		
1 1/2" Private Fire Line	\$1.87	\$2.26
2" Private Fire Line	\$3.00	\$3.61
4" Private Fire Line	\$9.36	\$11.29
6" Private Fire Line	\$18.72	\$22.59
8" Private Fire Line	\$29.96	\$36.14
10" Private Fire Line	N/A	\$51.95
12" Private Fire Line	N/A	\$97.12



#### **HOW TO CONTACT THE COMMISSION**

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

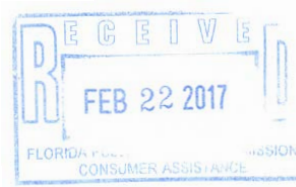
A courtesy copy of written comments and complaints is not required, but may be mailed or emailed to the following:

Martin S. Friedman, Esquire  
Friedman & Friedman, P.A.  
766 North Sun Drive, Suite 4030  
Lake Mary, Florida 32746  
[mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)

All correspondence should refer to "Docket No. 160101-WS, Utilities, Inc. of Florida". Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/ConsumerAssistance/ComplaintForm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at (866) 842-8432.



CORRESPONDENCE

FEB 23, 2017

DOCUMENT NO.

**BOARD OF COUNTY COMMISSIONERS**

**SEMINOLE COUNTY**  
FLORIDA'S NATURAL CHOICE

February 17, 2017

Julie I. Brown, Chair  
Commissioner Art Graham  
Commissioner Ronald A. Brisé  
Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**RE:** Docket No. 160101-WS - Application for Increase in  
Water and Wastewater Rates in Seminole County  
By Utilities Inc.

Dear Commissioners:

Seminole County (the "County") is a wholesale customer of Utilities, Inc. of Florida (the "Utility"). The County purchases water and wastewater services from Sanlando Utilities Corporation, which is owned by the Utility. The County hereby objects to the above referred to increases proposed for the residential, general and flat rates charged to the County as a direct customer; and also those increases proposed for customers of the Utility who are private Seminole County residents.

Based upon the Fiscal Year 2016 payments the County has made to the Utility as a wholesale customer, the County would pay an additional \$279,000 more per year on all of its accounts to the Utility; an increase of over 70%. The majority of the increase is from the Sanlando area serviced by the Utility that is billed to the County on a flat rate per the ERC method for wastewater treatment. The amount the County would pay would increase from \$326,124 to \$544,236 per year. Based on FY2016 County expenditure information for the remaining five (5) other accounts with the Utility, the proposed increase would cause County costs to rise from \$57,000 to \$117,645.

Increases of this magnitude are well beyond what the County would reasonably anticipate and are beyond any reasonable assumptions the County has used for creating and maintaining rates within its five-year plan. If these increases are approved, they would shock the County's customers if they were passed on. The County is placed at a significant disadvantage by this level of increase. It does not have the ability to pass-through the rate increase without undertaking a formal rate adjustment hearing which would undoubtedly receive significant customer disapproval. Of course, the County would be susceptible to the claim of providing an illegal subsidy if it did not follow the appropriate procedures that would directly pass the costs through to the customers.



**BOARD OF COUNTY COMMISSIONERS**



Florida Public Service Commissioners -2-  
RE: Docket No. 160101-WS

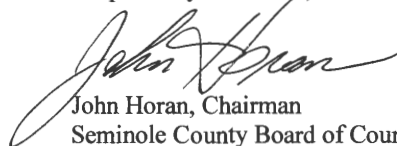
February 17, 2017

The County is also concerned that its citizens who are direct customers of Utilities, Inc. will not be able to pay this exorbitant rate increase. Increases of over 100% are proposed for some residents. These increases are just not able to be absorbed by many customers, especially those on fixed incomes.

Charging consolidated rates would be easier for the Utility to manage; but imposing a uniform rate over disparate cost utilities will cause many of our customers in Seminole County to subsidize the rates for other customers of the Utility in other parts of the state. It is hard to understand the equity of charging a consolidated rate when the company continues to bill separately. Separate billing mechanisms are in place for each company within Utilities Inc. That method facilitates the allocation of fair costs and does not unjustly increase the costs to low-cost system customers in a discriminatory manner.

Thank you for your consideration of this objection and we look forward participating in this proceeding to protect the interests of the good citizens of Seminole County.

Respectfully submitted,



John Horan, Chairman  
Seminole County Board of County Commissioners

cc: Carlotta S. Stauffer, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission

and

Office of the General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee FL 32399-0850

Ralph Terrero, Interim Director Environmental Services  
Seminole County, Florida

CORRESPONDENCE  
FEB 21, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Janet Brunson  
**Sent:** Tuesday, February 21, 2017 11:56 AM  
**To:** 'art4755@verizon.net'  
**Cc:** Consumer Correspondence  
**Subject:** Docket No. 160101-WS - Utilities, Inc. of Florida

Dear Mr. Schmitt:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings were held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

Bev DeMello  
Assistant Director

-----Original Message-----

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Thursday, February 09, 2017 7:19 PM  
To: Webmaster  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:  
Name: Arthur Schmitt  
Company:  
Primary Phone:



Secondary Phone:  
Email: [art4755@verizon.net](mailto:art4755@verizon.net)

Response requested? No  
CC Sent? No

Comments:  
Docket No. 160101  
Outraged at yet again another rate increase by Utilities Inc for Summertree residents!!!

CORRESPONDENCE  
FEB 21, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Janet Brunson  
**Sent:** Tuesday, February 21, 2017 11:54 AM  
**To:** 'criechers@cfl.rr.com'  
**Cc:** Consumer Correspondence  
**Subject:** Docket No. 160101-WS - Utilities, Inc. of Florida

Dear Mr. Riechers:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings were held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

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If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

Bev DeMello  
Assistant Director

---

CUSTOMER INFORMATION

Name: CARL RIECHERS  
Telephone: (407) 760-0546  
Email: [criechers@cfl.rr.com](mailto:criechers@cfl.rr.com)  
Address: 205 W RIDGEWOOD CT LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: CARL RIECHERS  
Account Number: 9649600000  
Address: 205 W RIDGEWOOD CT LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities, inc. is planning a HUGE rate increase for our area, 50% more than we are currently paying. This is outrageous especially for people on fixed incomes. Our bill is currently about \$65-90 per month and the are only two of us in our house. This rate increase will mean we will pay \$120-180/month for just average water useage. When we water our lawns in the summer, it will be 50% higher that that!! That is ludicrous. Making it even more unjust is they are lowering some peoples bills in other parts of the state, while doubling ours. If they need a rate increase, make it fair by raising everyone's rate a small amount all over the state, instead of raising our rates here in Seminole county drastically, when the rate increase in not justified. Since they have taken over from Sanlando Utilities, they have done no major improvements to any of our water system and we still don't have any re-claimed water in our area. I understand that they need rate increases over time, but not dramatic, unfair rate increases like this!!

I implore you to stop this huge rate increase that will dramatically affect people in our area of Seminole county.

CORRESPONDENCE  
FEB 21, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Janet Brunson  
**Sent:** Tuesday, February 21, 2017 11:52 AM  
**To:** 'jtmcgrade@gmail.com'  
**Cc:** Consumer Correspondence  
**Subject:** Docket No. 160101-WS - Utilities, Inc. of Florida

Dear Mr. McGrade:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings were held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

Bev DeMello  
Assistant Director

-----Original Message-----

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Thursday, February 09, 2017 2:35 PM  
To: Webmaster  
Cc: [jtmcgrade@gmail.com](mailto:jtmcgrade@gmail.com)  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:  
Name: Thomas McGrade  
Company: Utilities inc

Primary Phone: (727) 857-0737  
Secondary Phone: (727) 807-0907  
Email: [jtmcgrade@gmail.com](mailto:jtmcgrade@gmail.com)

Response requested? Yes  
CC Sent? Yes

Comments:

Concerns:

- 1: permanent safe water.
- 2: price increase is outrageous

CORRESPONDENCE  
FEB 21, 2017

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Dianne Accetta  
Address 2335 SNOWY PLOVER DR  
LAKELAND, FL 33810

COMMISSION  
CLERK

2017 FEB 21 AM 8:35

RECEIVED-FPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

(10/2)

CONSUMER COMMENTS

I had been in attendance at the Cypress Lakes  
55+ Community Utilities Forum. AT That time I  
WAS ONE OF THE public SPEAKERS that VOICED  
CONCERN about how you can adequately Record the  
irrigation waste water without having a second  
meter to measure the accurate amt of waste  
water used by irrigation. Judging from my  
December bill when we were away on Vacation  
the irrigation system had reset itself to  
watering our lawn 3 times a week instead  
of once every week - Our Bill was \$261.61. Now  
bill we had visitors but Dec we were not here  
half the month. This I find to be fraudulent (cont)

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/  
or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or  
correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



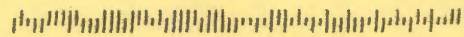
Dianne Accetta  
2335 Snowy Plover Dr.  
Lakeland, FL 33810

TAMPA FL 335  
SAINT PETERSBURG FL  
19 FEB 2017 PM 4-1



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



FOLD HERE

TAPE

FOLD HERE



on your part due to the fact that you cannot distinguish what is irrigation use & irrigation waste going back into the Eco system.

You cannot possibly bill people on the appropriate use of water if you cannot tell what is being personally consumed & what is irrigation & waste.

Your billing shows:

Water base Charge - - - - for what & how much?

First 6,000 gal per 1,000 gal.

Next ??? Gal per 1,000 gal

Tax

Total

?

Residential Wastewater service

Wastewater base Charge (how much ??)

Waste Water Maximum Usage up to 6,000 gal

Total }

Without giving me an outrageous amt - - - ?

How much water did I use for irrigation?

My irrigation water goes back into the environment so you can't charge me legally for that!

That would leave you with what goes down my drains & flushes my toilets

Is that really something you can estimate or guess at?

Thank you  
Reaine Accetta  
2335 Snowy Plover  
Lakeland, FL 33810  
863-603-8534



CORRESPONDENCE

FEB 21, 2017

DOCUMENT NO.

RECEIVED-FPSC  
2017 FEB 21 AM 11:30  
COMMISSIONER  
CLERK

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name JAMES & JOANNA BOZZONE

Address 11229 GODWIT CT

NEWPORT RICHEY FL 34654

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

I WENT TO THE MEETING ON 1-10-17 AT THE  
SUMMERTREE SUBDIVISION. THE MEETING  
STARTED AT 12:30 PM. I ARRIVED AT 12:34  
AND WAS TOLD THAT THEY WERE NOT  
ACCEPTING ANY MORE SPEAKERS.

I JUST WANT TO SAY THAT I HAVE LIVED  
IN MANY STATES AND THERE ARE BY FAR  
THE HIGHEST WATER RATES ANYWHERE

SOMEONE SHOULD CHECK THEIR BOOKS  
IF THEY SAY THEY ARE LOSING MONEY

*JB*

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

JAMES E. Bozzone  
11229 GODWIT CT.  
NEWPORT RICHEY FL 34654

STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAPE  
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RE: Docket No: 160101-WS

Summertree Customer

CORRESPONDENCE

FEB 21, 2017 Form

DOCUMENT NO.

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

SHARON VASELLY  
11807 FLYWOOD PI  
N.D.R., FL 34604

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

FEB 21 AM 8:29

RECEIVED-FPSC

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

rates are too high!

Stop rate increases with  
no noticeable improvements -

Because of rate increases they  
arent water/sewer pipes been  
replaced.

Where has the money gone -

RE: Docket No: 160101-WS

Summertree Custom

CORRESPONDENCE

FEB 21, 2017 Form

DOCUMENT NO.

Application for <sup>RATES</sup> ~~increase~~ in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

Vincent VASELY  
11902 Inwood Pl  
NPR FL 34654

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please complete this form and return to Summertree Recreation Office,  
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Florida Public Service Commission  
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2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

2017 FEB 21 AM 8:29

RECEIVED-FPSC

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

High rates  
poor infrastructure -  
poor customer service -  
  
No increase in rates -  
you cannot justify them.

RE: Docket No: 160101-WS

Summertree Custom

CORRESPONDENCE

FEB 21, 2017 Form

DOCUMENT NO.

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Thomas Tyszk  
Address 12146 Putter Green Ct  
New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 FEB 21 AM 8:29  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

water rates are too high already, therefore do not  
want a water rate increase



Mr Tom Tyszk  
12146 Putter Green Ct  
New Port Richey, FL 34654

Thomas Tyszk

CORRESPONDENCE

FEB 21, 2017

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address



Beverly J. Miller  
11618 English Elm Drive  
New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 FEB 21 AM 8:28  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

We ~~need~~<sup>at</sup> Summertree want Florida State  
legislative water/wastewater policy & Rate reform.  
also, urgent need for water/wastewater  
Utility Rate statute & policy & Rate reform.  
We Want UIF To Just do the Right Thing!  
Summertree, a 55+ Community stands united  
to fight utilities ~~inc's~~ water/wastewater  
Continual rate increases & poor customer service!





## All Summertree Residents Needed!

### Summertree Water Alliance Taskforce



#### JANUARY 10, 2017 – PSC Customer Meeting Information

**Taskforce:** Ann Marie Ryan, Terry & Wilbur Copenhafer, Lorraine Mack, Joe Mitchell, Rich Neilson, Lee Robida, Ed Youngs;  
**Associate Members:** Maria Cristiano (PW), Chuck Hoehn (GR), George Metz (Villas), Lauren Smith (FA), Fred Stall (ARB), Violet Weeks (SRF), Bill White (GR)

1. **FACTS:** Contrary to Utilities Inc.'s (UIF) December letter, they were not instrumental or responsible for the success of this project. It was the Task force who made this happen; we circumvented UIF's original plan to charge Summertree \$2.5 million for the same project at an additional cost of \$28/month over the next 22 years through negotiations and alternative funding.

***Let me be perfectly clear, this project was negotiated by our Summertree Water Alliance Taskforce*** through Erik Saylor, Office of Public Counsel with Pasco County Commissioner Jack Mariano and Flip Mellinger, Pasco County Asst. Administrator, Utilities Inc. contributed over \$225,000 toward the engineering and construction of this project. Florida State Senator Wilton Simpson wrote the bill and with Florida State Speaker of the House, Richard Corcoran together helped pass the Consumer Clean Water Act in 2014 and secured a \$1 M state DEP grant in 2015 allowing Summertree alternative funding saving us \$2.3 million on the same project proposed by Utilities, Inc. in January 2014. Our final cost will be an additional \$2/1,000 gallons/month - \$5/3,000 gallons/month depending on our water consumption. We saved \$2.3 million dollars on this project.

2. **December 21, 2016** The Summertree/Pasco water connection was completed and turned on by UIF.
3. **December 22, 2016** There was a ribbon cutting ceremony sponsored by the County to memorialize the project.
4. **Tuesday, JANUARY 10, 2017:** *Summertree residents have the opportunity to protest Utility Inc.'s requested \$30.1 Million Consolidated Rate Increase to the PSC Commissioners in person.*
5. WE NEED YOUR HELP! THE TASKFORCE NEEDS YOUR CONTINUED COMMITMENT! YOUR PRESENCE AT THE HEARING IS CRITICAL TO OUR CONTINUED SUCCESS TO KEEP RATES IN CHECK! You make the difference!  
**GOAL: 500+ residents attend PSC Meeting...Let's Do This...STOP UIF!**

#### Public Service Commission Customer Hearing

**Tuesday, JANUARY 10, 2017 – SRF Auditorium (9:00-1:00)**

We need all residents, united, wearing red, attending the PSC meeting to make an impact!

9:30 AM	PWCA and Fairway
10:30 AM	Arborwood and Greens
11:30 PM	Cross Creek and Villas
12:30 PM	OPEN for scheduling conflicts

**NOTE: PLEASE WEAR RED!** A row of residents will be called, you can say or read a short statement, "No Rate Increase, lack of service, etc." then you can leave; we plan to make it simple & quick. Every person who stands will be counted in the record! "I AM COUNTING ON YOUR ATTENDANCE." Thanks Ann Marie.

***Bring your Customer Comment Form to give to Taskforce or PSC staff!***

***WEAR RED! EVERYONE MUST ENTER through GARDEN ROOM.***

***Bring a Return Address Label to expedite signing in at PSC meeting.***

RE: Docket No: 160101-WS

Summertree Custom

CORRESPONDENCE  
FEB 21, 2017 Form  
DOCUMENT NO.

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

DAVID & JANE KOZZA

Address

11317 CLEAV OAK CIRCLE  
NEW PORT RICHEY FL

34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

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Office of Commission Clerk  
2450 Shumard Oak Boulevard  
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2017 FEB 21 AM 8:26  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

- CUSTOMERS NEED TO KNOW THE "REAL" numbers for AFFORDABLE WATER/WASTEWATER RATES - !
- SUMMERTREE WANTS FLORIDA STATE LEGISLATIVE WATER/WASTEWATER POLICY & RATE REFORM !
- UIF in manipulating RATE INFORMATION -



CORRESPONDENCE

FEB 17, 2017

DOCUMENT NO.

Docket No. 160101-WS, Consolidated Rate Case  
Request to be added to the Interested Parties List

DATE: 2-13-17

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 FEB 17 AM 7:59  
COMMISSION  
CLERK

RE: Docket No. 160101-WS, Consolidated Rate Case  
Request to be added to the Interested Parties List

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is Utilities Inc. of Florida entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for Docket No. 160101-WS in order to receive all filings and other correspondence. Thank you for your assistance in this matter.

Any pleadings, motions, notices, orders, or other documents can be sent to:

Signature: Iva Agent  
Print Name: Iva Agent  
Address: 441 Village View Lane  
City: Longwood State: FL Zip Code: 32779  
Phone Number: 610-209-5443  
Email Address (optional): IVA.Agent@gmail.com



Iva Agent  
441 Village View Ln  
Longwood, FL 32779-2609

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25 FEB 17  
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2017 FEB 17 AM 7:47

Ms. Carlotta S. Slatter  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-6850

\$0.46<sup>5</sup>  
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32399-085099



CORRESPONDENCE

FEB 16, 2017

DOCUMENT NO.

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2017 FEB 16 AM 9:16

COMMISSION  
CLERK

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name Wayne J. Stevenson

Address 931 Forest Breeze Park  
Leesburg Fl. 34748

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Wayne J Stevenson  
931 Forest Breeze Path  
Leesburg Fl 34748

STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAPE  
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## Pennbrooke Fairways

I moved into Pennbrooke in Dec. 2003

In March 2004 I inquired about separating my Irrigation water from my Household water due to the high cost & usage rate of the waste water charge. I was told it could not be done.

I told them a simple flow meter or check valve installed at the waste water outlet from the house could do it and would give you a true reading of waste water discharge.

I was then told it would cost too much to install it. I inquired twice more about the above and was told there was not a way to separate the waste water from the rest of the water usage.

I talked to my neighbor about it and because I was leaving to go back to Wisconsin she said she would continue to inquire about it.

When I returned in December to my home in Pennbrooke I saw that in part of my front yard a large hole had been dug. My neighbor told me that after numerous inquiries that Utilities Inc. was putting a separate line & meter for a separate irrigation line. It was up to the homeowner to finish installing the line from the new meter to the irrigation line.

I then called Utilities Inc. to have the same done at my home. I talked to both my neighbors beside me and they also called



to have their homes done also. When I had talked to Utilites Inc. I was told they did not like to do this as it cuts down on the waste water discharge and therefore lowers the amount of income they derive from the waste water discharge. When I received my first water bill after the irrigation line & meter was installed I called Utilites Inc. and inquired about my irrigation bill. I was told then, not before when I had the separate line & meter put in that there was a \$5<sup>00</sup> charge each month for the separate water meter. I have been paying that extra \$5<sup>00</sup> a month charge since Dec. 2004. That is 12 years. At \$5<sup>00</sup> per month that comes

to \$60<sup>00</sup> per year. In 14 years that comes to \$840<sup>00</sup> and there is not an end in site.

Now I know there is a cost for a water meter but for how long until the cost is covered. Just for my 3 neighbors and myself we have paid \$3360<sup>00</sup>.

I do not have any idea how many others in Pennbrook have separated their drinking water from their irrigation water but there are quite a few. Utilites Inc is making quite a profit on these meters that should have been paid off for some time.

Now I am wondering if all the residents are paying a \$5<sup>00</sup> monthly meter charge for the water going into their houses also?



ON a side note: When Utilites Inc. came back and dug up my yard again I asked why they were doing it the way they were to install a Seperate line and meter for the irrigation. They dug down to the main water line and installed a Strap (saddle) and water line on the main water line. There were (2) two or (3) three men there working plus a supervisor, a small Bob Cat and trailer. I was told that was the way it was done. I talked to the supervisor and suggested instead if they tapped the water line before the existing meter going into the house very little, if any, water pressure would be lost and they would save the following: 1, Manpower (one less

person needed. 2) Time - the time needed to dig that large hole and then refill it. Also time to put the large strap saddle around the large main water line. 3) Less sod to replace 4) Bob Cat and trailer not needed 5) Less water pipe needed. I was told this was the way they did it and would continue to do so. I did not argue about it as it was just a suggestion and it not really matter to me. A month latter Utilites INC was installing a irrigation line at another house behind me and I could not but notice they were installing it the way I had suggested to their supervisor.





Wayne J Stevenson  
931 Forest Breeze Path  
Leesburg, FL 34748-7270

## Pennbrooke Fairways

### Water Study

Due to Pennbrooke residents complaints about their water the Pennbrooke Board of Directors requested that Utilities due a water quality study and also a water pressure study.

The water quality study showed that the iron content in Pennbrooke's water was quite high and just barely were within the State of Florida's requirements.

It was brought out that when Utilities Inc. brought the previous Water Co. they removed (2) two water filters they (Utilities Inc.) claimed were too small for our community. In it's place they now put in a chemical

in the water to keep the iron "floating".  
and be within the State of Florida water  
standards. So now instead of the residents  
just drinking water high in iron we are now  
consuming an additional chemical in our  
drinking water that surely we do not need!  
Has there been any long range or recent studies  
done on how this chemical affects the human  
being?

Many residents complain about the rings  
around their toilets, having to replace faucets,  
and the stains in their sinks and the outside  
of their homes.

Before the study was undertaken



Pennbrooke was told by Utilities Inc. that it would cost X (don't have the record) amount of Dollars to improve the water system, quality and pressure. Instead after the study was completed there was a huge increase in was originally told to the Board of Directors. Because of the huge increase in estimated cost and 1) this cost would have been passed to the residents, 2) Approximately 20% or more of our residents have water filters of some type the Board elected not to go any further with the water quality program.

The Board not Utilities Inc. went to the

residents, explained that if we (the residents) changed the days that some of the neighborhoods changed the dates of watering the lawns trees etc. it could help with the water pressure.

Sections P.O.R and S volunteered to change their dates to water and it has helped resolve some of our water pressure problems. Again Utilities Inc. did nothing to help or resolve our water pressure problems.

At the Florida Public Service Commission held February 2, 2017 at Pennbrooke Fairways

51 I stated that Pennbrook Fair initiated and paid for the Water Study that Utilities Inc. stated they pride were pride of but did not know if Pennbrook- was completely or partially reimbursed.



Pennbrooke Fairways



Utilities Inc - Being a Good Neighbor.

A number of years ago (10 plus) a bridge across a drainage ditch on our road through our RV storage area was damaged (collapsed) by a Utilities heavy truck.

They repaired the bridge. It was pointed out to Utilities Inc. that they were also creating ruts in our Road when they used heavy trucks. (They do have an easement to use our roads by the storage lot.) We pointed out to them there is a County Rd that runs along side their fenced property they use to come thru our back gate and then use storage lot roads.

The fence between the County Road and their property they could easily put in a gate

to accomodate their heavy trucks. They indicated to us they would do so, but never did. This gate would have been used only by their heavy truck. Their pickup trucks would still use our roads on a daily basis.

and would not create any damage to our roads. Utilites INC. still after many years have not installed a gate in their fence to accomodate their heavy trucks.



Pennbrooke Fairways



Why a rate increase at all?

There have been the following:

- A. No increase in services
- B. No Dollars spent to improve water quality
- C. Last increase tried to put their administration cost to justify their rate increase.  
(The Public Service Commission saw through that)
- D. Since last rate increase Business and Consumer Cost have gone up from 0 to 1% per year.
- E. Retirement Community. Since the last Utilities Inc. rate increase Social Security have not increase but fractionally.
- F. Average cost of materials have gone up marginally
- G. Fla State workers have not seen large wage increases as Utilities Inc has proposed.
- H. Utilities Inc. wants to combine their Waste/Water System
  1. Purpose to increase their revenue
  2. Allows them to buy additional Systems that are inefficient combine them and then justify rate increases for all Systems
  3. If you Combine Systems you do it to be Cost effective it should not cost more to operate
  4. Combining does not give Utilities Inc.

an incentive to be cost effective.

In other words, 'if one of their systems

is small or inefficient they will just

combine the cost. State they are not making

a "fair" profit and ask for an increase.

I. Utilities Inc is really a monopoly that tries

to justify their request for increase by

A. Ask for large increases hoping that they will get a lower increase but higher than could be justified by their actual cost. (Past Practices)

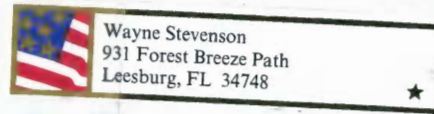
B. Combine their out of state cost with their cost in Fla. (Past Practices)

C. Maintains but does not improve their water quality

If you look at the CPI and the material cost

in the past 8 years a raise is not justified!!





ORLANDO  
FL 328  
14 FEB '17  
PM 4 L



UNITED STATES POSTAGE  
PITNEY BOWES  
\$ 000.88<sup>0</sup>  
FEB 13 2017

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



CORRESPONDENCE  
FEB 16, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, February 16, 2017 7:55 AM  
**To:** 'Hugh Perlman'  
**Subject:** RE: Docket No. 160101-WS, Utilities, Inc. of Florida - Consolidated Rate Case

Good morning Mr. & Mrs. Perlman,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Hugh Perlman [<mailto:olandpro@gmail.com>]  
**Sent:** Wednesday, February 15, 2017 10:45 PM  
**To:** Records Clerk  
**Subject:** RE: Docket No. 160101-WS, Utilities, Inc. of Florida - Consolidated Rate Case

Dear Members of the Florida Public Service Commission:

Please consider this letter as a complaint with reference to Docket No. 160101 - WS, Utilities, Inc. of Florida - Consolidated Rate Case.

**ISSUE:**

Utilities Inc. of Florida (UIF) is asking the Commission to consolidate ten Florida counties, including my county of Seminole, 15 individual community systems (12 subsidiaries), and approximately 60,000 customers under one umbrella, Utilities Inc. of Florida. Their plan is to implement one flat rate for water and wastewater for UIF customers statewide.

**FACTS:**

1. For residential customers of Utilities Inc. of Florida - Sanlando in the community of Sweetwater Oaks in Longwood, Florida, this will mean a near doubling of our current monthly water and wastewater fees.
2. This two-fold increase is OUTRAGEOUS! I, along with my neighbors (especially those on fixed incomes), cannot afford to pay rates and fees which will certainly be some of the highest in Central Florida.

**PETITION:**

**We appeal and urge you to REJECT the application by Utilities, Inc. of Florida as laid out in their proposal, Docket No. 160101-WS. We ask you to disapprove their request to consolidate and change their current rate structure.**

Thank you for your attention and consideration.

Sincerely,

Hugh & Anita Perlman

Homeowners - Sweetwater Oaks, Longwood, Florida

CORRESPONDENCE

FEB 15, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Ronald & Sydney Jones

Address 2013 Crowley Circle West

Longwood, Florida 32779

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

My husband and I live on a fixed income and I am a diabetic. We cannot afford a 200% increase in our water bill, all at one time. If the increase is more than 20% we would have to choose between water or my medication, both of which we need to remain alive.

I don't understand why any Needed, increase could not be over a period of 7 years. It's not like the utility company is going to fix all of the problems within one year let alone 7 years. Thank you. Sydney Jones

FOLD & TAPE - See back for address

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STAMP

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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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Sydney A. Jones  
2013 Crowley Circle West  
Longwood, FL 32779

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02/13/2017  
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Office of Commission Clerk  
2540 Shomard Oak Blvd.  
Tallahassee, FL 32399-0850

323990850 0001





CORRESPONDENCE

FEB 15, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Rachel Sacks

Address

156 Golf Club Dr  
Longwood FL 32789

COMMISSION  
CLERK

2017 FEB 15 AM 9:03

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Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

I don't mind paying more for  
our precious water

Please be sure increased  
rates go toward maintaining  
supply & infrastructure and not  
exorbitant corporate profits.

Please ease rate  
increase over 3-5 year  
period

Rachel Sacks

FOLD & TAPE - See back for address

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Eschels  
156 Golf Club Dr  
Longwood FL 32719



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAPE

FOLD HERE

CORRESPONDENCE  
FEB 15, 2017

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name \_\_\_\_\_

Address \_\_\_\_\_

**C. J. Fuller**  
33502 Pennbrooke Pkwy.  
Leesburg, FL 34748-7253

COMMISSION  
CLERK

2017 FEB 15 AM 9:04

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To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

FOLD & TAPE - See back for address

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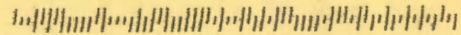


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Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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**C. J. Fuller**  
33502 Pennbrooke Pkwy.  
Leesburg, FL 34748-7253

Thank you for coming to Pennbrooke Fairways.

My comments:

The water infrastructure needs updating<sup>1</sup>

Water Quality not up to proper standards!

You heard the above at the meeting but did not hear the question regarding

The Villages new building of 14000 homes not more than 2 miles from Pennbrooke Fairways and Continental Country Club. Just where is the water coming from to handle all the new build and support services? This involves two counties! Time for you folks to start asking questions and asking how this will be done, when, and who will pay for all the new infrastructures.

Thank you again for coming to Pennbrooke Fairways

 2/12/17





**C. J. Fuller**  
33502 Pennbrooke Pkwy.  
Leesburg, FL 34748-7253

*Received - Day after you Meeting  
at Pennbrooke Parkway.*

**Important Notice Enclosed**



PO BOX 160609  
Altamonte Springs, FL 32716

UTN0126A  
2000000033 17/1



CHARLES J FULLER  
33502 PENNBROOKE PARKWAY  
LEESBURG FL 34748-7253

# IRRIGATION QUALITY REUSE SERVICE

	<u>Current Rates</u>	<u>New Rates After Rate Case Expense Removal</u>
<u>Base Facility Charge</u>		
All Meter Sizes	\$0.00	\$0.00
Charge per 1,000 gallons	\$0.96	\$0.95

# WASTEWATER RATES – MONTHLY RESIDENTIAL SERVICE

	<u>Current Rates</u>	<u>New Rates After Rate Case Expense Removal</u>
<u>Base Facility Charge</u>		
All Meter Sizes	\$14.54	\$14.38
Charge per 1,000 gallons – Residential Service 6,000 gallon cap	\$4.69	\$4.64

# GENERAL SERVICE

	<u>Current Rates</u>	<u>New Rates After Rate Case Expense Removal</u>
<u>Base Facility Charge by Meter Size</u>		
5/8" x 3/4"	\$14.54	\$14.38
3/4"	\$21.44	\$21.21
1"	\$35.40	\$35.02
1 1/2"	\$71.55	\$70.78
2"	\$113.26	\$112.03
3"	\$229.20	\$226.72
4"	\$353.95	\$350.12
6"	\$715.76	\$708.01
Charge per 1,000 gallons – General Service	\$5.63	\$5.57

UTILITIES INC. OF FLORIDA  
PENNBROOKE SERVICE TERRITORY  
CUSTOMER NOTICE

Section 367.0816, Florida Statutes, requires that rate case expense be recovered over a period of four years. The statute further requires that the rates of the utility be reduced immediately at the conclusion of the four years by the amount of rate case expense previously included in the rates.

Utilities Inc. of Florida, Pennbrooke service territory was granted a rate increase by the Florida Public Service Commission in Order No. PSC-12-0667-PAA-WS, issued on 12/26/2012 in Docket No. 120037-WS. The four-year recovery period for rate case expense expires on 1/29/2017. The rates will be reduced as follows:

WATER RATES - MONTHLY  
RESIDENTIAL AND GENERAL SERVICE

	<u>Current Rates</u>	<u>New Rates After Rate Case Expense Removal</u>
<u>Base Facility Charge</u> <u>by Meter Size:</u>		
5/8" x 3/4"	\$5.09	5.02
3/4"	\$7.41	\$7.30
1"	\$12.19	\$12.02
1 1/2"	\$24.82	\$24.47
2"	\$38.98	\$38.42
3"	\$79.53	\$78.39
4"	\$121.84	\$120.10
6"	\$248.11	\$244.57
<u>General Service</u> Charge per 1,000 gallons	\$2.25	\$2.22
<u>Residential Service</u> Charge per 1,000 gallons		
0 – 3,000 gallons	\$1.88	\$1.85
3,001 – 6,000 gallons	\$1.98	\$1.95
6,001 – 12,000 gallons	\$2.43	\$2.40
Over 12,000 gallons	\$2.91	\$2.87



CORRESPONDENCE

FEB 14, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Curtis and Carol Johnson

Name \_\_\_\_\_

Address 33021 Pennbrooke Pkwy \_\_\_\_\_

Leesburg FL 34748 \_\_\_\_\_

COMMISSION  
CLERK

2017 FEB 14 AM 8:44

RECEIVED-FPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

This letter is being sent to voice our **opposition** to any rate  
increase proposed by Utilities, Inc. This company did **not**  
improve our water quality or attempt to improve our water  
quality as promised after the last increase. Our water  
continues to be unusable nor is it drinkable without  
expensive filtering systems. The water also causes deep iron  
stains on laundry and outside surfaces including siding and  
concrete. In addition, the requested increase is outrageously  
high and will not benefit our 55+ community in any way. Our  
residents should not be required to pay exorbitant fees to  
improve water quality in other counties.

FOLD & TAPE -- See back for address

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Curt and Carol Johnson  
33021 Pennbrooke Pkwy  
Leesburg, FL 34748



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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CORRESPONDENCE  
FEB 14, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Tuesday, February 14, 2017 9:46 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: UIF Boil Water Notice and DENY Rate Increase 160101

Please place in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

Thank you.

Joann

**From:** Lee Robida [<mailto:leerobida@gmail.com>]  
**Sent:** Tuesday, February 14, 2017 9:31 AM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; [Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us); Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** Ann Marie Ryan; Cameron Polom  
**Subject:** UIF Boil Water Notice and DENY Rate Increase 160101

Dear Commissioner,

Re: Rate Increase 160101

I am writing this morning, February 14, 2017 to say again, that we need to get a better water company in our community of Summertree. As well as to register yet again another complaint of the poor quality of service. Upon waking up this morning at 5:45am, our water pressure was well below what is needed to have reliable service and water usage.

Upon calling Utilities Inc., of Florida, and making it known, and told I would be called back in twenty minutes, we used the water in our house hold, until we finally did receive a call back at 8:50 AM, stating that due to water main breaks in our system, that there would be another BOIL WATER NOTICE. That also some residents DID NOT HAVE WATER.

So now we have to live with another boil water notice for the next 48 hours.

Yesterday on Feb. 13th 2017, we noticed that the company was in the process of tearing down one of the well's and buildings inside our community, next to the SRF club house. Could the water main break be there and due to substandard quality of work? I do not know, that fact yet.

But I will tell you this, Commissioners, you have got to stop listening to the staffers as well as Utilities Inc., of Florida, and LISTEN TO THE RESIDENT'S here in Summertree, as well as the entire state of Florida,

communities, that UIF operates service for, and HALT any more Rate Increase that this Poorly Operated, Alternative Fact Utility company wants.

Floridians SHOULD NOT have to live like this.

**Please DENY UIF any more rate increases and please give or say a NO VOTE of Confidence and tell them, that's it's in their best interest to SALE the SUMMERTREE OPERATIONS.**

*Thank You*

Lee Robida

Summertree

New Port Richey FL



CORRESPONDENCE

FEB 14, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, La  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Kelly Ratliff

Address 144 Trailwood Drive  
Leesburg, FL 34748

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

I just want you to know that of all the many  
places I have lived, (18) this is the worst  
water I have ever had. I clean my showers  
and the next time we take a shower, the scum  
is all over and must be cleaned again. I have  
a filter in place and every time I put on a new one  
in (every 3 months) it is filled with sand. At  
least I know I am not drinking the sand I  
had this water analyzed, and they told me  
it was terrible. Do not even give my dog  
your water because it would eventually  
kill her. Please do something about this  
terrible water. I pay you more than I have  
ever paid a water company too!

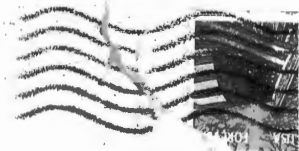
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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850





Application for increase in water and wastewater rates in Charlotte, Highlands, La  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Kelly Ratliff  
Address 144 Trailwood Drive  
Leesburg, FL 34748

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

I just want you to know that of all the many  
places I have lived, (18) this is the worst  
water I have ever had. I clean my showers  
and the next time we take a shower, the scum  
is all over and must be cleaned again. I have  
a filter in place and every time I put ~~on~~ a new one  
in (every 3 months) it is filled with sand. At  
least I know I am not drinking the sand I  
had this water analyzed, and they told me  
it was terrible. Do not even give my dog  
your water because it would eventually  
kill her. Please do something about this  
terrible water. I pay you more than I have  
ever paid a water company too!

FOLD & TAPE - See back for address

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CORRESPONDENCE

FEB 13, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida 863-816-5817

DOCKET NO. 160101-WS

Name Douglas & Julie Rollheiser

Address 2312 Snowy Plover Dr  
Lakeland, FL 33810 (Cypress Lakes)

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

as residents of Cypress Lakes we attended the public meeting in our  
community. We would like to express our dissatisfaction with the water quality.  
We have a constant smell like that of a "home permanent" or rotten eggs. We had  
a water filter system installed which has not helped. It also has calcium or  
lime build up on the faucets and in the dishwashers. We wonder how this will  
affect our ice maker's water feature on the fridge, not to mention the water  
heater. Our clean glass dishes have turned cloudy. If consolidating with  
the other water/waste systems would greatly improve the problem, we would be  
in favor of the consolidation. But if this would not address the problem we would  
not be in favor of consolidating. Another question, we see our rates would drop  
a little at first, but, is there a cap to cover how much they can  
increase? Also you're requesting an increase in wages, would that cover all  
employees or just the CEO, Board Members and any one higher up in the  
company?

FOLD & TAPE - See back for address

Thank you for your time, Julie Rollheiser

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**Doug Rollheiser**  
2312 Snowy Plover Dr.  
Lakeland, FL 33810-4369

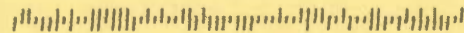
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Office of Commission Clerk  
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Tallahassee, FL 32399-0850



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CORRESPONDENCE  
FEB 09, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, February 09, 2017 2:10 PM  
**To:** 'B'  
**Subject:** RE: water bill hike in seminole county

Good morning Mr. & Mrs. Wagner,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** B [<mailto:volman1703@aol.com>]  
**Sent:** Thursday, February 09, 2017 1:48 PM  
**To:** Records Clerk  
**Subject:** water bill hike in seminole county

To whom it may concern:  
docket number 160101-WS

I need to express my view on this proposed rate hike on our water bill that can be up to 100%. This is totally unacceptable from so many reasons.

First we have not recieved any better quality water, our levels of iron, calcium and chorine remains at very high levels. With the economy of the USA today and the struggles we Americans and Floridians are having right now with increased bills in healthcare, Electric, food, and other household expenses, how can you in good conscience accept and agree to this outrages hike in water fees?? Water is an essential, not like going to the movies or eating out, or buying a new outfit.....water is essential to life, and you must realize that this burden is way out of line for our community.

Please reject this rate hike and be for the people.....not the industry.

Thank you

Bruce and Ana Wagner  
1410 Canal Point Rd  
Longwood, FL 32750  
407-832-2955



CORRESPONDENCE

FEB 09, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address



Mr. Edward Jouret  
1051 Forest Breeze Path  
Leesburg, FL 34748-7240

COMMISSION  
CLERK

2017 FEB -9 AM 8:17

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To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

THE RATE INCREASE (42%) FOR PENNABROOK  
FAIRWAYS IS TOTALLY UNPAID FOR US AS THE  
REQUESTED RATE SHOULD NOT SUBSIDIZE OTHER  
COMMUNITIES AND THIS REQUEST IS A FINANCIAL  
HARDSHIP FOR MANY. IN ADDITION OUR WATER  
STAINS OUR HOMES DUE TO THE HIGH CONTENT  
OF IRON AND NO FILTRATION AT THE TREATMENT  
PLANT. BECAUSE WE LIVE AT THE END OF  
A CUL-DE-SAC, OUR PRESSURE IS EXTREMELY  
LOW. I RESPECTFULLY REQUEST THAT  
THIS INCREASE REQUESTED BY UTILITIES, INC  
OF FLORIDA BE DENIED.

Edward E. Jouret

FOLD & TAPE -- See back for address

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Mr. Edward Jouret  
1051 Forest Breeze Path  
Leesburg, FL 34748-7240

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Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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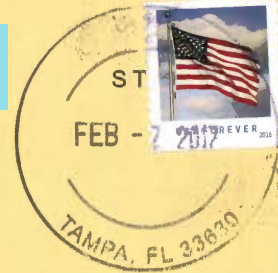
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*N* Gail Nugent  
2410 Peavine Circle  
Lakeland, FL 33810

CORRESPONDENCE  
FEB 09, 2017  
DOCUMENT NO.



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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Utilities, Inc. should not be granted rate increases until they do something about the water quality. I moved here from California and had to buy an inhouse irrigation system for over \$4,000 to get clean water.

2. They need to put in place water meters to read water levels, as well as utilize water.

Gail Nugent  
2410 Peavine Circle  
Lakeland, Florida

33810 TAPE

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RECEIVED-FPSC  
2017 FEB -9 AM 8:17  
COMMISSION  
CLERK



Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name \_\_\_\_\_

Address \_\_\_\_\_

To submit your comments about this docket to the Florida Public Service  
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CONSUMER COMMENTS

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CORRESPONDENCE

FEB 08, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name DORIS BROWDER

Address 33206 GRAND CYPRESS WAY, LEESBURG FL  
PENNBROOKE FAIRWAYS

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

AGAINST WATER SERVICE COMBINATION -

IF WE IN FACT GET INCREASE WOULD LIKE TO  
RECOMMEND THAT THE COMMUNITY BE GIVEN A  
REDUCED RATE TO ADD ANOTHER METER FOR  
IRRIGATION PURPOSES WHICH WOULD REDUCE OUR  
WASTE WATER <sup>COST</sup> OUR HOA CAN COORDINATE THE  
# OF HOUSEHOLDS WHO DESIRE THIS.

IF WE ARE GOING TO HAVE AN INCREASE AS  
HIGH AS PROPOSED, THE UTILITY COMPANY NEEDS TO  
HELP HOMEOWNERS FIND WAYS TO REDUCE  
EXPENSES. - ALSO STOP ASSESSING Monthly charge for 2nd

meter - Billed together & Meter person assesses meter  
side by side - People pay for meter upfront - why charge  
monthly?

FOLD & TAPE - See back for address

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or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
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STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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CORRESPONDENCE  
FEB 08, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 08, 2017 3:15 PM  
**To:** 'Susan Ruby'  
**Subject:** RE: Proposed water rate increase docket #160101-WS

Good afternoon Ms. Ruby,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Susan Ruby [<mailto:sruby@cresa.com>]  
Sent: Wednesday, February 08, 2017 3:08 PM  
To: Records Clerk  
Subject: Proposed water rate increase docket #160101-WS

I own a home in Seminole County and currently have Utility, Inc as my water and sewer supplier, I understand they are looking to increase our water bills 110%, which is exorbitant. They say they need to spend money on new infrastructure, this huge increase seems draconian and if really needed, then I think they should take smaller increases over a 10 year period.

I am a retired widow and cannot afford such a rate hike. No utility should be able to monopolize their customers, we need you to fight for us. Thank you.

Susan Ruby  
2419 Crocus Court  
Longwood, FL 32750  
407-474-0236

CORRESPONDENCE

FEB 08, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Jean M. Parkinson

Address 9735 Cypress Lakes Dr

Lakeland, FL 33810

RECEIVED-FPSC  
2017 FEB -8 AM 8:56  
COMMISSION  
CLERK

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

- Another rate increase on the heels of the increase granted in 2016 is unfair.
- Rate increases place undue financial stress upon persons with a restricted/limited income.
- Cypress Lakes customers should not have to bear the cost of repairs & upgrades of other communities. The costs should be the burden of the company providing the service and reaping the financial gain from services provided.
- No one should have to pay premium prices for water they cannot drink due to foul taste and residues in the water.

FOLD & TAPE - See back for address

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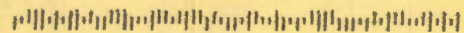
Parkinson  
9735 Cypress Lakes Dr  
Lakeland, FL 33810

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SAINT PETERSBURG FL  
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Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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UTILITIES, INC. OF FLORIDA  
FLORIDA PUBLIC SERVICE COM.  
2546 SHUMARD COK BLVD.  
TALLAHASSEE, FL 32399-0850

DOCKET NO. 160101-WS

CORRESPONDENCE

FEB 08, 2017

DOCUMENT NO.

THE PERFECT STORM IN PENNBROOKE Fairways as  
WE ARE AN AGING COMMUNITY FACING THE PROSPECT  
OF RAISING WATER RATES.

WE MOVED TO PENNBROOKE (3) YEARS AGO & COULD  
NOT UNDERSTAND HOW A 10 YEAR HOME WAS IN SUCH  
POOR CONDITION. WE REPLACED TOILET, SINKS, SHOWERS  
& ALL APPLIANCES. WE NOW HAVE THE SAME PROBLEM  
WITH RUST STAINS, PITTER FACETS & PIPES. WITH

WE PREVIOUSLY LIVED IN HIGHLAND LAKES, LEESBURG  
WATER FOR 10 YEARS & NEVER HAD A PROBLEM, INSIDE  
OR OUT... THIS WATER WITH SO MUCH IRON, WE  
HAVE STAINS EVERYWHERE INSIDE & OUT, & NO PRESSURE,  
SO IT RUNS LONGER IN EVERY AREA.

OUR RATES SHOULD BE LOWER AS OUR HEALTH  
IS BEING DESTROYED, THE SAME AS OUR HOME, WITH  
CRUD, BACTERIA, RUST CONTINUES TO BE INCREASING  
AS OUR INSURANCE & MEDICAL COSTS.

PLEASE HELP US, NOT HURT & HARM US MORE!

Blaine Johnson

33249 GRAND Cypress Way  
LEESBURG, FL 34748  
352-5728-1284

RECEIVED-FPSC

2017 FEB -8 AM 9:00

COMMISSION  
CLERK



ORLANDO FL 328

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~~7 FEB 2017~~ 2017 FEB 8 AM 6:50  
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Office of Commission Clerk  
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Tallahassee, FL 32399-0850

32399-085099





CORRESPONDENCE

FEB 08, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name ANNA BREARLEY

Address 33004 PENNBROOKE PARKWAY  
LEESBURG, FL 34748

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

WE ARE NEW RESIDENTS OF PENNBROOKE, ONE OF  
OUR CONCERNS MOVING FROM OUR HOME  
FRUITLAND PARK WAS THE WATER. WE HAD  
WONDERFUL WELL WATER + NO BILL FOR WATER.  
SO HAVING TO PAY BETWEEN \$80-\$100 A MONTH  
ALREADY FOR WATER THAT SMELLS LIKE SULFUR  
OR CHLORINE DOESN'T SIT WELL. IT STAINS  
OUR TOILETS + SIDING OF THE HOUSE.

WE PURCHASE WATER TO DRINK. PLEASE  
FIGURE OUT HOW TO FIX THESE PROBLEMS  
BEFORE RAISING OUR RATES + EMPLOYEES  
SALARIES

FOLD & TAPE - See back for address

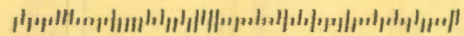
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or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
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correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Joseph & Anna Brearley  
33004 Pennebrooke Parkway  
Leesburg, FL 34748



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



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CORRESPONDENCE  
FEB 08, 2017  
DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Eileen Genzlinger

Address 339 Bentwood Dr.

Leesburg FL 34748

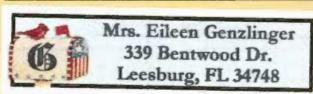
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CLERK

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or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

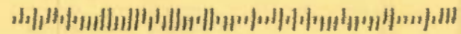

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ORLANDO FL 328

Date: February 4, 2017

To: Florida Public Service Commission  
Tallahassee FL

Re: Utilities Inc. Of Florida - Docket #160101-WS

The following issues I trust will help in your decision regarding Utilities Inc. receiving any form of an increase in their water rates:

1. 100% of the homes in Pennbrooke Fairways have iron stains on the outside of their homes from the water sprinkler systems.

EXPENSES: Power- wash several times a year or have the home painted.

2. 95+% of the homes in Pennbrooke Fairways purchase water filtering systems to remove SOME of the iron and sediments that comes into the homes.

EXPENSES: Purchase filter system, installation, maintenance, as well as filters and other items bought periodically to keep systems working properly.

NOTE: These expenses are in addition to appliances that must be replaced prematurely because of built up iron and sediments in the lines, i.e., water heaters, dishwashers refrigerator water systems, toilets, etc.

Instead of giving Utilities Inc. any increases, Pennbrooke Fairway customers should be compensated with some kind of a decrease to offset these expenses.



Eileen L. Genzlinger  
339 Bentwood Drive  
Leesburg FL 34748

cc: PHOA

CORRESPONDENCE

FEB 08, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name \_\_\_\_\_

Address \_\_\_\_\_



Ms. Norma Fosmer  
32705 Westwood Loop  
Leesburg FL 34748

COMMISSION  
CLERK

2017 FEB -8 AM 8:58

RECEIVED-PPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

This increase is for the birds -  
Why dont you try to help people?  
We only have 1239 people here  
at Pennbrooke & we are all past  
55- Retired

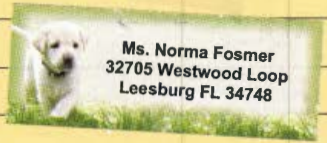
Your system sucks -

Norma Fosmer F-49

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.





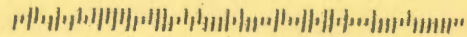
ORLANDO FL 328

26 FEB 2017 PM 5:1



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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
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32399-085099



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CORRESPONDENCE  
FEB 08, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, February 07, 2017 5:12 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122481

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Tuesday, February 07, 2017 4:40 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, February 06, 2017 8:50 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122481

### CUSTOMER INFORMATION

Name: Robert Glickman  
Telephone: (407) 862-4154  
Email:  
Address: 146Essex Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Glickman  
Account Number: 177541000  
Address: 146Essex Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

We are seniors on a fixed budget that would be impacted by water rate increases of 100% or more.

It is unconscionable to charge us for company salary increases, and revenue that goes to Canada and Illinois. You are charging us for expenses that supposedly goes to fund infrastructure when we have to filter the water to eliminate toxic metals chemicals, and undesirable odors and tastes.

I've been told that I'm wasting my time writing because you really don't give a damn about your customers a thousand miles away. You're indifference will change our way of life, create hardships, and cancel the very reasons we moved here in the first place. Our options are limited. We can't afford to move and we can't afford to stay.

Furthermore, you're a public utility and are held to a higher standard of decency than a private corporation which exists to make money for its investors. Your actions will determine our way of life in Florida.

Will you provide to us a breakdown in all your expenses so we can see where our hard earned money is going?

Your customer,

the Glickman family.

PSC was contacted previously

CORRESPONDENCE  
FEB 08, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 08, 2017 7:51 AM  
**To:** 'Russell Dunn'  
**Subject:** RE: My February 2, 2017 Rate Case Hearing Testimony Eastmonte Civic Center, Altamonte Springs, FL

Good morning Mr. Dunn,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Russell Dunn [mailto:russtdunn63@yahoo.com]  
**Sent:** Tuesday, February 07, 2017 4:57 PM  
**To:** Records Clerk  
**Cc:** Office of Commissioner Brown; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann  
**Subject:** My February 2, 2017 Rate Case Hearing Testimony Eastmonte Civic Center, Altamonte Springs, FL

Reference: Docket Number 160101-WS

Dear Florida Public Service Commissioners:

I am forwarding my entire testimony, part of which I presented at the February 2, 2017 rate case hearing, and part of which I did not have the time to present because I was unaware of the three minute rule. It is a total of three pages.

Thank you for your consideration.

Russell Dunn  
208 Harrogate Pl  
Longwood, FL 32779  
Utilities Inc Sanlando Account Number 3032710000

Russell Dunn February 2, 2017 Utilities Inc Sanlando Rate Case Presentation  
Utilities Inc Sanlando Account Number 3032710000



Good morning. I am here today not because I want to be here. I would much rather be at home caring for my wife who has medical problems, caring for my wonderful grandchildren or taking care of other important matters. However, I am here to publicly state my opposition to this massive unjustified Utilities Inc Sanlando proposed rate increase. Here is one of my favorite quotes I would like you to remember: The only thing necessary for the triumph of evil is for good men to do nothing.

I understand Utilities Inc is attempting to merge all their small Florida companies and consolidate their rates. Their logic provided in their January 3, 2017 mailing is deeply flawed. John Hoy stated..."The consolidated rates that we are requesting will result in immediate rate decreases for many of our customers and will provide very competitive rates across the state. In the long run, the costs of operating our water and wastewater systems will be spread across a much larger customer base and will likely result in fewer and smaller rate increases in the future." I contend John Hoy's logic is bogus and nothing short of what I call extremely false and misleading. Our rates will be skyrocketing without cause if their excessive rate increase is approved. Where are my competitive rates? There are none.

The rate of return on equity requested is 10.40% as stated on page 1 of their mailing which seems excessive. They also stated on page 1..."Utilities Inc, of Florida states that its current overall ROR without a rate increase...7.95% in Seminole-Sanlando (water) , 1.65% Seminole-Sanlando (wastewater)."

Utilities Inc stated on page 4 of their mailing to customers they were asking for a 0.4% decrease (\$18,462) for water and a 58.7% increase (\$2,391,091) for wastewater for Seminole County-Sanlando. In 2016 I paid a total of \$965.83. Using their proposed rates for my 2016 water usage I would pay \$1,933.25 excluding taxes based on my calculations. Why should I have to pay about \$1,000 more or a 100% plus increase using their proposed new rates? A 0.4% decrease for water and a 58.7% increase for sewer does not equate to a 100% increase based on my math. What would you say Utilities Inc did in their mailing by stating their rate increase would give us a 0.4% decrease for water and a 58.7% increase for wastewater? What would you call that since we are getting an approximate 100% plus rate increase overall based on my calculations? I know what I would call it and you do too. I would call it an outright lie.

Below are the rate increases that apply to my account. Please note the exorbitant and unjustified percent increases:

		Current Rate		Proposed Rate		Percent Increase
<b>Water Service</b>						
1 inch meter		\$11.24		\$28.84		156.58
Charge per 1,000 gallons						
0 to 6,000		\$0.95				N/A
6,001 to 15,000		\$1.43				N/A
Over 15,000		\$2.37				N/A
0 to 8,000				\$1.97		107.37
8,001 to 16,000				\$2.95		106.29
Over 16,000				\$3.93		65.82
<b>Wastewater</b>						

Service						
Base Facility Charge		\$15.19		\$25.47		67.68
All Meter Sizes						
Charge per 1,000 gallons						
10,000 gallon cap		\$1.89				
8,000 gallon cap				\$4.91		259.79

This massive unjustified rate increase of 100% plus places a huge burden on my family. The same is true for most all families in our community. The families in my Wekiva community where I have lived for over 38 years are average middle class. Many like me are living on a fixed income and cannot possibly afford a 100% plus increase in their water and wastewater bills.

There is no logic and no justification for a rate increase of 100% to any consumer. I have never heard of a rate increase proposal of 100% plus for any service in any state where I have lived. How can a rate increase of 100% plus even be proposed much less approved? Their plan to consolidate rates across all their companies is not justifiable or rational and must never occur.

I never received notice of Utilities Inc receiving approval to consolidate their rates across all companies in Florida. I was never aware of any hearings to discuss their rate consolidation proposal. If there would have been a hearing I would have been there, asked questions and protested. How did this rate consolidation get Florida Public Service Commission approval without our knowledge? Please explain how this rate consolidation across all their Florida companies is legal with no public hearings?

How can a 100% plus rate increase be considered logical, rational or justified? I have never witnessed a rate increase proposal of over 100% for any service in my lifetime. A rate increase of 10% would be difficult to accept and would certainly justify a huge protest. Please explain to me and all others here today how a massive 100% plus rate increase is justified. There is no justification for a rate increase of over 100% for any service ever. This is outrageous and is nothing short of what I call massive corporate greed.

I would like to briefly discuss my service. There have been many times where my water pressure in the last five to eight years has been poor. I have called Utilities Inc Sanlando several times. They always come out and check the pressure and flippantly state they are meeting the requirements. I state I do not concur because if the lawn is watering many times we cannot take a shower or run the washer. I stated the water pressure requirements are not adequate if you can make that statement. I have essentially given up and not reported water pressure problems in recent years because they never give an adequate response to my problems. The FPSC water pressure rules must be grossly inadequate if what they state is true.

These excessive proposed rates should never be allowed to go into effect because a doubling of rates is never justified.

In closing please remember this quote: The only thing necessary for the triumph of evil is for good men to do nothing. Please remember this quote as you go through life.

Thank you.

Russell Dunn

CORRESPONDENCE  
FEB 07, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, February 07, 2017 3:49 PM  
**To:** 'paul hawkins'  
**Subject:** RE: Concern - Utilities Inc Request to Raise Water Rates

Good afternoon Mr. Hawkins,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** paul hawkins [<mailto:pvhawkins@msn.com>]  
**Sent:** Tuesday, February 07, 2017 3:31 PM  
**To:** Records Clerk  
**Subject:** Concern - Utilities Inc Request to Raise Water Rates

I was unable to attend your hearing in Altamonte Springs.  
Attached is a summary of my concerns and thoughts relating to the pending Utilities Inc. of Florida (UIF) rate case.  
I strongly recommend the request for rate increase be denied

Thank You, Paul Hawkins  
PO Box #915754  
Orlando/Longwood FL 32791  
Tele #407-862-7859

MEMBER:  
Enrolled Agent w/IRS,  
Certified Fraud  
Examiners

**PAUL V. HAWKINS**  
**PO Box #915754, Longwood, FL 32791-5754**  
**Office #(407) 862-7859; Cellular #(407) 687-9559**  
**E-Mail: [pvhawkins@msn.com](mailto:pvhawkins@msn.com)**

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07-February 2017

Florida Public Service Commission  
Director, Office Of Commission Clerk  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399

Re: Docket No. 160101-WS, Utilities Inc. of Florida  
Water Rate Hike  
Sanlando Utilities Corp, Longwood, FL  
Merger with Utilities, Inc.  
**Excessive Rate Hike Request**  
**Potential Diversion of Collected Funds**

Dear Director,

I am a resident of **Sabal Point** Development, Longwood, FL, since 1978 and a customer of **Sanlando Utilities Corp**, a water utility. My residence address is 513 Whisper Wood Dr., Longwood, FL 32779.

Sep 12, 1969 – **Sanlando Utilities Corp** filed as a corporation with FL Sec of State.

1978 – I purchased a residence in **Sabal Point** development, Longwood, FL. Water for the residence, pool, and irrigation system was obtained from **Sanlando Utilities**. I have continued to reside in this residence since my purchase.

I reviewed my water cost for the same 90-day period of time for each year covering the years from 1978 to present. Two adults and two children resided in the residence for 18 years from 1978 until 1996. From 1996 to date only two adults lived in the residence. During the entire 39 years of residency the water needs for the property, i.e.-the residence, the pool, and the irrigation, have been consistent and not changed.

January 1999, **Utilities, Inc.**, Northbrook, Ill, acquired **Sanlando Utilities** and began its management of the utility. **Sanlando** was managed by four key personnel prior to its sale to **Utilities, Inc**. See the **Sanlando** 1999 annual corporate report filed with the **FL Secretary of State**. **John Lowndes**, a listed director, was a non-managing attorney. Also, following the purchase by **Utilities, Inc.**, **Sanlando** was managed by four key personnel. The **Sanlando** service area was practically fully developed with approximately 23,000 customers at the time of

its sale to **Utilities Inc.** Sanlando was an award winner in excellent condition at the time. See the attached **Orlando Sentinel** August 1998 article.

From 1978 to 1999, I experienced an insignificant increase in water cost. There was no change in my water usage during this period.

From 1999 to 2012, **Utilities, Inc.** continued to grow through acquiring additional water facilities throughout the United States. **Utilities, Inc.** served primarily residential customers across 15 states and was one of the largest privately owned water and wastewater utilities in the United States. See website <http://www.corix.com/corix-companies/utilities-inc>. Also see website [www.uiwater.com/](http://www.uiwater.com/)

In 2012, **Corix Utilities of Vancouver, Canada** acquired **Utilities, Inc.** **Utilities, Inc.** continued to manage **Sanlando Utilities** until to date.

From 1998 through 2016, my water cost increased 93% under the management of **Utilities, Inc.** The number of key management personnel appears to have increased from four to ten. See the 2016 annual corporate report filed with the **FL Secretary of State**.

#### Excessive Rate Hike

- During my first 20 years (1978-1998) while living at this address, **Sanlando** was managed by four key directors and operated the utility without significant cost increases.
- During the years 1999 to 2012, **Utilities, Inc.** owned and managed the utility using 4-6 key directors, with the same customer base that **Sanlando** had in 1998, and increased the water cost by 89%.
- After **Utilities, Inc.** sold **Sanlando** to **Corix Utilities** in 2012, it continued to manage the utility with the same customer base through 2016. My water cost increased another 4% during this period of time. The managing directors increased to ten during this period of time.
- In total my water cost increased 93% during the years **Utilities, Inc.** managed the operation, even though the customer base experienced little or no change from the mid-1990's
- The management base of **Utilities, Inc./Corix** became bloated beyond any reasonable need.
- **Utilities Inc.** rate increase requests were always justified stating the additional funds were needed to recondition and maintain the equipment.
- A review of the **Sanlando** financial records should show to what extent additional funds were invested to improve capital equipment or placed in a reserve to be used in capital investment.

#### Potential Diversion of Collected Funds

- With the excessive collection of revenue during the years 1998 through 2016, I would expect to see a significant reserve build up in the 2016 balance sheet, or an indication of significant capital improvements during the period of time.
- With the absence of a reserve or additional capital improvement, it is important to know what happened to the excessive collected revenue. Were:
  - Exorbitant rate increase necessary to cover **Sanlando** operations cost?
  - Funds diverted to facilitate **Utilities, Inc.** acquisition of additional utilities?
  - Funds diverted to Officers benefit prior to the acquisition by **Corix**?
  - Funds used to pay salaries of a bloated management base?
- Reviewing the use of the collected funds could determine if:
  - Corporate Fraud has been committed
  - Wire and/or Mail Fraud.
  - Money Laundering resulting from diverted Corporate funds.
  - Tax Fraud if Corp Officers were benefited.

A helpful tool to review use of funds is to analyze **Sanlando** Income & Expense Statements and Balance Sheets Statements covering several years and plotting trends of specific statement line items. The detail related to suspect line items should be reviewed.

Paul V. Hawkins  
Paul V. Hawkins

## SEMINOLE BUSINESS

### Wekiva-area Water And Sewer Clients Take 'Wait And See' Attitude About Utility's Sale

August 25, 1998|By Will Wellons of The Sentinel Staff

The sale of Sanlando Utilities should have little effect on customers, said officials for the new owner. However, the recent sale does have some Sanlando customers wondering what it might mean for their water rates and service.

Sanlando customers in western Seminole County have generally enjoyed some of the lowest water and sewer rates in Central Florida. Homeowners associations have fought previous attempts by local governments to buy the water utility, fearing that rates would increase.

So, what will the sale to Utilities Inc., a Northbrook, Ill., company, mean?

Utilities Inc. managers say the sale, which still needs state approval, should go unnoticed by most of Sanlando's 23,000 customers. Even the name is expected to remain the same. Rates will not be increased to pay for the sale, company officials said.

However, Chuck Ness, president of the Wekiva Hunt Club Community Association, is not entirely convinced. Nearly all of the 2,600 houses in the Wekiva community are served by the utility.

"I'm going to wait and see what happens over the next six to nine months," Ness said. "We are holding our breath."

In Sweetwater Oaks, the worries of community leaders go beyond rising rates. Some Sweetwater residents have sued Sanlando to stop the disposal of treated waste water into Sweetwater Creek. The sale has stalled efforts to resolve the dispute.

Wayne Chilton, president of the Sweetwater Oaks Homeowners Association, said the sale could be a positive development but that it was too early to tell.

Sweetwater resident Jim Purvis, who has sued Sanlando over the wastewater dumping, said the cleanup of Sweetwater Creek must be a top priority of Utilities Inc., one of the 10 largest investor-owned water and wastewater companies in the country.

Some Sweetwater residents are contemplating filing a protest with the Florida Public Service Commission over the sale to make sure their dispute is addressed. Customers have until the end of the month to challenge the sale.

The sale of the utility must be approved by state regulators. Utilities Inc. attorney Bill Sundstrom said the approval process should be completed in four months.

Sundstrom said he is aware that Sanlando has some outstanding legal issues. Utilities Inc. is committed to resolving any problems and running the utility well, he said. "Sanlando has a sophisticated group of customers," he said. "The customers want good service and a fair rate. That's what we intend to give them." Sanlando Utilities was built nearly three decades ago by the owners of Greater Construction Co., a development company.

Utilities Inc. owns small water and sewer systems around Longwood, west Sanford, west Altamonte Springs and Oviedo. Don Rasmussen, vice president of the Florida division of Utilities Inc., said the purchase of Sanlando was a natural expansion that will double the utility's presence in Seminole County and, the company hopes, improve its efficiency. The company also just purchased Lake Groves Utilities Inc., which provides water and sewer service to nearly 2,000 customers in the unincorporated area near Clermont.



Utilities Inc. has made a thriving **business** out of buying developer-owned utilities and running them. It owns more than 300 utilities in 15 states.

The Sanlando purchase is something different for Utilities Inc. The company usually buys utilities in need of repair. When the company purchased Alafaya Utilities, for example, it had to upgrade the aging utility and wage several legal battles with the city of Oviedo, including disputes over which one would provide utilities to the city.

Oviedo City Manager Gene Williford said those disputes are being resolved, and his office rarely gets **complaints** about the utility.

Sanlando is in good working order and has even won awards for operations.

“Average customers will never notice a difference,” said Jerry Salsano, general manager and vice president of Sanlando.

The biggest difference, he said, is that the new owner is in a better position to provide the type of capital that will keep the utility running well.

---

See:

[Utilities, Inc.](#)

[www.utilitiesinc-usa.com/](http://www.utilitiesinc-usa.com/)

Holding **company** for over 75 subsidiary operating companies that provide **water** and wastewater**services** to customers in numerous states. Information on

[Utilities, Inc. \(UI\) | Water and Wastewater Services - Corix](#)

[www.corix.com/corix-companies/utilities-inc](http://www.corix.com/corix-companies/utilities-inc)

**Utilities, Inc.** is committed to providing safe, reliable & cost-effective **water** & wastewater **service** to ...**Utility Customers** · Products ... is committed to providing safe, reliable, and cost-effective **water** and wastewater **service** to their customers while ...

CORRESPONDENCE  
FEB 07, 2017  
DOCUMENT NO.

## Collin Roehner

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, February 07, 2017 2:17 PM  
**To:** 'John Byrnes'  
**Subject:** RE: Docket # 160101-WS

Good afternoon Mr. Byrnes,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** John Byrnes [<mailto:john.byrnes@gssscs.com>]  
**Sent:** Tuesday, February 07, 2017 1:31 PM  
**To:** Records Clerk  
**Subject:** Docket # 160101-WS

I would like to express my significant opposition for the proposed water increase by Sanlando Utilities/Utilities, Inc. This is not just a water increase – it is a DOUBLING and TRIPLING of our current water rates based on proposed needs of the parent company of Utilities, Inc. of Florida. They are asking us to in essence pay the major share of this price hike without any knowledge of where this new revenue will go – most likely out of state. It is also unlikely that any of their customers pays anywhere near what they are proposing for us in Longwood and we have been singled out as an entity.

My current rates average about \$150 per month and I have calculated that based on their proposed fee schedule it will go to at least \$400 per month – this is more than DOUBLE what I am paying now. Their notice says “most” of their customers will see a rate decrease - where exactly?? It’s hard to believe that our particular area has the lowest rates of their entire company to justify more than doubling ours in order to increase their employees’ wages. Their proposal said there would be an average of a 58% increase, but they didn’t mention any base charges for water and wastewater which would make the average increase really about 110%!

Their water product is one of the worst in the area, with most people having to purchase filter systems to deal with the high levels of chlorine, iron and calcium, and a recent water project down the street from us caused our pipes to have obvious dirt in the lines, requiring multiple calls to have it cleaned out. They are asking to more than double the rate for a mediocre product and to be initiated instantly without the courtesy of even a gradual phased in period, nor any promises of increasing the quality of the water that we have no choice in purchasing since it is a monopoly. If a rate increase was necessary to make their product on par with other companies in the area it certainly wouldn’t necessitate doubling our rates and we would know that the increase was going back to us in improved services. Here, they are asking for a major increase without one mention of improving their product – it’s highway robbery in the most obvious fashion.

I sincerely hope the Florida Public Service Commission takes our comments into consideration and does NOT grant Utilities, Inc. this exorbitant rate increase, and perhaps instead require them to improve their water product for existing customers before trying to raise funds to transfer out of state.

Thank you.

John Byrnes  
1929 Caladium Place  
Longwood Florida 32750  
Cell: 407-234-7170

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### **QSS MGMT EMAIL NOTICE**

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The information contained in this message may be privileged and confidential. If you are NOT the intended recipient, please notify the sender immediately with a copy to [Compliance@QSSMGMT.com](mailto:Compliance@QSSMGMT.com) and destroy this message.

Please be aware that email communication can be intercepted in transmission or misdirected. Your use of email to communicate protected health information to us indicates that you acknowledge and accept the possible risks associated with such communication. Please consider communicating any sensitive information by telephone, fax or mail. If you do not wish to have your information sent by email, please contact the sender immediately.

CORRESPONDENCE  
FEB 07, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, February 07, 2017 10:38 AM  
**To:** 'Karl Willard'  
**Subject:** RE: Docket 160101WS - Utilities, Inc.Seminole County

Good morning Mr. Willard,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** Karl Willard [<mailto:kpwillard@gmail.com>]  
**Sent:** Tuesday, February 07, 2017 10:35 AM  
**To:** Records Clerk  
**Subject:** Docket 160101WS - Utilities, Inc.Seminole County

Public Service Commission Members:

Utilities Inc is requesting an obscene rate increase. As a taxpayer, I ask you to consider what other business can double (or more) prices in one request to the PSC? Answer: Only a monopoly can!! As taxpaying citizens, we have NO choice for my our water/sewer service. If pricing is outrageous and/or service becomes intolerable, we have no choice but to pay the price or relocate. That is not a choice a taxpaying homeowner should be forced to make.

I respectfully submit that the proposed Utilities Inc. increase should be implemented ratably over a reasonable time period, say 10 years.

Karl Willard  
325 Coble Drive  
Longwood, FL 32779

CORRESPONDENCE

FEB 07, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name June Stegemann

Address 714 Grand Vista Trl

Leesburg FL 34748

2017 FEB -7 AM 9:39

RECEIVED-FPSC

COMMISSION  
CLERK

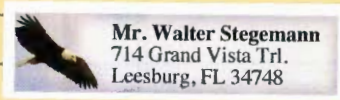
To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

*I feel the increase would be  
a burden for most residents  
in the PennBrooke community.  
Also, grasping all of Florida is  
not fair to anyone!  
The increases just are not right!!*

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/  
or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or  
correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



02 FEB '17  
PM 7:1



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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CORRESPONDENCE

FEB 07, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name



Russell H & Virginia E Smith  
1046 Forest Breeze Path  
Leesburg FL 34748-7239

Address

COMMISSION  
CLERK

2017 FEB -7 AM 9:41

RECEIVED-FPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

THANK YOU FOR ATTENDING THE MEETING AT  
PENNBROOKE FAIRWAYS ON 2/1/17; WELL  
CONDUCTED & INFORMATIVE.

WE TOO HAVE IRON IN THE WATER. & OUR  
FILTER CAN REMOVE ALL OF IT!

PROBLEM #2. TOO OFTEN THE WATER  
PRESSURE IS TOO LOW.

Russell H. Smith

FOLD & TAPE - See back for address

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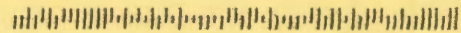
Russell H & Virginia E Smith  
1046 Forest Breeze Path  
Leesburg FL 34748-7239

ORLANDO FL 328  
04 FEB 2017 PM 2:11



Florida Public Service Commission  
Office of Commission Clerk  
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32399-085099



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CORRESPONDENCE  
FEB 07, 2017

RECEIVED-FPSC

2017 FEB -7 AM 9:41

COMMISSIONER  
CLERK

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name ROBERT ADAMS

Address 592 WHISPER WOOD DR.

LONGWOOD FL 32779

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

THERE IS NO JUSTIFICATION TO CHANGE  
THE CURRENT RATE FOR WATER & SEWER  
IN MY AREA. UNIFORM PRICING IS  
A POOR EXCUSE FOR ATTEMPTING TO  
RAISE RATES ON THE SYSTEM ACQUIRED  
FROM SANLANDO SPRINGS. NATURE  
SUPPLIES THE PRODUCT.  
UTILITIES INC PROVIDES A SERVICE.  
SHOW ME WHERE THAT SERVICE COSTS  
MORE NOW IN MY AREA.

VOTE NO

FOLD & TAPE -- See back for address

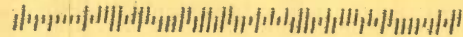
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592 WHISPER WOOD DR.  
LONGWOOD FL  
32779



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

323990850 C001



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CORRESPONDENCE  
FEB 06, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Angie Calhoun  
**Sent:** Monday, February 06, 2017 4:39 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122474; E-Form Other Complaint TRACKING NUMBER 122477; E-Form Other Complaint TRACKING NUMBER 122475; E-Form Other Complaint TRACKING NUMBER 122479

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, February 06, 2017 4:27 PM  
**To:** Angie Calhoun  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, February 06, 2017 2:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122479

### CUSTOMER INFORMATION

Name: Thomas Easton  
Telephone:  
Email:  
Address: 327 Coble Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Thomas Easton  
Account Number:  
Address: 327 Coble Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc. is requesting an obscene rate increase. As a taxpayer, I ask you to consider what other business can double (or more) prices in one request to the PSC? Answer: Only a monopoly can!! As taxpaying citizens, we have NO choice for my our water/sewer service. If pricing is outrageous and/or service becomes intolerable, we have no choice but to pay the price or relocate. That is not a choice a taxpaying homeowner should be forced to make. I respectfully submit that the proposed Utilities Inc. increase should be implemented ratably over a reasonable time period, say 10 years.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, February 06, 2017 11:56 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122477

### CUSTOMER INFORMATION

Name: Guy Blakey  
Telephone: (407) 683-4737  
Email: [guyblakey@gmail.com](mailto:guyblakey@gmail.com)  
Address: 321 Coble Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Guy Blakey  
Account Number:  
Address: 321 Coble Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc is requesting an outrageous rate increase. As a taxpaying citizen, I ask you to consider what other business can double prices in one fell swoop? Only a monopoly!!!! We have NO choice for our water service. If pricing is obscene and/or service becomes abysmal, I have no choice but to pay the bandit or move. That my friends is not a choice a taxpaying homeowner should be forced to make. I respectfully submit that the proposed Utilities Inc. increase should be implemented ratably over a reasonable time period, say 10 years.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, February 06, 2017 9:29 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122475

### CUSTOMER INFORMATION

Name: Connie Memory  
Telephone: (407) 312-6792  
Email: [ckm626@aol.com](mailto:ckm626@aol.com)  
Address: 112 Albrighton Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Connie Memory  
Account Number:  
Address: 112 Albrighton Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I cannot believe that our water bills are going to double. I am proud to say that I have lived in the Wekiva Subdivision for 41 years. However, I don't see how young families will be able to afford to move into this wonderful community with these kind of water prices. I understand every business occasionally must have price hikes but it should be gradual, overtime, not one big slam like they are trying to give us now. Personally, I am a widow and I know there are many senior citizens like myself in Seminole County who will be hit very hard if this increase is allowed to occur! Please consider carefully the effect this will have on our community and our county. I have always been proud of living in Seminole County, good schools, reasonable taxes, etc. HELP!!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, February 06, 2017 9:05 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122474

### CUSTOMER INFORMATION

Name: Karl Willard (personal)  
Telephone: (407) 620-1177  
Email: [kpwillard@gmail.com](mailto:kpwillard@gmail.com)  
Address: 325 Coble Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Karl Willard (personal) Account Number:  
Address: 325 Coble Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc. of Florida recently announced request to effectively increase Sanlando Utilities customer's rates double or more appears to be profit motivated and unnecessary. The increase on the backs of its long time customers is unreasonable and I expect your office to maintain a strong stand in the favor of the utility customers including implementing a more gradual rate increase over time that is not as significant in total scope.

CORRESPONDENCE  
FEB 06, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, February 06, 2017 3:23 PM  
**To:** 'JIM CHALOUPKA'  
**Subject:** RE: DOCKET NUMBER 160101-WS..... No water in Pennbrooke.....and they are raising the rate....and other things

Good afternoon Mr. Chaloupka,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** JIM CHALOUPKA [mailto:wd8qbq@aol.com]  
**Sent:** Monday, February 06, 2017 12:34 PM  
**To:** Records Clerk  
**Subject:** DOCKET NUMBER 160101-WS..... No water in Pennbrooke.....and they are raising the rate....and other things

Docket No 160101-WS

---

Dear PSC, I am James Chaloupka of 1038 Forest Breeze Path Leesburg,FL 34748, Pennbrooke Fairways.

I was the first to speak at your hearing here and not being a public speaker, felt inadequate in my presentation.

I feel strongly that Utilities Inc should not be allowed to conglomerate its separate Co's into an equalized rate. They further should not be allowed to raise the rates.

When one goes into business out in the fair market economy the competition determines the price. Here we are in a captive market with no other choice for water supply. We rely on the State to keep things fair. I must say that nothing about the water here gets better over time, we have not been shown evidence nor proof of the claim.

I feel that Utilities Inc should publish certified accounting as to expenses and improvement costs when applying for a rate increase.

The water plant here was sold out from under the community when the builder left, since that time things have gotten worse over time.



This being a retirement community the residents are at least 55 years old and many in their 80s and 90s. When one retires he/she usually is on a fixed income and thus part of choosing a place to live is based on the cost of living and quality of life, water and its cost being part of that equation.

We can not sustain such a great increase as you indicate in your chart. There is nothing of any substance to substantiate such a large increase for declining service.

Out in the market place if a business can not sustain itself on its own merits it goes out of business.

Relating to the August 2015 outage as you will read about below in a chain of emails from that time, Utilities Inc being a public utility should have back up equipment that is switched into action in case of a failure, (this could be automatic ).

Utilities Inc should have on call an emergency crew to go to emergency breakdowns at the instant they are realized and not just at the start of the next day.

Utilities Inc is not a responsible Co in my opinion.

In the real world not everyone gets the raise they deserve, let alone one they do not.

Thank you for your time

James Chaloupka

---

-----Original Message-----

From: JIM CHALOUPKA <[wd8qbq@aol.com](mailto:wd8qbq@aol.com)>

To: gary <[gary@kingsabode.com](mailto:gary@kingsabode.com)>

Sent: Mon, Aug 17, 2015 7:19 pm

Subject: No water in Pennbrooke.....and they are raising the rate

Thanks for the reply Gary. I will give Robbie a call and see what she has to say.

Maybe it will be possible to bring the water topic up under residents comments at the end of the meeting?

I am not well versed in the ways of formal meetings.

I do feel that a Utility that supplies a product to the public and is regulated by the State of Florida must do so in a responsible and consistent way.

There should be provisions for backup in breakdown situations. I hope the Utility has a good maintenance plan to keep the equipment in tip top condition and not one that only responds to break down situations.

If the water utility operates outside the board's domain as you said in your reply to me, who then if not the board, can speak to the water utility about the community water? Should I look to the State of Florida?

JIM

---

-----Original Message-----

From: Gary King <[gary@kingsabode.com](mailto:gary@kingsabode.com)>  
To: 'JIM CHALOUPKA' <[wd8qbg@aol.com](mailto:wd8qbg@aol.com)>  
Sent: Mon, Aug 17, 2015 5:32 pm  
Subject: RE: No water in Pennbrooke.....and they are raising the rate

James,

You mentioned to my wife today that you expected this item to be on the board's agenda at the next board meeting. I wanted to let you know that as of right now it's not an agenda item. The water utility operates as a private utility operating outside the board's domain. I agree with you though. We need to hold Utilities Inc's feet to the fire. We really need someone in the community to take this issue on. Unfortunately it cannot be the board of directors. A committee certainly can be formed to work on this ongoing problem. I am always open to suggestions. I see they already have gotten authority to pass on yet another rate increase to our residents in the near future. To the best of my knowledge though, this is the first time we have had a total failure of their system – requiring us to boil the water before it can be consumed. Talk to Robbie and see what she thinks about adding it to the next board meeting agenda. Let me know if I can be of any assistance. Gary

---

**From:** JIM CHALOUPKA [<mailto:wd8qbg@aol.com>]  
**Sent:** Wednesday, August 5, 2015 9:01 AM  
**To:** [PropertyManager@pennbrookefairways.org](mailto:PropertyManager@pennbrookefairways.org)  
**Cc:** [Admin@pennbrookefairways.org](mailto:Admin@pennbrookefairways.org); [BoardofDirectors@pennbrookefairways.org](mailto:BoardofDirectors@pennbrookefairways.org)  
**Subject:** No water in Pennbrooke.....and they are raising the rate

Dear sirs, as representatives for me as a property owner in Pennbrooke and for the other residents, I request that you look deeply into the matter of our utility company not being able to supply water in a consistent manner. today at 5:30 am I became aware that there was not a supply of water to the community. I called the water utility emergency number and was informed that they were aware of the situation, an electrical outage, in the words of the woman on the phone. She said they would be on it first thing in the morning. My reply, "this is first thing, get over here now.

This is outrageous and not what is expected of a public utility. One would expect there to be a back up generator.

I experienced something similar to this about one month ago at 7:30 AM. When I casually asked the utility worker what he thought the issue was, he thought maybe a booster pump not coming on.

Is our water system being properly maintained and up to date. Please look into this thoroughly for me and my fellow residents.

Respectfully, James J Chaloupka  
R55

CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Patricia Scott

Address

370 Forest Park Cir.

Longwood, FL 32779

COMMISSION  
CLERK

2017 FEB -6 PM 1:59

RECEIVED-FPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

Concerns - ① poor water quality - need  
filters to drink it; calcium deposits so bad  
I had to be replaced even though it worked;  
③ Water bill for 2 people is over \$200  
monthly; ④ have had water meter replaced  
after calls for help, plumber to check  
all pipes & replace insides of toilets, new  
irrigation timer put in even though old one  
worked ⑤ Most of our water goes from  
irrigation right into aquifer not through  
sewer. ⑥ What plans are there for  
putting in reclaimed water for  
irrigation?

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/  
or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or  
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Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name SANDRA PALKOVIC #407-739-0755

Address 206 CHARCHILL DR.  
LONGWOOD, FL 32779

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

UIF ASKS FOR A RATE INCREASE TO UPGRADE OUR  
INFRASTRUCTURE - DOES THAT ALSO MEAN ONCE UPGRADES ARE  
COMPLETED, THAT OUR RATES WILL DECREASE?

RECLAIMED WATER IS IN MY COMMUNITY OF DEKIVA - HOA  
USES IT FOR COMMON AREAS. THIS SHOULD BE AVAILABLE TO  
ALL OF US AS WE HAD WHEN WE LIVED IN ALTAMONTE SPRINGS.

COMMISSION  
CLERK

2017 FEB -6 PM 1:59

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Tallahassee, FL 32399-0850

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UIF 2/2/17

Docket No.  
#160101

CORRESPONDENCE  
FEB 06, 2017

How much of the increase  
will be allocated to  
infrastructure Replacement ~~FF~~.

Linda Pool  
Sleepy Hollow Subdivision  
315 RAVEN ROCK LANE  
Longwood, FL 32750

RECEIVED-PPSC  
2017 FEB -6 PM 1:59  
COMMISSION  
CLERK

CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Patricia Nichols

Address

33200 Grand Cypress Way  
Lakewood, FL 34748

COMMISSION  
CLERK

2017 FEB -6 PM 1:59

RECEIVED-FPSC

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Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

Low water pressure - as well as a  
lack of consistency in water pressure  
on a day to day basis is a problem  
to a majority of people in Lakewood.

History of Lakewood's request for improve-  
ment of water quality.

UTI offered study & proposed correction  
Lakewood paid \$16,000 for that study due  
to letter from UTI (prior to study) that said  
improvement would only increase utility bills  
by \$1-4/month. The study resulted in  
proposal for improvement costing over \$1M

FOLD & TAPE - See back for address

That would increase  
H2O bill for \$30-40/month.

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or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
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Florida Public Service Commission  
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CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name CHARLENE MAREK

Address 312 RANCHWOOD

LEESBURG FL

COMMISSION  
CLERK

2017 FEB -6 PM 1:59

RECEIVED-FPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

PENNBROOK FAIRWAYS

CONSUMER COMMENTS

- ① Low Water Pressure!
- ② Had to Replace hot water tank  
due to rust!
- ③ Have to have ~~pane~~ house painted washed  
due to rust -
- ④ My grass has all ~~but~~ died because I  
could not afford to water it. With the  
increase I will not be able to afford  
any water! Can I just have it stopped  
coming to my house?

FOLD & TAPE -- See back for address

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STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAPE  
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CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name THEODORE TSONTO S  
Address 1015 EAGLES LANDING  
LEESBURG, FL. 34748

COMMISSION  
CLERK

2017 FEB -6 PM 1:59

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To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

FOR YEARS NOW THE QUALITY OF MY WATER  
HAS GOTTEN WORST. I USE A WATER  
SOFTNER AND ALTHO THE WATER IS  
SOFT IT STILL HAS LOTS OF IRON  
IN IT. WHEN I WASH MY CAR THE  
WATER SPOTS ARE TERRIBLE. THE  
SIDES OF MY HOUSE ARE RUST COLORED.  
I USE A WATER FILTER ON MY KITCHEN  
SINK AND I HAVE TO REPLACE MY FILTER  
EVERY OTHER MONTH BECAUSE IT CLOGS  
UP. ALSO THE WATER PRESSURE IS SO  
LOW AT TIMES I HAVE TO STOP  
SHOWERING AND TRY AGAIN LATER

FOLD & TAPE - See back for address

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Tallahassee, FL 32399-0850

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CORRESPONDENCE  
FEB 06, 2017  
DOCUMENT NO.

Docket 160101  
UIF

To: Public Service Commission  
Date: February 1, 2017  
Re: Water rate increase

The letter from Utilities Inc. of Pennbrooke states that a number of capital projects are planned for Utilities Inc. locations – none of which seem to affect Pennbrooke Fairways. Why should we subsidize projects in other communities?

Your proposal rate structure will help minimize future “rate shock”, what about the shock of the current proposed increase.

“Consolidated rates will result in rate decreases for many customers and competitive rates across the state.” Is Pennbrooke being ask to subsidize these decreases and competitive rates?

“Costs being spread across a much larger customer base...” sounds like more subsidizing by Pennbrooke.

It is shameful to ask for **ANY INCREASE** in water rates considering the sub-standard product that is being delivered:

- all water used in home passed thru a whole house filter
- we have to double filter our water used to make coffee, ice cubes, and to cook
- high mineral content – plugs faucets, toilet tank valves, and still floats in drinking water when ice melts
- very strong chemical smell and taste
- pressure variations
- minerals accumulate in toilet tanks and water heaters
- water stains house when irrigating lawn

Nancy A Browne  
Patrick R. Browne

Nancy & Patrick Browne  
540 Grand Vista Trail  
Pennbrooke Fairways  
Leesburg FL, 34748

COMMISSION  
CLERK

2017 FEB -6 PM 1:59

RECEIVED-FPSC

Docket 160101  
UIF

To: Public Service Commission  
Date: February 1, 2017  
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- very strong chemical smell and taste
- pressure variations
- minerals accumulate in toilet tanks and water heaters
- water stains house when irrigating lawn

Nancy & Patrick Browne

Nancy & Patrick Browne  
540 Grand Vista Trail  
Pennbrooke Fairways  
Leesburg FL, 34748

RECEIVED-PPSC  
2017 FEB -6 PM 1:59  
COMMISSION  
CLERK

Docket 160101  
UIF

To: Public Service Commission  
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Nancy Browne  
Patrick R. Browne

Nancy & Patrick Browne  
540 Grand Vista Trail  
Pennbrooke Fairways  
Leesburg FL, 34748

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2017 FEB -6 PM 1:59  
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CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name Jolene C. Natoli

33243 Pennbrooke Parkway

Address Leesburg, FL 34748

Pennbrooke Fairways

RECEIVED-PSC  
2017 FEB -6 AM 11:11  
COMMISSIONER  
CLERK

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Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

**Water Rates**

I cannot see how combining these locations and charging one price can possibly be fair to the homeowners. Depending on the size of each location, some would pay more than they should and others possibly less. It sounds to me that those of us who have to pay more are making up for the losses at smaller places. Sounds like socialism to me.

Also, despite the fact that the water authorities claim that our water supply is safe to drink, we maintain it is not. The water has too much iron and probably tannins to be healthy. The toilet bowls, sinks and the outside of homes are all stained yellow or orange because Utilities has done nothing to clear it up. Michigan is a good example of this kind of problem. Pittsburg has now been cited for insufficient chlorine in their water. We had filters at one time that helped a lot but Utilities, Inc. didn't want to spend the money to replace them when necessary and didn't. If they own the water facility here then it is up to them to repair/replace whatever at their expense, not ours.

I understand The Villages will be building 4000 more homes across U.S. 44. Where will the water come from to service all those homes. I assume the aquifers under the ground are limited despite who manages the water supply for The Villages. Someone should look into this.

Jolene C. Natoli  
33243 Pennbrooke Parkway  
Leesburg, Florida 34748  
925-787-6076

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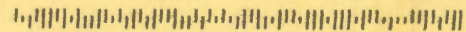
Ms Jolene C Natoli  
33243 Pennbrooke Pkwy  
Leesburg, FL 34748-7244

ORLANDO FL 328  
03 FEB 2017 PM 4 L



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



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CORRESPONDENCE

FEB 06, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name MARILYN FORTUNE

Address 1144 EAGLES LANDING

LEESBURG FL. 34748 LAKE COUNTY

RECEIVED  
2017 FEB -6 AM:10  
COMMISSIONER  
CLERK

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

TO WHOM IT MAY CONCERN:

FIRST THING I WANT TO DO IS THANK YOU FOR  
COMING TO PENN BROOKE FAIRWAYS TO HEAR OUR COMPLAINTS  
I AM A 82 YR OLD FEMALE LIVING ON A VERY FIXED  
INCOME, MY HUSBAND DIED 10 YRS AGO. I HAVE LIVED HERE  
16 YRS. THE WATER QUANTITY IS TERRIBLE! SO MUCH  
RUST, LOW, LOW PRESSURE, IF EVERYONE IS WATERING AROUND  
ME, MY SPRINKLERS WONT EVER GO BACK AND FORTH, I HAVE  
HAD MY OUTSIDE WALLS CLEANED 6 TIMES. I DO NOT DRINK THE  
WATER AT ALL. I HAVE REPLACED ALL MY KITCHEN & BATH ROOM  
FIXTURES & WATER HEATERS. WE ARE ONE OF THE HIGHEST  
PRICES IN LAKE COUNTY FOR WATER. MY WATER BILL IS MORE THAN  
MY ELECTRIC BILL. WHY CANT WE MERGE WITH THE CITY OF  
LEESBURG WATER?? PLEASE HELP US! IF THIS APPLICATION  
GOES THROUGH, I WILL PUT MY HOUSE UP FOR SALE

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THANK YOU FOR  
YOUR TIME  
MARILYN  
FORTUNE



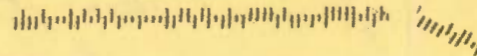


ORLANDO  
FL 328  
03 FEB '17  
PM 4:11



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CORRESPONDENCE  
FEB 06, 2017

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Gail RUSSAKOV

Address 306 Cambridge Dr  
Longwood, FL 32779

COMMISSION  
CLERK

2017 FEB -6 AM 9:09

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To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

I attended the meeting this morning at Eastmonte.  
After hearing others speak, I gave this situation  
more thought. I have lived in this home for  
33 years. Most of that time we drank the  
water and I cooked with it. About 3 years  
ago the water began to taste awful. I then  
started to filter water used for cooking  
and drinking. During this time I also noticed  
every once in a while while taking a shower  
I could smell chemicals in the water. I  
see no reason they should be allowed to  
double or more the rates of Sanlando  
customers

*G. Russakov*

FOLD & TAPE -- See back for address

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or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
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ORLANDO FL 328  
13 FEB 2017 PM 5:1



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Tallahassee, FL 32399-0850

32399-085099



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CORRESPONDENCE  
FEB 06, 2017

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Dennis & RuthAnn Reed  
33260 Grand Cypress Way  
Leesburg, FL 34748

Address

COMMISSION  
CLERK

2017 FEB -6 AM 9:08

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To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

2/1/17

NO RATE INCREASE PLEASE!!

MANY reasons given at our

PennBrooke fairways gathering today!

#1 We ARE ALL Retired + on Fixed incomes!

#2 12 years here + no improvements on  
"our" water as far as "we" can see!

Our turnout today at our meeting  
should tell you how "all of us" feel  
about our water-

Please - No rate increase!

The Reeds  
Grand Cypress Way

FOLD & TAPE -- See back for address

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Dennis and Ruth Ann Reed  
63260 Grand Cypress Way  
Leesburg, FL 34748

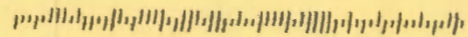
ORLANDO FL 328

02 FEB 2017 PM 5:1



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



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CORRESPONDENCE  
FEB 06, 2017  
DOCUMENT NO.

February 2, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

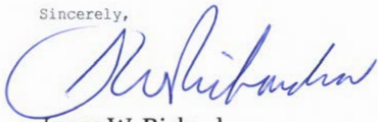
This would be excessive.

I am unable to attend the hearings on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at 407-923-0656 or via email at [cashflow@atlantic.net](mailto:cashflow@atlantic.net).

Sincerely,



James W. Richardson  
1415 Windsor Ave  
Longwood, FL 32750

COMMISSION  
CLERK

2017 FEB -6 AM 9:12

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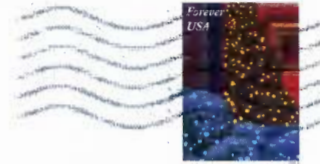
James W. Richardson II  
1415 Windsor Ave  
Longwood, FL 32750-6830

ORLANDO FL 328

02 FEB 2017 PM 6:1

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2017 FEB -6 AM 7:00



Florida Public Service Commission  
Director - Office of Consumer Clerk  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

32399-085099



CORRESPONDENCE  
FEB 06, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, February 06, 2017 9:48 AM  
**To:** 'billpamp@cs.com'  
**Subject:** RE: Water rate for Utilities Inc customers

Good morning Ms. Hendricks,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Angie Calhoun  
**Sent:** Monday, February 06, 2017 8:49 AM  
**To:** Records Clerk  
**Subject:** RE: Water rate for Utilities Inc customers

For docket 160101.

---

**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Monday, February 06, 2017 8:29 AM  
**To:** Ruth McHargue  
**Cc:** Angie Calhoun  
**Subject:** FW: Water rate for Utilities Inc customers

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** Pam Hendricks [<mailto:billpamp@cs.com>]  
**Sent:** Saturday, February 04, 2017 3:19 PM

**To:** Records Clerk

**Subject:** Water rate for Utilities Inc customers

I do not think it is right for others to pay for upkeep on water systems outside of their area. Perhaps if the rates were not going up so drastically it would not be felt as much. At this point I would vote no for this increase.

Thank you

Pam Hendricks  
127 Eastern Fork  
Longwood, FL 32750  
407-332-7064

[billpamp@cs.com](mailto:billpamp@cs.com)

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 4:42 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Friday, February 03, 2017 4:16 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1235281C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Friday, February 03, 2017 2:35 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 122466

CUSTOMER INFORMATION

Name: Stephen Keszey  
Telephone: (718) 288-1033  
Email: [keszey@hotmail.com](mailto:keszey@hotmail.com)  
Address: 2749 Deer Berry Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: stephen keszey  
Account Number:  
Address: 2749 Deer Berry Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket No. 16101-WS, Utilities, Inc. of Florida.

Isn't the PSC's job to safeguard Floridians against such outrageous business practices and price gouging? Especially from a company whose parent company is foreignly held? OUTRAGEOUS rate increase proposal! STOP THIS and perhaps even fine them for proposing such a "mafia-like" rate-hike!!

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 4:02 PM  
**To:** 'Anthony Hinton'  
**Subject:** RE: Doc #160101-WS

Good afternoon Mr. Hinton,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Anthony Hinton [<mailto:anthonyjhinton@yahoo.com>]  
**Sent:** Friday, February 03, 2017 3:47 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

To the Honorable Scott Plakon;

I am writing you to express the disbelief that I and many of my neighbors within your district feel regarding the upcoming utility rate increase proposed by Utilities, Inc. in the Seminole County/Longwood area. We have all read what little information is available on the exact reasons for this rate increase, this drastic and immediate water bill increase will have a huge adverse impact on your constituents.

While we understand that rate increases are typically needed for capital improvements and maintenance of our water system, we fail to understand why such a large sum is needed by Utilities, Inc. from our neighborhood. The fact that Utilities, Inc. wants to set a 'statewide rate' for the previously individual utility companies (Sanlando Utilities in our case) means that our extra dollars we will be paying for capital improvements across the state. The notion that your constituents in Longwood will be paying double (or more) for our water in order to pay for upgrades in some other county is unacceptable...much the same way that paying more in Seminole County to fund new schools in Pinellas County (or any other county) would be.

We have all reviewed the available financial data for Utilities, Inc. on the Florida Public Service Commission website. In the 2015 financials, it shows that Utilities, Inc. has an approved Return on Equity (e.g., profit margin) of 10.69%. Therefore, it seems that our water utility has a guaranteed margin built into the system, and then wishes to charge us for capital improvements from which we will never benefit (we have never been provided with an itemized list of capital improvements in the Sandlando area which will be funded by our increase).

Water is a basic need, and we are served by a monopoly. Your constituents are left with no options, other than to have our elected representatives take up our fight. Please fight for us at the public hearing on February 2 in Altamonte Springs, and behind the scenes! We very much need your help and backing on this issue.

Sincerely,  
Anthony Hinton

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 3:49 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** Water rate increase; RE Water rate increase

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Friday, February 03, 2017 2:56 PM  
**To:** Ruth McHargue  
**Subject:** FW: To CLK Docket 160101

As requested, it has been added to this email.

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 2:46 PM  
**To:** Diane Hood  
**Subject:** FW: To CLK Docket 160101

I need the e-mail you sent to the customer requesting the company information.

---

**From:** Diane Hood  
**Sent:** Friday, February 03, 2017 2:31 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1235266C. DHood



**Collin Roehner**

---

**From:** gclifton <gclifton@bellsouth.net>  
**Sent:** Friday, February 03, 2017 2:23 PM  
**To:** Consumer Contact  
**Subject:** Water rate increase

I am a customer of utilities inc.thank you  
We are current customers

Sent via the Samsung Galaxy S® III mini, an AT&T 4G LTE smartphone

## Collin Roehner

---

**From:** Diane Hood  
**Sent:** Friday, February 03, 2017 1:57 PM  
**To:** 'gclifton@bellsouth.net'  
**Subject:** RE: Water rate increase

02/03/2017

Dear Mr. Clifton:

Thank you for contacting the Florida Public Service Commission.

In order to process your request we need to know the name of the company whose rates you are protesting and if you are a current customer of record.

You may send this information to me via e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Sincerely,  
Ruth McHargue  
Regulatory Program Administrator  
Office of Consumer Assistance and Outreach  
Florida Public Service Commission  
1-800-342-3552  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

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

---

**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Thursday, February 02, 2017 2:45 PM  
**To:** Ruth McHargue  
**Cc:** Angie Calhoun  
**Subject:** FW: Water rate increase

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** gclifton [<mailto:gclifton@bellsouth.net>]  
**Sent:** Thursday, February 02, 2017 1:05 PM  
**To:** Records Clerk  
**Subject:** Water rate increase

We strongly disagree with this increase  
It will be a major financial struggle to afford this.please reconsider

Sent via the Samsung Galaxy S® III mini, an AT&T 4G LTE smartphone

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 12:18 PM  
**To:** 'bobw714@aol.com'  
**Subject:** RE: Document 160101-WS

Good afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** [bobw714@aol.com](mailto:bobw714@aol.com) [<mailto:bobw714@aol.com>]  
**Sent:** Friday, February 03, 2017 12:04 PM  
**To:** Records Clerk  
**Cc:** Sally Williams  
**Subject:** Document 160101-WS

I protest the proposed water rate hikes by Utilities inc. for the following reasons:

1. Unlike other consumer products, water is a necessity of life and should not be used as a profit center for a corporation. Other consumer products, and utilities such as electricity can be limited in use or not used at all; not water.
2. The rate hikes have a more significant affect on lower and fixed income households. Irrigation is used to "keep the property value up" and if the property is very valuable, the cost of maintenance should be higher; similar to property tax assessment. Water rates should be proportional to property value.
3. When an Illinois or Canadian corporation makes a profit on water coming from underground Seminole County, i think of how much better it would feel if the money was going back to the county.

Sent from AOL Email App

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 11:12 AM  
**To:** 'margoymackenzie@hotmail.com'  
**Subject:** RE: docket 160191-WS

Good morning Ms. MacKenzie,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 11:10 AM  
**To:** Records Clerk  
**Subject:** RE: docket 160191-WS

160101

---

**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Friday, February 03, 2017 10:21 AM  
**To:** Ruth McHargue  
**Cc:** Angie Calhoun  
**Subject:** FW: docket 160191-WS

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** Margo MacKenzie [<mailto:margoymackenzie@hotmail.com>]  
**Sent:** Friday, February 03, 2017 9:55 AM

**To:** Records Clerk  
**Subject:** docket 160191-WS

Utilities Inc has requested a rate hike almost equivalent to 50% because it wants to bring it's costs in line with other utilities costs. They do not state that this hike is because they aren't profitable, or have to lay off employees because their costs exceed their revenue, but mainly want the raise because they want it. I have seen no plans to spend any the in income, if granted the raise, to improve services. I'm retired school teacher and would like a raise because retired teachers in Michigan and other northern states are making close to \$100,000 in retirement, but I can assure you I will not see anything like a 50% raise in my Social Security payment or state of Florida retirement payment. Please do not allow this outrageous hike to take place. I understand a small hike, as expenses increase everywhere, but the requested hike is unreasonable.

Thank you,  
Margo MacKenzie

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 10:08 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122447; E-Form Other Complaint TRACKING NUMBER 122448; E-Form Other Complaint TRACKING NUMBER 122449; E-Form Other Complaint TRACKING NUMBER 122450; E-Form Other Complaint TRACKING NUMBER 122451; E-Form Other Complaint TRACKING NUMBER 122452; E-Form Other Complaint TRACKING NUMBER 122453; E-Form Other Complaint TRACKING NUMBER 122454; E-Form Other Complaint TRACKING NUMBER 122455; Increased rates

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Friday, February 03, 2017 8:29 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

**Collin Roehner**

---

**From:** Patricia Gooden <patgoo3200@gmail.com>  
**Sent:** Thursday, February 02, 2017 10:39 AM  
**To:** Consumer Contact  
**Subject:** Increased rates

First let me say we cannot afford a rate increase -Living on a fixed budget it is difficult enough to make the current payments= We are very frugal with our water use -  
Perhaps you should look to commercial users to increase rate

Secondly If the PSC is to represent citizens in Fl why are you giving out info to justify the rate increase for Lake Utilities



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, February 02, 2017 10:10 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122455

### CUSTOMER INFORMATION

Name: richard macmillan  
Telephone: (407) 461-3831  
Email: [rk.macmillan@gmail.com](mailto:rk.macmillan@gmail.com)  
Address: 215 weeping elm lane longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: richard macmillan Account Number:  
Address: 215 weeping elm lane longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I do not believe the rational to distribute the cost for water over multiple service areas is fair and equitable. Residents of Seminole County should have to bear the burden of upgrading water service in Pasco County. Our water bill has already increased over recent years and this proposal more than doubles our cost. Many residents in my neighborhood are retired and living on a fixed income as well. This increase is an outrage and based upon greed and should be denied.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, February 02, 2017 7:55 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122454

### CUSTOMER INFORMATION

Name: Mark Humphreys  
Telephone:  
Email: [mhumphreys@cfl.rr.com](mailto:mhumphreys@cfl.rr.com)  
Address: 120 Plametto Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mark Humphreys  
Account Number: 8531400000  
Address: 120 Plametto Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Thank you for taking the time to read this..

Our water and sewer provider, Utilities Inc of Florida-Sanlando is proposing a rate increase that will almost triple the average bill in our communities. Have they a need for new or replacement infrastructure? It seems reckless for them to raise the rate by such a large proportion! Many are complaining on behalf of those residents in our community on fixed incomes, I an commenting for all of our residents who could do without the added financial burden! We do not have a choice when it comes to this water and sewer supplier, they have a monopoly, thankfully we have the Florida Public Service Commission to stand up for us!!

Thank you once again!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, February 02, 2017 6:37 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122453

### CUSTOMER INFORMATION

Name: Michael Stricker  
Telephone: (407) 788-1434  
Email: [info4mjs@yahoo.com](mailto:info4mjs@yahoo.com)  
Address: 133 Ridgewood Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Joy A Stricker  
Account Number:  
Address: 133 Ridgewood Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The proposed rate increase is outrageous. A 1 year old Wall Street Journal article lists the top 10 most expensive cities in the country for water. They are all in the \$750 to \$825 per year. These include cities in California, West Virginia, Pennsylvania and Michigan. California cities are most noteworthy since they are similar to our area due to need for outdoor watering year round. Some cities are controlled by private companies and some are public but in all cases they are still in the top 10. If one considers that approximately 2/3 of our water bill is for water (not sewer), a doubling in the cost of just water will cause most of our bills to be 30% higher than the highest city in the country.

Furthermore, we've been being gouged on electric bills by listening to the utilities tell us for years that they are going to improve the power distribution systems and yet nothing has been done. I submit for consideration that the same is happening here. The quality of water is horrible and it is causing damage to the pipes in our homes but yet we are responsible for the repair. Utilities Inc is going to collect our money for a long period of time and will make money on it to no benefit of us or will use it for bonuses for their employees and managers as they laugh at us all the way to their banks.

But lastly, there is obviously intentional deceit taking place. Meetings have been rescheduled at the last moment and why else would a meeting be scheduled at 9:30 AM when most residents are at work. They deliberately scheduled this time to hope for a minimal turnout so that they could say people just don't care.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, February 02, 2017 12:35 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122452

### CUSTOMER INFORMATION

Name: Merihelen Murphy  
Telephone: (407) 788-6084  
Email: [merihelen@embargmail.com](mailto:merihelen@embargmail.com)  
Address: 228 Berkshire Circle West Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Merihelen Murphy  
Account Number: 4348500000  
Address: 228 Berkshire Circle West Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The rate increase being asked for by Utilities Inc, Sanlando is outrageously high and will cause a hardship on consumers. Especially the seniors who are on fixed incomes. Many of us have lived in our homes for many years and can not afford this huge increase.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 8:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122451

### CUSTOMER INFORMATION

Name: Melissa Ward-Spauldig  
Telephone: (407) 463-0159  
Email: [missyward@gmail.com](mailto:missyward@gmail.com)  
Address: 501 Sweetwater Club Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Beaudon Spaulding Account Number:  
Address: 501 Sweetwater Club Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I want to go on record that I am against Utilities, In.'s plan to increase their rates as dramatically as they plan for Seminole County Residents. I am also planning on protesting the state regulators who grant them the ability to do so as it is tantamount to condoning price gouging in a monopoly situation.

PSC was contacted previously

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 8:43 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122450

### CUSTOMER INFORMATION

Name: Philip Picardat  
Telephone: (321) 299-4053  
Email: [law0967@gmail.com](mailto:law0967@gmail.com)  
Address: 216 W Berkshire Circle Apopka FL 32779

### BUSINESS INFORMATION

Business Account Name: Philip Picardat  
Account Number:  
Address: 216 W Berkshire Circle Apopka FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size  
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE) 2. - Charge per 1,000 gallons - Residential  
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).  
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE) 3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39 4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE) This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,

Philip and Lisa Picardat

Unincorporated Seminole County

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 8:24 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122449

### CUSTOMER INFORMATION

Name: Brian DeCosmo  
Telephone: (407) 782-2425  
Email: [Bdecosmo@cfl.rr.com](mailto:Bdecosmo@cfl.rr.com)  
Address: 491 Radebaugh Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Brian DeCosmo  
Account Number:  
Address: 401 Radebaugh Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Florida Public Service Commission  
Director, Office of Communications Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size

- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE) 2. - Charge per 1,000 gallons - Residential

- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).

- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE) 3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39 4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE) This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Brian DeCosmo

Unincorporated Seminole County

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 7:54 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122448

### CUSTOMER INFORMATION

Name: Carrie Bell  
Telephone:  
Email:  
Address: 307 Stonebridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Carrie Bell  
Account Number:  
Address: 307 Stonebridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The company is about to raise our water and wastewater rates by almost 100%. I can understand a gradual raise, but some individuals have not budgeted for this hike. It could lead to multiple neighbors shutting off sprinklers, letting their lawns and landscaping go which would in turn make our now beautiful neighborhood of Sweetwater Oaks not as beautiful or appealing to live any longer.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 7:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122447

### CUSTOMER INFORMATION

Name: Aaron Schuck  
Telephone:  
Email:  
Address: 1400 Tracy Dee Way Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Aaron Schuck  
Account Number: 7082700591  
Address: 1400 Tracy Dee Way Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I would like to file a formal complaint in opposition to the proposed water rate increases as submitted to the council by Utilities Inc. I am vehemently against these rate increases that range up to 109% on several grounds. First and foremost, I believe the proposed rate increases are exorbitant beyond any reasonable standard no matter what explanation or attempted justification the utility provider wishes to use as a basis for the proposed rate hikes. Secondly, under no circumstances whatsoever should it be deemed reasonable or just to have the residents of Seminole County bear a disproportionate rate increase as compared to all other counties within the state that Utilities, Inc. services. The letter (notice) sent out by Utilities, Inc. with the proposed rate increases listed clearly shows, should the proposed rate hikes come to fruition, that the residents of Seminole County will overwhelmingly bear the biggest burden of all.

Furthermore, when one reads the letter, it is obvious that it is written at a level and in a manner, that is undoubtedly designed, at best, to confuse, and at worst, mislead the layman. I fear that the proposed rate increases as conveyed via the aforementioned letter are, in tandem, a predatory practice employed by Utilities, Inc. as a scare tactic to purposely deceive the residents of Seminole County by threatening to increase the water rates to the exorbitant and inflated amounts as purposed, only to then agree/propose to marginally increase rates at a price point the consumer will accept when, in fact, the marginal rate hikes were the true rate increases desired and subsequently obtained by Utilities, Inc. all along. If you're going to rob me, just tell me; don't rob me, lie to me, and act like you're doing me a favor all in the same breath.

Sincerely,

Aaron Schuck

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 10:20 AM  
**To:** 'Sally Williams'  
**Subject:** RE: 160101-WS

Good morning Ms. Williams,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Sally Williams [<mailto:sallywilms@aol.com>]  
Sent: Friday, February 03, 2017 9:33 AM  
To: Records Clerk  
Subject: 160101-WS

We had a previous commitment yesterday and could not attend the meeting, but please know I am not happy about this proposed rate increase!!!

Sent from my iPad

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 9:31 AM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Friday, February 03, 2017 9:16 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160101- response requested

Copy on file, see 1235216C. DHood

-----Original Message-----

From: Benjamin Legaspi  
Sent: Friday, February 03, 2017 9:09 AM  
To: Consumer Contact  
Subject: FW: PSC Contact Form

-----Original Message-----

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Thursday, February 02, 2017 5:55 PM  
To: Webmaster  
Cc: [gailrussakov@mac.com](mailto:gailrussakov@mac.com)  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: Gail Russakov  
Company: personal home owner  
Primary Phone: (407) 774-5737  
Secondary Phone:  
Email: [gailrussakov@mac.com](mailto:gailrussakov@mac.com)

Response requested? Yes  
CC Sent? Yes

Comments:

I attended the meeting this morning in Altamonte. The board was set up at tables ground level that meant people sitting could not see them when they were speaking. I would have thought you would have expected a large turn out due to the subject matter. I could see a stage that should have been used so people could see and hear the commissioners. The sound system did not work well. We live in an area with all kinds of tech support, someone should

have made better plans. I taught high school and the high school tech guys could have done it better. And yes I learned a lot from my neighbors as I sat and listened. I have lived in my home for 33 years. About three years ago I noticed I could not drink my water as the taste had changed and now use a filter. Also at times the water has an odor of chemicals that is not normal. And we are asked to pay double and more for this bad service. I also called them when I noticed water rising around the street lamp and was surprised to speak to someone in Volusia county. Can't remember how long it took someone to come and repair the situation. This entire situation is not good.

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 10:18 AM  
**To:** 'j114514p@gmail.com'  
**Subject:** RE: Rate hike concern Ultilities Inc

Good morning Ms. Pineiro

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 9:28 AM  
**To:** Records Clerk  
**Subject:** RE: Rate hike concern Ultilities Inc

[Docket 160101](#)

---

**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Friday, February 03, 2017 9:19 AM  
**To:** Ruth McHargue  
**Cc:** Angie Calhoun  
**Subject:** FW: Rate hike concern Ultilities Inc

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** Joanna Pineiro [<mailto:j114514p@gmail.com>]  
**Sent:** Friday, February 03, 2017 9:06 AM

**To:** Records Clerk  
**Subject:** Rate hike concern Ultilities Inc

Hello,

I do not agree with this rate hike.

Alot of this area are senior citizens.

As a community this is fear full because our water bill is already high enough and now it will triple!

Please most of the people affected in this area are low income too. I have kids and struggle to pay my bill now. I dont know what i will do.

This is not right or fare.

Ultilities Inc should not be hiking up there fees because they need more money for new pipes and so fourth for new apartments going up in the area. That's why we pay taxes.

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 8:24 AM  
**To:** 'Steve'  
**Subject:** RE: Doc #160101-WS

Good morning Mr. Steve,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Steve [[mailto:mr\\_carman007@yahoo.com](mailto:mr_carman007@yahoo.com)]  
Sent: Thursday, February 02, 2017 11:29 PM  
To: Records Clerk  
Subject: Doc #160101-WS

I am writing to express my disagreement with this bill, I feel you're unjustly passing costs that should be absorbed / funded in other ways.

Thanks,

Steve

CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 8:23 AM  
**To:** 'Bill Butz'  
**Subject:** RE: Docket # 160101-WS

Good morning Mr. Butz,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Bill Butz [<mailto:webutz@yahoo.com>]  
Sent: Thursday, February 02, 2017 8:20 PM  
To: Records Clerk  
Subject: Docket # 160101-WS

This email address was not included in the mailing from Utilities Inc.

I attended the meeting in Altamonte Springs today.

Would like to apologize to Graham, Brown, and Brise for having to listen to the repetition of most of the speakers before the break. I was uncomfortable listening to their inability to say ditto.

I mailed my comments on 1/16/17 which included several questions which I have received no answer to, nor heard any reference to today.

You appeared to be more concerned with complaints about the current operation of the utility, instead of explaining how you evaluate the requests from Utilities Inc. for their one rate request, and the resulting increase in rates for most of us.

I would like an explanation of the phrase you used on the front page of your handout under #2 ".....the company to earn a FAIR rate of return on its investment."

It says in your handout that "Correspondence will be placed in the docket file." Does anybody read it?

William Butz  
503 Bramblewood Ct.  
Longwood, FL 32779  
407-774-0068

Sent from my iPad



CORRESPONDENCE  
FEB 03, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, February 03, 2017 8:22 AM  
**To:** 'kopmanpj@aol.com'  
**Subject:** RE: docid #160101-WS - Utilities Inc. (Sanlando Utilities)

Good morning Mr. Kopman,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** [kopmanpj@aol.com](mailto:kopmanpj@aol.com) [<mailto:kopmanpj@aol.com>]  
**Sent:** Thursday, February 02, 2017 7:22 PM  
**To:** Records Clerk  
**Subject:** docid #160101-WS - Utilities Inc. (Sanlando Utilities)

To Whom It May Concern,

I am writing to oppose what I understand will result in a 100% increase in consumer costs for water and sewer services for many of us in the Longwood area if the requested rate increase is approved. While I can understand the need for a modest increase, the impact in which our rates would be doubled is an unacceptable burden on consumers.

Thank you for your consideration.

Philip Kopman

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Thursday, February 02, 2017 2:00 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket #160101  
**Attachments:** 2017-01-31, ltrs Ryan (160101).pdf; 2017-02-02, Ack ltr to ARyan.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

Thank you.

Joann

## SUMMERTREE WATER ALLIANCE COVER LETTER

January 24, 2017

Chairwoman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32339 – 0850



RE: DOCKET NO. 160101-WS

Dear Commission Brown,

Enclosed are 38 letters from the Summertree community residents regarding their comments about this docket.

They are also requesting the PSC Commission to support consumers in their efforts to seek legislative reform to review outdated statutes which have created a water/wastewater utility welfare system.

We believe that legislative modification and reform will help the PSC Commission and staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Ann Marie Ryan, Leader  
Summertree Water Alliance  
& Florida Consumer Water/Wastewater Alliance  
11436 Windstar Court, New Port Richey, FL 34654  
(c) 727-267-7162; amr328@hotmail.com

## Summertree Resident Letter to Public Service Commission

December <sup>30</sup>, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work with the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$82.61/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unjust profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. We believe that Summertree's problems are just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!


Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative modification and reform will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature:

Print Name:

Street Address:

  
JOHN NEWMAN  
11304 CLEAR OAK CIR

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December <sup>30</sup>, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Print Name:

Street Address:



JOHN DEMAYO

11304 - CLEAR OAK CIR

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December <sup>30</sup>, 2016

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Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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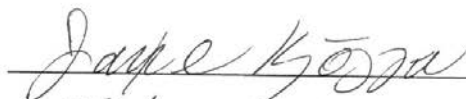
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Sincerely,

Signature:



Print Name:

IAN KÖZZA

Street Address:

11317 CLEAR OAK CIRC

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 29, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

*Barbara Ahlheim*

Print Name:

*BARBARA Ahlheim*

Street Address:

*11503 Yellow Birch Ct*

New Port Richey, FL 34654



## Summertree Resident Letter to Public Service Commission

December 29 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Eleanor Curtis

Print Name:

ELEANOR CURTIS

Street Address:

11624 ASPENWOOD DR.

New Port Richey, FL 34654



## Summertree Resident Letter to Public Service Commission

December 29, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

*David L. Curtis*

Print Name:

DAVID L. CURTIS

Street Address:

11624 Aspenwood Dr.

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 23, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Joan Shaw

Print Name:

Joan Shaw

Street Address:

11508 Yellow Birch Court

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 23, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

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Sincerely,

Signature:

Thomas Shaw

Print Name:

Thomas Shaw

Street Address:

11508 Yellow Birch Court

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 18, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

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Sincerely,

Signature:

Sally J. Van Slambrouck

Print Name:

SALLY J. VAN SLAMBROUCK

Street Address:

11941 Loblolly Pine Dr.

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 13, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:



Print Name:

Ken Leslie

Street Address:

11202 Paradise Point Way

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 8, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Print Name:

Street Address:

  
\_\_\_\_\_  
MARCIA RECTOR  
\_\_\_\_\_  
11730 ALDERWOOD DRIVE  
\_\_\_\_\_

New Port Richey, FL 34654



## Summertree Resident Letter to Public Service Commission

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December 8, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work with the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

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Sincerely,

Signature:



Print Name:

RAYMOND R. RECTOR

Street Address:

11730 ALDERWOOD DR.

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 7, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654



## Public Service Commission

November 7, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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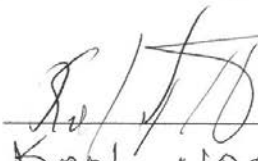
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Sincerely,

Signature:

Print Name:

Street Address:

  
KARL NAGELSCHMIDT  
11410 Bloomington Ct

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 2, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Barbara Hampton

Print Name:

Barbara Hampton

Street Address:

11448 Golf Round Dr.

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 2, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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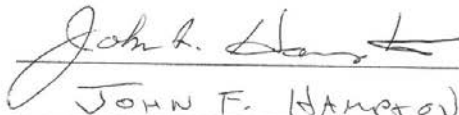
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Sincerely,

Signature:



Print Name:

JOHN F. HANSON

Street Address:

11448 Golf Round Drive

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

December 2, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Sandra Black-Effron

Print Name:

Sandra Black-Effron

Street Address:

11625 Rose Tree Drive, Newport Richey, FL 34654

New Port Richey, FL 34654

## Summertree Resident Letter to Public Service Commission

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December 1, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Lauren C. Smith

Print Name:

Lauren C. Smith

Street Address:

12045 Loblolly Pine Dr

New Port Richey, FL 34654

## Public Service Commission

November 30, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Michael Bonura

Print Name:

Michael Bonura

Street Address:

11726 Alderwood Dr

New Port Richey, FL 34654



## Public Service Commission

November 30, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Constance L. Townsend

Print Name:

Constance L. Townsend

Street Address:

11150 Paradise Pointe Way

New Port Richey, FL 34654

## Public Service Commission

November <sup>30</sup>, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:



Print Name:

EXALTACION "BOBBIE" McDONOUGH

Street Address:

11643 BOYNTON LANE

New Port Richey, FL 34654



## Public Service Commission

November 30, 2016

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Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature: Charles J. Hoehn

Print Name: CHARLES J. HOEHN

Street Address: 12130 TOURNAMENT VIEW AVE.

New Port Richey, FL 34654

## Public Service Commission

November 29, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

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Sincerely,

Signature:

Donna Muck

Print Name:

DONNA MUCK

Street Address:

11334 Merganser Way

New Port Richey, FL 34654

## Public Service Commission

November 28, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

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Sincerely,

Signature:

Print Name:

Street Address:

  
\_\_\_\_\_  
LAWRENCE EPP  
\_\_\_\_\_  
11330 Golf Road Dr  
\_\_\_\_\_  
New Port Richey, FL 34654

New Port Richey, FL 34654

## Public Service Commission

November 29, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Print Name:

Street Address:

  
DAWN K. BERGSON  
12106 TOURNAMENT VIEW AVE.

New Port Richey, FL 34654

## Public Service Commission

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November 29, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Dolores Ubben

Print Name:

DOLORES UBBEN

Street Address:

11401 Merganser Way

New Port Richey, FL 34654



## Public Service Commission

November 29, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Karen A Stiles

Print Name:

KAREN A Stiles

Street Address:

11439 Turtle Dove Place

New Port Richey, FL 34654

## Public Service Commission

November 26, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

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Sincerely,

Signature:



Print Name:

Robert Spunk

Street Address:

12021 Bayonet Ln N.P.R. Fla

New Port Richey, FL 34654



## Public Service Commission

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November 23, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Sandra Block-Effron

Print Name:

Sandra Block-Effron

Street Address:

11625 Rose Tree Dr; New Port Richey, FL 34654

New Port Richey, FL 34654

## Public Service Commission

November 23, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Dean L. Buri

Print Name:

Dean L. Buri

Street Address:

11501 Sinatra Ct

New Port Richey, FL 34654

## Public Service Commission

November 2, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Diane Macaluso

Print Name:

Diane Macaluso

Street Address:

11219 Merganser Way

New Port Richey, FL 34654

## Public Service Commission

November 20, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature: 

Print Name: Pat E Martin

Street Address: 11505 Sinatra Ct

New Port Richey, FL 34654



## Public Service Commission

November <sup>19</sup>, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

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Sincerely,

Signature:

Richard A. Martin

Print Name:

Richard A. Martin

Street Address:

11505 Sinatra Ct.

New Port Richey, FL 34654

## Public Service Commission

November 15, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

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Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$82.61/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative changes will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature:

Doris Sofarelli

Print Name:

DORIS A. SOFARELLI

Street Address:

11642 BOYNTON LANE, NEW PORT RICHEY, FL.  
New Port Richey, FL 34654

## Public Service Commission

November 14, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

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Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654

## Public Service Commission

---

November 4, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

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Sincerely,

Signature:

Deborah D. Goyer

Print Name:

Deborah D. Goyer

Street Address:

11830 Boynton Lane, New Port Richey FL 34654

New Port Richey, FL 34654



## Public Service Commission

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November 14, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:



Print Name:

William T. Goyer

Street Address:

11830 Boynton Ln., New Port Richey FL 34654

New Port Richey, FL 34654

STATE OF FLORIDA

JULIE I. BROWN  
CHAIRMAN



Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
(850) 413-6042

## Public Service Commission

February 2, 2017

Ms. Ann Marie Ryan  
Summertree Water Alliance  
11436 Windstar Ct.  
New Port Richey, FL 34654

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

Dear Ms. Ryan:

Thank you for contacting the Florida Public Service Commission (PSC) about Utilities, Inc. of Florida's (UIF) rate petition. Please note that your correspondence, along with the attachments, has been included in the above-referenced file (Docket No. 160101-WS) for consideration.

PSC customer service hearings were held in January and February 2017, throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

A handwritten signature in blue ink that reads "Julie Brown".

Julie Brown  
Chairman

cc: Office of Commission Clerk

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 2:47 PM  
**To:** 'Alessandra Vekshina'  
**Subject:** RE: DOC #160101-WS, increase in utilities firm objection

Good afternoon Ms. Vekshina,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Alessandra Vekshina [<mailto:aleksandravekshina@yahoo.com>]  
Sent: Thursday, February 02, 2017 2:32 PM  
To: Records Clerk  
Subject: DOC #160101-WS, increase in utilities firm objection

Good afternoon,

Unfortunately I cannot attend the meeting tomorrow to voice my concern about the proposed increased utility fees for Seminole county residents.

I own a home in the Landings, address is 1190 Turtle Rock Court, Longwood FL 32750.

With this email I want to voice my strong objection to this and would love to make sure this proposal gets reviewed thoroughly.

Thank you and have a great day.

Sent from my iPhone

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 2:46 PM  
**To:** 'Scott McDonald'  
**Subject:** RE: #160101-WS

Good afternoon Mr. McDonald,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Scott McDonald [<mailto:sfm1827@yahoo.com>]  
Sent: Thursday, February 02, 2017 1:43 PM  
To: Records Clerk  
Subject: #160101-WS

Please do not allow utilities Inc to increase water usage rates. It is prohibitive to maintaining households and neighborhoods and we are not currently experiencing a water shortage.

Thank you  
Scott mcdonald

Sent from my iPhone

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 2:44 PM  
**To:** 'jkbooth407@gmail.com'  
**Subject:** RE: Docket # 160101-WS

Good afternoon Mr. Booth,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** [jkbooth407@gmail.com](mailto:jkbooth407@gmail.com) [<mailto:jkbooth407@gmail.com>]  
**Sent:** Thursday, February 02, 2017 1:11 PM  
**To:** Records Clerk  
**Subject:** Docket # 160101-WS  
**Importance:** High

To whom it may concern,

This email is written to voice my concern about proposed increase in water rates.

Reason given, "getting rates in line with the rest of the state" is weak at best.

I'm sure that SanLando as well as Utilities Inc. were making money at the existing rates.

I understand the need for rate increases to improve service, but to increase rates to "equalize rates across the state" is absurd, especially an 87% increase.

No reasonable person would accept a one time 87% increase on anything let alone a necessary utility.

Which brings me to my next point;

Why is a foreign company allowed to own and control a necessary utility? Would you allow our water to be owned and controlled by a company based in Russia or China?

Please do your job and use due diligence in your decision and deny this type of rate increase and question the ownership of a vital resource by a foreign company.

Regards,

Kevin Booth  
407-335-0263

Sent from [Mail](#) for Windows 10

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

## SUMMERTREE WATER ALLIANCE COVER LETTER

January 24, 2017

Carlotta S. Stauffer, Director  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32339 - 0850

RE: DOCKET NO. 160101-WS

Dear Carlotta,

Enclosed are 69 Summertree Customer Comment Forms regarding their comments about this docket.

PLEASE identify these documents as "CORRESPONDENCE from 69 Summertree consumers".

Sincerely,



Ann Marie Ryan, Leader  
Summertree Water Alliance  
& Florida Consumer Water/Wastewater Alliance  
11436 Windstar Court, New Port Richey, FL 34654  
(c) 727-267-7162; amr328@hotmail.com

RECEIVED-PPSC  
2017 FEB -2 AM 8:26  
COMMISSIONER  
CLERK

RE: Docket No: 160101-WS

Summertree Customer Comment Form


Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name \_\_\_\_\_

Address \_\_\_\_\_

 Ms. Violet M. Weeks  
11438 Bloomington Ct  
New Prt Rchy, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

Do not find rate increase justified  
by quality & service we receive  
from UIF.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



RE: Docket No: 160101-WS

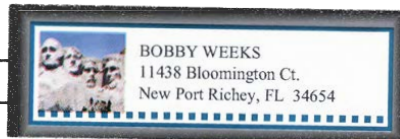
Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name  
Address



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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

HAS PSC EVER DENIED RATE  
INCREASES?



RE: Docket No: 160101-WS

Summertree Customer Comment Form


Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

 GLORIA KESSLER  
11523 HOLLY ANN DR.  
NEW PORT RICHEY 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

My concern is we in Summer tree  
"should not" have to pay a middle man  
(UI) for quality water.  
NO!! Rate increase!!!

DATE- SWA Newsletter JANUARY 2017 final, 12-20-16 - Google Docs

Page 2 c

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address



**Melvin L. Nichols**  
11534 Rose Tree Dr.  
New Port Richey, FL 34654-1923

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return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Utilities Inc. wants us to reimburse  
them for their failure to provide decent  
drinking water to our community.  
Now they want to be a middleman to  
make profit for providing nothing.

*Melvin Nichols*

RE: Docket No: 160101-WS      Summertree Customer Comment Form

Application for Increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

L. Thompson

Address

11619 Eastern Elm Dr.  
North Port, Rickman, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

I don't trust  
UIF to do the right thing. We  
are tired of increased rates.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Mr. & Mrs. Ronald Rhodes  
Address 11345 Clear Creek Circle  
New Port Richey FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) Our water has been  
filled with Potassium or other white chemicals as we pour it out  
of the water for faucets the water is green in the washing  
machine

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name SARAH ANTUNEZ  
Address 11304 MOLLY MAWK CRT  
NEW FORT RICHEY, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

UIF has given poor service to this community - The quality of the  
water was really bad - I had to change to bottled water due to my illness  
w/ my kidneys + bladder. As to the constant increase in rates - unfair to  
me + the elderly in this community - After all we received to increase to  
our S.S. checks & why should we pay triple the rates than Pasco City takes  
UIF needs to sell to Pasco City water - Need to send UIF provide  
1991-2016 infrastructure financial money needs -  
UIF DO THE RIGHT THING - Sell + get out of ~~Florida~~ Summertree

RE: Docket No: 160101-WS

Summertree Customer Comment Form

CONSOLIDATED RATE  
Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Peter Lucatorto  
Address 12012 Boynton Lane  
New Port Richey, Florida

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return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) Utilities Inc has  
raised their rates over 100% total over the last  
20 years. Pasco Water raised their rates 1% over  
that same period of time. I am concerned that  
auditing of Utilities expenses and charges have not  
been adequately audited and they have free rein to charge  
as much as they want. The proof that they are being unfair  
is the size of the discrepancy between their rate  
increases and Pasco Water's increases. - If they are allowed  
to consolidate, auditing them will be impossible and we  
will be charged beyond reasonableness, forever.

P. Lucatorto

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name NINA Ward  
Address 11149 Clear Oak Circle  
New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)\_\_\_\_\_

Please - no rate increase. I can't believe how  
high the rate is at present! NOT sure I will be  
able to stay here with those rates. NOT to  
mention the terrible service.

Please - no rate increase.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name WILLIAM RUSSELL  
Address 11225 MORGANSE WAY  
NEW PORT RICHEY FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

BETTER WATER QUALITY & NO RATE INCREASE  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Richard C Young  
Address 11216 Clear Oak Circle  
New Port Richey FL 34654

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please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

No more rate ~~to~~ increases  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Mr Anthony Dimostra Sr  
11627 Foxworth Ln  
New Prt Rchy FL 34654  
\_\_\_\_\_  
\_\_\_\_\_

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Water Prices have  
been too expensive for terrible tasting,  
foul smelling, dirty brown water.  
We have been buying bottled water  
for many years.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Stanley + Rosalie Relyea

Address

11352 Clear Oak Circle

New Port Richey, Fl. 34654

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Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

Utilities Inc. never did anything to improve  
water quality until the Summertree people  
forced them to take it seriously. then they  
wanted to take credit for the help we  
got to connect to Pasco Co. Water.  
they always raise rates for no reason.  
\_\_\_\_\_  
\_\_\_\_\_

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name BARBARA DOYLE  
Address 11413 BLOOMINGTON CT  
NEWPORT RICHEY, FL 34654

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Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) For years our  
community with the help of our Task Force and many  
dignitaries have fought for good clean water at a  
reasonable rate. UIF has done nothing to facilitate  
this outcome but took all the credit and more of our  
money for nothing, rate increase after rate increase.  
Pretty soon most of us won't be able to afford to drink  
this new clean water. How fair is that? When will  
someone see what's happening and put a stop to it!

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

PATRICIA PEERY

Address

11800 IVYWOOD PL.  
N. P. RICHEY FL. 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) WE USE APPROX.

3000 gals. H<sup>2</sup>O a mo. & OUR BILL IS ~~\$15~~ \$5.  
I HAVE <sup>HAD</sup> BLACK SLIME CONSISTENTLY COMING  
FROM ALL FAUCETS. (WE'VE PURCHASED ALL  
DRINKING & COOKING WATER). CONSTANT  
CLEANING OF ALL SINKS, TOILETS, ETC. IS A  
NECESSITY. LAUNDRY IS A MESS! HIGH WATER  
RATES HAVE GIVEN US THE WORST WATER, AND  
IT'S NOW EFFECTING THE MARKETING  
OF PROPERTY. RETIREES CAN'T AFFORD  
WATER BILLS HIGHER THAN THEIR ELECTRIC.

RE: Docket No: 160101-WS      Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name CHARISSE HARRY HARRISON  
Address 11211 CLEAR OAK CIRCLE  
NEW PORT RICHEY, 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) UNFAIR RATE  
INCREASES AND FULL KNOWLEDGE OF HOW  
RATES ARE ARRIVED AT WITHOUT RATE MANIPULATION!  
WANT TRANSPARENCY

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Yvonne Filler

Address

1148 CLEAR OAK CIR  
NEW PORT RIDGE, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

RATES ARE

EXCESSIVE !!!

RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Wilber Copenthafer  
Address 12137 Loblolly Pine Drive  
New Port Richey, Florida  
34654

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this form and return to Summertree Recreation Office  
or return it by mail or Fax it to 1-8000-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) Constant Large  
Rate Increases on Water & Sewer Systems that  
(see attachment.) serve Summertree.

Wilber Copenthafer



January 10, 2017

Florida Public Service Commission

Office of Commission Clerk

2450 Shumard Oak Boulevard

Tallahassee, Fl. 32399-0850

**Docket No. 160101-WS**

**"Do The Right Thing"**

What do we mean when we ask Utilities Inc. of Florida to "Do The Right Thing"? It is easy to complain about the high water and sewer rates, but difficult to offer **how those rates might be reduced, and eliminate constant large rate increases.**

**We understand that Utilities Inc. of Florida is owned by Utilities Inc. of Illinois which is owned by Corix, a Canadian company.**

Many times, companies owned by large organizations, because of high profit demands placed on them by the parent companies, become costly when trying to serve small customers. Utilities Inc. of Florida simply increases the water and sewer rates to cover needed costs and profits. **Since they have a monopoly on providing these services to Summertree, Summertree residents cannot purchase water/waste water service from others.**

Utilities Inc. of Florida needs to find ways to reduce their costs and improve service to their customers. The proposed consolidation may provide an opportunity to save money by reviewing suppliers used, employees needed, bulk purchase of supplies and materials, etc. The future repair and replacement of the existing systems could be accomplished by having funds reserved for that purpose each year. **But, Utilities Inc. of Florida appears only to be interested in profit and has no desire to reduce its costs, as it is guaranteed a profit as a percentage of those costs.**

**Since Utilities Inc. of Florida has not been willing to control its rate structure during 25 years of providing water and sewer services to Summertree our request is to "Do The Right Thing", either control their rates or sell the system to Pasco County at a reasonable price.** Pasco County is already providing clean water and adequate sewage treatment for Summertree's systems, and has a proven record of furnishing good service at a reasonable cost.

Thank-you

  
Wilber Copenhafer

12137 Loblolly Pine Drive

New Port Richey, Fl. 34654

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Sandra J. Black-Effron  
Address 11625 Rose Tree Drive  
New Port Richey, FL 34654

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please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

\_\_\_\_\_  
See attached letter.  
\_\_\_\_\_  
GIL EFFRON  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**GILBERT EFFRON**

11625 Rose Tree Drive • New Port Richey, Florida 34654

January 3, 2017

**Re: DOCKET NO. 160101-WS**

Florida Public Utilities Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

I've spent my entire adult life in the private business sector, with the last 25 years as a business and marketing consultant.

Those businesses large or small that succeed are the ones that are able to produce a quality product or deliver a quality service at a reasonable and competitive price. If the quality isn't there, the business disappears. If the price is too high, bye bye business.

Utilities Inc. is a privately owned company. There is no competition, thereby making it a government sanctioned monopoly. As such, whenever Utilities Inc. feels it wants more money, it appeals to the Public Utilities Commission who ultimately yield to an increase in fees. I can't say for certain that Utilities Inc. cooks the books to show the need for an increase or entreats members of the commission with favors or gifts, but this I do know: The lack of competition gives Utilities Inc. a free and unchecked rein.

Summertree residents have screamed for years about the poor water being delivered by Utilities. Yet Utilities persisted to tell us it was great water and met all state and federal guidelines. Those of us who smelled it each time we turned on the faucet held an entirely different opinion.

The contrast between how poor the water was prior to December 21<sup>st</sup> and what it's like now since the switch to Pasco water is extremely evident. We can actually drink water that comes directly from the faucet. The smell is gone. The bad taste is gone. The residue in the sink and bathtub has vanished.

Now, once again, we are supposed to reward Utilities Inc. with a price increase simply because their pipes convey Pasco water to our homes. My personal belief is that instead of a price increase we should ask for an independent audit to see how much Utilities will continue to gouge us, how long they will continue to charge us for underground pipes that have been paid for many times over by Summertree, and how overpaid their executives are compared to those in the private sector.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Barbara Hampton  
Address 11448 Golf Round Dr  
NPR, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)\_\_\_\_\_

IT'S NOT OVER UNTIL UIF SHOWS  
GOOD FAITH AND ACCOUNTABILITY  
TRUST MUST BE EARNED

Barbara Hampton  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name JOHN Re  
Address 11326 GOLF ROUND DR  
NEW PORT RICHEY FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)\_\_\_\_\_

AFTER SUFFERING 12 YEARS WITH EXCESSIVE,  
STINKY, BAD TASTING WATER, I AM PLEASED  
THAT FINALLY WATER IS GREAT! MY CONCERN  
IS WHERE DID THE FUNDS GENERATED  
FROM ALL THE PREVIOUS RATE INCREASES GO!!  
THE PSC SHOULD THOROUGHLY AUDIT THE  
UTILITIES INC RECORDS AND NOT INCREASE  
RATES UNLESS JUSTIFIED. LEGISLATIVE RATE  
REFORM IS LONG OVERDUE

John F. Re

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

William PINDER

Address

11536 ASPENWOOD DR  
NPR, FL

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

I want UIF to do the  
Right thing



RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name GINA PINDER  
Address 11536 Aspenwood Dr.  
New Port Richey, FL

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)  
I want FLA State Leg Rates Reform

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name BARBARA LONGO  
Address 1416 GOLF ROUND  
NEW FORT RICHEY FL.

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Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)\_\_\_\_\_

CUSTOMERS NEED TO KNOW THE  
REAL NUMBERS FOR AFFORDABLE  
WATER/WASTE WATER RATES!  
Barbara Longo



RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name JOAN F. HAMPTON  
Address 11448 GOLF ROUND DRIVE  
NEW PORT RICHEY, FL 34654

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Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

SUMMERTREE WANTS FLORIDA STATE  
LEGISLATIVE WATER/WASTEWATER POLICY +  
RATE REFORM

John F. Hampton

RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Loretta Tyszk  
Address 12146 Putter Green Ct  
New Port Richey, FL 34654

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2450 Shumard Oak Boulevard  
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Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

URGENT Need FOR WATER/ WASTE WATER  
UTILITY RATE STATUTE + POLICY REFORM!

Loretta Tyszk

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Lauren C. Smith  
Address 12045 Loblolly Pine Dr  
New Port Richey FL 34654

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Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Utilities Inc of FL  
continues to ask for rate increases with  
no corresponding benefit to us residents.  
I understand that they are a business,  
but it is unconscionable to expect us  
to pay increasing costs just so they and  
their investors can make more and more  
money. Water is not a commodity that we  
can choose not to buy when the price  
is too high - we are stuck. Please do not  
let them gouge us for no comparable  
improvement in our lives.

Thank you  
Lauren Smith

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

MARY ANN + JOHN GROSS

Address

11450 BLOOMINGTON CT  
NEW PORT RICHEY FL 34654

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Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

THANKS TO OUR COUNTY AND STATE  
OFFICIALS OUR WATER HAS IMPROVED.  
AGAIN WE NEED YOUR HELP TO STOP THIS  
OBSCENE RATE INCREASE !! THIS IS A  
SENIOR COMMUNITY AND MANY ARE ON  
LIMITE INCOMES.

THANKS AGAIN

RE: Docket No: 160101-WS

Summertree Customer Comment Form

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Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Gervais Ashley  
Address 11804 Ivywood Pl  
New Port Richey, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) I want to  
protest any further rate increase  
in our water & wastewater  
service,

RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

DENNISE VALENTINO

Address



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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

UIF should provide 1991-2016  
INFRASTRUCTURE, FINANCIAL records  
IF there <sup>were</sup> ~~was~~ ANY IMPROVEMENTS  
MADE.

Dennise Valentino



RE: Docket No: 160101-WS

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Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Dominic VALENTINO

Address

11635 Foxworth LN  
New Port Richey, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

I would like to see water/waste  
water utility rate statute + policy  
reform

Dominic Valentino

RE: Docket No: 160101-WS

Summertree Customer Form

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DOCKET NO. 160101-WS

Name

Address



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Florida Public Service Commission  
Office of Commission Clerk  
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Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

*WE ARE TIRED OF POOR SERVICE and High Rates!*



RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

TERRY COPENHAVER

Address

12137 LOBLOLLY PINE DR

NEW PORT RICHEY, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Please see attached.

January 10, 2017 Docket No. 160101-WS

Florida Public Service Commission

Office of Commission Clerk

2450 Shumard Oak Boulevard

Tallahassee, fl. 32399-0850

Today I am totally unhappy with the current situation regarding UIF's proposed rates. How in the world can they expect to receive a rate increase of any kind after all the hardships they have caused this community? This company apparently does not know how to run a thriving competitive business. It appears they have put it in the hands of lawyers to run the day to day operations. Why would the lawyer want to know my customer complaint issues? First and foremost, I want this situation fixed. You cannot get the lawyer to fix my issues with the Summertree Recreation Facility water heater, because the tank is plugged and cannot flow. Lawyers may stir the pot and create more financial hardship, and are a distraction from the real issues.

**Next, how dare the Utilities Inc./Corix even request a rate increase, we have worked hard and diligently saved to retire. Shame on them, "Yes shame on them". Our community is vulnerable to such things as practices that mirror Ponzi schemes. We united to help each other stay safe from this type of thing! This company cannot justify their past mistakes in accounting to us. Show us their records!**

Normal businesses have a five-year plan and funded reserves. This community did not ask for a monopoly with poor business practice, but yes, our residents already paid Utilities Inc. the money required for water. Now they are trying to stick it to us for not doing the required maintenance and upkeep that was never done since early 1991. We have the original piping in our community., imagine!

**We want this company to do the right thing! Our community stands strong against abuse and greed.**

**Just Do The Right Thing!**

Terry Copenhafer

12137 Loblolly Pine Drive

New Port Richey, Florida 34654



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

PHYLLIS Re

Address

11326 GOLF ROUND DR

NEW PORT RICHEY FL 34654

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return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

SUMMERTREE WANTS STATE  
LEGISLATIVE WATER/WASTE WATER  
POLICY & RATE REFORM

Phyllis M. Re

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

Nancy L. Smith  
11404 Golf Royal Drive  
New Port Richey, FL

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Utilities Inc. rates are increased too often &  
much more than other rates in the county

Nancy L. Smith

RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name

Address

<sup>ND</sup>  
~~James Smith~~ & John Smith  
11404 Gulf Stream Dr  
New Port Richey, FL

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)\_\_\_\_\_

SUMMERTREE WANTS FLORIDA STATE  
LEGISLATIVE WATER/WASTEWATER POLICY  
& RATE REFORM

~~James Smith~~ & John Smith

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

BETTY CARONE

Address

11444 BLOOMINGTON COURT  
NEW PORT RICHEY, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) WE HAVE HAD DECADES

OF BAD UNDRINKABLE WATER FROM UTILITIES INC.

YET THIS COMPANY KEEPS GETTING INCREASES & MORE  
INCREASES. BY YOU.

I WOULD LIKE TO KNOW HOW YOUR COMMISSION CAN JUSTIFY  
ALL THE INCREASES YOU APPROVED FOR THEM?

NOW IT'S THE WASTEWATER WHAT'S NEXT —



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

Mary Ellen Batlinski  
11500 Bloomington Court  
New Port Richey, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

I do not think Utilities, Inc. should be  
rewarded for failing to provide us  
with drinkable water over all these years.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name LENOA CATOR  
Address 11216 CEDWIT CT  
NEWPORT RICHEY FLORIDA 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

I AM ON A SET INCOME. MY  
INCOME STAYS THE SAME. I  
CAN NOT AFFORD A RATE  
INCREASE. SENIOR CITIZENS  
HAVE NO WAY OF INCREASING  
THEIR INCOME. WE NEED TO PAY  
OUR BILLS ON LIMIT INCOME.



RE: Docket No: 160101-WS

Summertree Customer Form

Application for consolidated rate increase water/wastewater in Marion, Pasco, and Seminole by  
Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

RALPH O. KESSLER

Address

11523 HOLLY ANN DR.

NEW PORT RICHEY FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

UTILITIES /NK IS NOT FAIR WITH THERE RATE  
INCREASES.

WE ARE SEASONAL OWNERS AND ARE CHARGED  
TOO MUCH JUST FOR SENDING US A BILL. NO  
WATER USED FOR @ 6 MONTHS A YEAR. NOT FAIR.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name William Beck

Address Bloomington Ct  
New Port Richey, FL 34657

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

WHAT MY FAMILY NEEDS TO  
NO. IS HOW CAN YOU  
JUSTIFIED THE INCREASE YOU  
ASK FOR. THERE ARE PEOPLE  
IN HERE THAT ARE ON FIXED  
INCOMES. JUST BECAUSE WE  
GOT BETTER WATER THAN YOU  
COULD GIVE US. IS NO REASON  
TO KEEP ASKING FOR MORE &  
MORE INCREASE.

DON'T FORGET WE ALL HAVE TO  
ANS ONE DAY FOR ARE DEED &  
FAIRNESS. YOU COULD SHOW US  
SOME KINDNESS & SELL.

Any email or o  
or employee of  
Public Records  
correspondenc

William Beck  
4

1/8/2007

Official and/  
Florida's  
email or  
dia.

STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FOLD HERE

TAPE

FOLD HERE

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name LOVER A EBERSOLE  
Address 11525 PEAR TREE DR  
NEW PORT RICHEY, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) As Customers we  
need to know the Real numbers for affordable  
water/wastewater rates! As a Summertree  
resident I demand UIF provide 1991-2016  
infrastructure financial records - please  
do the right thing! we feel UIF is  
manipulating the rate information  
There is an Urgent need for water/wastewater  
Utility Rate Statute + policy Reform,

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name BETSY J. MOELL  
Address 11610 WHITE ASH DR  
NEW PORT RICHEY, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

- NO RATE INCREASE - POOR SERVICE
- UIF SHOULD DO THE RIGHT THING REGARDING  
TRANSPARENCY IN REAL NUMBERS FOR AFFORDABLE RATES
- FL. STATE LEGISLATIVE WATER/WASTEWATER POLICY & RATE  
REPORT
- SUMMERTREE TO DISASSOCIATE WITH UIF.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Anne Hackbart  
Address 11620 Sandtree Drive  
N.P.R. FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

BLACK water

Heavy IRON DEPOSITS in TUBS + ALL SINKS

WATER STINKS

TASTE BAD CANNOT DRINK

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Peter & Kathleen Ferraro  
Address 11515 Scotch Pine Dr.  
New Port Richey 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

our concerns are our quality of water.

reasonable water/waste rates.

service at all times when needed.



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name  
Address

Renee Leiber & Harold Leiber  
11631 Scotch Pine Dr.  
New Port Richey, FL

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

The history of  
this utility has shown they can not be trusted to  
fairly justify a rate increase. They now have  
far less infrastructure to care for but look to  
increase rates. Not Logical or fair! We have  
worked to save water (irrigation to wells) and now  
have Pasco water (finally decent water) and UIF  
seeks to benefit by higher rates with lower operating  
costs. This is typical behavior but Not acceptable  
for this company who has been a poor provider.



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

Rosemary R. Nichols  
11539 Pear Tree DR -  
New Port Richey, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

#1 - We Reject the wastewater increase -  
We do not need or want a middleman  
#2 - If you were to believe Utilities Inc, it  
would appear that they were responsible for the  
Switch To Pace Water- We All know that is  
Not True- We do not Trust them -  
#3 - Urgent need to Water/Wastewater  
Utility Rate Statute & Policy Reform !!!

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name John Van Dooren  
Address 11645 Boynton Lane  
Newport Richey, Florida 34654

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return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

- They don't deserve an increase
- ① did nothing to provide us with clean water until  
Summertree committee pressured them to do so
- ② switch to Pasco county cost them very little
- ③ they hide their financial information, so  
there is no justification for an increase
- ④ Their service is poor; they do nothing but  
flush water out of hydrants

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Sandra Weber  
Address 11649 Cocowood Dr.  
New Port Richey FL 34654

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return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) The minute we interconnected  
to Pasco Cty water the awful smell & discoloration I've been putting up with  
from Utilities Inc. disappeared. I can now take a shower & wash  
clothes and they/me won't smell when done!!!

UIF has done NOTHING to improve our water and they certainly  
don't deserve a rate increase; esp. now that they aren't even  
providing water to us. Just another example of a corporation  
gouging us retirees!

Sandra Weber

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Elaine PARK

Address

11641 Rose Tree Dr  
New Port Richey, FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

We are so happy  
to finally have clean, clear drinkable  
water. Thank you Task Force Pasco Water.  
We pay really high rates for water that  
we couldn't drink, this is so unfair.  
We need your help. Please do not grant  
U.I.C. a rate increase. They do not  
deserve one.

Thank you!

THIS IS A SENIOR COMMUNITY. U.I.C. SHOULD GET  
THE SAME INCREASE AS WE GOT IN OUR S.S. CHECKS  
\$0.00 WE MUST LIVE WITH IT, SO SHOULD THEY!

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name DAVID BROWN  
Address 11736 ROSE TAGE DR.  
NEW PORT RICHEY, FL

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) MY CONCERNS ARE:

- RATES - WAY TO HIGH
- SERVICE - NONE PROVIDED
- WATER WASTE TO RUN UP THE METER
- 
- 
- 
- 
-

RE: Docket No: 160101-WS Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by  
Utilities, Inc. of Florida \_\_\_\_\_

DOCKET NO. 160101-WS

Name \_\_\_\_\_ Mr Frank L Gugliuzza \_\_\_\_\_  
Address \_\_\_\_\_ 12022 Tournament View Ave \_\_\_\_\_  
New Prt Rchy, FL 34654 \_\_\_\_\_

To submit your comments about this docket to the Florida Public Service Commission, please  
complete this form and return to Summertree Recreation Office, return it by mail or Fax it to 1-  
800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service,

etc.) I HAVE BEEN LIVING IN THE GREENS DEVELOPMENT  
FOR 8 YRS. IF SOMEONE WOULD HAVE TOLD ME HOW  
BAD THE WATER WAS, I NEVER WOULD HAVE MOVED HERE!  
SMELLY SHOWERS, BAD DRINKING WATER, (HAD TO BUY BOTTLED  
WATER TO DRINK. THE RATES ARE HIGH ENOUGH FOR  
THE SERVICE WE RECEIVED.

NOW THAT WE HAVE GOOD WATER, THEY WANT  
TO RAISE THE RATES??? WHERE IS THE LOGIC??

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

**Utilities, Inc. of Florida**

**DOCKET NO. 160101-WS**

Name JEAN EDWARDS  
Address 11715 ALDERWOOD DR  
N.P.R. FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

THE QUALITY OF OUR WATER HAS GONE  
DOWN, BUT THE RATES HAVE NOT! EACH YEAR  
WE HOPED FOR BETTER - NO SUCH LUCK!  
I HOPE TO BE ABLE TO STOP HAVING TO BUY  
BOTTLED WATER - SOON!

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Anthony F. Zappolo  
Address 11639 White Ash Dr  
New Port Richey, FL  
34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Our water quality is Terrible. Our  
Rates are very high. We have black  
dirt coming out of The faucets.



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

SUSAN J. ZAPPALO

Address

11639 White Ash DR  
New Port Richey FL 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) Our Rates  
ARE VERY high. We are on fixed  
incomes and can't afford ALL  
the increases. Our water smells.  
We CAN NOT drink it and buy bottled  
water which is very expensive  
Utilities Inc does not deserve  
any increase in their Rates.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name  
Address

**R** RHODA RENAUD  
11532 Aspenwood Dr  
NEW PRT RCHY FL 34654-1901

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) \_\_\_\_\_

UIF WAS REQUESTED MANY RATE INCREASES IN THE PAST;  
PROMISING BETTER SERVICE, BETTER QUALITY, ETC.  
YET, AFTER APPROVAL, WE THE CUSTOMER, AFTER  
PAYING THESE HIGHER RATES, SAW ONLY BROKEN  
PROMISES. SO, BASED ON PAST PERFORMANCE, I SAY  
"NO RATE INCREASE"  
~~HIGHER~~

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Address

*Joan Young*

*11511 Pampas Drive*

*New Port Beach, Fl. 34654*

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

*No rate Increase - Lack of service, etc.*

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

JAMES Yutesler

Address

11535 Scotch Pine Dr.

New Port Richey, Fl. 34654

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Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

Throughout the communities UIF  
is a part of, there is a common theme!

1. Overcharging rates for little or  
no improvement for water quality

2. Service people do a very poor quality  
of maintenance

3. How has this company been allowed  
to even be licensed in Florida?

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Robert + Joanne Bonney  
Address 11609 Holly Awn Dr  
New Port Richey, FL 34654

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Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) It's been years that the  
water in Summertree has been unfit to drink or use it smells and brown  
in color but water/wastewater rates keep going up with nothing in  
return for services. Now with pasco in the picture they still want  
more money they haven't done anything for but should have done  
years  
ago and now want to take credit for what the Summertree  
Water Alliance Task Force has done so far. We need to know the numbers  
for affordable water/waste/water Rates. We want transparency + Accountability  
In Docket No. 160101 UIF's consolidated rate proceeding, we need to know the real  
numbers for Affordable water/waste/water Rates  
Do the right thing. Sell

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name DONALD & NANCY HEFNER  
Address 11551 HOLLY ANN DR  
NEW PORT RICHEY FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) *We were surprised to receive a letter from Utilities Inc and then angered by their implication that "they have resolved the Aesthetic issues of our water"! If that were indeed the case then all of the problems would have been resolved 10 years ago if they had listened to customers complaints and done more than frequent flushing. We would not have had to have a water task force to accomplish any change! after all the problems the customers have had we believe the FPA law should be changed so that no company is granted raises to recoup any losses by charging the customer for unacceptable service. Utilities inc. should be required to turn over all control to the County for failing to provide acceptable water to our community without any more money paid to them. We don't need a 3rd party involved! They are too deceptive!*



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Paul and Sally Van Slambrouck  
Address 11941 Loblolly Pine Drive  
New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) the water quality  
has been very bad since we began living at  
Summertree in 2009 - taste, odor, color was horrible  
without a softener and additional filters under sink  
and in refrigerator. The cost is exceptionally high  
compared to costs in our home state of Michigan.  
The sewer rates are EXORBITANT! Utilities, Inc.  
does not warrant an increase in water or  
waste water charges - they already charge too much.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

RICHARD Neilson

Address

11605 English Elm Drive  
New Port Richey, FL. 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

what has UIF done for  
Summertree since 1991. Only RAISE RATES. Enough  
is enough. I request the Public Service  
commission cancel their license to distribute  
bad water to almost all Florida customers.  
Summertree residents want A sale. Give them  
no RATE increase. We already pay more than  
other Pasco County residents pay for Pasco water.  
Eliminate Feather bedding. Tell them No!!



RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

JOSEPH + PATRICIA McKAY

Address

11001 KISKADEE CIRCLE  
NEW PORT RICHEY, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) WE OBJECT TO  
UIF WANTING TO IMPOSE A FEE FOR  
A SERVICE THEY DID NOT MAKE ANY  
CONTRIBUTION TO. AS NOTED IT WAS  
THE TASK FORCE WHO SUCCESSFULLY  
NEGOTIATED THE PROJECT.  
THE MANIPULATION BY UIF NEEDS  
TO BE INVESTIGATED.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

George & Joan Albert  
11427 Bloomington Ct.  
New Port Richey, FL 34654

DOCKET NO. 160101-WS

Name

JOAN ALBERT

Address

11427 BLOOMINGTON CT

NEW PORT RICHEY, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

FOR YEARS YOU DELIVERED US  
INFERIOR WATER - NOW YOU  
WANT TO DROWN US IN ABSORBANT  
RATES. FIND YOUR INTEGRITY  
AND DO THE RIGHT THING AND "SELL"

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

George & Joan Albert  
11427 Bloomington Ct.  
New Port Richey, FL 34654

Name

GEORGE & ALBERT

Address

11427 BLOOMINGTON CT  
NEW PORT RICHEY, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

YOU DELIVERED US "BAD" WATER  
FOR YEARS - NOW YOU WANT TO  
KILL US WITH ABSURDANT RATES.  
HAVE A CONSCIENCE AND DO  
"THE RIGHT" THING AND "SELL"  
=====

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name Norma Gay Harvey (81 years old)  
Address 11908 Brynston Ln.  
N.P.R., Fl. 34654

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

**CONSUMER COMMENTS**

Sometimes I am ashamed of the  
human race. All of you, who are blessed  
to have well paying jobs, taking advantage  
of Senior Citizens.

You should be ashamed of your self.

My income is \$1,298 per month. I pay  
rent, I need food, I pay utilities and I  
give to my church.

Would you, could you, live on such  
a small amount, and you want  
more money from us, Shame, Shame, on  
all of you. I believe you need the Lord  
Summertree of Pasco Co. in your lives

EO 12 & TAPE - See back for address

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Ann Marie Ryan  
11436 Windstar Ct  
New Port Richey, FL 34654

TO: Carlotta S. Stauffer, Director  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL ~~32309~~

DOCKET NO. 160101

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 12:49 PM  
**To:** 'Noel Brown'  
**Subject:** RE: Doc #160101-WS

Good afternoon Ms. Brown,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** Noel Brown [<mailto:jcnoelbrown@gmail.com>]  
**Sent:** Thursday, February 02, 2017 12:32 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

I would like to express my concern with the large increase in rates for water rates by Utilities, Inc. An increase that substantial at once will be very detrimental and I hope that will be considered when making any decision.

Thank you.

Jacquelyn Brown

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Thursday, February 02, 2017 9:17 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Pennbrooke Hearing, 2/1/17, Exhibit 19  
**Attachments:** Water Commission.docx

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

Thank you.

**From:** Don Manfre [<mailto:flyboy46@live.com>]  
**Sent:** Wednesday, February 01, 2017 6:11 PM  
**To:** Office of Commissioner Brown  
**Subject:** Pennbrooke Hearing, 2/1/17, Exhibit 19

## Water Questions/Comments

2/1/17

A utility in its simplest term is a government regulated monopoly, I emphasize the word monopoly, because we as customers have nowhere else to go but to Utilities Inc ("UI"). So we homeowners must rely on you, the Public Service Commission, to safeguard us from any form of abuse and/or overreach buy UI. More specifically, our reliance on the commission extends to Utility rate making, where UI has the right to set rates that they will charge us. Therefore, we rely on you and you alone to be fair across different groups of consumers, that is to say the 12 different districts. And here is where the crux of the issues resides. I do not believe that Pennbrooke customers are being treated fairly and need your intervention.

Recognizing that the commission's purpose is to serve both the customers AND the utility, it must attempt to equally and fairly serve the interests of both. However, in this case, I see a regulatory conflict. One between Pennbrooke and, what I believe to be, an overreaching hand of UI.

Utility rates cannot be set so high as to be viewed as confiscatory. This, in turn, demands that rates be fair, reasonable, and non-discriminatory across its customer base. Yet in this rate case, I believe that, as the numbers substantiate, the proposed rate increase is not reasonable, nor fair, and discriminatory, based on district BIAS, via the extent of capital improvements to be made to each.

Rates must be impartial, and based on real and factual applicability. This is to say based on consumption, maintenance and required capital improvements. This is NOT the case here. I believe the BASIS for UI's rate hike is BIASED, by virtue of the 12 company consolidation and the unfair capital expenditure base for cost.

I question the foundation of UI's proposed rate hikes, which are both biased & flawed... therefore, invalid. I don't believe that the proposal is illegally based, however, I do question UI's ethical practices and bloated proposal.

When I received the UI's letter signed by UI president John Hoy, I was incredulous. To me, a 42% increase in one year implied that someone really screwed up or the proposal is grossly overstated or both. If 42% wasn't bad enough, the consolidation of 12 regulated companies into 1, to me, was a red flag.

I want to provide input regarding Mr. Hoy's letter:



1. I believe it to be little more than a bland attempt to soften the blow of its' enormous impact to residential customers. It is crowded with distortions, platitudes and vagaries. I couldn't help but wonder, "where is the pertinent requirements basis, cost back-up per district and supporting justification that can withstand in-depth scrutiny?" Does this even exist, because if so, it absolutely requires specific supporting details to verify exactly how it aligns with the Pennbrooke district and only the Pennbrooke district.

2.a I see it as a masquerade in order to cloak the real issue of significant disparity of water and waste system operational costs, varying equipment needs and questionable long term planning and execution over the 12 company base.

2.b If they ask for 42%, get approval for, say 25%, which is twice what you really need, which is probably 4-5 times of what is really required. So obtaining all relevant details is necessary in order to access the fundamental realities of base requirements.

3. EPA "estimates of expenditures over the next 20 years". The Federal EPA is presently in a state of flux, and probably followed, in time by the state. I question if anyone, TODAY, can estimate the cost to "bring the state's water & waste systems up to date". It is a shifting baseline. Also, ask yourself "up to date" implies that it has it been out of date? Why isn't "up to date" already as part of a long term program?

So, *exactly* what is UI's capital plan basis? Specifically what regulations? What projects by line item & bottoms up estimates?

"This rate case includes...." Where are the written results of an in depth fact finding required or ordered by the commission? Was there one performed already? How do the specific detailed result affect Pennbrooke alone? What is the validity of both the project baselines and realism of estimates? Where is the Long Term Capital Improvement Plan that Mr. Hoy's letter addresses? Is it a five year plan, updated and projected out each year?

**MOST IMPORTANTLY, HOW CAN THE COMMISSION APPROVE ANY PRICE INCREASE INVOLVING SUCH A LARGE UNDERTAKING WHICH IS NOT PRICED SPECIFICALLY TO EACH DISTRICT?**

When Mr. Hoy stated that he will "minimize the rate shock that... can occur in a single community". This can be translated that he will, with commission approval, Pennbrooke residents will have no choice, but to pay unfairly high rates to subsidize other more cost affected districts.

So let's ask, why is UI going to bias our rates with an artificial cost allocation basis? This is not only inappropriate, but it violates the essence of the Commissions charter to ensure customers of fair and impartial rates. Fair means that the district that gets the improvement pays for it and not spread their burden on to Pennbrooke.

How, in one breath that one say that you "can't describe the average customer" and then, by his own actions, make sure that you never will by combining 12 districts into 1. This is a self fulfilling prophecy. UI's consolidation muddies the waters, via obscuration and cost averaging among the 12 water companies. It's OK to consolidate from an operational standpoint, but not for rates.

Mr. Hoy stated that there is "no average customer", of course there isn't. More correctly stated... **THERE IS NO AVERAGE WATER DISTRICT**. Mr Hoy's statement is misleading, because the consolidation will force Pennbrooke to subsidize other more cost affected districts, to "average" out the rates... at Pennbrooke's expense. Please consider that individual districts have varying needs, equipment, maintenance, that simply cannot be averaged. It is terribly unfair for Pennbrook to subsidize other districts.

I am not concerned with UI's predicament of significant and erratic cost differences across its customer base. Nor would I expect other districts to be concerned about and to agreeably subsidize Pennbrooke. I believe that the commission has an obligation to make things fair and to do so, need's to terminate the entire basis for this subsidizing reapportionment. Also, far as ".... rate decreases for many of our customers" I'm sure it will be at Pennbrook resident expense. The commission can prevent this from happening.

Looking further, these questions are relevant for the commission to consider:

1. Do we know and understand the consolidated one company total capital expense budget upon which the projected rates are predicated? Has it been scrubbed to satisfy needs that are absolutely required; i.e. those which we can't live without.
2. Does the amortization basis line up with the useful service life of the equipment?
3. Exactly what was the basis that UI is justifying its proposed rate hike figures? That is not just cost basis, but how UI is allocating real costs over the 12 companies.
4. Has UI's overstatement of prerequisite requirements been audited for accuracy?

5. Has UI's capital plan, upon which the proposed costs are based, been scrutinized . Do we fully understand the fundamentals regarding the reality of any cost increase basis'," EPA requirements" and cost allocations?

6. In light of this huge rate hike and based upon a void in hard supporting documentation, is the commission convinced beyond the shadow of a doubt, that UI has only asserted the necessary known requirements today to absolutely minimize the cost impact to Pennbrooke?

7. Is UI's proposed capital/operational cost baseline versus the minimum requirement of what is needed real? or is it inflated? If so, by how much?

Fundamental concerns:

1. Given that need drives requirements and requirements drive work scope (maintenance & capital improvement), work scope drives the funds necessary to satisfy the requirement. So, if the requirement baseline is faulty, overstated, subsidizing part of another district's cost, then it directly translates to UI's work scope being overstated and, accordingly, the proposed rate hikes, as stated, are flawed. Proposed numbers constructed on a flawed foundation is like building a house on sand. I believe the foundation of price construction to be questionable.

Has UI has demonstrated all of the **direct** links from real and supportable requirements to work scope. Work scope that drive water rates up. If they do exist, were they disclosed? If they don't exist or are weakly supported or poorly founded, then the proposal should be rejected as not credible.

2. Regarding subsidy to other districts: As a UI customer, I am personally convinced that this rate increase is both unfair and unsubstantiated. If approved by the commission, Pennbrooke will be required by law to subsidize costs of other water districts, owing to UI's overt cost reapportionments.

UI's rate consolidation alleging to be operationally efficient, only masquerades as a benefit to all districts. However in reality is little more than an abusive method to provide financial subsidy to some districts at the expense of others. Any such reapportionment would be enabled as a direct result of a commission approval of such rate consolidation.

Each district has totally different needs & requirements, therefore, UI's approach is not rational. It's unfair.

## Recommendations;

1. I assert that there exists a vague and contestable basis for UI's price increase approach. Accordingly, I recommend that this highly questionable price hike be subjected to an in-depth fact finding to question line by line, with a construction from the bottom up.
2. I recommend that you demand that UI's long term capital expense program provide complete, factual and verifiable base for immediate and necessary only equipment needs directly connected with Pennbrooke alone, which should include quality.
3. I believe that this price increase is unethical with regard to cost subsidies. I recommend that you seriously assess the consolidation, with regard to price determination.

Accordingly, I implore you, the decision makers and decision influencers, to use your authority and remedy this wrongdoing. Reject UI's proposed price increase.

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, February 01, 2017 5:25 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122435; E-Form Other Complaint TRACKING NUMBER 122437; E-Form Other Complaint TRACKING NUMBER 122441; E-Form Other Complaint TRACKING NUMBER 122442; E-Form Other Complaint TRACKING NUMBER 122444; E-Form Other Complaint TRACKING NUMBER 122445; E-Form Other Complaint TRACKING NUMBER 122446

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Wednesday, February 01, 2017 4:18 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 4:11 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122446

### CUSTOMER INFORMATION

Name: Diane O'Halloran  
Telephone: (863) 660-0506  
Email: [dohall1@aol.com](mailto:dohall1@aol.com)  
Address: 397 Winchester Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Diane O'Halloran  
Account Number:  
Address: 397 Winchester Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Complaint about the price gouging of Utilities Inc. by the huge increase of water/wastewater price charging to us consumers, more than doubling the rate.

It is not affordable to a senior like me on a fixed income.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 2:34 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122445

### CUSTOMER INFORMATION

Name: Keith Barton  
Telephone: (321) 331-1362  
Email: [barton1014@gmail.com](mailto:barton1014@gmail.com)  
Address: 100 Ludlow Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Keith Barton  
Account Number: 7505400000  
Address: 100 Ludlow Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I have received the proposed rate increases from Utilities Inc, and Sanlando Utilities et all. Reading through the proposal I fail to see justification for I as a consumer to pay for the capital improvements they are proposing. They are a For Profit Utility and as such their investors and/or shareholders should bear the financial burden of said investments. Please do not approve this huge increase which will burden current residents and in addition make our communities less attractive to new residents due to the high costs of needed utilities.

Regards,  
Keith A Barton

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 1:57 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122444

### CUSTOMER INFORMATION

Name: Robert Wilson  
Telephone: (407) 571-9228  
Email:  
Address: 622 Longmeadow Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Wilson  
Account Number:  
Address: 622 Longmeadow Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am writing to express my strong opposition to the outrageous proposed rate increase by Utilities, Inc. The proposed rate change would increase our average water bill in Seminole County by more than 100%. Most consumers are either on a fixed income or receive an annual raise of 2-3%, making a 100% plus increase in water bills completely unaffordable. I strongly urge the committee to either deny the rate change requested by Utilities, Inc. or to significantly cut the rate increase back.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 12:59 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122442

### CUSTOMER INFORMATION

Name: Miriam Starr  
Telephone: (407) 389-0301  
Email: [mstarr13@cfl.rr.com](mailto:mstarr13@cfl.rr.com)  
Address: 208 Weeping Elm Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Miriam Starr  
Account Number:  
Address: 208 Weeping Elm Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
DOCKET 160101

The proposed increase by Utilities Inc will create a hardship on the residents of the Longwood neighborhoods who are looking at an approximately 200% increase in their water and wastewater bills. While I understand the utilities desire to normalize rates in all of their territories, imposing such an increase in this area impose a hardship to folks on fixed incomes which may lead to having to make a decision on water or food or medication.

If normalization is the goal across the state it needs to be done in very small increases over time so that people can adjust to these change.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 01, 2017 12:23 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122441

### CUSTOMER INFORMATION

Name: Jason Penn  
Telephone: (407) 810-8848  
Email: [jpluma7@yahoo.com](mailto:jpluma7@yahoo.com)  
Address: 216 Springside Road Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jason Penn  
Account Number: 6448222762  
Address: 216 Springside Rd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The current rate hikes requested are exorbitant and should not be approved as they will place immediate hardship on all effected residents. If any increases are approved they should be phased in over time in lesser amounts to allow residents time to modify budgets or look for a lower cost area to move to.

Thank you for your consideration in this matter.

Jason Penn

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 9:01 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122437

### CUSTOMER INFORMATION

Name: Deborah Carswell  
Telephone: (407) 331-8761  
Email: [carswed@aol.com](mailto:carswed@aol.com)  
Address: 2 Sleepy Hollow Cove Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Deborah Carswell  
Account Number:  
Address: 2 Sleepy Hollow Cove Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The proposed rate increase of over 150% are totally unacceptable. As a retired former public servant of Florida I will not get a 150% raise on my Social Security nor retirement benefits.

Water is NOT a luxury! Shall I only "flush" once a day? Not wash dishes, shower or do laundry? Tell me!!

This is unfair to seniors, single parents, middle and lower class residents!

I have already cut watering my yard as it should be. When I installed an irrigation system I called the company to request a meter for yard watering but no one ever returned my call.

NO HUGE rate hike!!!!

Sincerely, Deb Carswell

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 7:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122435

### CUSTOMER INFORMATION

Name: Clarke Arndt  
Telephone: (407) 870-3459  
Email: [ClarkeArndt@gmail.com](mailto:ClarkeArndt@gmail.com)  
Address: 436 twisting line circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Clarke Arndt  
Account Number:  
Address: 436 twisting line circle Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Water company rate increase if utility Inc

The PAC allowed a purchase of our local water company that served us well to be purchased by a Canadian company who wants to make huge profits on my back, allowing a 209% rate increase is outrageous , there should be no increase as the water company we had was fine. This rate increase is not in my interest it is only in the Canadian company's profit interest- the PAC should be ashamed of themselves to allow this issue to even occur let alone grass rate increase, does everyone think money falls from the sky!!! Do your job and allow no rate increase u

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:44 AM  
**To:** 'Joe Diorio'  
**Subject:** RE: Rate increase

Good morning Mr. Diorio,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach. Please disregard the previous email with the incorrect docket number.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

-----Original Message-----

From: Joe Diorio [<mailto:drumdior@me.com>]  
Sent: Wednesday, February 01, 2017 5:32 PM  
To: Records Clerk  
Subject: Rate increase

As with most ,I can't attend an 10:a/m meeting. I totally object to a rate increase to my water bill. Joe Diorio Longwood  
FL Sent from my iPhone

**Sandra Soto**

---

**From:** Joe Diorio <drumdior@me.com>  
**Sent:** Thursday, February 02, 2017 7:43 AM  
**To:** Records Clerk  
**Subject:** Doc#160101WS

Do not increase our water rates. Joe Diorio. Devonshire in Longwood

Sent from my iPhone

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:33 AM  
**To:** 'Orion Aldrich'  
**Subject:** RE: Doc #160101-WS

Good morning Mr. Aldrich,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Orion Aldrich [<mailto:ojaldrich@mac.com>]  
**Sent:** Thursday, February 02, 2017 8:12 AM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

Doc #160101-WS

I wanted to voice my concern with such a drastic increase in water price in such a short period of time

Sent from my iPad

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:32 AM  
**To:** 'joannereynoldsj@aol.com'  
**Subject:** RE: Water Rates Increase

Good morning Mr. and Mrs. Reynolds,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

**From:** [joannereynoldsj@aol.com](mailto:joannereynoldsj@aol.com) [<mailto:joannereynoldsj@aol.com>]  
**Sent:** Thursday, February 02, 2017 5:43 AM  
**To:** Records Clerk  
**Subject:** Water Rates Increase

Please reconsider this outlandish increase in water. We live a very modest area and have tried to keep our expenses as low as we can so we can maintain our lives in our neighborhood in Longwood. This increase in water will mean to many of the residents here that we might have to give up something that is vital to our just trying to sustain our living here. There should be some regulation as to how much a raise we are to endure and not drive us out of our neighborhood where we have lived for many years. We abide by the water regulations and do our best to conserve water but there is a limit to how much we can do on our end. Please rethink this.

Thank you.

Joanne & Bill Reynolds  
The Woodlands



CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:29 AM  
**To:** 'carolyn lilly'  
**Subject:** RE: Doc #160101-WS

Good Mr. and Mrs. Lilly,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** carolyn lilly [[mailto:clilly\\_432@hotmail.com](mailto:clilly_432@hotmail.com)]  
**Sent:** Wednesday, February 01, 2017 10:15 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

My husband and I do not agree with the pending water bill increase. We r unable to attend the upcoming meeting to voice our disapproval in person. Please add our names to the list of people opposed to this increase. Thank you. Carolyn and Randy Lilly 123 Rose Briar Drive, Longwood FL 32750.

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:29 AM  
**To:** 'Edi Meadows'  
**Subject:** RE: Water Rate Increases- Seminole County

Good morning Ms. McLeod,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

-----Original Message-----

From: Edi Meadows [<mailto:edimeadows@aol.com>]  
Sent: Wednesday, February 01, 2017 9:12 PM  
To: Records Clerk  
Subject: Water Rate Increases- Seminole County

We have received information that Utilities Inc. will be raising our water rates as much as 50%. We are already paying more than many areas of the state, and water is a basic need for life. "Wanting to improve the owners' bottom line", just doesn't fly. Adding insult to injury- the water often smells like sulfur or rotten eggs!

Please deny this outrageous request!

Edi Meadows McLeod  
2210 Springs Landing Blvd.  
Longwood, Fl. 32779  
352-406-6648  
[edimeadows@aol.com](mailto:edimeadows@aol.com)

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:28 AM  
**To:** 'Barbara Hine'  
**Subject:** RE: Proposed Water Hike - Docket # 160101WS

Good morning Ms. Hine,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Barbara Hine [[mailto:hine\\_barbara@yahoo.com](mailto:hine_barbara@yahoo.com)]  
**Sent:** Wednesday, February 01, 2017 8:55 PM  
**To:** Records Clerk  
**Subject:** Proposed Water Hike - Docket # 160101WS

I am very concerned about the proposed rate increase with water and waste. As a widow and retired senior citizen on a fixed income this

excessive increase, if passed, will create an extreme hardship not only for me but for other families and senior citizens. I have lived in my home

since 1984, if this increase is passed I will find it extremely difficult to maintain my home and pay the monthly utilities. I urge you to reconsider

your proposed increase.

Thank you,

Barbara Hine

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:27 AM  
**To:** 'Lori Gagnon'  
**Subject:** RE: Doc #160101-WS

Good morning Ms. Gagnon,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

**From:** Lori Gagnon [<mailto:lpg331@gmail.com>]  
**Sent:** Wednesday, February 01, 2017 8:02 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

As a resident and home owner of Seminole County, living at 114 Hilltop Drive, Longwood, I do not support a rate increase in water rates. We are forced to pay for a backflow inspection at \$40 per year (and neighbors don't have to even though they have irrigation systems) as well as rates so high I can't afford to water my yard. Please do not raise rates as there are other cost reductions that to consider versus passing costs onto residents.

Thank you,

Lori Gagnon

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:27 AM  
**To:** 'Ron Priest'  
**Subject:** RE: Pennbrooke Fairways water rate proposal

Good morning Mr. Priest,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Ron Priest [<mailto:Rpriest6@windstream.net>]  
**Sent:** Wednesday, February 01, 2017 7:56 PM  
**To:** Records Clerk  
**Cc:** Roger and Donna Sperling  
**Subject:** Pennbrooke Fairways water rate proposal

Please consider my thoughts after attending, but not speaking, at today's Feb 1, 2017 proposed water rate increase meeting.

From Ron Priest at 552 Grand Vista Trail, Pennbrooke Fairways Leesburg, FL 34748

Feb 1, 2017

page 1 of 3

This note involves my comments along with a few pictures to the Pennbrooke Fairways, Lake County FL, proposed water rate increase.

My name is Ronald A. Priest. My wife, Sally and I have lived at Pennbrooke Fairways for the past 3 1/2 years. Our house is at 552 Grand Vista Trail Leesburg FL 34748.

Like most all of the people who spoke today we are retired on a fixed, non-increasing income. I find a 40% plus rate increase grossly inappropriate and unfair.

I would understand a utility increase that details how much was lost in operating the Pennbrooke Fairways water system over the past several years, and I would understand a rate increase that provides facts and dollars proposed for immediate and future system upgrades and improvements. I find this request for a rate increase does neither. I am also **very** opposed to the consolidation of water rate structures with other communities which in no way affect or improve my quality of service or water quality. I would have liked to see a show of hands of those in the community who drink the water, we don't and don't know who does. We have a water softener and without that soft water, hard water provided would be very uncomfortable, as I have experienced once when the softener stopped working.

The Commissioner, Julie I. Brown seemed a bit perplexed as a homeowner having two water meters. The house we purchased is one such example, I know of many. I was informed that this 'feature' came with a high installation cost to the previous homeowner. The benefit to us is that we are not billed for the water portion of our water usage for the sprinkler system.

Feb 1, 2017

page 2 of 3

I am a visual person and pictures for me tell a story, here is a picture of our dual water meters , both in the same box, and below is an example of the billing for each meter each month I have chosen a month where I didn't use the water sprinkler system, in order to save money, I can't determine what the proposed rate increase will do to my fixed monthly cost for having two meters. This is a month when I was not at my Pennbrooke home.



Feb 1, 2017

page 3 of 3

Here are a few pictures I took throughout Pennbrooke Fairways after the meeting on Feb 1, 2017. I am attempting to show the rust stains that various speakers spoke about during the meeting. This is not good quality water (service).



I conclude by asking that the rate increase be considered unsubstantiated as well as undeserved. Hearing today about the money Utilities Inc ships to its parent company in Canada and their lack of factual justification for an increase and their current profit status in our community please don't grant them an increase. Also, please, hear and understand, that we don't want a consolidation with other communities that they serve.



CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:25 AM  
**To:** 'Gary Letchford'  
**Subject:** RE: Rate increases for Utilities, Inc in Seminole county Florida

Good morning Mr. Letchford,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Gary Letchford [<mailto:gary@topsusa.com>]  
**Sent:** Wednesday, February 01, 2017 7:45 PM  
**To:** Records Clerk  
**Subject:** FW: Rate increases for Utilities, Inc in Seminole county Florida

RE: Doc #160101-WS

To Whom it may concern:

It has been brought to my attention that Utilities, Inc. seems to think that they can raise rates on everyone to pay for someone else's updates.

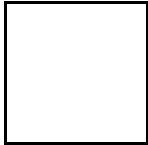
I suspect our system is fairly up to date, but they want to have us pay for areas where repairs are badly needed. Whoever is connected to the badly needed areas should be the people to pay for the improvements.

Apparently the administration of Utilities, Inc. has spent some time with Fidel Castrol and perhaps the admin of the country of Venezuela. FLASH! This is not Cuba or Venezuela. We are not part of a communist country.

Please require that the people where the improvements are needed (and they should be needed, not just a whim of Utilities, Inc.) pay for the improvements. We will pay for unincorporated Seminole county improvements only.

Very Sincerely,

Gary L. Letchford  
214 Tollgate Trail  
Longwood, FL 32750



This email has been checked for viruses by Avast antivirus software.  
[www.avast.com](http://www.avast.com)

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:24 AM  
**To:** 'Joyce Sharpe'  
**Subject:** RE: 160101-WS

Good morning Mr. and Mrs. Sharpe,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

-----Original Message-----

From: Joyce Sharpe [<mailto:jlehmansharp@earthlink.net>]  
Sent: Wednesday, February 01, 2017 7:11 PM  
To: Records Clerk  
Subject: Re: 160101-WS

Please log my husband and I as protesting the ludicrous rate increase in Seminole County, FL. We are retired citizens and are already cutting back on everything in our lives but we have to water lawn and flush the toilet. This is so unfair. We can't attend the meeting tomorrow.

Jim and Joyce Sharpe  
102 Old Hickory Ct.  
Longwood, FL 32750

Thank you for your time.

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:22 AM  
**To:** 'Karen Becker'  
**Subject:** RE: Proposed rate increase for Seminole County

Good morning Ms. Becker,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Karen Becker [<mailto:kwbecker@embargmail.com>]  
**Sent:** Wednesday, February 01, 2017 6:57 PM  
**To:** Records Clerk  
**Subject:** Proposed rate increase for Seminole County

I am opposed to the proposed rate increase. I can understand that equipment needs replacing, but a responsible company plans for this, and does not wait until the situation is dire, then demand an enormous increase to pay for it all. 10% is unsupportable, and I'm quite sure, plucked out of thin air. Unfortunately, you are a monopoly and your dissatisfied customers cannot go elsewhere.

Step back, use good business practices and don't be so greedy.

Document # 160101-WS

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:22 AM  
**To:** 'CFL Mail'  
**Subject:** RE: Rate hike

Good morning Sir/Madam,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

-----Original Message-----

From: CFL Mail [<mailto:pkpontius@cfl.rr.com>]  
Sent: Wednesday, February 01, 2017 6:02 PM  
To: Records Clerk  
Subject: Rate hike

Too much too soon! I won't be able to afford my water bill with such a huge hike. Please rethink this rate!

Sent from my iPhone

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:20 AM  
**To:** 'Sherry & Jim'  
**Subject:** RE: Doc # 160101

Good morning Ms. Roux,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Sherry & Jim [<mailto:jsroux@msn.com>]  
**Sent:** Wednesday, February 01, 2017 5:35 PM  
**To:** Records Clerk  
**Subject:** Doc # 160101

PLEASE don't allow rates for Utilities, Inc. to be raised. In our Longwood FL neighborhood, there are a number of senior citizens who simply cannot afford a water rate hike. I know, because I am one of them. I live solely on Social Security, and the supposed 5% rise in SS this year, has left me with exactly the same amount in my check -- to the penny -- as last year. The increase in taxes from the "raise" absolutely negated the entire so-called raise.

Thank you for your consideration.

Sheryl Roux

CORRESPONDENCE  
FEB 02, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Thursday, February 02, 2017 8:19 AM  
**To:** 'Carraher Family'  
**Subject:** RE: Water Increase Seminole County Doc #160101-WS

Good morning Mr. Carraher,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

-----Original Message-----

From: Carraher Family [<mailto:dcarraher@live.com>]  
Sent: Wednesday, February 01, 2017 5:34 PM  
To: Records Clerk  
Subject: Water Increase Seminole County Doc #160101-WS

In these tough times it absolutely makes no sense for this Increase. Most counties are lowering there water bill. How can you justify increase in any amount. This can only be caused by greed or mismanagement.

Regards,  
David Carraher  
1369 S Ridge Lake Circle  
Longwood, FL 32750

Sent from my iPhone

CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 5:01 PM  
**To:** 'Clare Johnson'  
**Subject:** RE: Doc #160101-WS

Good afternoon Mr. and Mrs. Johnson,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

**From:** Clare Johnson [<mailto:clarefp1@gmail.com>]  
**Sent:** Wednesday, February 01, 2017 4:54 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

As a resident of the Woodlands, (78 Sweetbriar Branch, Longwood, FL 32750) I strongly urge you to deny a 50% increase in our water rates.

As a business man myself I understand the cost of doing business goes up and you must charge more for your product if you are to stay in business. However, a 50% increase sounds more like gouging than covering increased operating costs.

Please closely review this proposal and if a reasonable increase is needed we will have to accept it. But not a 50% increase!

Clarence and Sandra Johnson



CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 4:59 PM  
**To:** 'Nancy Cook'  
**Subject:** RE: Do Not Increase Our Water Rates

Good afternoon Ms. Cook,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Nancy Cook [<mailto:NCook@orlandomagic.com>]  
**Sent:** Wednesday, February 01, 2017 4:38 PM  
**To:** Records Clerk  
**Subject:** Do Not Increase Our Water Rates

Please, please, please! I implore you not to raise our water rates!!!! I have to work during the day so that I can afford to pay my water bill, otherwise I would be at the meeting on February 2<sup>nd</sup>. I am a long time resident of Longwood (Coventry subdivision). This is a low-middle income neighborhood and I can tell you that we cannot afford the rate hikes that are being requested by Utilities Inc. Please listen to the voice of the voters and residents of Seminole County and do not do this to us!

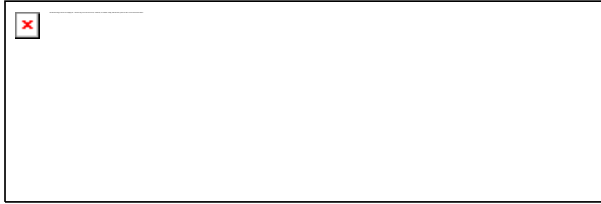
Sincerely,  
Nancy Cook

**Nancy Cook**  
**ORLANDO MAGIC**  
Executive Assistant to the Chief Financial Officer  
(407) 916-2459 Direct  
(407) 916-2973 Fax

8701 Maitland Summit Blvd.  
Orlando, Florida 32810-5915  
[www.orlandomagic.com](http://www.orlandomagic.com)



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CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 4:57 PM  
**To:** 'Jack Ficarra'  
**Subject:** RE: Rate Increase

Good afternoon Mr. and Mrs. Ficarra,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Jack Ficarra [<mailto:jficarra@cfl.rr.com>]  
**Sent:** Wednesday, February 01, 2017 4:41 PM  
**To:** Records Clerk  
**Subject:** Rate Increase

My Wife & I oppose the rate increase asked be Utilities (Sanlando) This is an unwanted burden for us seniors.  
Jack & Helen Ficarra  
216 Tollgate Trail  
Longwood, Fl. 32750

CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

1-17-2017

Ref: Docket Number 160101-WS

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at (enter your phone number here) or via email at (enter your email address here).

Sincerely,



Dr. and Mrs. Michael E. Bledsoe  
2112 Cluster Branch Court  
Longwood, FL 32779  
407-493-3933

COMMISSION  
CLERK

2017 FEB -1 AM 8:19

RECEIVED-FPSC

Bledsoe  
2112 CLUSTER HUNT  
LONGWOOD, FL 32728

DISTRIBUTION CENTER

2017 FEB -1 AM 6:44



Florida Public Service Commission  
Director's Office of the Commission Clerk  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0650

CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

January 29, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

RE: Docket No. 160101-WS, Utilities, Inc. of Florida

Dear FPSC:

We are writing to express our concerns regarding the dramatic increase in water rates proposed by Utilities Inc. and being considered by the Public Service Commission. We have been customers of Utilities Inc. (& before them of Sanlando Water) for approximately 11 and one-half years. Over the past four years our water rates have increased by over 31%, already far in excess of the rate of inflation during that time. If the currently proposed rate increase is approved our water rates will have increased by more than 145% in four years. (See attached spreadsheet showing our water rate history over the past 4 years, assuming 40,000 gallons per month usage, and illustrating actual water rate hikes and the currently proposed increase, a copy of which filing by Utilities Inc. is also included).

We understand the need for ongoing investment in our water resources, but the rate increase being proposed is outrageous. It is indicative of either mismanagement on the part of Utilities Inc. or an attempt to garner excessive rates of return on their investment, or both. In their filing they indicate that their current rate of return is "7.95% in Seminole – Sanlando (water)." With this rate increase their rate of return on this segment of their operations would more than double.

Before granting this rate increase please consider the economic impact on the customers served by Utilities Inc., demand that they operate more efficiently and don't allow them to charge us for future expansion plans which may never come to fruition.

Sincerely,



Roger D. & Randi F. Cunningham  
405 Vista Oak Drive  
Longwood, FL 32779  
Cunningham.rogerd@gmail.com

COMMISSION  
CLERK

2017 FEB -1 AM 8:18

RECEIVED-FPSC

Water Bill Based on 40,000 gallons of usage per month (illustration of rate changes since March 2013)

	<u>Mar-13</u>	<u>Apr-13</u>	<u>Jul-13</u>	<u>May-14</u>	<u>Mar-15</u>	<u>Aug-15</u>	<u>Apr-16</u>	<u>Aug-16</u>	<b>Proposed Rate Spring 2017</b>	
Base Charge	\$12.70	\$11.08	\$11.20	\$11.26	\$11.42	\$11.13	\$11.19	\$11.24	<b>\$28.84</b>	\$1.97/thousand gallons for 1st 8000
Usage	<u>\$55.20</u>	<u>\$63.43</u>	<u>\$64.13</u>	<u>\$64.47</u>	<u>\$65.72</u>	<u>\$77.08</u>	<u>\$77.48</u>	<u>\$77.82</u>	<b>137.61</b>	\$2.95/thousand gallons for next 8000 \$3.93/thousand gallons for overage
Total	\$67.90	\$74.51	\$75.33	\$75.73	\$77.14	\$88.21	\$88.67	\$89.06	<b>\$166.45</b>	
Cumulative Rate Increase							31.16%		<b>145.14%</b>	Cumulative rate increases over last 4 years
									<b>86.90%</b>	Rate Increase from current rates

March 2013 Rate = \$.87 per thousand gallons for 1st 6000  
 \$.92 per th gallons for next 4000  
 \$1.16 per th gallons for next 5000  
 \$1.62 per th gallon for overage

March 2015 Rate = \$.90/thousand for 1st 6000  
 \$.98/thousand gallons for next 4000  
 \$1.48/thousand for next 5000  
 \$1.96/thousand gallons for overage

April 2013 Rate = \$.88/thousand gallons for 1st 6000  
 \$.95/thousand gallons for next 4000  
 \$1.42/thousand gallons for next 5000  
 \$1.89/thousand gallons for overage

August 2015 Rate = \$.94/thousand for 1st 6000  
 \$1.41/thousand gallons for next 9000  
 \$2.35/thousand gallons for overage

July 2013 Rate = \$.89/thousand gallons for 1st 6000  
 \$.96/thousand gallons for next 4000  
 \$1.44/thousand gallons for next 5000  
 \$1.91/thousand gallons for overage

April 2016 rate = \$.95/thousand gallons for 1st 6000  
 \$1.42/thousand gallons for next 9000  
 \$2.36/thousand gallons for overage

May 2014 Rate = \$.89/thousand gallons for 1st 6000  
 \$.97/thousand gallons for next 4000  
 \$1.45/thousand gallons for next 5000  
 \$1.92/thousand gallons for overage

August 2016 rate = \$.95/thousand gallons for 1st 6000  
 \$1.43/thousand gallons for next 9000  
 \$2.37/thousand gallons for overage

**SEMINOLE COUNTY – SANLANDO - WATER SERVICE**

	Utility Current Rates	Utility Requested Final
<b><u>Residential and General Service</u></b>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$4.49	\$11.54
3/4"	\$6.75	\$17.31
1"	\$11.24	\$28.84
1-1/2"	\$22.47	\$57.69
2"	\$35.95	\$92.30
3"	\$71.90	\$184.59
4"	\$112.35	\$288.43
6"	\$224.70	\$576.86
8"	\$359.52	\$922.97
10"	N/A	\$1,672.89
Charge per 1,000 gallons - Residential		
0 – 6,000 gallons	\$ .95	N/A
6,001 – 15,000 gallons	\$1.43	N/A
Over 15,000 gallons	\$2.37	N/A
0 – 8,000 gallons	N/A	\$1.97
8,001 – 16,000 gallons	N/A	\$2.95
Over 16,000 gallons	N/A	\$3.93
Charge per 1,000 gallons - General Service	\$1.63	\$2.98
<b><u>Private Fire Protection</u></b>		
1 ½" Private Fire Line	\$1.87	\$2.26
2" Private Fire Line	\$3.00	\$3.61
4" Private Fire Line	\$9.36	\$11.29
6" Private Fire Line	\$18.72	\$22.59
8" Private Fire Line	\$29.96	\$36.14
10" Private Fire Line	N/A	\$51.95
12" Private Fire Line	N/A	\$97.12





Roger D. & Randi Cunningham  
405 Vista Oak Dr  
Longwood, FL 32779

ORLANDO FL 325

DISTRIBUTION CENTER

JAN 20 2017 PM 4 L

2017 JAN 20 AM 5:43

Florida Public Svc. Comm.  
Director, Office of Comm. Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL  
32399-0870

32399-087099



CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, February 01, 2017 2:26 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Wednesday, February 01, 2017 8:24 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1234929C. Also filed for water quality, see 1234930C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Tuesday, January 31, 2017 5:28 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 122433

CUSTOMER INFORMATION

Name: Michael Patterson  
Telephone: (407) 834-5053  
Email: [mpatterson6@cfl.rr.com](mailto:mpatterson6@cfl.rr.com)  
Address: 6027 Linneal Beach Dr Apopka FL 32703

BUSINESS INFORMATION

Business Account Name: Michael Patterson Account Number: 2232210000  
Address: 6027 Linneal Beach Dr Apopka FL 32703

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

A 158.2% increase for sulphur smelling, iron laden and low water pressure is absurd. We've had numerous NO water pressure situations over the 20+ years and never a boil water notice with total loss of water pressure. Isn't this both dangerous and illegal?

CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 3:47 PM  
**To:** 'Ali Murray'  
**Subject:** RE: Rate increase Doc #160101WS

Good afternoon Mr. Murray,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Ali Murray [<mailto:amurr927@gmail.com>]  
Sent: Wednesday, February 01, 2017 3:46 PM  
To: Records Clerk  
Subject: Rate increase Doc #160101WS

RE: Doc#160101-WS

To Whom It May Concern,

I am emailing you to voice my concern over the impending increase in water rates. I think it's absolutely appalling that you are going to raise rates enough that it will triple my current water bill while other utility companies will be experiencing a rate decrease. I understand that a rate increase is necessary in order to improve equipment but it would seem more logical to gradually increase the rates rather than doing it all at once. Most of us live on tight budgets. An increase of this magnitude will have devastating effects on my family's budget as well as my neighbors.

I would appreciate it if you would consider all of the concern that has been expressed regarding this terrible idea.

Thank you,  
Ali Murray

CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 3:46 PM  
**To:** 'Missy MacKenzie'  
**Subject:** RE: Doc #160101-WS

Good afternoon Ms. George,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** Missy MacKenzie [<mailto:missymackenzie@hotmail.com>]  
**Sent:** Wednesday, February 01, 2017 3:40 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

I am writing you to express the disbelief that I and many of my neighbors within your district feel regarding the upcoming utility rate increase proposed by Utilities, Inc. in the Seminole County/Longwood area. We have all read what little information is available on the exact reasons for this rate increase, this drastic and immediate water bill increase will have a huge adverse impact on your constituents.

While we understand that rate increases are typically needed for capital improvements and maintenance of our water system, we fail to understand why such a large sum is needed by Utilities, Inc. from our neighborhood. The fact that Utilities, Inc. wants to set a 'statewide rate' for the previously individual utility companies (Sanlando Utilities in our case) means that our extra dollars we will be paying for capital improvements across the state. The notion that your constituents in Longwood will be paying double (or more) for our water in order to pay for upgrades in some other county is unacceptable...much the same way that paying more in Seminole County to fund new schools in Pinellas County (or any other county) would be.

We have all reviewed the available financial data for Utilities, Inc. on the Florida Public Service Commission website. In the 2015 financials, it shows that Utilities, Inc. has an approved Return on Equity (e.g., profit margin) of 10.69%. Therefore, it seems that our water utility has a guaranteed margin built into the system, and then wishes to charge us for capital improvements from which we will never benefit (we have never been provided with an itemized list of capital improvements in the Sandlando area which will be funded by our increase).

Water is a basic need, and we are served by a monopoly. Your constituents are left with no options, other than to have our elected representatives take up our fight. Please fight for us at the public hearing on February 2 in Altamonte Springs, and behind the scenes! We very much need your help and backing on this issue.

Sincerely

Melissa George

CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 3:33 PM  
**To:** 'JM Woodward'  
**Subject:** RE: FPSC Docket # 160101-WS - Deny water rate increase/consolidation for Utilities Inc. of Florida

Good afternoon Ms. Woodward,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** JM Woodward [<mailto:rockeysheltie@gmail.com>]  
**Sent:** Wednesday, February 01, 2017 3:13 PM  
**To:** Records Clerk  
**Cc:** Judy Woodward  
**Subject:** FPSC Docket # 160101-WS - Deny water rate increase/consolidation for Utilities Inc. of Florida

To the Director, Office of Commission Clerk,

Please find attached my letter and exhibits referencing Docket 160101-WS and urging you to Deny the request by Utilities Inc. of Florida to increase water rates and do a statewide rate consolidation.

Respectfully,  
Judy M. Woodward  
1218 Sunshine Tree Blvd.  
Longwood, Florida 32779  
Customer of the Seminole-Sanlando water district

February 1, 2017

Judy M. Woodward  
1218 Sunshine Tree Blvd.  
Longwood, FL 32779  
Seminole County  
[rockeysheltie@gmail.com](mailto:rockeysheltie@gmail.com)

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0870  
[clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)

Re: Docket No. 160101-WS, Utilities, Inc. of Florida

To the Director of the Florida Public Service Commission,

I am writing to ask that you DENY this astronomical Utilities Inc. of Florida water rate increase request. This increase would make our bills skyrocket ranging from 131% for 5,000 gallons to 71% for 70,000 gallons in the Seminole-Sanlando water district. This would place an unbearable hardship on all of these customers.

I have been a resident at the same address and a customer of Sanlando Utilities/Utilities Inc. for 30 years. This utility has done nothing but request astronomical rate increases over the past 10 years and it must stop now! How can residents be expected to keep swallowing these huge increases? Their first increase of over 100% was back in 2007. The total rate increases over the last 30 years for this Utility (using average cost per gallon) have been between 367% and 467% based on my bills and usage (with only 27% to 33% of that occurring in my first 20 years here from 1986 to 2006!). If this increase were to be approved that percentage would increase to between 738% and 870% over the past 30 years. This is absurd, insane, and ludicrous! See attached exhibits B, C and D for documentation substantiating these percentages.

Furthermore, the consolidation into a "uniform rate structure" across all of their utility holdings in the state must be DENIED. We in Seminole-Sanlando should not be expected to pick up the tab for utility districts in other areas of the state. You cannot pour us all into one barrel. The factors surrounding our water supplies, treatment, and delivery are not all the same. Based on my research, I would like to list some of the factors I found that can directly contribute to and justify the "disparity" of water utility rates depending on the area we live in:

- o Source of Water and Quality of Water
- o Treatment Requirements of Water
- o Type of Infrastructure Used and Replacement Cost
- o Density of the Population Served
- o Improvements Required to Meet Regulatory Requirements
- o Decreased Water Consumption (Appliances, Irrigation, Conservation Efforts)
- o Mandatory Water Usage Restrictions
- o Efficiency of Management and Technology to Achieve Lowest Possible Cost
- o Acquisition Upgrade Costs

And let me throw in, why not give customers who must irrigate regularly the option to choose between the "Residential" and the "General Service" rates (which would cost less for many people)?

I am including the following historical water rate information based on my bills and usage. You will find my supporting bills in attached Exhibits B, C and D. My calculated percentages and amounts are accurate to the best of my knowledge and understanding.

See EXHIBIT B (the first astronomical rate increase I incurred 10 years ago)

Bill Date	Since June 2007		Avg Cost per Gallon	Since June 2007 Incr TO-DATE based on Avg Cost/Gallon
	Gallon Usage	Cost Incr TO-DATE based on Actual Cost		
June 2007	72,440	37.42	.000517	
July 2007	44,530	48.46	.001088	110.44%
June 2008	73,380	80.57	.001098	112.37%



**See EXHIBIT C (10 year increments based on approximately 35,000 gallons)**

Bill Date	Gallon Usage	Cost	Since July 1986 Incr TO-DATE based on Actual Cost	Avg Cost per Gallon	Since July 1986 Incr TO-DATE based on Avg Cost/Gallon
July 1986	38,420	16.93		.000441	
Sep 1996	35,730	18.34	8.32%	.000513	16.32%
Nov 2006	33,110	19.52	15.29%	.000590	33.78%
Sep 2016	32,170	66.30	291.61%	.002061	367.34%
Sep 2016 with Proposed Rates	32,170	119.01	602.95%	.003699	738.77%

**Note – using the “General Service” rate, this “proposed cost” would be 99.69 (not 119.01)**

**See EXHIBIT D (10 year increments based on approximately 70,000 gallons)**

Bill Date	Gallon Usage	Cost	Since June 1988 Incr TO-DATE based on Actual Cost	Avg Cost per Gallon	Since June 1988 Incr TO-DATE based on Avg Cost/Gallon
June 1988	68,270	27.55		.000404	
May 1996	65,290	29.86	8.38%	.000457	13.11%
Sep 2006	70,330	36.23	31.50%	.000515	27.47%
July 2016	75,420	172.88	527.51%	.002292	467.32%
July 2016 with Proposed Rates	75,420	295.79	973.64%	.003922	870.76%

**Note – using the “General Service” rate, this “proposed cost” would be 233.74 (not 295.79)**

**Additional Notes**

Example in FPSC Bulletin, Jan. 2017: 5,000 gal. current cost = 9.24, using proposed rate = 21.39  
(131.49% increase)  
My most recent bill, Dec. 28, 2016: 42,770 gal. current cost = 92.42, using proposed rate = 162.34  
( 75.65% increase)  
A Comparison on 70,000 Gal.: 70,000 gal. current cost = 159.54, using proposed rate = 273.64  
( 71.51% increase)

**THERE IS NO WAY TO PUT A “FIXED INCREASE” PERCENTAGE ON THESE “TIERED” INCREASES, USAGE DRIVES IT ALL !!!**

**NOTE – all of the amounts are calculated to include the 4% Seminole County Tax**

Respectfully,

*Judy M. Woodward*

Judy M. Woodward

Attachments: Exhibits B, C and D

CC Office of Gov. Rick Scott – [Rick.scott@eog.myflorida.com](mailto:Rick.scott@eog.myflorida.com)  
Office of Public Counsel – [woods.monica@leg.state.fl.us](mailto:woods.monica@leg.state.fl.us)  
State Representative Scott Plakon – [scott.plakon@myfloridahouse.gov](mailto:scott.plakon@myfloridahouse.gov)  
State Senator David Simmons – [simmons.david.web@flsenate.gov](mailto:simmons.david.web@flsenate.gov)  
PSC Office of Consumer Assistance and Outreach – [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

Remittance Address: SANLANDO UTILITIES CORP  
PO BOX 160609  
ALTAMONTE SPG FL 32716-0609

For Service or Billing Inquiries Call: 407-869-1919  
To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$35.98
Bill Date	06/06/07 Due Date 06/26/07	SEMINOLE COUNTY TAX	\$1.44
Prior Read	04/26/07 6597580		
Current Read	05/29/07 6670020		
Usage	72440		
# of days this period	33		
Average daily usage	2195		
Average daily water cost	\$1.09		
Average daily sewer cost	\$0.00		
Last Payment	05/22/07 \$23.57		

THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE. Please Pay \$37.42

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

Remittance Address: SANLANDO UTILITIES CORP  
PO BOX 160609  
ALTAMONTE SPG FL 32716-0609

For Service or Billing Inquiries Call: 407-869-1919  
To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$46.60
Bill Date	07/10/07 Due Date 07/30/07	SEMINOLE COUNTY TAX	\$1.86
Prior Read	05/29/07 6670020		
Current Read	06/27/07 6714550		
Usage	44530		
# of days this period	29		
Average daily usage	1536		
Average daily water cost	\$1.61		
Average daily sewer cost	\$0.00		
Last Payment	06/13/07 \$37.42		

THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE. Please Pay \$48.46



Sanlando Utilities Corp  
Customer Service: (800) 272-1919  
Collections: (800) 272-1919  
Phone: (800) 272-1919  
[www.uiwater.com](http://www.uiwater.com)

Bill Date	Account Number	Due Date	Please Pay
06/04/2008	6658010000	6/24/2008	\$ 80.57

Name JUDY M WOODWARD Primary Telephone # (407) 682-5602  
Service Address 1218 SUNSHINE TREE BLVD, LONGWOOD, FL, 32779

Activity Since Last Bill

Previous Balance	\$0.00
Payments received as of 06/04/2008	\$0.00
Balance as of 06/04/2008	\$0.00

Residential Water Service

Water Base Charge	\$4.25
10,000 gallons at \$0.54 per 1,000 gallons up to 10,000 gallons	\$5.40
Remaining 63,380 gallons at \$1.07 per 1,000 gallons	\$67.82
Seminole County Tax @ 4%	\$3.10
Total Residential Water Service	\$80.57

Summary of Service

Meter Reading	Meter #	097426660
Current	7110680	05/21/2008
Previous	7037300	04/23/2008
Usage	73,380 Gallons	
Number of Days:	28	
Average Daily Use:	2,621 Gallons	
Average Daily Cost:	\$ 2.88	

Billing History





<b>Sanlando Utilities Corporation</b> P.O. BOX 3884 LONGWOOD, FL 32779 PH. (305) 788-3600					<b>Sanlando Utilities Corporation</b> P.O. BOX 3884 LONGWOOD, FL 32791-3884 PH. (407) 788-3600				
SERVICE ADDRESS				SERVICE NUMBER	SERVICE ADDRESS				SERVICE NUMBER
18 SUNSHINE TREE BL				D1033003	1218 SUNSHINE TREE BL				D1033003
SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT	SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
WATER	995	957	38420	16.93	COUNTY TAX				0.71
					WATER	8033	7997	35730	17.63
PLEASE OBSERVE DELINQUENCY DATE.					FOR YOUR CONVENIENCE, A 24 HOUR DROP IS AVAILABLE.				
METER READ		PAYMENT IS DELINQUENT AFTER		AMOUNT DUE	METER READ		PAYMENT IS DELINQUENT AFTER		AMOUNT DUE
7/18/86		8/17/86		16.93	9/19/96		10/17/96		18.34

\* READING SHOWS NEAREST THOUSAND GALLONS

**EXHIBIT C**

Customer Service Information Please Retain for Your Records			
Remittance Address:		For Service or Billing Inquiries Call:	
SANLANDO UTILITIES CORP		407-869-1919	
PO BOX 160609		To Pay By Credit or Debit Card, Call 1-877-527-7852.	
ALTAMONTE SPG FL 32716-0609		A Convenience Fee Will Be Charged.	
Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$18.77
Bill Date	11/06/06 Due Date 11/26/06	SEMINOLE COUNTY TAX	\$0.75
Prior Read	09/28/06 6339040		
Current Read	10/24/06 6372150		
Usage	33110		
# of days this period	26		
Average daily usage	1273		
Average daily water cost	\$0.72		
Average daily sewer cost	\$0.00		
Last Payment	10/23/06 \$29.66		
THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE.		Please Pay	\$19.52
PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER			



Utilities Inc of Florida-Sanlando  
Customer Service: (866) 842-8432  
Collections: (866) 842-8432  
Emergency Phone: (866) 842-8432  
www.uilwater.com

Bill Date	Account Number	Due Date	Please Pay
09/29/2016	6658010000	10/21/2016	\$66.30

Name JUDY M WOODWARD Primary Phone # (407) 682-5602  
Service Address 1218 SUNSHINE TREE BLVD, LONGWOOD, FL, 32779

<b>Activity Since Last Bill</b>	
Previous Balance	\$61.28
Payments received as of 09/29/2016	\$-61.28
Balance as of 09/29/2016	\$0.00
<b>Residential Water Service</b>	
Water Base Charge	\$4.49
First 6,000 gallons at \$0.95 per 1,000 gallons	\$5.70
Next 9,000 gallons at \$1.43 per 1,000 gallons	\$12.87
Remaining 17,170 gallons at \$2.37 per 1,000 gallons	\$40.69
Seminole County Tax @ 4%	\$2.55
Total Residential Water Service	\$66.30
<b>Total Amount Due</b>	<b>\$66.30</b>

Summary of Service	
Meter Reading	Meter # 11650509
Current	1729270 09/22/2016
Previous	1697100 08/22/2016
Usage	32,170 Gallons
Number of Days:	31
Average Daily Use:	1,037.74 Gallons
Average Daily Cost:	\$2.14
Register Constant:	1
<b>Billing History</b> in dollars	
<b>Consumption History</b> in gallons	

**Sanlando Utilities Corporation**  
P.O. BOX 3884  
LONGWOOD, FL 32791-3884  
PH. (407) 788-3600

SERVICE ADDRESS		SERVICE NUMBER
18 SUNSHINE TREE BL		D1033003

SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
JNTY TAX				1.15
SEWER	7835	7770	65290	28.71

ST OFFICE MAY PUT LABEL ON BILL  
\$ AMT DUE PEEL LABEL CAREFULLY

METER READ	PAYMENT IS DELINQUENT AFTER	AMOUNT DUE
5/13/96	6/17/96	29.86

**Sanlando Utilities Corporation**  
P.O. BOX 3884  
LONGWOOD, FL 32791-3884  
PH. (407) 788-3600

SERVICE ADDRESS		SERVICE NUMBER
1218 SUNSHINE TREE BL		D1033003

SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
WATER	1694	1626	68270	27.55

ASK FOR OUR REPORT ON HOME WATER TREATMENT DEVICES.

METER READ	PAYMENT IS DELINQUENT AFTER	AMOUNT DUE
6/13/88	7/17/88	27.55

**EXHIBIT D**

**Customer Service Information Please Retain for Your Records**

Remittance Address: SANLANDO UTILITIES CORP  
PO BOX 160609  
ALTAMONTE SPG FL 32716-0609

For Service or Billing Inquiries Call: 407-869-1919  
To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$34.84
Bill Date	09/07/06 Due Date 09/27/06	SEMINOLE COUNTY TAX	\$1.39
Prior Read	07/27/06 6213210		
Current Read	08/28/06 6283540		
Usage	70330		
# of days this period	32		
Average daily usage	2198		
Average daily water cost	\$1.09		
Average daily sewer cost	\$0.00		
Last Payment	08/17/06 \$29.28		

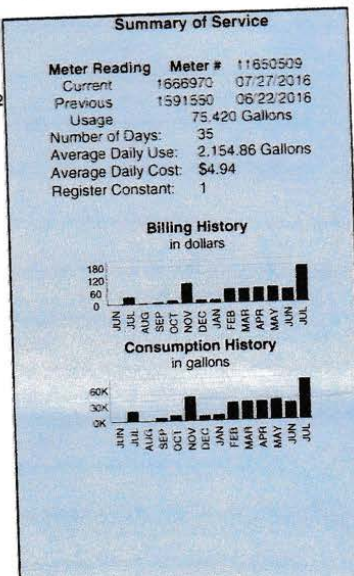
THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE. Please Pay \$36.23

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER ON THE NEXT REMITTANCE FORM

Bill Date	Account Number	Due Date	Please Pay
07/31/2016	6658010000	08/22/2016	\$172.88

Name JUDY M WOODWARD  
Service Address 1218 SUNSHINE TREE BLVD, LONGWOOD, FL, 32779  
Primary Phone # (407) 682-5602

<b>Activity Since Last Bill</b>		
Previous Balance	\$63.50	
Payments received as of 07/31/2016	\$-63.50	
Balance as of 07/31/2016		\$0.00
<b>Residential Water Service</b>		
Water Base Charge	\$0.13	
First 171 gallons at \$0.95 per 1,000 gallons	\$0.16	
Next 258 gallons at \$1.42 per 1,000 gallons	\$0.37	
Remaining 1,726 gallons at \$2.36 per 1,000 gallons	\$4.07	
Seminole County Tax @ 4%	\$0.19	
Total Residential Water Service		\$4.92
<b>Residential Sewer Service</b>		
Water Base Charge	\$4.36	
First 5,829 gallons at \$0.95 per 1,000 gallons	\$5.54	
Next 8,742 gallons at \$1.43 per 1,000 gallons	\$12.50	
Remaining 58,694 gallons at \$2.37 per 1,000 gallons	\$139.10	
Seminole County Tax @ 4%	\$6.46	
Total Residential Sewer Service		\$167.96
<b>Total Amount Due</b>		<b>\$172.88</b>



CORRESPONDENCE  
FEB 01, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 3:32 PM  
**To:** 'Alison Anderson'  
**Subject:** RE: docid #160101-WS

Good afternoon Ms. Anderson,

Please disregard the first e-mail, I have corrected the docket number

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Alison Anderson [<mailto:alison.p.anderson@oracle.com>]  
**Sent:** Wednesday, February 01, 2017 1:33 PM  
**To:** Records Clerk  
**Subject:** docid #160101-WS

I'm very concerned about the proposed utilities increases. Seminole County is getting hit with the majority of those increases and it's looking like we will be paying double what we currently pay. Please do NOT vote for these increases to pass in the current allocation. It is ridiculous to ask us to pay such a large increase.

Thank you,  
Alison

**ORACLE**

Alison Anderson  
Senior Manager | Proactive Support, Desk Manual, & Oracle Systems Handbook  
1.407.458.2628  
Oracle Global Customer Support  
7453 T.G. Lee Blvd. | Orlando, FL 32822

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 4:41 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Tuesday, January 31, 2017 4:16 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1234912C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Tuesday, January 31, 2017 2:59 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 122431

CUSTOMER INFORMATION

Name: Michelle Seelos Apuzzo  
Telephone: (407) 468-2806  
Email: [mseelos@gmail.com](mailto:mseelos@gmail.com)  
Address: 2531 CARA LYNN WAY LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Michelle Seelos Apuzzo Account Number: 8862213621  
Address: 2531 CARA LYNN WAY LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

My concern is the very large rate increase that Utilities Inc is proposing. Over 100% increase is out of hand and and hard for myself and others to be able to add that much to a monthly bill. We as customers are asking that they do not have that large of an increase.



CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 3:05 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122408; E-Form Other Complaint TRACKING NUMBER 122410; E-Form Other Complaint TRACKING NUMBER 122411; E-Form Other Complaint TRACKING NUMBER 122414; E-Form Other Complaint TRACKING NUMBER 122417; E-Form Other Complaint TRACKING NUMBER 122420; E-Form Other Complaint TRACKING NUMBER 122421; Utilities Inc Rate Increases - PSC Docket# 160101=WS; E-Form Other Complaint TRACKING NUMBER 122422; E-Form Other Complaint TRACKING NUMBER 122425

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, January 31, 2017 2:17 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 1:57 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122425

### CUSTOMER INFORMATION

Name: Gary Garmon  
Telephone: (407) 869-4974  
Email: [gegarmon@aol.com](mailto:gegarmon@aol.com)  
Address: 109 Essex Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Gary Garmon  
Account Number:  
Address: 109 Essex Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities, Inc., which owns Sanlando Utilities, is requesting an unjust rate increase. The company has chosen to expand and increase their presences in Florida by purchasing smaller utility companies. Some of those purchase where of systems that were not operated well and therefore underfunded. Now to make their poor business decision look better they are seeking a rate in crease from Sanlando customers so that the less efficient systems will look like belter business decision. This customer base should not be expected to pay for a corporation's poor business decision.

Thank You

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 11:53 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122422

### CUSTOMER INFORMATION

Name: Peter Ballasy  
Telephone: (407) 928-5791  
Email: [pete.ballasy@gmail.com](mailto:pete.ballasy@gmail.com)  
Address: 536 Woodview Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Peter Ballasy  
Account Number:  
Address: 536 Woodview Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I oppose of the outrageous increase of our water and wastewater per gallon here in Seminole County. How can you all justify such an increase? If you all are looking for an increase, can we work these numbers down? Usually an increase of sorts is 5-10%, but 100-110%? Per greed at the mercy of the taxpayer's dollar. Please be advised this has created quite a stir here in Seminole County.

## Collin Roehner

**From:** Gerry Keane <gjk0506@aol.com>  
**Sent:** Tuesday, January 31, 2017 11:38 AM  
**To:** Consumer Contact  
**Cc:** mFriedman@ff-attorneys.com; gerry@keaneworld.com  
**Subject:** Utilities Inc Rate Increases - PSC Docket# 160101=WS  
**Attachments:** Utilities-PSC\_Rate-change\_17o\_.pdf

I will not be able to present at the 2/2 hearing in Altamonte Springs, as I have a long standing Dr. appointment.

However I would like my strong objections & comments (below & again attached in a PDF file) to this proposed rate increase, made a part of the record.

1/30/2016

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

FL PSC Docket No: 160101-WS

I have lived in Longwood and have been a customer of Utilities Inc (Utilities), before that Sanlando, etc. for 25 years. I received mailing/ info of the proposed Utilities rate increases on 1/6/17. I did some preliminary calculations & was amazed that it would appear that my water + wastewater bill was about to double if the PSC allowed Utilities to use the "Utility Requested Final" rates sent to us in that mailing.

Several days later I went back & dug out my Utilities Inc bill info for all of 2016. What I found out was as follows:

Our gallons vary from about 2.7K to 19K in different months but really average out over the year at about 8000 gal per month over that 2016 year.

Thus for our Average 8118 gal per month the old & new rates and percentage increase would be as follows:

<u>Item</u>	<u>Old rates</u>	<u>New rates</u>	<u>% Change</u>
Water	21.94	44.95	105%
Wastewater	27.18	64.75	138%
<b>Total bill</b>	<b>49.12</b>	<b>109.72</b>	<b>123%</b>

Thus for the Low use 2760 gal/ month the old & new rates would be as follows:

<u>Item</u>	<u>Old rates</u>	<u>New rates</u>	<u>% Change</u>
Water	14.36	34.28	139%
Wastewater	20.28	39.02	92%
<b>Total bill</b>	<b>34.64</b>	<b>73.30</b>	<b>112%</b>

Thus for the High use 19,519 gal / month the old & new rates would be as follows:

<u>Item</u>	<u>Old rates</u>	<u>New rates</u>	<u>% Change</u>
Water	41.94	82.03	96%
Wastewater	33.89	64.75	91%
<b>Total bill</b>	<b>75.83</b>	<b>146.78</b>	<b>94%</b>

No utility should be allowed to double their bills (& associated rates) overnight in a single rate increase. It make be very financially rewarding for Utilities Inc to make their rates uniform across the state of Florida, but obviously this doubling of bills for the typical former Sanlando customers is not in the best interest of these consumers.

I believe the charter of the FL PSC is to balance the needs of the Florida consumers, as well as the utilities they regulate. It cannot be in the interest of the consumers to double their bills overnight. Therefore the PSC should totally reject Utilities Inc proposal to unity all of their Florida properties into a uniform set of rates as that seems to be what is driving these rates so high.

As we all know, water is something one cannot live without. In addition, even the watering of lawns is required by many Home Owners Associations in order to keep the homes looking "presentable". Thus the ability of most Utilities Inc-Sanlando customers to significantly reduce their water consumption for much of the year, is



very limited. Thus these doubling of their water/ wastewater bills will have a major impact on their lifestyle and in many cases will seriously threaten their existing quality of life since many of these customers are senior citizens living on fixed incomes.

Thus the PSC needs to consider this in their decision on the Utilities Inc rate case and particularly on the issue of "unifying" the Utilities Inc rates across all of Florida.

Gerald & Kathryn Keane

524 S Longview Pl

Longwood, FL 32779

407-869-8652

[gerry@keaneworld.com](mailto:gerry@keaneworld.com)

cc Martin Friedman via [mFriedman@ff-attorneys.com](mailto:mFriedman@ff-attorneys.com)

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 11:29 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122421

### CUSTOMER INFORMATION

Name: David Cushen  
Telephone:  
Email:  
Address: 2741 Deer Berry Court longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: David Cushen  
Account Number:  
Address: 2741 Deer Berry Court longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket No. 16101-WS, Utilities, Inc. of Florida."

The proposed price increase is ridiculous. We need to insist on significant cost reductions and productivity improvements to defray the costs associated with the Capital Improvement needs. Business, golf courses and other heavy water users need to pay additional charges and not homeowners.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 10:53 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122420

### CUSTOMER INFORMATION

Name: Crystal Mullet  
Telephone: (407) 790-4637  
Email: [cjmullet@cfl.rr.com](mailto:cjmullet@cfl.rr.com)  
Address: 252 E Hornbeam Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Crystal Mullet  
Account Number:  
Address: 252 E Hornbeam Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease. HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size  
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential  
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).  
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39
4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE!)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this exorbitant rate increase.

Thank you for your consideration.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 31, 2017 6:48 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122417

### CUSTOMER INFORMATION

Name: Doug Seely  
Telephone:  
Email: [dtsplusfive@gmail.com](mailto:dtsplusfive@gmail.com)  
Address: 1694 Kingston Rd Winter Springs FL 32750

### BUSINESS INFORMATION

Business Account Name: Doug Seely  
Account Number:  
Address: 1694 Kingston Rd Winter Springs FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
This is reference to Seminole County "DOCKET 160101"

In a time with everything increasing in price and doing more with less I can understand the price increase. However, I do not agree with raising a price to merely create a profit margin. The increase should only be made to meet the needs for service and NOT to put money in your pocket. I work hard for my money not to have it taken because I am locked into only one service provider.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 9:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122414

### CUSTOMER INFORMATION

Name: Richard Abrams  
Telephone: (407) 869-4032  
Email:  
Address: 104 Cove Lake Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Richard Abrams  
Account Number:  
Address: 104 Cove Lake Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Drastic rate increase will be very difficult for many families!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 8:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122411

### CUSTOMER INFORMATION

Name: Suzan Parkinson  
Telephone: (321) 460-0709  
Email: [Aipark09@cfl.rr.com](mailto:Aipark09@cfl.rr.com)  
Address: 669 Mossy Branch Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Suzan Parkinson  
Account Number:  
Address: 669 Mossy Branch Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket 160101

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 7:54 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122410

### CUSTOMER INFORMATION

Name: Cynthia Keener  
Telephone:  
Email: [Cindykeener02@gmail.com](mailto:Cindykeener02@gmail.com)  
Address: 140 Ledbury Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Cynthia Keener  
Account Number: 5497602676  
Address: 140 Ledbury Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc. of FI recently sent out a letter indicating that they were going to increase our monthly bill price by 100%. We are on a very fixed income, and this will impact our family significantly. We can not afford such a dramatic increase in price. I don't think they should be allowed to do this especially when it will be the exact same service that we are currently receiving, but at a higher price. This should not be allowed.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122408

### CUSTOMER INFORMATION

Name: Patricia Baumhofer  
Telephone:  
Email: [pbaumhofer@cfl.rr.com](mailto:pbaumhofer@cfl.rr.com)  
Address: 6 Wooden Shoe Lane Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Charles Baumhofer Account Number: 0609510000  
Address: 6 Wooden Shoe Lane Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
This rate increase is unfair!!



CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, January 31, 2017 3:13 PM  
**To:** 'Judy V'  
**Subject:** RE: Docket 160101-WS

Good afternoon Ms. Vincent,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Judy V [<mailto:jvincent12@cfl.rr.com>]  
Sent: Tuesday, January 31, 2017 3:06 PM  
To: Records Clerk  
Subject: Docket 160101-WS

Sent from my iPad

Utilities of Sanlando is asking for a rate increase that will effectively double the water bill in my area. I live in the Wekiva area of Longwood. I think this is an unreasonable request and hope that it will be reviewed thoroughly before any increase is granted.

Thank you,  
Judy Vincent  
309 Coble Dr.  
Long wood FL

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, January 31, 2017 3:12 PM  
**To:** 'Bob Norman'  
**Subject:** RE:

Good afternoon Mr. Norman,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Bob Norman [<mailto:rnorman23@gmail.com>]  
Sent: Tuesday, January 31, 2017 2:13 PM  
To: Records Clerk  
Subject:

To,  
Florida Public Service Commission  
Director, Office of Communications Clerk

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size  
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential  
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).  
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)

3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39

4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,  
Robert Norman  
Unincorporated Seminole County

Sent from my iPad

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 12:04 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122412; E-Form Other Complaint TRACKING NUMBER 122413

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Tuesday, January 31, 2017 11:34 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1234841C. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 9:01 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122412

### CUSTOMER INFORMATION

Name: Elizabeth DeCosmo  
Telephone: (386) 747-9794  
Email: [Epcapp@bellsouth.net](mailto:Epcapp@bellsouth.net)  
Address: 401 Radebaugh Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Brian DeCosmo  
Account Number:  
Address: 401 Radebaugh Court Longwood FL 32279

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

It is my understanding that Utilities Inc. is seeking a 100% increase in their rates with no clear rationale outlined for such a significant hike. My husband and I strongly oppose such an increase when there seems to be no justification.  
Elizabeth and Brian DeCosmo

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 9:01 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122413

### CUSTOMER INFORMATION

Name: Elizabeth DeCosmo  
Telephone: (386) 747-9794  
Email: [Epcapp@bellsouth.net](mailto:Epcapp@bellsouth.net)  
Address: 401 Radebaugh Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Brian DeCosmo  
Account Number:  
Address: 401 Radebaugh Court Longwood FL 32279

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

It is my understanding that Utilities Inc. is seeking a 100% increase in their rates with no clear rationale outlined for such a significant hike. My husband and I strongly oppose such an increase when there seems to be no justification.  
Elizabeth and Brian DeCosmo

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, January 31, 2017 11:19 AM  
**To:** 'Crystal Mullet'  
**Subject:** RE: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Good morning Ms. Mullet,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Crystal Mullet [<mailto:cjmullet@cfl.rr.com>]  
**Sent:** Tuesday, January 31, 2017 10:46 AM  
**To:** Records Clerk  
**Cc:** [constantine@seminolecountyfl.gov](mailto:constantine@seminolecountyfl.gov)  
**Subject:** Utilities, Inc. of Florida rate increase request Docket No. 160101-WS  
**Importance:** High

Florida Public Service Commission  
Director, Office of Communications Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease. HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size
  - The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (**157% INCREASE**)
2. - Charge per 1,000 gallons - Residential
  - The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).
  - Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (**84% INCREASE**)

3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39

4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (**109% INCREASE!**)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,  
Crystal Mullet  
Unincorporated Seminole County



CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 9:36 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 122389; E-Form Other Complaint TRACKING NUMBER 122390; E-Form Other Complaint TRACKING NUMBER 122391; E-Form Other Complaint TRACKING NUMBER 122392; E-Form Other Complaint TRACKING NUMBER 122393; E-Form Other Complaint TRACKING NUMBER 122394; E-Form Other Complaint TRACKING NUMBER 122395; E-Form Other Complaint TRACKING NUMBER 122397; E-Form Other Complaint TRACKING NUMBER 122399; E-Form Other Complaint TRACKING NUMBER 122400

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 3:08 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 2:00 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122400

### CUSTOMER INFORMATION

Name: Russell Dunn  
Telephone:  
Email: [russtdunn63@yahoo.com](mailto:russtdunn63@yahoo.com)  
Address: 208 Harrogate Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Russell Dunn  
Account Number: 3032710000  
Address: 208 Harrogate Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am writing in strong opposition to the massive unjustified Utilities Inc Sanlando proposed rate increase. Based on my calculations using my 2016 water usage my rates would increase by 100 percent which is absurd. There is no logic and no justification for a rate increase of 100 percent to any consumer. I have never heard of a rate increase proposal of 100 percent for any service in any state where I have lived. A rate increase of 10 percent would be difficult to accept and would certainly justify a huge protest. An increase of 100 percent is not acceptable nor affordable for me. Our Wekiva subdivision community is all middle class and many of us are retired living on a fixed income. How can a rate increase 100 percent even be proposed and then approved?

Utilities Inc stated on page 4 of their mailing to customers they were asking for a 0.4% decrease (\$18,462) for water and a 58.7% increase (\$2,391,091) for wastewater for Seminole County-Sanlando. A 0.4% decrease for water and a 58.7% increase for wastewater does not equal a 100% rate increase. I ask you why do I have to pay almost \$1,000 more or a 100% increase using their proposed new rates? Why did Utilities Inc lie about their rate increase percentages listed above and stated on page 4 for Seminole County-Sanlando?

This massive unjustified rate increase must never be approved because it is outrageous and reeks of corporate greed.

PSC was contacted previously

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 1:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122399

### CUSTOMER INFORMATION

Name: Chris Exum  
Telephone: (407) 718-8568  
Email: [cexum@cfl.rr.com](mailto:cexum@cfl.rr.com)  
Address: 406 Woodstead Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michelle L Exum  
Account Number: 2232400000  
Address: 406 Woodstead Circl Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I would like for the PSC to review, and disallow, the entire rate increase that has been proposed by Utilities, Inc. Utilities, Inc. has provided no justification for the outrageous proposed fee increase, and it would appear that profit is their only motive. When we are dealing with something as fundamentally necessary as water, I would suggest that the motive for corporate profits is trumped by the public need.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 12:11 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122397

### CUSTOMER INFORMATION

Name: William Smith  
Telephone: (407) 467-5322  
Email: [smity41557@me.com](mailto:smity41557@me.com)  
Address: 170 Bristol PT Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: William Smith  
Account Number: 9566010000  
Address: 170 Bristol PT Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am very concerned about the information I received in the mail recently in regards to possible rate increases. It did not explain in detail how what Utilities, Inc is proposing would impact my water bill. I would like to know how a private company, such as this, is being held accountable, especially when I have no other option for this service. In the information provided it mentions the amount of work that needs to be done. My question is, why haven't these improvements been done over the past several years that Utilities, Inc. has been providing these services. Furthermore, if what I have been told by neighbors comments is true, "our water bills could double," this is even more troubling. Finally, any additional information that justifies this increase would be greatly appreciated, ideally such items as; what their employees are paid, especially at the senior level, how have they done overall financially over the past several years.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 11:21 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122395

### CUSTOMER INFORMATION

Name: Michelle Durham  
Telephone: (678) 549-5680  
Email: [mmfelise@hotmail.com](mailto:mmfelise@hotmail.com)  
Address: 124 E Berkshire Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michelle Durham  
Account Number:  
Address: 124 E Berkshire Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The purposed rate hike is nearly double of the current rate. Docket 160101 is the reference number. This is unacceptable.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 11:10 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122394

### CUSTOMER INFORMATION

Name: Jeff Sauger  
Telephone:  
Email: [jsauger@yahoo.com](mailto:jsauger@yahoo.com)  
Address: 1215 Duncan CT Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jeff Sauger  
Account Number:  
Address: 1215 Duncan CT Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am contacting you today over my concern to a proposed rate hike Sanlando Utilities is seeking for water and sewerage rates.

For my area, estimates are for increases which would as much as double our monthly bill.

This would be excessive, especially for the many seniors in our area on a fixed income.

I am unable to attend the hearing on February 2 regarding this agenda issue (Docket Number 160101-WS) but would like to be on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at via email at [jsauger@yahoo.com](mailto:jsauger@yahoo.com).

Sincerely,  
Jeff Sauger

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 10:50 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122393

### CUSTOMER INFORMATION

Name: LYNN THAMES  
Telephone: (407) 497-6234  
Email: [lthames@logogram.com](mailto:lthames@logogram.com)  
Address: 208 wimbledon circle lake mary FL 32746

### BUSINESS INFORMATION

Business Account Name: LYNN THAMES  
Account Number: 107361-90830  
Address: 208 wimbledon circle lake mary FL 32746

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I AM VERY CONCERNED ABOUT SEMINOLE COUNTY INCREASING OUR WATER RATE BY 100% AND DECREASING OTHER FOLKS. WATER IS NOT SOMETHING YOU CAN STOP USING....IT IS A NECESSITY ITEM THAT I CANNOT LIVE WITHOUT. WHY ARE YOU INCREASING SOME FOLKS AND DECREASING OTHERS? PLEASE SEND ME THE LIST OF THE RATES PER AREA OF WHO YOU HAVE PLANNED ON PAYING MORE AND LESS.

PLEASE STOP THIS!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 10:43 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122392

### CUSTOMER INFORMATION

Name: Ronald Dunfee  
Telephone: (407) 766-2705  
Email: [rmdunfee@gmail.com](mailto:rmdunfee@gmail.com)  
Address: 234 Duncan trail longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Veronica Dunfee  
Account Number: 1827060901  
Address: 234 Duncan trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
DOCKET 160101

We are very unhappy about the proposed rate hike in our community!



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 10:22 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122391

### CUSTOMER INFORMATION

Name: Louis duTreil  
Telephone:  
Email:  
Address: 115 Colyer Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Louis duTreil  
Account Number:  
Address: 115 Colyer Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am filling a complaint like many others to say how unfair the price increase for our water and wastewater is. My family is on a tight income and to double our water bill and see that our area will be paying for the most increase is just absurd. I can understand reasonable increases but to say our water bill will double is just crazy.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 9:19 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122390

### CUSTOMER INFORMATION

Name: Nancy Barton  
Telephone: (407) 869-7976  
Email: [SFBarton@cfl.rr.com](mailto:SFBarton@cfl.rr.com)  
Address: 572 Whisperwood DR lmgwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Nancy Barton  
Account Number:  
Address: 572 Whisperwood DR lmgwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Please no more rate increases. It is not warranted and it is it not necessary. We are tired of not having a voice and the big companies all get what they want.

Docket 160101

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 9:07 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122389

### CUSTOMER INFORMATION

Name: Jessica Denham  
Telephone: (407) 620-5077  
Email: [mommy2izzy@gmail.com](mailto:mommy2izzy@gmail.com)  
Address: 120 COLYER DR LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Jessica Denham  
Account Number: 9074310000  
Address: 120 COLYER DR LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Adding to Docket 160101

I am adding myself to the docket already in place to dispute the rate increases being proposed by Utilities Inc that will more then double our bill each month.

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 9:32 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122401; E-Form Other Complaint TRACKING NUMBER 122402; E-Form Other Complaint TRACKING NUMBER 122404; E-Form Other Complaint TRACKING NUMBER 122405; E-Form Other Complaint TRACKING NUMBER 122406

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 4:33 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:21 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122406

### CUSTOMER INFORMATION

Name: Stephen Keszey  
Telephone: (718) 288-1033  
Email: [keszey@hotmail.com](mailto:keszey@hotmail.com)  
Address: 2749 Deer Berry Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Sally Keszey  
Account Number:  
Address: 2749 Deer Berry Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket No. 16101-WS, Utilities, Inc. of Florida.

Utilities Inc., our water provider, has proposed a rate increase of approximately 87% over current rates, to take effect this summer. (this is based on an assumed usage of 40,000 gallons/month; at higher usage rates, the increase will be even steeper)... This is absolute price gauging and near criminal behavior.... What are they Mafia-run? Despicable proposal... PLEASE STOP THEM!

Thank you,  
Stephen Keszey

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:13 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122405

### CUSTOMER INFORMATION

Name: Mary Gustafson  
Telephone: (407) 461-4900  
Email: [sabal72@aol.com](mailto:sabal72@aol.com)  
Address: 440 Twisting Pine Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kenneth Gustafson Account Number: 4810500000  
Address: 440 Twisting Pine Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This increase in water utilities is totally unacceptable. The doubling of price due to San Lando being purchased by an out of state entity is ridiculous. I am absolutely against this increase.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122404

### CUSTOMER INFORMATION

Name: Matthew Strout  
Telephone: (407) 529-4430  
Email: [ltstrout@aol.com](mailto:ltstrout@aol.com)  
Address: 140 Palmetto Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Matthew Strout  
Account Number: 1551400000  
Address: 140 Palmetto Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities, Inc has proposed a rate increase for many counties in its service area. Seminole County has been unfairly targeted with a nearly tripled rate. Compared to the other counties involved it seems our county is taking the hit for the team. I don't understand why such a massive increase. It seems like mismanagement to have not set aside funds over the past years to handle the replacement of pipes. The hearing is on Feb. 2. Please turn it down or demand better distribution of the burden to all the counties involved.

Thank you,

Matthew and Leslie Strout

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 2:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122402

### CUSTOMER INFORMATION

Name: John Burnach  
Telephone:  
Email: [jburnach59@gmail.com](mailto:jburnach59@gmail.com)  
Address: 301 S Sweetwater Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Burnach  
Account Number: 3000400000  
Address: 301 S. Sweetwater Blvd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

It turns out that our area is 1 of only 6 service areas that are getting a rate increase for water and wastewater. However, what is really interesting is that the other 11 service areas are getting a DECREASED rate on water and wastewater services. Basically, those in Sanlando and the other 5 service areas, will be paying for the rate reductions for these other service areas. As a citizen of Seminole County I am AGAINST this rate increase.

Thank You



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 2:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122401

### CUSTOMER INFORMATION

Name: Robin Radvak  
Telephone: (407) 788-6764  
Email: [robinradvak@earthlink.net](mailto:robinradvak@earthlink.net)  
Address: 450 Longmeadow Ln, Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michael Radvak  
Account Number:  
Address: 450 Longmeadow Ln Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Hello!

Very concerned about the proposed rate increase request by Utilities, Inc of Florida for myself and many of our friends and neighbors.

Despite a lot of flowery paperwork and words, the increase that is requested could easily than double the monies paid by account holders. This increase is beyond excessive.

Please help this not to happen. This rate request is not only excessive, but the communities we are talking about are compromised of young families, seniors and everything in between. Doubling the monthly bill will hurt these people tremendously.

Thank you for your time and attention.

Robin Radvak

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, January 31, 2017 9:21 AM  
**To:** 'Carrie.Bell@northhighland.com'  
**Subject:** RE: Utilities, Inc. of Florida | Deny Rate Increase

Good morning Ms. Bell,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 9:13 AM  
**To:** Records Clerk  
**Subject:** RE: Utilities, Inc. of Florida | Deny Rate Increase

[Docket 160101](#)

---

**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Monday, January 30, 2017 2:33 PM  
**To:** Ruth McHargue  
**Cc:** Angie Calhoun  
**Subject:** FW: Utilities, Inc. of Florida | Deny Rate Increase

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Carrie Bell [<mailto:Carrie.Bell@northhighland.com>]  
**Sent:** Monday, January 30, 2017 2:31 PM

**To:** Records Clerk

**Subject:** Utilities, Inc. of Florida | Deny Rate Increase

---

This e-mail message and its attachments are for the sole use of the designated recipient(s). They may contain confidential information, legally privileged information or other information subject to legal restrictions. If you are not a designated recipient of this message, or an agent responsible for delivering it to a designated recipient, please do not read, copy, use or disclose this message or its attachments, and notify the sender by replying to this message and delete or destroy all copies of this message and attachments

CORRESPONDENCE  
JAN 31, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 9:14 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101

-----Original Message-----

From: Consumer Contact  
Sent: Monday, January 30, 2017 2:05 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1234732C. Also filed for improper billing, see 1234731W. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Saturday, January 28, 2017 5:43 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 122343

CUSTOMER INFORMATION

Name: Julia Smith  
Telephone: (407) 619-9888  
Email: [Jujugulia@gmail.com](mailto:Jujugulia@gmail.com)  
Address: 206 E Hornbeam Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Julia Smith  
Account Number:  
Address: 206 E Hornbeam Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
DOCKET 160101

Recently Utilities Inc changed out my water meter with a new one. The charges have been outrageous and they are stating we have been using over 100,000 gallons of water. I believe they were trying to recover back funds. There are 2 adults & 2 small kids living here and my husband has been monitoring our use and it is significantly less than they are stating. We water one day a week and take 2-4 minute showers. They are now proposing a large rate hike with the base increasing from \$15 to \$25 a month for doing nothing, that's wrong. They are also talking about doubling our prices. That's ridiculous and should be stopped. The water bills will be triple that of my electricity. We are very water conscious and believe it is precious but to charge double is ridiculous. I

will be looking into a well and filtration system and they will lose my business. Don't believe I should have to pay \$25 for nothing. Help. This is greed at its worse.

CORRESPONDENCE

JAN 30, 2017

DOCUMENT NO.

January 26, 2017  
George Hammer  
209 Harrogate pl  
Longwood.FL.32779

TO: Florida Public Service Commission  
RE: Docket #1601-WS,Utilities, Inc, of Florida

I am writing to express my sentiment against this huge water increases requested by Utilities. I have had Sanlando water system since 1990, Utilities purchased Sanlando1998 and have requested increases on a consistent bases since then. Each time was to either pay for up grades or pay for up grades already completed. Based on their 2015 Financial statement they would have completed all up grades by the end of 2016.

We now are being asked to pay for the up grades to other water systems that Utilities purchased for pennies and knew they needed to up grade the systems. Their plan was to do what they have done combine all water systems and charge the good ones to up grade the poor ones and have up graded systems costing then nothing

I object to this request on several reasons . 1 =The % of increased are false included is my water bill which shows a 79% water increase where Utilities shows a decrease. 2 =I never received any notice on the hearing to combine all the separate water companies as required by law, 3 = the notice does not meet state law concerning the time given to the hearing on the increase,4 Utilities hides its income through their other companies through loans which they pay their own companies interest at a high rate ,they have their own companies to perform work for them and pay them above average cost this allows them as a large company to show a large income at corporate level but keep the % below what is allowed by the state.

This rate increase does not allow customer to reduce their bill through water reduction as most of the 7 million rate increase about 4 ½ million is in set fees. I ask that you as the people who can help people who have set incomes and can not afford this hugh increase.

George Hammer



COMMISSION  
CLERK

2017 JAN 30 AM 8:19

RECEIVED-FPSC



209 Hammock Rd  
Longwood, FL, 32779

ORLANDO FL 328

27 JAN 2017 PM 3:1



DISTRIBUTION CENTER

2017 JAN 30 AM 7:14

Florida Public Service Commission  
Director's Office of Commission Clerk  
2540 Sturmand Oak Blvd  
Tallahassee, FL, 32399-0870

32399-087099





CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, January 30, 2017 12:39 PM  
**To:** 'peggy@floridarealtors.org'  
**Subject:** RE: Utilities In Sanlando price increase complaint

Good afternoon Ms. Musial,

We will be placing your comments below in consumer correspondence in Docket No. 160101-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:17 PM  
**To:** Records Clerk  
**Subject:** RE: Utilities In Sanlando price increase complaint

[Docket 160101](#)

---

**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Monday, January 30, 2017 9:48 AM  
**To:** Ruth McHargue  
**Cc:** Angie Calhoun  
**Subject:** FW: Utilities In Sanlando price increase complaint

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** Peggy Musial [<mailto:peggym@floridarealtors.org>]  
**Sent:** Sunday, January 29, 2017 4:14 PM  
**To:** Records Clerk  
**Subject:** Utilities In Sanlando price increase complaint

Greetings:

I am writing to complain about the proposed rate hikes for the water service in my community: Utilities Inc Sanlando. The rate increase of approximately 100 percent is totally unacceptable. I will be retiring in a year, on a fixed income, and another \$600 out of my pocket will force me to sacrifice in other ways, such a medical supplies, food and vehicle repairs.

Please do not allow this outrageous increase to pass. I can understand an incremental increase of something like 10% a year with this cost spread throughout the state. I just think it's unfair to assume people can come up with more than 100% of what they are already paying without having a voice in the matter.

Thank you in advance for your support to not have this rate hike passed.

**Peggy Musial**

**964 Bearded Oaks Terrace  
Longwood FL 32779.**

CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, January 30, 2017 12:37 PM  
**To:** 'natalieskincare@icloud.com'  
**Subject:** RE: Utility rate increase

Good afternoon Ms. Thompson,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Ruth McHargue  
Sent: Monday, January 30, 2017 12:17 PM  
To: Records Clerk  
Subject: RE: Utility rate increase

Docket 160101

-----Original Message-----

From: Collin Roehner On Behalf Of Records Clerk  
Sent: Monday, January 30, 2017 9:48 AM  
To: Ruth McHargue  
Cc: Angie Calhoun  
Subject: FW: Utility rate increase

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: edward Thompson [<mailto:natalieskincare@icloud.com>]

Sent: Sunday, January 29, 2017 7:08 PM

To: Records Clerk

Subject: Utility rate increase

To whom it may concern,

The proposed utility rate increase by Utilities, Inc. is nothing short of outrageously careless and thoughtless business. The letter sent to us by Utilities, Inc. stating that a one time gigantic increase would be better than a gradual one is laughable and preposterous. Well, thank you Utilities, Inc. for not having the common sense to take the customer/end users true best interests in mind. Clearly this is an agenda for big business thinking they can take advantage of those who are working long hours, raising families, and trying to just keep food on the table to NOT look at their mail and see this ridiculous letter from Utilities, Inc. and be able to voice immense concern over such an enormous increase for a basic need (water and waste water). Giving the customer the opportunity to adjust their budgets, lifestyle, water consumption, or whatever is a customary business practice. This drastic rate hike is just bad business and poorly thought.

Natalie Thompson

Seminole county resident

Sent from my iPad

CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:20 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122339; E-Form Other Complaint TRACKING NUMBER 122340; E-Form Other Complaint TRACKING NUMBER 122341; Rate Increase; E-Form Other Complaint TRACKING NUMBER 122344; E-Form Other Complaint TRACKING NUMBER 122345; E-Form Other Complaint TRACKING NUMBER 122349; E-Form Other Complaint TRACKING NUMBER 122350; E-Form Other Complaint TRACKING NUMBER 122351; E-Form Other Complaint TRACKING NUMBER 122352

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 9:25 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 1:00 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122352

### CUSTOMER INFORMATION

Name: Kristina Jusino  
Telephone:  
Email: [jusino@cfl.rr.com](mailto:jusino@cfl.rr.com)  
Address: 336 forest park cir Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kristina Jusino  
Account Number:  
Address: 336 forest park cir Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The proposed rate increase is absurd. It will more than double my current bill. Additionally, my community just received notices a few months ago that we had to install, at our own expense, a reclaimed water return shut off. The letter also threatened to shut off our water if we did not have it complete within 30 days. Outrageous! We have been bullied by this barrage of expenses so that the companies could consolidate their profits. This is unacceptable. I cannot afford this unreasonable increase. I am a single parent & public employee. There is absolutely no way I can afford this increase. Perhaps, they should have invested more wisely to afford "necessary" upgrades. We are about to be the next "Flint, MI".

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 12:35 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122351

### CUSTOMER INFORMATION

Name: anita nuetzmann  
Telephone:  
Email: [anuetzmann@cfl.rr.com](mailto:anuetzmann@cfl.rr.com)  
Address: 2146 Woodbridge Road LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: anita nuetzmann  
Account Number: 7478400000  
Address: 2146 Woodbridge Road LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc. is requesting a rate increase for our water service. I understand this would double our monthly water/sewer bill. I find this outrageous. This increase should not be approved.

Sincerely,

Anita Nuetzmann

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 11:49 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122350

### CUSTOMER INFORMATION

Name: scott schueler  
Telephone: (312) 200-3096  
Email: [scooter143@bellsouth.net](mailto:scooter143@bellsouth.net)  
Address: 3804 watercrest dr longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: scott schueler  
Account Number:  
Address: 3804 watercrest dr longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc customers who are still not aware of the proposed rate increases and/or who have not received any notifications from the company! We are disturbed at the idea of the doubling of our water bill and want the complaint to be public.

concerned,

Scott Schueler and Amy Shilling



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 11:10 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122349

### CUSTOMER INFORMATION

Name: Mary OMarra  
Telephone: (407) 788-3875  
Email: [meomarr@netscape.net](mailto:meomarr@netscape.net)  
Address: 108 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mary OMarra  
Account Number: 2412410000  
Address: 108 Cambridge Drive Longwood FL 32779

Water County Selected: Orange

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket #160101

I wish to join my community and voice my complaint on the proposed rate increases and that I am opposed to any increases to my water/wastewater bills.

Thank You,

Mary OMarra

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 8:45 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122345

### CUSTOMER INFORMATION

Name: Cody May  
Telephone: (407) 682-1166  
Email: [cody@codymay.com](mailto:cody@codymay.com)  
Address: 669 Smokerise Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Cody May  
Account Number: 7651341014  
Address: 669 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Objection to the proposed rate increase from Utilities Inc.

I have a family of 6 and currently pay \$175/month for water and wastewater - variance over the last several months is \$130-180. The proposed rate increase would possibly double if not more than double our water bill. It would force me to look at digging a well for irrigation (unknown environmental effect in Wekiva basin), discontinuing irrigation (affect property value and curb appeal), or move to another location (possibly outside of Florida). I can't afford to pay more for water, frankly I was really hoping and expecting for decreases to a more reasonable rate level.

Looking at the proposal the increase hits Seminole residents on Utilities Inc the hardest and worst. There has been a history of rate increase requests, and this one is absurd and extreme. I feel the current water rates are much too high especially as compared to the cost for other utilities in the area (municipalities and private companies).

Having seen a pipe burst under the street a several times on Smokerise Blvd, and knowing the Utilities company has dug it up and made several repairs (never permanent, as it bursts and ruptures water up through the street surface again soon thereafter) I question the local management and operational teams whether they are effective and fiscally responsible in their work and efforts. The little exposure I've had to Utilities Inc based on their field work in this area makes me question their effectiveness in operations and management.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 8:44 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122344

### CUSTOMER INFORMATION

Name: Fernando Acuna  
Telephone: (407) 960-7157  
Email: [Jrflash4@aol.com](mailto:Jrflash4@aol.com)  
Address: 250 Queensberry Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Fernando Acuna  
Account Number: 3458007067  
Address: 250 Queensberry Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Proposed rate increase ate increase is insane! Allowing such a huge rate increase would open the door for other utilities to request the same with the i "if they can why can't we" attitude. I think someone other than utilities inc. needs to review the request and see if all their figures are correct or inflated. The percentage of increase has to be illegal. Please stop this madness. When is the abuse of the American people going to stop! I would request that an audit be conducted against utilities inc to prove that in fact an increase of this magnitude is necessary.

## Collin Roehner

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**From:** Juanita <fanceyshmancey@yahoo.com>  
**Sent:** Saturday, January 28, 2017 8:10 AM  
**To:** Consumer Contact  
**Subject:** Rate Increase

Florida Public Service Commission  
Director, Office of Communications Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size  
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential  
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).  
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39
4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,  
Juanita Martin  
Unincorporated Seminole County

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 9:49 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122341

### CUSTOMER INFORMATION

Name: Gill Erwin  
Telephone: (407) 788-8058  
Email: [muc@embargo.com](mailto:muc@embargo.com)  
Address: 113 Habersham Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Gill Erwin  
Account Number: 0519810000  
Address: 113 Habersham Dr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
ref: DOCKET 160101

As a resident of the Wekiva Hunt Club community in Seminole County, I am upset about the proposed rate hikes by Utilities, Inc to essentially double our rates for water and wastewater services. I can appreciate the importance of having a clean, safe water source, but I do not feel that doubling our rates is justified or appropriate in this case. Using the reasoning that standardizing rates across all Utilities, Inc properties makes administration easier for them, or that we are somehow "pre-paying" for possible, future upgrades to our facilities, does not sound reasonable or give me any assurance that they have managed their business well. I can't think of any other utility that has been allowed to double their rates, particularly not overnight. This reminds me of Florida Power's attempts to charge their customers for future nuclear power plant construction that never happened, with much litigation afterwards to refund their customers when the grandiose plans never materialized. I would only request that our rates be in line with other water utilities in the area, which the proposed rates won't be. If, on the other hand, we knew that proposed rate hikes were part of a larger plan to remove wells and septic tanks around our precious freshwater springs, I would more whole-heartedly support a rate hike; however, I don't believe that is the case here. Thanks for your consideration.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 5:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122340

### CUSTOMER INFORMATION

Name: Robert Fazzone  
Telephone: (407) 790-7421  
Email: [bob.fazzone@gmail.com](mailto:bob.fazzone@gmail.com)  
Address: 712 Fox Valley Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Fazzone  
Account Number: 4165080064  
Address: 712 Fox Valley Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I'm writing to complain about the huge rate increase that Utilities Inc. is requesting from the Florida Public Service Commission.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

I would expect my Utilities Inc. bill, along with everyone else in my area on Utilities Inc., to basically double.

Of the proposed revenue increases, \$2,372,629 comes from our service area (called Sanlando). So our little area will absorb more in costs increases than Charlotte, Highlands, Lee, Marion, Orange, Pasco, Pinellas, and Polk county COMBINED!!!!

In comparing each of Utilities Inc. of Florida's 17 service areas. It turns out that our area is 1 of only 6 service areas that are getting a rate increase for water and wastewater. However, what is really interesting is, the other 11 service areas are getting a DECREASED rate on water and wastewater services. Basically, those in the Sanlando and other 5 service areas, will be paying for the rate reductions for these other service areas.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 5:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122339

### CUSTOMER INFORMATION

Name: Rita McLaughlin  
Telephone:  
Email:  
Address: 149 Gilf Club Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Rita McLaughlin  
Account Number:  
Address: 149 Gilf Club Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am writing to register my complaint that Utilities Inc is proposing a significant rate increase. Some residents are on fixed income and cannot magically make an extra \$50-\$100 appear every month. Gradually increasing rates year over year is much more palatable.

Please investigate this so that residents are treated fairly. We have no other water options where I live, so I'm at the mercy of this company.

Thank you for your time and consideration.

CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:16 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122353; E-Form Other Complaint TRACKING NUMBER 122354; E-Form Other Complaint TRACKING NUMBER 122355; E-Form Other Complaint TRACKING NUMBER 122356; E-Form Other Complaint TRACKING NUMBER 122357; E-Form Other Complaint TRACKING NUMBER 122358; E-Form Other Complaint TRACKING NUMBER 122359; E-Form Other Complaint TRACKING NUMBER 122360; E-Form Other Complaint TRACKING NUMBER 122361; E-Form Other Complaint TRACKING NUMBER 122362

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 9:55 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 6:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122362

### CUSTOMER INFORMATION

Name: Rosa Karbon  
Telephone: (407) 492-8988  
Email: [rosaokar@gmail.com](mailto:rosaokar@gmail.com)  
Address: 3855 Oakington Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Rosa Karbon  
Account Number: 1670069951  
Address: 3855 Oakington Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I received a letter from Sanlando Utilities about a rate increase. It's indecent the increase they are proposing. It's more than 100% increase. How in the world can they justify such an increase? Don't they make enough profit already? They claim they need to upgrade. Well, when I need to upgrade or do work in my home I save the money for it, I don't ask the Social Security Adm to increase my monthly check because I need work done in my house. They should do the same.

Myself and many of the residents are on Social security and it would be a choice between paying for our water and wastewater or paying for doctors and meds.

I ask you to please reject the increase and approve a small increase instead.

Thank you for listening.

Rosa Karbon

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 6:04 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122361

### CUSTOMER INFORMATION

Name: Francis Agent  
Telephone: (321) 972-4976  
Email: [iva.agent@gmail.com](mailto:iva.agent@gmail.com)  
Address: 441 Village View Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Iva Agent  
Account Number: 6113986367  
Address: 441 Village View Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket 160101.

This rate hike is absolutely absurd and unfair to the customer.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 5:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122360

### CUSTOMER INFORMATION

Name: Mary Ann Bucklan  
Telephone:  
Email:  
Address: 512 Sugar Ridge Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mary Ann Bucklan  
Account Number:  
Address: 512 Sugar Ridge Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am writing to protest the large requested rate hike. Although it is sometimes necessary to raise rates, it's completely irresponsible to request such a large rate hike at once. I find it very hard to believe that costs have increased so dramatically that such a large increase is required. I urge the commission to turn down this request.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 5:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122359

### CUSTOMER INFORMATION

Name: Dave Starkweather  
Telephone: (321) 279-1838  
Email: [starkweather2045@gmail.com](mailto:starkweather2045@gmail.com)  
Address: 116 Colyer Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Dave Starkweather Account Number: 7394310000  
Address: 116 Colyer Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

DOCKET 160101 -- The proposed rate increase is unreasonable and unsupportable. Please deny/reduce to something we residents can live with!

PSC was contacted previously

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122357

### CUSTOMER INFORMATION

Name: Loni Charters  
Telephone: (407) 332-8895  
Email: [Loni@ChartersAccounting.com](mailto:Loni@ChartersAccounting.com)  
Address: 115 Eastern Fork Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Loni Charters  
Account Number: 3330300000  
Address: 115 Eastern Fork Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Exorbitant rate hikes. I'm already paying more than double what I was several years ago & they just sent another notice that rates are going to increase significantly again. There needs to be a cap or at least some regulations on these constant increases.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:45 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122356

### CUSTOMER INFORMATION

Name: Shirley Fossa  
Telephone: (407) 295-8693  
Email: [shirlfossa@aol.com](mailto:shirlfossa@aol.com)  
Address: 1901 Bearview Drive Apopka FL 32703

### BUSINESS INFORMATION

Business Account Name: Shirley Fossa  
Account Number: 2628200000  
Address: 1901 Bearview Drive Apopka FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I object to such a large increase in our water rates. I live alone and only was one or two loads of laundry a week. Without watering my yard in any way, my bill is about \$16 a month. If I water (only with a hose, as I have disconnected my irrigation system because of cost) it goes up double and more. I have had the Leak Doctor out twice and says I don't have any leaks. I can't understand why it is so high. I only water with a hose so if I had a leak it would be at the source which is the hose connection. I have asked them to check it and they say they will charge a service charge for that. I am 82 and cannot afford any more extra charges as my medical expenses are so high. Please do not allow such a large increase. The quality of the water is bad. I have a clean out in my yard which is unsightly and they come out at least once a week and discharge water in large quantities. I hope I am not paying for that

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:45 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122356

### CUSTOMER INFORMATION

Name: Shirley Fossa  
Telephone: (407) 295-8693  
Email: [shirlfossa@aol.com](mailto:shirlfossa@aol.com)  
Address: 1901 Bearview Drive Apopka FL 32703

### BUSINESS INFORMATION

Business Account Name: Shirley Fossa  
Account Number: 2628200000  
Address: 1901 Bearview Drive Apopka FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I object to such a large increase in our water rates. I live alone and only was one or two loads of laundry a week. Without watering my yard in any way, my bill is about \$16 a month. If I water (only with a hose, as I have disconnected my irrigation system because of cost) it goes up double and more. I have had the Leak Doctor out twice and says I don't have any leaks. I can't understand why it is so high. I only water with a hose so if I had a leak it would be at the source which is the hose connection. I have asked them to check it and they say they will charge a service charge for that. I am 82 and cannot afford any more extra charges as my medical expenses are so high. Please do not allow such a large increase. The quality of the water is bad. I have a clean out in my yard which is unsightly and they come out at least once a week and discharge water in large quantities. I hope I am not paying for that

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122355

### CUSTOMER INFORMATION

Name: Christopher Sampson  
Telephone: (386) 882-2455  
Email: [csampson1971@gmail.com](mailto:csampson1971@gmail.com)  
Address: 221 Pheasant Run Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Sampson  
Account Number:  
Address: 221 Pheasant Run Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
DOCKET 160101



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 2:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122354

### CUSTOMER INFORMATION

Name: Lowell Thomas  
Telephone: (407) 862-3757  
Email: [jenqueenmum@aol.com](mailto:jenqueenmum@aol.com)  
Address: 228 W. Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Lowell Thomas  
Account Number: 7877700000  
Address: 228 W. Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Reference Docket #160101

I am filing a complaint regarding the proposal by Utilities, Inc., to raise the rates for water and sewage usage by such an outrageous amount, for many of us this will double our monthly bill and for those on fixed incomes would be very hard to cover. Surely this could be spread over a number of years, this way a small increase each month would be more manageable for everyone.

Thank you.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 1:37 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122353

### CUSTOMER INFORMATION

Name: barbara brown  
Telephone: (407) 682-7696  
Email: [barb2435@yahoo.com](mailto:barb2435@yahoo.com)  
Address: 547 Winding Creek Pl Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: barbara brown  
Account Number: 5523410000  
Address: 547 Winding Creek Pl Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket 160101.

Filing this in protest to the enormous rate hike proposal Utilities Inc has requested. Can't make the hearing on 2/2. This is tantamount to USURY. How can they justify this huge rate hike in one leap? Do Not Approve this request. Everyone knows they will get something but this is just outrageous.

CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:11 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122376; E-Form Other Complaint TRACKING NUMBER 122377; E-Form Other Complaint TRACKING NUMBER 122378; E-Form Other Complaint TRACKING NUMBER 122380; E-Form Other Complaint TRACKING NUMBER 122381; E-Form Other Complaint TRACKING NUMBER 122382; E-Form Other Complaint TRACKING NUMBER 122383; E-Form Other Complaint TRACKING NUMBER 122384; E-Form Other Complaint TRACKING NUMBER 122385; E-Form Other Complaint TRACKING NUMBER 122386

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 11:28 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:10 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122386

### CUSTOMER INFORMATION

Name: June Modreski  
Telephone: (407) 924-4947  
Email: [Junebug60@hotmail.com](mailto:Junebug60@hotmail.com)  
Address: 217 Stevenage Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: June Modreski  
Account Number:  
Address: 217 Stevenage Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
They are trying to double our water bill. That is outrages. Please help stop this from happening.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 12:26 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122385

### CUSTOMER INFORMATION

Name: Susan Padgett  
Telephone:  
Email:  
Address: 227 West Berkshire Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Susan Padgett  
Account Number: 3210600000  
Address: 227 West Berkshire Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

For DOCKET 160101 I will not be able to attend the meeting on Feb 2. I feel it very important and wish to complain about the proposed rate hike by Utilities, Inc. of Florida. It is very unreasonable to ask for a 100% rate increase for water service. I am a senior and have a small fixed income---it would be a big burden to have my bill doubled. Please DO NOT approve this rate hike proposal from Utilities, Inc. (formally Sanlando) Thank you.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 9:31 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122384

### CUSTOMER INFORMATION

Name: Barbara Hine  
Telephone: (407) 332-7571  
Email: [hine\\_barbara@yahoo.com](mailto:hine_barbara@yahoo.com)  
Address: 130 Rose Briar Dr. Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Barbara Hine  
Account Number: 9072310000  
Address: 130 Rose Briar Dr. Longwood, FL. FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am writing to protest the proposed rate hike for water/water waste. In my opinion the proposal is unreasonable. As a widow who is a retired senior citizen living on a fixed income it will present an extreme hardship. If it is passed it may become necessary for me to sell the home I've lived in since 1984. I am sure I am not the only person in this situation. Please give careful consideration to this rate hike and find an alternate method.

My company is Utilities Inc. Of Florida - Sanlando.

Thank you,  
Barbara Hine

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 8:54 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122383

### CUSTOMER INFORMATION

Name: Justin Sowers  
Telephone: (407) 203-7344  
Email: [jsowers@alum.mit.edu](mailto:jsowers@alum.mit.edu)  
Address: 295 Vista Oak Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Justin Sowers  
Account Number: 6136867837  
Address: 295 Vista Oak Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Dear PSC,

I am writing to let you know that customers of Seminole County - Sanlando have endured annual rate increases from Utilities Inc each year during the past few years and I oppose their current proposal for a rate increase which would double our monthly bill.

As far as I can tell, the increase is intended to fund non-specified future capital renewal projects while planning for an overall level of 7.75% return for Utilities Inc, an entity which should be a nonprofit in my opinion. Considering we have no choice of utility but need water to live, I am requesting that PSC deny Utilities Inc their application for an unreasonable increase in water and wastewater rates dated January 3rd, 2017 - Docket # 160101-WS.

I believe that they should seek alternative financial options in the management of their ongoing concern rather than pre-taxing their customer base for investments in their business. The suggested increases are at levels far above cost of living and income increases and I do not see how such an enormous increase is fair.

Further, I don't believe they are acting in good faith by planning a public hearing during working hours when many may not be able to attend. Local media have reported that Utilities Inc was not able to provide them the increase table, and many neighbors are unable to understand the complicated document they were provided, and thus may not realize the implications on them.

I hope you will consider the impact on the consumer/taxpayer when evaluating the proposal and deny the requested increases.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 8:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122382

### CUSTOMER INFORMATION

Name: Carmen Garcia  
Telephone:  
Email:  
Address: 2308 Sweetaire Court Apopka FL 32712

### BUSINESS INFORMATION

Business Account Name: Carmen Garcia  
Account Number:  
Address: 2308 Sweetaire Court Apopka FL 32712

### COMPLAINT INFORMATION

Complaint: Other Complaint against Duke Energy Florida, LLC d/b/a Duke Energy  
Details:  
docket 160101 Enough taking advantage of hard working people. Please find your soul.



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 6:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122381

### CUSTOMER INFORMATION

Name: Christine Blackway  
Telephone: (407) 960-4063  
Email: [nyyfan61@gmail.com](mailto:nyyfan61@gmail.com)  
Address: 580 whisperwood dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Christine Blackway Account Number: 0093265153  
Address: 580 whisperwood dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Regarding docket numer 160101, the proposed rate increase for the Sanlando area residents is completely unacceptable! My water bill will increase, at a minimum, 72.43 PER MONTH! How is this legal?! Is there no formula for calculating an increase? This will surely put seniors and those with lower incomes in a very bad situation.

I urge the Commission to do the right thing by their residents and deny this astronomical increase!

Sincerely,

Christine and Keith Blackway  
Longwood, FL

Sent from Yahoo Mail on Android

PSC was contacted previously

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 3:57 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122380

### CUSTOMER INFORMATION

Name: Joyce Lemelman  
Telephone: (407) 694-3227  
Email: [joylemel@aol.com](mailto:joylemel@aol.com)  
Address: 3991 Lancashire Lane Longwoodq FL 32779

### BUSINESS INFORMATION

Business Account Name: Joyce Lemelman  
Account Number:  
Address: 3991 Lancashire Lane Longwoodq FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am opposed to the proposed rate increase from Utilities Inc.

I am also very confused by the 2 sided lengthy (30+) page document explaining whats going on.

The majority of my community is on a fixed income, and from what I can tell, we will all be dramatically adversely impacted.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 3:25 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122378

### CUSTOMER INFORMATION

Name: Mary Kay Wright  
Telephone:  
Email:  
Address: 1991 St Andrews Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mary Kay Wright  
Account Number:  
Address: 1991 St Andrews Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I received a notice of intent from Utilities Inc to raise my water and sewage bill to double the amount previously paid each month. As a senior citizen this seems unfair as I use the minimum amount of water and my billing has always been for just the basic amount. To double the basic amount is inherently unfair to those of us conserving water already. The letter said the increase was to avoid sticker shock in future years. I can't imagine more sticker shock than doubling a utility bill. I believe it to be unfair to penalize Seminole county residents in this manner.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 2:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122377

### CUSTOMER INFORMATION

Name: Bruce Bevitz  
Telephone: (407) 222-0043  
Email: [drbruce2@earthlink.net](mailto:drbruce2@earthlink.net)  
Address: 1851 Bear Creek Cove Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bruce Bevitz  
Account Number:  
Address: BEAR CREEK COVE Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Rate hike unreasonable. I know they are a for-profit company, but since they have a monopoly, they need to be subject to close scrutiny by the PSC. Please do no rubber stamp their requests.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 2:43 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122376

### CUSTOMER INFORMATION

Name: Stephen Drolshagen  
Telephone: (407) 341-6551  
Email: [spdrolshagen@hotmail.com](mailto:spdrolshagen@hotmail.com)  
Address: 422 Twisting Pine Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Nina Drolshagen  
Account Number: 7731500000  
Address: 422 Twisting Pine Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
In re: Utilities Inc. of Florida requested rate hike

I am a retired senior citizen living on a fixed income. I have been in my current home in the Sabal Point subdivision for more that 29 years.

I have been paying water bills here and in those 29 years have never seen a total bill higher than \$50.00. Now, if this rate increase goes through, my monthly bill for just the base rate services will jump to \$54 from \$26.00 and the water services per gallon will increase to \$50 from \$ 22!

My total water bill will be \$104 instead of my current \$48 per month, an increase of \$56 or 117%!!

This is completely unacceptable and will be a hardship for me and an extreme hardship for many if not most of your customers. Please tell me there is something you can do to lessen the impact of your funding needs for future costs, perhaps by spreading it out over many years or changing the parameters of your cost analysis. It does not make any kind of sense that current and reasonable future cost projections lead to a more than 100% increase!

I will be attending the following meeting of citizens about this proposed water rate hike, because of the outrageous increase that I personally, and everybody else who gets water services via Utilities, Inc., will incur.

The meeting is scheduled for February 2nd: Customer Service Hearing @ 9:30am @ Eastmonte Civic Center, 830 Magnolia Drive Altamonte Springs, FL 32701. I understand our County Commissioner Constantine will be there as will WFTV and TV13. Many citizens who want to attend may not be able to due to it occurring during their work day, but I and many others will be there.

We expect to hear alternatives and to apply much further pressure to the PSC and our elected representatives in order to avoid this ludicrous price increase.

CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:09 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 122364; E-Form Other Complaint TRACKING NUMBER 122365; E-Form Other Complaint TRACKING NUMBER 122367; E-Form Other Complaint TRACKING NUMBER 122368; E-Form Other Complaint TRACKING NUMBER 122369; E-Form Other Complaint TRACKING NUMBER 122370; E-Form Improper Billing TRACKING NUMBER 122371; E-Form Other Complaint TRACKING NUMBER 122373; E-Form Other Complaint TRACKING NUMBER 122374; E-Form Other Complaint TRACKING NUMBER 122375

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 10:57 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 2:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122375

### CUSTOMER INFORMATION

Name: Tim Shoemaker  
Telephone: (407) 373-8738  
Email: [Shoe6816@gmail.com](mailto:Shoe6816@gmail.com)  
Address: 110 Huntswood ct Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Tim Shoemaker  
Account Number: 866462363  
Address: 110 Huntswood ct Longwood FL 32750

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Very concerned over the rate hike that is proposed to happen to our Wastewater water bill our water bill will double which will put a hardship on many people in The Woodlands neighborhood and throughout the community

PSC was contacted previously

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 2:13 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122374

### CUSTOMER INFORMATION

Name: Sarah Pollard  
Telephone:  
Email: [smgallagher99@gmail.com](mailto:smgallagher99@gmail.com)  
Address: 93 Sweetbriar Br Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Sarah Pollard  
Account Number:  
Address: 93 Sweetbriar Br Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

This is in regards to Docket 106101 about Utilities Inc's proposed rate increases. Raising our bill an average of 100% is completely ridiculous as they have a monopoly and we have no other choice for water and sewer.



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 12:51 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122373

### CUSTOMER INFORMATION

Name: james berko  
Telephone: (407) 321-3634  
Email: [jimberko@yahoo.com](mailto:jimberko@yahoo.com)  
Address: 1814 crowley cr. longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: james berko  
Account Number: 4655310000  
Address: 1814 crowley cr. longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Commission Members,

Please do not allow the exorbitant increase- 100-120%- be allowed in Seminole and other counties for the vital commodity , WATER!!  
My wife and I worked 50 years each, paying bills and saving , and now our monthly Water Bill from Utilities Inc., would go from \$40 to 50 to \$120-40 per month , at a time we are on fixed income and worked for our Country!! We don't mind a private utility having a reasonable profit of 4,5, or even 6% but this increase all at once , would make the profit margin 10-13% ....VERY UNREASONABLE on the backs of residents who have NO other recourse for water to live!!!

Thanks for your oversight and hopeful disapproval of this increase,

Jim and Linda Berko Docket # 160101

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 7:39 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122371

### CUSTOMER INFORMATION

Name: Robert Longmire  
Telephone: (407) 808-2440  
Email: [Blba2000@yahoo.com](mailto:Blba2000@yahoo.com)  
Address: 302 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Longmire  
Account Number:  
Address: 302 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

This water and sewer rate increase is out of control. Over a 100+ rate increase is unjustified and illegal in a Monopoly Environment.

This excessive rate increase would present a severe strain on our my Social Security amount ..... That we receive every month, and reduce our spending by about Ten Percent add and additional 100-120/ Dollars per month. To our expenses. Which would mean a reduction in food and medical that we would be able to pay!

Please.. PSC ....Deny this rate increase... Protect the Public.

Robert Longmire

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 7:14 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122370

### CUSTOMER INFORMATION

Name: Linda Browning  
Telephone: (407) 832-5942  
Email: [tinyknit@gmail.com](mailto:tinyknit@gmail.com)  
Address: 204 Smokerise Blvd. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Linda Browning  
Account Number:  
Address: 204 Smokerise Blvd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

DOCKET 160101

Please don't allow our water rates to double in the Sanlando Utilities service territory - part of Utilities Inc. I'm unable to attend the Utilities Inc. Service Hearing on Thu, Feb 2, 9:30 AM at Eastmonte Civic Center 830 Magnolia Drive Altamonte Springs, FL 32701, but want to make my opinion heard.

Thanks so much,  
Linda Browning

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 3:43 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122369

### CUSTOMER INFORMATION

Name: Margaret Musial  
Telephone:  
Email: [peggym@far.org](mailto:peggym@far.org)  
Address: 964 Bearded Oaks Terrace Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Margaret Musial  
Account Number:  
Address: 964 Bearded Oaks Terrace Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Please do not allow this horrendous water rate hike with Utilities Inc. of Sanlando. I will soon be a retiree, and and extra \$50 or more to be added to my monthly bills will greatly affect my disposable income and health and safety. The docket number for this hearing is 160101. Thank you.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 1:06 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122368

### CUSTOMER INFORMATION

Name: Edith Miller  
Telephone:  
Email: [emmseahorse@aol.com](mailto:emmseahorse@aol.com)  
Address: 122 Lyndhurst Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Edith Miller  
Account Number: 64137000  
Address: 122 Lyndhurst Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Unfair rate increase

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 10:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122367

### CUSTOMER INFORMATION

Name: Ana Zuniga  
Telephone: (407) 456-4005  
Email: [Arzuniga2909@gmail.com](mailto:Arzuniga2909@gmail.com)  
Address: 251 Banbury Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Ana Zuniga  
Account Number: 8980252364  
Address: 251 Banbury Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Increasing cost of service due to company merge. Communicated increase should be controlled by the state.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 7:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122365

### CUSTOMER INFORMATION

Name: Amber White  
Telephone: (863) 443-1655  
Email: [ambercrombie\\_12@hotmail.com](mailto:ambercrombie_12@hotmail.com)  
Address: 108 Tedworth Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Amber White  
Account Number:  
Address: 108 Tedworth Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

To whom it may concern,

I am writing in about the proposed water rate increase by Utilities Inc in the Seminole County(specifically for the Sweetwater and Wekiva area). A rate increase this large is going to negatively impact so many in our area. There is a large number of retirees who are living on a fixed income and simply cannot afford an increase of this size. This will affect my family as well since we live on one income. I understand prices continue to go up but water is something we simply cannot live without. Making such a drastic increase is an absolutely terrible idea, as so many people are already stretched so thin. We the people in Seminole County need help fighting this. Thank you for taking the time to read this.

Warm Regards,  
Amber White

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 6:44 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122364

### CUSTOMER INFORMATION

Name: Robert Longmire  
Telephone: (407) 808-2440  
Email: [Blba2000@yahoo.com](mailto:Blba2000@yahoo.com)  
Address: 302 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Longmire  
Account Number:  
Address: 302 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

#### Details:

This water and sewer rate increase is out of control. Over a 100+ rate increase is unjustified and illegal in a Monopoly Environment.

This excessive rate increase would present a severe strain on our my Social Security amount ..... That we receive every month, and reduce our spending by about Ten Percent add and additional 100-120/ Dollars per month. To our expenses. Which would mean a reduction in food and medical that we would be able to pay!

Please.. PSC ....Deny this rate increase... Protect the Public.

Robert Longmire



CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Monday, January 30, 2017 8:59 AM  
**To:** 'nyyfan61@yahoo.com'  
**Subject:** RE: Sanlando area/ Utilities Inc rate increase

Good morning Mr. and Mrs. Blackway,

We will be placing your comments below in consumer correspondence in Docket No. 160101-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

**From:** christine [<mailto:nyyfan61@yahoo.com>]  
**Sent:** Sunday, January 29, 2017 3:29 PM  
**To:** Records Clerk  
**Subject:** Sanlando area/ Utilities Inc rate increase

Regarding docket number 160101, the proposed rate increase for the Sanlando area residents is completely unacceptable! My water bill will increase, at a minimum, 72.43 PER MONTH! How is this legal?! Is there no formula for calculating an increase? This will surely put seniors and those with lower incomes in a very bad situation.

I urge the Commission to do the right thing by their residents and deny this astronomical increase!

Sincerely,

Christine and Keith Blackway  
Longwood, FL

Sent from Yahoo Mail on Android

CORRESPONDENCE  
JAN 27, 2017  
DOCUMENT NO.

**Sandra Soto**

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**From:** Ruth McHargue  
**Sent:** Friday, January 27, 2017 4:38 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122328; E-Form Other Complaint TRACKING NUMBER 122329; E-Form Other Complaint TRACKING NUMBER 122331; E-Form Other Complaint TRACKING NUMBER 122334; E-Form Other Complaint TRACKING NUMBER 122335; E-Form Other Complaint TRACKING NUMBER 122292

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Friday, January 27, 2017 4:30 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 26, 2017 8:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122328

### CUSTOMER INFORMATION

Name: barbara beasley  
Telephone: (407) 227-8446  
Email: [bsilva13@hotmail.com](mailto:bsilva13@hotmail.com)  
Address: 201 E. Sweetwater Creek DR longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Barbara Beasley  
Account Number:  
Address: 201 E. Sweetwater Creek Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

It is our family's belief that the proposed rate hike for Seminole County, is not only unfair to it's residents, it is borderline criminal. Why is it that Seminole should absorb a rate hike that it 4x that of other counties? If Utilities Inc. is in such bad financial condition, that my family's water charge needs to double in order to absorb it, perhaps their management needs to be fired and criminally investigated for mismanagement of funds.

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 8:03 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122335

### CUSTOMER INFORMATION

Name: Nancy Herrington  
Telephone:  
Email: [nanherrington@ymail.com](mailto:nanherrington@ymail.com)  
Address: 705 Blue Lake Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Nancy Herrington  
Account Number: 5967300000  
Address: 705 Blue Lake Drive Florida, FL FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Unfair, enormous rate increase

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 7:26 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122292

### CUSTOMER INFORMATION

Name: Harvey Grassian  
Telephone: (407) 774-0039  
Email: [grassihs@cfl.rr.com](mailto:grassihs@cfl.rr.com)  
Address: 122 Shellie Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Harvey Grassian  
Account Number: 5952900000  
Address: 122 Shellie Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket 160101-WS, Utilities Inc of Florida I acknowledge the need to upgrade the water and waste infrastructure in my development and surrounding areas. There have been continuing problems with water piping since 2001 on my street. Back then UIF was slow to acknowledge responsibility and slow to effect repairs. In recent years their responsiveness has improved significantly, as has the competency of their crews. There have not been waste problems, to my knowledge, in the 21 years I have lived here. However, based on my bill 12/22/16, the rate changes proposed would increase the water portion 21% and the waste portion 90%, for an overall 55% increase. We are retirees and an increase of this magnitude will seriously reduce our ability to make our retirement savings last as long as we do.

Assuming that the PSC will approve some increase for UIF, what assurances will we get that the annual increase in revenues of up to \$11M to Sanlando will actually be used in our development?

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 26, 2017 11:40 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122331

### CUSTOMER INFORMATION

Name: Agata Fowler  
Telephone:  
Email:  
Address: 121 Wisteria Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Agata Fowler  
Account Number:  
Address: 121 Wisteria Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Dear Sirs,

We have received the letter from utilities inc about the future water & wastewater increase. This is truly an extreme increase and I am absolutely not ok with that. The increase is more than 50%. How can that be justified ? Especially when I just learned that there are counties around us which will receive a decrease in dues.  
I would like for you to consider the increase for Seminole county. Again, I absolutely oppose such a enormous dues increase!  
Best, Agata Fowler

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 1:06 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122334

### CUSTOMER INFORMATION

Name: Natalie Thompson  
Telephone:  
Email:  
Address: 841 riverbend blvd. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Natalie Thompson  
Account Number:  
Address: 841 riverbend blvd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

A rate increase in the astronomical amount that we in our area have been informed of by Utilities, inc. is unjust. The letter sent out by Utilities, inc. describing rate increases and decreases was very inappropriate in assuming that the end user would rather have a one time large rate increase rather than minor increases over time. And to have an overwhelming majority have their rates decrease while only a select few increase significantly, and all at once was not a well thought plan. Go back to the drawing board and come up with another way to make this fair and economical for everyone.

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 26, 2017 8:33 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122329

### CUSTOMER INFORMATION

Name: Andrew Gross  
Telephone: (321) 439-6400  
Email: [andy@sunshine.bz](mailto:andy@sunshine.bz)  
Address: 213 Thistlewood Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Andrew Gross  
Account Number: 3304442666  
Address: 213 Thistlewood Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I received notice of a very large rate increase. My area seems to be taking a much larger increase than all other areas... in fact, most service areas are getting a decrease. Our area seems to be shouldering too much for the rest. Please re-examine to make sure any increase is appropriate, and if so, that it is properly allocated between the service areas.



CORRESPONDENCE  
JAN 27, 2017  
DOCUMENT NO.

**Sandra Soto**

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**From:** Ruth McHargue  
**Sent:** Thursday, January 26, 2017 5:01 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122320; E-Form Other Complaint TRACKING NUMBER 122321; FPSC , 1 page(s)

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Thursday, January 26, 2017 4:35 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 25, 2017 5:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122320

### CUSTOMER INFORMATION

Name: David Evans  
Telephone: (407) 788-1623  
Email: [dsevns@aol.com](mailto:dsevns@aol.com)  
Address: 121 Romney Marsh Road Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: David Evans  
Account Number: 9494010000  
Address: 121 Romney Marsh Road Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I was contacted by Utilities, Inc. of Florida regarding a proposed rate increase. The reference is docket no. 160101WS, Utilities, Inc of Florida. The proposed increase is 58.7% for residential waste-water services. We were serviced by Sanlando Utilities, Utilities Inc's predecessor for 30 years without incident. After Utilities Inc purchased our water utility we have noticed a decline in service, no water service in the early morning, and rapidly increasing cost. This next proposed increase is so monopolistic and excessive I felt compelled to contact you. Please reject Utilities Inc's proposed rate increase!

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 25, 2017 5:07 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122321

### CUSTOMER INFORMATION

Name: Hector Siqueiros  
Telephone: (407) 862-6013  
Email: [hsiqueiros@cfl.rr.com](mailto:hsiqueiros@cfl.rr.com)  
Address: 3945 Coverly Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Hector Siqueiros  
Account Number: 3365210000  
Address: 3945 Coverly Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. is requesting my monthly Residential Base Facility Charge for water service be increased from \$11.24 to \$28.84. That's a whopping 157% increase!

In addition, Utilities, Inc. is requesting my monthly Base Facility Charge for wastewater service be increased from \$15.19 to \$25.47. That's another whopping 68% increase!

The combined requested Base Facility Charges amount to an increase of 105% over the combined current Base Facility Charges!

These requested increases are exorbitant and outrageous and should summarily be rejected by the Public Service Commission!

JAN/26/2017/THU 12:35 PM

FAX No.

P. 001

Barbara and Michael Mazzota, 111 Rockingham Court, Longwood, FL 32779

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January 26, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

Via Facsimile: 1-800-511-0809

Re: Docket No. 160101-WS, Utilities, Inc. of Florida

To Whom It May Concern:

As a resident of Longwood, Wekiva Club Estates, our residence will be affected by the rather steep rate hike. I feel that this rate hike is extremely unfair and strongly oppose it.

A rate increase of this magnitude should be pro-rated over many years as to mitigate the economic impact on the affected residents.

I hope you take this complaint and the many others you have received in this regard under consideration.

Thank you.

Sincerely,

  
Barbara Mazzotta

Cc: courtesy copy scanned and emailed to Martin S. Friedman, Esq. at [mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)

CORRESPONDENCE  
JAN 26, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Thursday, January 26, 2017 2:29 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122311; E-Form Other Complaint TRACKING NUMBER 122318

Customer correspondence

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**From:** Diane Hood  
**Sent:** Wednesday, January 25, 2017 4:21 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 25, 2017 11:09 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122318

### CUSTOMER INFORMATION

Name: John Scales  
Telephone: (321) 279-2916  
Email: [jcs8626502@aol.com](mailto:jcs8626502@aol.com)  
Address: 900 Crooked Oak Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Susan Woodbery  
Account Number: 6523310000  
Address: 900 Crooked Oak Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
I want o register a complaint about the proposed, huge rate increase.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 3:10 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122311

### CUSTOMER INFORMATION

Name: Jacqui Horn  
Telephone:  
Email:  
Address: 204 Stevenage Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Utilities, Inc of Florida Account Number:  
Address: 100 N Pressview Ave Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
To Whom it May Concern,

I have been a resident of Central Florida my entire life. I moved specifically to this area so that I could raise my family here. My husband and I both work to make a good life for our children. The proposed water and sewer increase is not only absurd, it is unfair. May people in this area are on a fixed income, are already barely able to make ends meet, and/or are trying to raise their family. This increase creates and immediate hardship for ALL families. Please advise that this would effect every single person in this area and making the increase will have detrimental outcomes.

Thank you.

CORRESPONDENCE

JAN 26, 2017

DOCUMENT NO.

Rhonda DeMatteis  
108 Point View Lane  
Longwood FL 32779  
January 23, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard Tallahassee FL 32399-0850

Dear Sir or Madam:

I am writing today in regards to the proposed utility rate increase in docket number 160101-WS. I am writing to request that the rate increase be restricted, reduced or denied.

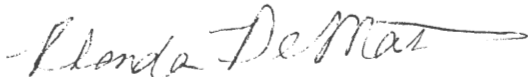
We received notice from our utility that in Seminole County, Utilities Inc. intends to ask for a very substantial rate increase for both water and wastewater service. A rate increase of 158% for our water service and 58% for wastewater service. I am having a hard time justifying a large and sudden jump in fees.

I appreciate the fact that costs rise over time and infrastructure needs to be maintained and upgraded. Those costs should be effectively managed over time and the planning and budgeting for those expected costs should utilize dollars obtained by accrual from revenue over several years. The idea of nearly tripling the costs either reveals mismanagement of funds by the utility or poor budgetary planning.

It is certainly disheveling to hear about the utility failures such as those in Flint Michigan. I fully support reasonable rates that provide a utility the ability to profit and preserve the infrastructure at the same time. I've never had any issues with moderate rate increases over time, but the proposed changes in this docket seem unreasonable. So I again request that this increase be restricted, reduced or denied.

Thank you very much for your time.

Sincerely,



Rhonda DeMatteis  
Seminole County Resident

RECEIVED-PPSC  
2017 JAN 26 AM 8:12  
COMMISSION  
CLERK



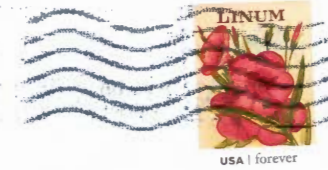
Rhonda DeMatteis  
108 Point View Lane  
Longwood, FL 32779

ORLANDO FL 328  
24 JAN 2017 PM 6 L  
DISTRIBUTION CENTER

2017 JAN 26 AM 6:52

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

32399-085099



CORRESPONDENCE  
JAN 25, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, January 25, 2017 10:48 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122307; E-Form Other Complaint TRACKING NUMBER 122304; E-Form Improper Billing TRACKING NUMBER 122306; E-Form Other Complaint TRACKING NUMBER 122309; E-Form Other Complaint TRACKING NUMBER 122310; E-Form Other Complaint TRACKING NUMBER 122143

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Tuesday, January 24, 2017 4:40 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 2:20 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122310

### CUSTOMER INFORMATION

Name: Jeffrey Foote  
Telephone:  
Email:  
Address: 102 Kilkenny Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jeffrey Foote  
Account Number:  
Address: 102 Kilkenny Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Proposed rate increase by Utilities Inc Sanlando is unacceptable in many ways, it will be unaffordable by many residents. Consumers feel trapped in the hands of a MONOPOLY dictating any price for a vital commodity. Totally UNFAIR.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 2:01 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122309

### CUSTOMER INFORMATION

Name: Joan Braun  
Telephone: (407) 862-2247  
Email: [Braun.joan@yahoo.com](mailto:Braun.joan@yahoo.com)  
Address: 3787 Watercrest dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Joan  
Account Number:  
Address: 3787 Watercrest dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Water bills to increase more then 50%. How can they justify such an increase. What has changed so dramatically? This cost of living increase will effect the quality of my life and those tenants who live on a fixed budget. Please investigate.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 1:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122307

### CUSTOMER INFORMATION

Name: Kristy Chadwick  
Telephone: (850) 516-6725  
Email: [misskristylee3@yahoo.com](mailto:misskristylee3@yahoo.com)  
Address: 209 W Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kristy Chadwick  
Account Number: 4413642634  
Address: 209 W Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Referencing Docket Number 160101-WS  
Account #4413642634

Dear Director: Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive. It also appears you operate as a monopoly in some of the areas, which, when attached to price gouging such as this, is 100% immoral. Small increases (perhaps 3-5%) are explainable via inflation, but this is unprecedented and uncalled for. Pure Greed.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase. There is no good reason for it other than increased profit, at the expense of the families in our already overtaxed community.

Please let me know what else we can do to prevent this increase from occurring. This is wrong in every way and I have a hard time understanding how the individuals making these decisions can sleep at night. I will make it my mission to lobby for changes in law that would allow for competition in the utility "business". Perhaps that will keep prices in order.

I may be reached at 850-516-6725

Sincerely, Alston and Kristy Chadwick

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 12:29 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122306

### CUSTOMER INFORMATION

Name: Randolph Horn  
Telephone: (407) 325-1436  
Email: [Rand87@aol.com](mailto:Rand87@aol.com)  
Address: 204 Stevenage Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Randolph Horn  
Account Number:  
Address: 204 Stevenage Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

#### Details:

Utilities Inc of Florida is proposing a 100% increase in billing without proper justification. This increase will cause an unreasonable burden on the people of the unincorporated area of Longwood. The increase should be spread out over a longer period to coincide with repairs or improvements being made to the system not to increase profits for what should be a not for profit utility. Please do not approve this increase.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 11:43 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122304

### CUSTOMER INFORMATION

Name: Judith Creveling  
Telephone: (407) 790-4618  
Email: [rjcreveling@gmail.com](mailto:rjcreveling@gmail.com)  
Address: 100 Tedworth Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Judith Creveling  
Account Number:  
Address: 100 Tedworth Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase you are seeking. The increase is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents. This would be excessive.

We are seniors on a fixed income and our water is important to us but so are medicines, doctors and food. We have taken water conservation steps very seriously and don't know how we can do more.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 9:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122143

### CUSTOMER INFORMATION

Name: Michelle Knapp  
Telephone: (321) 438-2144  
Email: [michelleknapp@aol.com](mailto:michelleknapp@aol.com)  
Address: 298 Bentley Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michelle Knapp  
Account Number:  
Address: 298 Bentley Dr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket No, 160101-WS Utilities Inc. of Florida

I'm very concerned about the HUGE rate increase in Longwood, Sweetwater Oaks and the surrounding areas. Of the proposed revenue increases, \$2,372,629 comes from our small service area (Sanlando). Our area will absorb more in cost increases than Charlotte, Highlands, Lee, Marion, Orange, Pasco, Pinellas, and Polk county COMBINED!! Not sure how this is fair, equitable or legal. Please take steps to drastically reduce this proposed increase. Much of our area is typical working middle class families that couldn't sustain a DOUBLING of their water bill. Thank you.



CORRESPONDENCE  
JAN 25, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, January 25, 2017 10:32 AM  
**To:** Consumer Correspondence  
**Cc:** Cindy Muir; Bev DeMello; Janet Brunson; Diane Hood  
**Subject:** Docket 160101

Customer correspondence and response

-----Original Message-----

From: Ruth McHargue  
Sent: Wednesday, January 25, 2017 10:30 AM  
To: 'ruszdunn63@yahoo.com'  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 122262

Dear Mr. Dunn,

Thank you for your e-mail to the Florida Public Service Commission (PSC), about Utility Inc. of Florida (UIF). I am placing it in the docket's correspondence for Commissioners and staff to review.

Please note that administrative noticing requirements were properly followed. According to Rule 25-22.0407(6)(a), Florida Administrative Code, the utility shall provide written notice of the date, time, location, and purpose of the service hearing "no less than 14 days and no more than 30 days prior to the date of each service hearing." PSC staff approved UIF's customer notices, and they were distributed by UIF as required by rule.

Service hearings are an integral part of the PSC's transparent rate-setting process, and the Commissioners want and need customer input to make decisions in the public interest. In scheduling service hearings, the PSC evaluates the location of the customers served by the utility, identifies the best central location, and then searches for appropriate meeting facilities. As would be expected, some customers prefer morning hearings, while others prefer evening hearings. The PSC attempts to schedule hearings, such as the eight hearing for the current UIF case, either in the morning or early evening to best accommodate customers and ensure ample time for customer testimony.

Thank you again for your e-mail. If you cannot attend a UIF service hearing, you can submit comments to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us), or call the PSC's toll-free number, 1-800-342-3552. Updated case information is available by going to the PSC's website, [www.FloridaPSC.com](http://www.FloridaPSC.com), clicking on the Clerk's Office tab, and then entering the docket number, 160101.

Sincerely,  
Ruth McHargue  
Regulatory Program Consultant  
Bureau of Consumer Assistance  
Florida Public Service Commission  
1-800-342-3552  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

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

#### CUSTOMER INFORMATION

Name: Russell Dunn  
Telephone: (407) 869-4775  
Email: [russtdunn63@yahoo.com](mailto:russtdunn63@yahoo.com)  
Address: 208 Harrogate Place Longwood FL 32779

#### BUSINESS INFORMATION

Business Account Name: Russell Dunn  
Account Number: 3032710000  
Address: 208 Harrogate Place Longwood FL 32779

Water County Selected: Seminole

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

##### Details:

Why did John Hoy tell a totally misleading story in his message he mailed on January 3, 2017 that I received on January 9, 2017? We did not even have 30 days notice before the hearing scheduled for February 2, 2017. Why? What are the rules for notice? John Hoy stated..."Please note that the commission will hold public hearings on this proposal throughout the state which will provide the opportunity for customer feedback. Notification of these hearings will be provided to you in advance of the hearing date as specified by the PSC." What notice is specified by the PSC? Actually the meeting dates and times were included in John Hoy's mailing I received on January 9, 2017. My point is this was intentional misleading information so people would not worry and would wait for another mailing with the meeting dates and times. I am going on record that this notice did not meet the PSC statutory requirements. We are extremely upset that our meeting time is 9:30 a.m. which does not meet our requirements. Only an evening meeting time is acceptable for our area.

CORRESPONDENCE  
JAN 24, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 24, 2017 2:43 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122302; E-Form Other Complaint TRACKING NUMBER 122305

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, January 24, 2017 2:21 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1234143C. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 12:13 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122305

### CUSTOMER INFORMATION

Name: Marge Lee  
Telephone: (407) 862-8011  
Email: [margelee@rocketmail.com](mailto:margelee@rocketmail.com)  
Address: 237 Canterclub Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Marge Lee  
Account Number:  
Address: 237 Canterclub Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking. It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive. I am a senior citizen with a limited income I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at 407- 862-8011 or via email at [margelee@rocketmail.com](mailto:margelee@rocketmail.com) Sincerely, Mrs John Lee I certainly hope we can stop this increase. Thank you

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 23, 2017 8:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122302

### CUSTOMER INFORMATION

Name: Marge Lee  
Telephone: (407) 862-8011  
Email: [margelee@rocketmail.com](mailto:margelee@rocketmail.com)  
Address: 237 Canterclub Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Marge Lee  
Account Number:  
Address: 237 Canterclub Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking. It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive. I am a senior citizen with a limited income I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at 407- 862-8011 or via email at [margelee@rocketmail.com](mailto:margelee@rocketmail.com) Sincerely, Mrs John Lee I certainly hope we can stop this increase. Thank you

CORRESPONDENCE  
JAN 23, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 23, 2017 4:27 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122285; E-Form Other Complaint TRACKING NUMBER 122286; E-Form Other Complaint TRACKING NUMBER 122289; E-Form Other Complaint TRACKING NUMBER 122290; E-Form Other Complaint TRACKING NUMBER 122291; E-Form Other Complaint TRACKING NUMBER 122293; E-Form Other Complaint TRACKING NUMBER 122295; E-Form Other Complaint TRACKING NUMBER 122296; E-Form Other Complaint TRACKING NUMBER 122299

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, January 23, 2017 4:21 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 23, 2017 2:36 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122299

### CUSTOMER INFORMATION

Name: Crystal Krieger  
Telephone: (267) 322-8407  
Email: [ckrieger1022@yahoo.com](mailto:ckrieger1022@yahoo.com)  
Address: 104 E Cottessmore Circle LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Crystal Krieger  
Account Number: 075192084  
Address: 104 E Cottessmore Circle LONGWOOD FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
DOCKET NO. 160101-WS

I received a booklet on the requesting of rate increase/decrease. If I am reading this correctly, you want to propose a rate structure to help minimize "rate shock". A 158.2% increase is not rate shock? How do you think this will impact "your customers". Most people these days are barely making ends meet, the seniors are on a fixed incomes and this is just down right outrageous for anyone to think that this is a great proposal. I do not agree with this. There must be another solution.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 23, 2017 1:24 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122296

### CUSTOMER INFORMATION

Name: Andrew Haas  
Telephone: (407) 443-9102  
Email: [andyhaas@aol.com](mailto:andyhaas@aol.com)  
Address: 305 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Andrew Haas  
Account Number:  
Address: 305 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities, Inc. and their parent company cannot be allowed to raise our water/sewer rates by more than 100%! There are a lot of older families on fixed incomes, financially challenged with out the means to pay. I am sorry if the company got themselves in a tight spot. The water utility has been purchased a couple of times since we moved here in 1997 and I can't believe that due diligence did not surface a problem with rates. 20% would be outrageous, 100+% is absurd.

Andrew Haas  
Longwood, FL 32779



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 23, 2017 12:34 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122295

### CUSTOMER INFORMATION

Name: Richard Wilder  
Telephone: (352) 242-6504  
Email: [Dick\\_Wilder@msn.com](mailto:Dick_Wilder@msn.com)  
Address: 1565 Kennesaw Drive Clermont FL 34711

### BUSINESS INFORMATION

Business Account Name: Richard Wilder  
Account Number: 0098200000  
Address: 1565 Kennesaw Drive Clermont FL 34711

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
THIS IS NOT A COMPLAINT, BUT A SUGGESTION  
Subject: Suggestion for Improved Irrigation Water Conservation

To help promote more responsible water irrigation, I would like to suggest that we not only continue conserving water by our judicious watering, but that the water we individually save, (unused allocation each year), should be carried over to the following year. This would be a tremendous incentive to promote additional irrigation water conservation that is so important to us all here in Central Florida and elsewhere.

Thus, those that conserve the most would be rewarded the most. This would allow us, as individuals, to manage our precious water over multiple years, rather than just over a year. That is so important as some years are drier than others. This better management of our irrigation water usage would not only be conserving us water, but we would all benefit monetarily.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 9:32 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122293

### CUSTOMER INFORMATION

Name: Larry King  
Telephone: (407) 772-3599  
Email:  
Address: 114 E Cottesmore Cr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Larry King  
Account Number:  
Address: 114 E Cottesmore Cr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Proposed rate hike is unacceptable in regards to wages, cost of living increases for seniors. A much more reasonable amount should be proposed as not to put further hardships on already struggling consumers.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 6:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122291

### CUSTOMER INFORMATION

Name: Heather Flanders  
Telephone: (407) 493-1682  
Email: [hjhuhn2@gmail.com](mailto:hjhuhn2@gmail.com)  
Address: 313 Cambridge Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Heather J Flanders Account Number:  
Address: 313 Cambridge Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

A rate increase of 100% with no notice and no alternatives. Unacceptable way to handle as the reasoning indicated in the paperwork was that some counties are not being profitable and our county needs to cover it. We can not afford a rate hike like that.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 4:39 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122290

### CUSTOMER INFORMATION

Name: Juliet Group  
Telephone: (407) 497-5618  
Email:  
Address: 113 rockingham court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Juliet Group  
Account Number:  
Address: 113 rockingham court Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposal to raise our water rates 109% over their current assessments is quite simply put, unacceptable. The burden placed on the hard working people in our area is not only unprecedented but egregious in its amount. How are the decent, bill paying, law abiding citizens supposed to afford this massive tax increase? I also find the fact that your meeting regarding this assessment change will be held on a day when so many of us will be working. Rest assured, I have taken the day off to make my presence and voice heard. Our government cannot continue to gouge the citizens of this county. They need to remember who they work for- the voters. We have placed them and can certainly remove them from the appointed positions.  
See you on February 2nd for your meeting.

PSC was contacted previously

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 4:15 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122289

### CUSTOMER INFORMATION

Name: Todd LaBellman  
Telephone: (140) 771-8280  
Email: [toddlabel@gmail.com](mailto:toddlabel@gmail.com)  
Address: 235 Canterclub Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Erica LaBellman  
Account Number: 3755452288  
Address: 235 Canterclub Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

We are outraged at the proposed increase of over 100% of our water bill with Utilities Inc. This increase would be a hardship for us financially as a young family, and will negatively impact our greater community, especially the seniors on a fixed income. We could understand an increase of 5% or 10%, but more than doubling our bill! It's ludicrous and should not be allowed to pass. Thank you.

Todd LaBellman

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 2:58 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122286

### CUSTOMER INFORMATION

Name: Alice Voigt  
Telephone: (407) 788-6085  
Email: [alice.voigt@aol.com](mailto:alice.voigt@aol.com)  
Address: 118 Ingram Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Alice Voigt  
Account Number: 8390510000  
Address: 118 Ingram Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am retired Senior Citizen widowed. The rate increase is ridiculous. What are you trying to do force us out of a county I have lived in for 40 years not to speak of being a natural born Floridian!!!!!!!!!!

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 2:45 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122285

### CUSTOMER INFORMATION

Name: Nathan Brainard  
Telephone: (407) 772-9175  
Email: [kbrainard1@icloud.com](mailto:kbrainard1@icloud.com)  
Address: 725 Cristaldi Way Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Nathan Brainard  
Account Number: 9960784149  
Address: 725 Cristaldi Way Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
This letter is in reference to Docket no. 160101-WS, Utilities Inc. of Florida.

I have calculated the impact of the proposed rate hike for my house, and my current monthly bill would double. This places a hardship on my family. I am requesting that any rate increases be spread over a period of at least 5 years to minimize the negative impact to my family.

Thank you,

Nathan Brainard

CORRESPONDENCE  
JAN 23, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 23, 2017 1:01 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122258; E-Form Other Complaint TRACKING NUMBER 122259; E-Form Other Complaint TRACKING NUMBER 122263; E-Form Other Complaint TRACKING NUMBER 122264; E-Form Other Complaint TRACKING NUMBER 122265; E-Form Other Complaint TRACKING NUMBER 122267; E-Form Other Complaint TRACKING NUMBER 122268; E-Form Other Complaint TRACKING NUMBER 122269; E-Form Other Complaint TRACKING NUMBER 122270

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, January 23, 2017 9:59 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 11:57 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122270

### CUSTOMER INFORMATION

Name: Ahmet Ural  
Telephone: (407) 869-5229  
Email: [dural@cfl.rr.com](mailto:dural@cfl.rr.com)  
Address: 423 River Isle Ct LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Ahmet Ural  
Account Number: 7603344287  
Address: 423 River Isle Ct LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Proposed rate increase by Utilities Inc is unacceptable in many ways, it will be unaffordable by many residents.  
Consumers feel trapped in the hands of a MONOPOLY dictating any price for a vital commodity. Totally UNFAIR.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 11:36 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122269

### CUSTOMER INFORMATION

Name: Meagan Dull  
Telephone: (407) 951-5674  
Email: [Meagandull@yahoo.com](mailto:Meagandull@yahoo.com)  
Address: (4268 hunters point trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Meagan Dull  
Account Number:  
Address: (4268 hunters point trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Utilities Inc rate increase is unfair and unjust. Increase of almost 100% is insane and needs to be addressed immediately.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 11:06 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122268

### CUSTOMER INFORMATION

Name: Brandy Hastings  
Telephone: (501) 541-1061  
Email: [bhastings@visitflorida.org](mailto:bhastings@visitflorida.org)  
Address: 210 Pembroke Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Brandy Hastings  
Account Number:  
Address: 210 Pembroke Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am writing today because of the proposed rate increase by Utilities Inc. This is not something that myself, or many in our community can afford. There are many retired and senior citizens in our area. Actually, that is what makes up the majority of my street. The way that I understand this, our area is getting a higher rate increase than other areas. That is not fair to us. We do not have a choice in water service for our area, so it is a monopoly-and they are abusing this by hurting our residents and increasing the cash in their pockets. There is a hearing that is scheduled mid-week, but that is hard for many people to attend. Those that work are not able to take off to go to the meeting. They have to work in order to stay afloat. With the proposed rate increase, this will be harder. I would like to urge you to consider not letting this happen. There are so many Seminole county residents who would suffer. Thank you for your time. -A concerned citizen

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 11:03 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122267

### CUSTOMER INFORMATION

Name: David Swerdlow  
Telephone: (407) 862-2374  
Email: [swerdlowdavid@gmail.com](mailto:swerdlowdavid@gmail.com)  
Address: 115 E Wyndham Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: David Swerdlow  
Account Number: 6021500000  
Address: 115 E Wyndham Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I have recently been notified of the proposed rate increases by Utilities, Inc. and I feel they are excessive and unwarranted. I have no objection to a regulated utility making a reasonable profit on THEIR COST of producing the water and the needed improvements to their facility producing the water that I CONSUME. However, I object to subsidizing the cost and improvements needed for other facilities that this parent company owns in this area that are not in any way related to the facility that produces the water I consume. I have been a 35+ year customer of this utility (formerly Sanlando Utilities) and this proposed rate increase is unjustified. Thank you for your consideration.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 9:21 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122265

### CUSTOMER INFORMATION

Name: Amy Roderick  
Telephone: (313) 808-0263  
Email: [amy.roderick@gmail.com](mailto:amy.roderick@gmail.com)  
Address: 256 Coble Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Amy Roderick  
Account Number:  
Address: 256 Coble Dr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size  
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential  
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).  
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39
4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,  
Amy Roderick  
256 Coble Dr.  
Longwood, FL 32779

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 21, 2017 10:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122264

### CUSTOMER INFORMATION

Name: Sandra Palkovic  
Telephone: (407) 739-0755  
Email: [sandy@homesbysandy.net](mailto:sandy@homesbysandy.net)  
Address: 206 Churchill Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Sandy Palkovic  
Account Number: 3392710000  
Address: 206 Churchill Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I've been warned that my water bill will go up in monthly cost, perhaps 100%. The notification that I received from Utilities, Inc. said that they had purchased other independent water companies and that the increase will be needed to pay to bring all up to standards. Not fair. I am not willing to pay for other areas, nor would I ask for others to pay for my water area.

Right now we have manageable water rates and if infrastructure upgrades need to be mad, then they need to look towards local government entities and customers there to pay for it.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 21, 2017 9:50 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122263

### CUSTOMER INFORMATION

Name: claudia chindamo  
Telephone: (407) 492-7739  
Email: [cchindamo@gmail.com](mailto:cchindamo@gmail.com)  
Address: 200 Meadow Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: claudia chindamo  
Account Number: 8871210000  
Address: 200 Meadow Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I feel the rate hike is very unfair. I personally cannot afford the increase that you are talking about. It should be done in increments, not all at once. I am unemployed currently and have enough trouble paying my bills as it is. Please reconsider this and make it more fair for the consumers.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 21, 2017 12:19 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122259

### CUSTOMER INFORMATION

Name: Angela Sander  
Telephone: (321) 251-7908  
Email:  
Address: 320 ValleyDr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Angela Sander  
Account Number: 389762855  
Address: 320 ValleyDr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The proposed rate increase by Utilities Inc.more than doubles the current rate. This is COMPLETELY unacceptable. Please do not approved the proposed rate increase.Best regards. Peter and Angela Sander

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 21, 2017 11:13 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122258

### CUSTOMER INFORMATION

Name: Jackie Bochter  
Telephone:  
Email:  
Address: 120 Habersham dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jackie Bochter  
Account Number:  
Address: 120 Habersham Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The proposed rate increase is ridiculous, double the price? Seriously? If the rate must be increased shouldn't it be spread over a time period not just immediately? Having water bill just as expensive as electric is ridiculous and would likely cripple residents in single house holds. This must be evaluated better.

CORRESPONDENCE

JAN 23, 2017

DOCUMENT NO.

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Boulevard  
Tallahassee, Florida 32399-0850

Ref: Docket Number 160101-WS

Dear Director,

Referencing Docket Number 160101-WS, I am extremely concerned about the size of the increase Sanlando Utilities is seeking. It is difficult to quantify based on the information provided in the notice. It appears that some estimates are seeking increases ranging from 50% - 100%.

This increase would be excessive and create a hardship for many families, especially those of us who are retired senior citizens and on a fix income. I am unable to attend the hearing on February 2, 1917 regarding this agenda issue. I would like to go on record as very strongly opposing this increase.

If there is anything else that can be done to prevent this increase from occurring please inform us. I can be reached at 407-332-7571 (H), 407-342-3601 (C), or hine\_barbara@yahoo.com.

Sincerely,

*Barbara Hine*

Barbara Hine

*130 Rose Brian Dr.  
Longwood, Fl.  
32750*

RECEIVED-FPSC  
2017 JAN 23 AM 9:05  
COMMISSION  
CLERK

<https://mg.mail.yahoo.com/neo/launch?.rand=ehgr0td1ujs8n>

1/20/2017



ORLANDO FL 328

20 JAN 2017 PM 4 IL



Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Blvd.  
Tallahassee, Florida  
32399-0850

32399-085099



CORRESPONDENCE

JAN 23, 2017

DOCUMENT NO.

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive. It also appears you operate as a monopoly in some of these areas, which, when attached to price gouging such as this, is 100% immoral. Small increases (perhaps 3-5%) are explainable via inflation, but this is unprecedented and uncalled for. Pure greed.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as **strongly** opposing the increase. There is no good reason for it other than increased profit, at the expense of the families in our already overcharged community.

Please let me know what else we can do to prevent this increase from occurring. This is wrong in every way and I have a hard time understanding how the individuals making these decisions can sleep at night.

I will make it my mission to lobby for changes in law that would allow for competition in the utility "business". Perhaps that will keep prices in order.

I may be reached at 407-334-1210

Sincerely,  
Jim Ferraro

RECEIVED-FPSC  
2017 JAN 23 AM 9:06  
COMMISSION  
CLERK

Ferraro Family  
104 E. Wyndham Ct  
Longwood, FL 32719

ORLANDO FL 326

20 JAN 2017 PM 3:11



Florida Public Service Commission  
Director's Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399-085099



CORRESPONDENCE  
JAN 23, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, January 23, 2017 12:06 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122271; E-Form Other Complaint TRACKING NUMBER 122272; E-Form Other Complaint TRACKING NUMBER 122273; E-Form Other Complaint TRACKING NUMBER 122275; E-Form Other Complaint TRACKING NUMBER 122276; E-Form Other Complaint TRACKING NUMBER 122277; E-Form Other Complaint TRACKING NUMBER 122279; E-Form Other Complaint TRACKING NUMBER 122282; E-Form Other Complaint TRACKING NUMBER 122283; E-Form Other Complaint TRACKING NUMBER 122284

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, January 23, 2017 11:14 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 2:29 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122284

### CUSTOMER INFORMATION

Name: Michael Lusk  
Telephone: (407) 618-4735  
Email: [wait4all@yahoo.com](mailto:wait4all@yahoo.com)  
Address: 107 Kilkenny Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michael Lusk  
Account Number: 0861300000  
Address: 107 Kilkenny Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

our water bills have increased many times over the 23 years we have lived here. i see utilities inc. employees driving with 1 person in their co. vehicles & leaving the vehicle running while working outside the vehicle. i have spent over 30 minuets talking with 1 of utilities techs on a visit to our home, showing no concern about time. utilities inc needs to look inside their co. & clean up waste, not increase water bills.  
thank you



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 2:09 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122283

### CUSTOMER INFORMATION

Name: richard Wayne  
Telephone: (407) 739-6401  
Email: [rwayne002@cfl.rr.com](mailto:rwayne002@cfl.rr.com)  
Address: 914 Bearded Oaks Terrace longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: richard Wayne  
Account Number: 6809300000  
Address: 914 Bearded Oaks Terrace longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I was just made aware of the proposed increases to my water & sewage usage bill and I feel your dept should block such frivolous and greedy attempts to raise our rates by as much as 100%. To allow such increases raises questions of official misconduct and regulators being coerced and politically motivated by Utilities, Inc. Suggest your dept carefully scrutinize their proposal and allow for modest and justifiable increases at most. To allow the proposed increases should be reason for investigation of the deciding commision by the legal authorities.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:56 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122282

### CUSTOMER INFORMATION

Name: Donna Irvin  
Telephone: (407) 682-7898  
Email: [dirvin1190@gmail.com](mailto:dirvin1190@gmail.com)  
Address: 31242 Brantley Branch Road Eustis FL 32736

### BUSINESS INFORMATION

Business Account Name: Arvis Irvin  
Account Number: 5261410000  
Address: 118 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Florida Public Service Commission  
Director, Office of Communications Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.75% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, in my area Seminole County Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease, but the wastewater cost would increase 58.7 %.

Taking the attached schedule of rates in this proposal would likely increase resident's water bills 50-100%. This is ludicrous, for a water utility increase! Residents can't afford this kind of increase, and per the schedule costs for residential wastewater service Base facility charge would almost double, from \$15.19 to \$25.47 general service for 1000 gallons goes from \$2.27 to \$5.65, flat rate \$26.22 increase to \$44.58.

There is nothing in this rate increase that is affordable to residents, clean safe water and reasonable fees are not what this is about, this is for increasing the company profit margin. Residents on fixed incomes can not afford this increase.

Please listen to the customers and do not support this large of an increase for water and wastewater services!

Sincerely,  
Donna Irvin

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:33 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122279

### CUSTOMER INFORMATION

Name: Gail Russakov  
Telephone: (407) 774-5737  
Email: [gailrussakov@mac.com](mailto:gailrussakov@mac.com)  
Address: 306 Cambridge Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Gail Russakov  
Account Number: 3359510000  
Address: 306 Cambridge Dr. Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Received a notice concerning a future increase in my water service from Utilities Inc. If I am doing the math my bill could more then double. Since I have lived in this house for about 30 years and am a senior citizen this raise seems very high. Maybe a twenty percent raise is due. Since they have taken over the water service many times the water has an order due to chemicals they add. Never had that problem with the previous company. I see no reason to have such a large increase.

Thank You,

Gail Russakov

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:21 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122277

### CUSTOMER INFORMATION

Name: Barry Steinhart  
Telephone: (407) 831-4200  
Email: [barry.steinhart@gmail.com](mailto:barry.steinhart@gmail.com)  
Address: 392 Newton Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Barry Steinhart  
Account Number:  
Address: 392 Newton Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposed rate increase by Utilities Inc is unconscionable. There is no way they can substantiate an increase of over 100%. Consumers shouldn't be stuck paying the full load of their expenses to bring their systems up to standard. They should have been upgrading and maintaining systems continually over time. The owners and shareholders need to contribute substantially to their financial need.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122276

### CUSTOMER INFORMATION

Name: Rachel boghos  
Telephone: (321) 315-9746  
Email: [rachellayne@gmail.com](mailto:rachellayne@gmail.com)  
Address: 3525 Shirley dr Apopka FL 32703

### BUSINESS INFORMATION

Business Account Name: Rachel boghos  
Account Number:  
Address: 3525 Shirley dr Apopka FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I do not think it is fair that water rates will be increasing so much. I cannot afford for my water bill to double and I know that most people in my surrounding neighborhoods cannot either. Please rethink what you are trying to do to our community, it is completely unfair.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122275

### CUSTOMER INFORMATION

Name: Bethany Wilson  
Telephone: (203) 536-7977  
Email: [Beth1471@gmail.com](mailto:Beth1471@gmail.com)  
Address: 113 Cove Lake Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bethany Wilson  
Account Number: 9334494605  
Address: 113 Cove Lake Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am complaining about the proposed rate hike from Utilities Inc. I think this would be disastrous and unfair to the community. Please reconsider!!!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 12:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122273

### CUSTOMER INFORMATION

Name: Linna VanNette  
Telephone: (407) 862-6855  
Email: [yannette01@gmail.com](mailto:yannette01@gmail.com)  
Address: 141 Duncan Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Linna VanNette  
Account Number:  
Address: 141 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposed rate increase by Utilities, Inc. is of great concern. I am already shocked each month by the amount of the bill I receive and I am a retiree living alone so I can only imagine how much families who use more water must be each month. In other words, this rate increase represents a financial hardship.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 12:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122272

### CUSTOMER INFORMATION

Name: neal ekengren  
Telephone: (407) 492-7896  
Email: [nekengren@gmail.com](mailto:nekengren@gmail.com)  
Address: 317 n fox chase pt longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: neal ekengren  
Account Number: 9345010000  
Address: 317 n fox chase pt longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
rate increase notice of 150% is a dereliction of duty to the public.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 12:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122271

### CUSTOMER INFORMATION

Name: Susan Goldberg  
Telephone:  
Email: [Susan\\_0902@yahoo.com](mailto:Susan_0902@yahoo.com)  
Address: 210 west Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Susan Goldberg  
Account Number:  
Address: 210 west Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I cannot cannot believe that the water commission is considering a rate hike of this magnitude. It will make water bills unaffordable for most people, especially those on a fixed income. Please deny this request.

Thank you

CORRESPONDENCE  
JAN 23, 2017  
DOCUMENT NO.

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 23, 2017 12:04 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122287; E-Form Other Complaint TRACKING NUMBER 122288

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**From:** Diane Hood  
**Sent:** Monday, January 23, 2017 11:49 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1234020C. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 3:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122288

### CUSTOMER INFORMATION

Name: Christine Hanley  
Telephone: (407) 862-1598  
Email: [agilab2@yahoo.com](mailto:agilab2@yahoo.com)  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

### BUSINESS INFORMATION

Business Account Name: Christine Hanley  
Account Number: 84649-49226  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

As a senior with limited income, I am writing to complain and request review by PSC to deny the proposed water/sewer rate increase. This request by Utilities, Inc. presents as a blatant abuse by a monopoly. Why can't Sanlando take the more sensible route and apply for a Bond and spread the cost over 5-10 years? I cannot afford to pay double what I am paying today. I work and am not able to take off without pay to attend the hearing on February 2nd. DENYING THIS ACTION IS CRITICAL. The massive rate increase proposed is grossly unfair. Our rates are to be doubled while other areas currently pay much less and their proposed increase is much smaller. This is simply not fair. To consolidate rates across the state as proposed by Utilities Inc. must be done over at least 10 years at a minimum. Imposing such a high increase, while they gain substantial revenues, is a heavy burdens on the homeowners who already deal with higher rates from other utilities and taxes. Please deny Utilities, Inc. of Florida's increase proposal. Thank you.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 3:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122287

### CUSTOMER INFORMATION

Name: Christine Hanley  
Telephone: (407) 862-1598  
Email: [agilab2@yahoo.com](mailto:agilab2@yahoo.com)  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

### BUSINESS INFORMATION

Business Account Name: Christine Hanley  
Account Number: 84649-49226  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

As A Senior with limited income, I am writing to complain and request review by PSC to deny the proposed water/sewer rate increase. This request by Utilities, Inc. presents as a blatant abuse by a Monopoly. Why can't Sanlando take the more sensible route and apply for a Bond and spread the cost over 5-10 years. I cannot afford to pay double what I am paying today. I work and cannot take off to attend the hearing on February 2nd. DENYING THIS ACTION IS CRITICAL. The massive rate increase proposed is grossly unfair. To double our local rates while other areas not only pay much less but their proposed increase is much smaller. This is simply not fair. To consolidate rates across the state as proposed by Utilities Inc. must be done over at least 10 years at a minimum. Increasing their revenues while imposing such a high increase is a heavy burdens on the homeowners who already deal with higher rates from other utilities and taxes.

CORRESPONDENCE  
JAN 20, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Friday, January 20, 2017 4:50 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122245; E-Form Other Complaint TRACKING NUMBER 122247; E-Form Other Complaint TRACKING NUMBER 122248; E-Form Other Complaint TRACKING NUMBER 122249

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Friday, January 20, 2017 4:39 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 20, 2017 8:20 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122249

### CUSTOMER INFORMATION

Name: William McCrory  
Telephone: (407) 869-4321  
Email: [other-mail@cfl.rr.com](mailto:other-mail@cfl.rr.com)  
Address: 110 Bay Hammock LN Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: William McCrory  
Account Number: 2163210000  
Address: 110 Bay Hammock LN Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposed water/wastewater increase by Sanlando Utilities is over the top. I currently pay between \$35 and \$45 a month for this service and the proposed rate increase would take me over \$70 with no increase in service or use. This increase should be considered as usury and not allowed. I am retired and on a fixed income and this rate increase plus the rate increase that Duke Energy has proposed are just too much. Keep in mind that we, retirees, did not get a COLA increase this year.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 10:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122248

### CUSTOMER INFORMATION

Name: Brian Boles  
Telephone: (407) 257-6742  
Email: [Bboles77@gmail.com](mailto:Bboles77@gmail.com)  
Address: 165 Dartmouth Ln Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Brian Boles  
Account Number:  
Address: 165 Dartmouth Ln Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

As a Sanlando resident I am deeply concerned by the proposed rate hikes and the false propaganda being sent to Sanlando residents that our rates may go down. Their proposal will more than double Sanlando resident rates. Utilities included has a monopoly and these increases after the many increases in recent years are deeply troubling.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 9:38 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122247

### CUSTOMER INFORMATION

Name: Jeff and Heather Sabounji  
Telephone:  
Email:  
Address: 201 Royal Oaks Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jeff and Heather Sabounji Account Number: 4869015308  
Address: 201 Royal Oaks Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Increasing our monthly service charge for water and sewage from an average of \$33 a month to an average of \$71 a month without any real or valid explanation is unacceptable. We are not in agreement with this nor approve this change.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 6:50 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122245

### CUSTOMER INFORMATION

Name: Joanna Tolbert  
Telephone:  
Email:  
Address: 114 Autumn Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Oglesby  
Account Number:  
Address: 114 Autumn Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The rate increase is incredibly ridiculous and we disagree with it.

CORRESPONDENCE  
JAN 20, 2017  
DOCUMENT NO.

17Jan2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

Dear Director,

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive.

We are unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

We may be reached at 407-260-5895 or via email at [ghamilton7@cfl.rr.com](mailto:ghamilton7@cfl.rr.com).

Sincerely,

  
Andrew and Gayle Hamilton  


RECEIVED-FPSC  
2017 JAN 20 AM 8:49  
COMMISSION  
CLERK

1213 Roxboro Rd  
Longwood FL 32750

ORLANDO  
FL 328  
18 JAN '17  
DISTRIBUTION CENTER  
2017 JAN 20 AM 8:30

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0850

32399-085099



CORRESPONDENCE  
JAN 20, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Friday, January 20, 2017 2:45 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122250; E-Form Other Complaint TRACKING NUMBER 122252

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Friday, January 20, 2017 11:29 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1233807C. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 20, 2017 9:38 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122252

### CUSTOMER INFORMATION

Name: Maureen McHale  
Telephone: (362) 406-2011  
Email: [Maureen@hiremaureen.com](mailto:Maureen@hiremaureen.com)  
Address: 707 Blue Lake Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Maureen McHale  
Account Number: 9757300000  
Address: 707 Blue Lake Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Against rate hike. Water bill is outrageously high as it is...

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 20, 2017 8:57 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122250

### CUSTOMER INFORMATION

Name: Maureen McHale  
Telephone: (362) 406-2011  
Email: [Maureen@hiremaureen.com](mailto:Maureen@hiremaureen.com)  
Address: 707 Blue Lake Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Maureen McHale  
Account Number: 9757300000  
Address: 707 Blue Lake Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Against rate hike. Water bill is outrageously high as it is...

CORRESPONDENCE  
JAN 20, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Thursday, January 19, 2017 5:05 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122239; E-Form Other Complaint TRACKING NUMBER 122240

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Thursday, January 19, 2017 3:52 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1233782C. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 3:15 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122239

### CUSTOMER INFORMATION

Name: Eric Johnson  
Telephone:  
Email:  
Address: 121 Oak Leaf Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Eric Johnson  
Account Number:  
Address: 121 Oak Leaf Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The price gouging plan that we have been made aware of that is coming is preposterus!

I trust the public service commission will do its part to protect us and put an end to these doubling or even tripling to our wastewater bills that will hit us like a ton of bricks.

Otherwise we will be forced to look for new officers that will be able to do their job to protect their citizens and I will not be shy about helping their opponents.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 3:15 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122240

### CUSTOMER INFORMATION

Name: Eric Johnson  
Telephone:  
Email:  
Address: 121 Oak Leaf Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Eric Johnson  
Account Number:  
Address: 121 Oak Leaf Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The price gouging plan that we have been made aware of that is coming is preposterous!

I trust the public service commission will do its part to protect us and put an end to these doubling or even tripling to our wastewater bills that will hit us like a ton of bricks.

Otherwise we will be forced to look for new officers that will be able to do their job to protect their citizens and I will not be shy about helping their opponents.

CORRESPONDENCE  
JAN 19, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Thursday, January 19, 2017 3:39 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122236; E-Form Other Complaint TRACKING NUMBER 122238; E-Form Other Complaint TRACKING NUMBER 122237

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Thursday, January 19, 2017 3:12 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1233771C. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 2:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122238

### CUSTOMER INFORMATION

Name: Bryan Hise  
Telephone: (407) 461-1721  
Email: [Bryanhise04@gmail.com](mailto:Bryanhise04@gmail.com)  
Address: 176 Duncan Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bryan Hise  
Account Number:  
Address: 176 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at 407-461-1721 or via email at [bryanhise04@gmail.com](mailto:bryanhise04@gmail.com).

Sincerely,  
Bryan Hise

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 2:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122236

### CUSTOMER INFORMATION

Name: Bryan Hise  
Telephone: (407) 461-1721  
Email: [Bryanhise04@gmail.com](mailto:Bryanhise04@gmail.com)  
Address: 176 Duncan Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bryan Hise  
Account Number:  
Address: 176 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at 407-461-1721 or via email at [bryanhise04@gmail.com](mailto:bryanhise04@gmail.com).

Sincerely,  
Bryan Hise

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 2:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122237

### CUSTOMER INFORMATION

Name: Bryan Hise  
Telephone: (407) 461-1721  
Email: [Bryanhise04@gmail.com](mailto:Bryanhise04@gmail.com)  
Address: 176 Duncan Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bryan Hise  
Account Number:  
Address: 176 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at 407-461-1721 or via email at [bryanhise04@gmail.com](mailto:bryanhise04@gmail.com).

Sincerely,  
Bryan Hise

CORRESPONDENCE  
JAN 19, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Thursday, January 19, 2017 2:35 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122221; E-Form Other Complaint TRACKING NUMBER 122225; E-Form Other Complaint TRACKING NUMBER 122224; E-Form Other Complaint TRACKING NUMBER 122226; E-Form Other Complaint TRACKING NUMBER 122228; E-Form Other Complaint TRACKING NUMBER 122229; E-Form Other Complaint TRACKING NUMBER 122231; E-Form Other Complaint TRACKING NUMBER 122232; E-Form Other Complaint TRACKING NUMBER 122234; E-Form Other Complaint TRACKING NUMBER 122235

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Thursday, January 19, 2017 2:17 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 1:34 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122235

### CUSTOMER INFORMATION

Name: AJ Popiel  
Telephone: (407) 221-5807  
Email: [ajwp4@aol.com](mailto:ajwp4@aol.com)  
Address: 122 Albrighton Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Peter Popiel  
Account Number:  
Address: 122 Albrighton Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The proposed rate change is outrageous. It is proposed to be more than double. I live next door to the wastewater plant I can tell you it stinks most every day, not for long but obviously they are not doing what they need to do correctly and more than doubling the rates will not fix what they are inefficient and unable to do properly. Prior to Utilities Inc. purchasing this wastewater and water plant it rarely, if ever had "smell" issues. Utilities Inc. should be reducing the cost due to poor management and service to customers.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 1:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122234

### CUSTOMER INFORMATION

Name: Peggy Thomas  
Telephone: (407) 788-5100  
Email: [p.thomas@thomasmortgage.com](mailto:p.thomas@thomasmortgage.com)  
Address: 304 Partridge Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Peggy Thomas  
Account Number:  
Address: 304 Partridge Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am appalled that the PSC feels that it is acceptable for Utilities Inc. to request a 158.2% increase to Seminole County residents. I am sure you are aware that large numbers of the population are still unemployed, underemployed or on a fixed income after years of struggling through the Great Recession. As a self-employed person, our company is just finally starting to again become profitable, however, we have a lot of catching up to do after many years of no profits to very little. As I am now close to 70 years of age, I am hoping to retire within the next year or so. With inflation in food and health care services, it will be difficult enough to live on a fixed income. It is unfathomable that I could be facing a 158.2% increase in a required service that is without competition. When increases of 1 - 4% are typically the norm, how is it even possible to consider an increase this enormous on a population that is still suffering from stagnant income growth?



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 12:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122232

### CUSTOMER INFORMATION

Name: Diana Hise  
Telephone: (407) 923-1723  
Email: [Diana3547@gmail.com](mailto:Diana3547@gmail.com)  
Address: 176 Duncan Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Diana Hise  
Account Number:  
Address: 176 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The rate increase proposed by utilities inc. is outrageous! Water is a necessity of life and should be affordable. We are strongly against this rate increase.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 12:39 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122231

### CUSTOMER INFORMATION

Name: Eduard Pineiro  
Telephone:  
Email:  
Address: 1123 Bella Vista Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Eduard Pineiro  
Account Number:  
Address: 1123 Bella Vista Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Very concerned about the proposed rate increase which will increase the cost per home from \$33.88 to \$71.41 per month (based upon 5,000 gallon usage). This is an astronomical and wholly unethical increase and wish for the commission to seriously consider denying the request for an increase.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 11:52 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122229

### CUSTOMER INFORMATION

Name: Erica Presco  
Telephone: (407) 620-2630  
Email: [Epresco@gmail.com](mailto:Epresco@gmail.com)  
Address: 109 Shadow Lake Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Erica Presco  
Account Number: 8180891324  
Address: 109 Shadow Lake Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Please don't allow this rate increase to occur! Many people in the area live paycheck to paycheck just trying to make ends meet including myself. Large rate increases like this are detrimental for residents like myself.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 11:51 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122228

### CUSTOMER INFORMATION

Name: Michele Brown  
Telephone: (407) 227-3796  
Email: [nothomealone2003@yahoo.com](mailto:nothomealone2003@yahoo.com)  
Address: 204 Pheasant Run Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: James Brown  
Account Number:  
Address: 204 Pheasant Run Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I'm agaisnt another rate increase. The company has had a rate increase every six months for years. Enough already

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 11:25 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122226

### CUSTOMER INFORMATION

Name: Lori Prentice  
Telephone: (407) 782-2970  
Email: [lori\\_prentice@yahoo.com](mailto:lori_prentice@yahoo.com)  
Address: 132 Margate Mews Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Lori Prentice  
Account Number:  
Address: 132 Margate Mews Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The proposed rate increases are unconscionable. A nearly 100% increase in our monthly billing is not just a rate hike, it would be a detrimental to everyone that lives within this utilities area. Not to mention the financial burden it will place on all the residents.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 11:19 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122225

### CUSTOMER INFORMATION

Name: Joanna Tolbert  
Telephone:  
Email:  
Address: 114 Autumn Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Oglesby  
Account Number:  
Address: 114 Autumn Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The rate increase is incredibly ridiculous and we disagree with it.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 19, 2017 11:17 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122224

### CUSTOMER INFORMATION

Name: Chelsea McNulty  
Telephone: (407) 461-0887  
Email: [chelseamcnulty@gmail.com](mailto:chelseamcnulty@gmail.com)  
Address: 202 stevenage dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Tim McNulty  
Account Number: 9319474398  
Address: 202 stevenage dr Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The idea of a increase that large is insane. My bill is already high!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 18, 2017 9:29 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122221

### CUSTOMER INFORMATION

Name: Joan Stevens  
Telephone: (407) 739-2984  
Email:  
Address: 123 Shellie ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Joan Stevens  
Account Number:  
Address: 123 Shellie ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

The proposed rate increase in Docket No 160101-WS, Utilities, Inc. of Florida is outrageous. There can be no justification for the huge rate hike they want to place on residence in Seminole County. There is no choice for the community as we need water and Utilities, Inc is the only water utility company. Please help the community by not allowing this huge increase.



State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

CORRESPONDENCE

JAN 19, 2017

DOCUMENT NO.

DATE: Jan. 19, 2017

TO: Office of Commission Clerk

FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach

RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 160101.

COMMISSION  
CLERK

2017 JAN 19 PM 3:03

RECEIVED-FPSC

**Taylor Jeffrey A**

---

Florida Public Service Commission  
Director, Office of Commission

I have received notice that Utilities Inc. has requested an increase to our water service charges.

The proposed increase appears to be 167% of what they are currently charging.

The reason for increases appears to be due to higher costs etc.

I am writing you to express concerns with the quality of water in Sabal Point or Wekiva area. I have lived on Longmeadow Circle for about a year now and I am planning to move, in part, because the quality of water is so poor. The water coming out of the faucet stinks to the extent that it can be smelled in various areas of the house when the water has been turned on. Imagine how hard it is to brush your teeth with water that smells like sewage.

I do not mind paying for services provided, but I do not believe we are being provided a service in this case and I would like to know what it being done about it. Utilities Inc. has checked my water for contaminants and says there are none. I have a whole house filter and it still does not make the water palatable. I have communicated my concerns with others in the neighborhood and various parties concur that the water here stinks terribly.

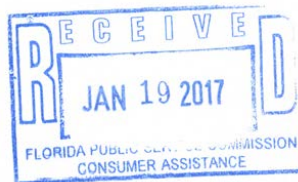
Please inform us what is being done to correct this issue. I can be reached at 407-376-5676 or [jallantaylor@gmail.com](mailto:jallantaylor@gmail.com).

Thanks,

*Jeffrey A. Taylor*  
Internal Revenue Service

850 Trafalgar Ct. – 1401  
Maitland, FL 32751  
eFAX: (877) 658 4186

*Accounting is the language of business – W.B.*



RECEIVED-FPSC  
2017 JAN 18 AM 9:43  
COMMISSION  
CLERK

Taylor  
601 Longmeadow  
Longwood FL 32779



ORLANDO FL 328  
13 JAN 2017 PM 4:41  
DISTRIBUTION CENTER  
2017 JAN 18 AM 7:02



Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399, 0870

32399-087099



RE: Docket No: 160101-WS

Summertree Custom

CORRESPONDENCE

JAN 19, 2017

DOCUMENT NO.

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name DORIS E. MAY  
Address 11139 CLEAR OAK CIR.  
NPR FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
JAN 19 AM 8:19  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) NO RATE INCREASE

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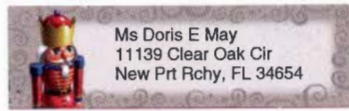
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TAMPA FL 335  
SAINT PETERSBURG FL  
17 JAN 2017 PM 6 L



DISTRIBUTION CENTER

2017 JAN 19 AM 7:03

*Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850*

32399-085099



CORRESPONDENCE  
JAN 19, 2017  
DOCUMENT NO.

2209 Springs Landing Blvd.

Longwood, FL 32779

January 17, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Ref: Docket Number 160101-WS

RECEIVED-FPSC  
2017 JAN 19 AM 8:18  
COMMISSION  
CLERK

Dear Director:

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking. It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents. This would be excessive.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring. I may be reached at 407.242.4200 or via email at [kencountess@gmail.com](mailto:kencountess@gmail.com).

Sincerely,



Ken Countess

Ken Countess  
2209 Springs Landing Blvd.  
Longwood, FL 32779

ORLANDO FL 328

17 JAN 2017 AM 3 1

DISTRIBUTION CENTER

2017 JAN 19 AM 7:03



Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

32399-085099



CORRESPONDENCE

JAN 19, 2017

DOCUMENT NO.

RECEIVED-FPSC  
2017 JAN 19 AM 8:16  
COMMISSION  
CLERK

Docket No. 16101-WS, Utilities, Inc. of Florida

As a resident of Seminole County, FL., I am writing to express my displeasure with the proposed rate increases in my water and sewer rates as they pertain to the former Sanlando business purchased by Utilities Inc. a number of years ago.

I know nothing about operating a utility. I do know that when you have any business that has fixed assets, they all have a useful life. Book and tax depreciation do not reflect how long before an asset will need to be replaced. I do know condominium association are required to establish reserves for major capital items. So what are the requirements for utilities?

Duke Energy is dealing (not very well) with the failure of the insulation on their buried cable in our neighborhood. Shouldn't the cost of replacement be part of their rates? Or, should I look forward to a request for an increase in my electric rates?

As far as I know, Utilities Inc. is a private company. It's not a government like Flint, MI., so they can't say "we need and deserve" a new water system to the state and federal government. I hate the use of the word 'fair' when applied to so many things today. Testing and rules for competitive events are suppose to be fair. Life is not fair.

We, the people of Florida, depend upon the Public Service Commission to establish rules and regulations, and approve rates that provide a reasonable rate of return for all regulated monopolies. That's no small job. If I buy a stock in a public utility company, I know what dividend they are paying. It's the responsibility of that company to generate enough earnings to continue to pay that dividend, and maybe earn enough money to increase that dividend and maybe the price of the stock. As a stockholder, I want the company to



earn more. If I'm a customer I want <sup>my</sup> rates to be low. If I'm both, then I'm conflicted, which is how I feel you should be.

Assuming Utilities Inc. is privately held, they still have owners (investors), and they want a return on their investment.

I don't know how you determine what Utilities Inc. earns each year, and what gets paid to the investors, vs. what is set aside in reserves for future capital expenditures. All I know is that my lowest bill last year was \$35.91, and might have been \$77.33 with the requested rate increase. My highest bill was \$93.07 and might have been \$182.07.

I'm a single guy, with an outside shower. Most of my water is applied to my yard. My irrigation system is set to off, I have a rain gauge, and only water when I think it's needed. My Social Security check is going down because the .03% increase doesn't come close to covering my increased cost of Medicare. My total Utilities Inc. bills last year were \$854.07. Double that and we're talking \$1,700.

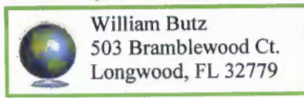
I'm asking you to do your job, and determine that whatever increase you grant, you know you did the right thing.

William Butz  
503 Bramblewood Ct  
Longwood, FL. 32779  
307-774-0068



1/16/17

COPY: MARTIN S. FRIEDMAN Esq.



William Butz  
503 Bramblewood Ct.  
Longwood, FL 32779

ORLANDO FL 328

2017 JAN 19 7:03

DISTRIBUTION CENTER

2017 JAN 19 AM 7:03



Commission Clerk, Office of Commission Clerk  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SUMNER OAK BLVD.  
TALLAHASSEE, FL 32399-0850

32399-085099



CORRESPONDENCE

JAN 19, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name Paul & Dorothy Leoci

Address 11326 Clear Oak Cir.

New Port Richey, FL 34654

COMMISSION  
CLERK

2017 JAN 19 AM 8:20

RECEIVED-FPSC

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

UTILITIES INC HAS PROMISED US - GOOD WATER  
FOR AS LONG AS WE HAVE LIVED HERE (15 YRS) FINALLY  
WE HAVE WATER FROM PASCO COUNTY (NOT AT THEIR DOING)  
IN THE EARLY YEARS 2003 TO ABOUT 2005 OUR  
WATER FAILED ALL GOVT. SPECIFICATIONS FOR  
WATER, LISTING ITEMS THAT COULD CAUSE CANCER'S  
& PARKINSON'S DISEASE (SAME AS MARINE CAMP LEJENE)  
MANY OF OUR RESIDENTS HAVE EITHER DIED OR LIVING  
WITH THESE DISEASES COULD THIS BE FROM UTILITIES  
WATER SUPPLY, (IRON IS STILL FAILING GOVT SPECS)  
PLEASE DO NOT GIVE THEM AN INCREASE, NOW ~~DUETO~~ <sup>WAS</sup>  
RECEIVING PASCO WATER THERE WORKLOAD MUST BE  
DECREASED BY TWO THIRDS THANK YOU FOR YOUR ATTENTION

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Paul Leoci  
11326 Clear Oak Cir.  
New Prt Rchy, FL 34654-1624



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FOLD HERE

TAPE

FOLD HERE

CORRESPONDENCE  
JAN 18, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, January 18, 2017 4:41 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122199; E-Form Other Complaint TRACKING NUMBER 122215

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, January 18, 2017 4:28 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 18, 2017 4:10 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122215

### CUSTOMER INFORMATION

Name: Chris Proctor  
Telephone: (424) 262-9119  
Email: [chprocto@cisco.com](mailto:chprocto@cisco.com)  
Address: 1200 West Wekiva Trl Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Chris Proctor  
Account Number: 526071000  
Address: 1200 West Wekiva Trl Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
To whom it may concern,

The proposed rate increase in Docket No 160101-WS, Utilities, Inc. of Florida is flat obscene. There is just no other adequate description for it. As a state sanctioned monopoly, Utilities, Inc is immune to free market forces that would backlash against any private business raising their rates by this much. Vague statements about this saving money long term are couched in non-committal language protecting them legally when they don't deliver these saves.

In specific, Seminole County is accounting for a far larger share of the total revenues than any other part of the system. Additionally, if Utilities Inc requires 158.2% increase and that number is correct then it is clear their finances have flat been mismanaged. That would imply that the system has been operating at a huge loss in the previous time periods.

Additionally, providing only physical access during normal US business hours to the records used to determine these rate increases seems to be a deliberate attempt to prevent their open inspection by the public. This is 2017, not 1917.

I can only determine this is the result of malfeasance, incompetence, or an outright typo in someone's numbers. For people balanced on the edge financially, this could be disastrous and have real impacts on real people. Someone will be held to account for this. Civilly, criminally or politically is the only open question.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 18, 2017 8:45 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122199

### CUSTOMER INFORMATION

Name: John Snyder  
Telephone:  
Email:  
Address: 303 N. Sweetwater Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Snyder  
Account Number:  
Address: 303 N. Sweetwater Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Please read below. I do not want any such increase to be approved by the PSC regarding Utilities Inc.'s proposed increases.

Utilities Inc., who provides the water, sewer, and reuse water to Sweetwater Oaks and the surrounding areas, is requesting a HUGE rate increase from the Florida Public Service Commission.

1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.

2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.

3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

I would expect my Utilities Inc. bill, along with everyone else on Utilities Inc., to basically double. I do not have a reuse irrigation system, so I suspect that if you did, your costs would be much higher.

Proposed increases in water/sewer services by County ( in ADDITIONAL Revenues)

Charlotte County- \$326,377  
Highlands County- \$32,671  
Lake County- \$780,835  
Lee County-\$64,787  
Marion County - \$72,733  
Orange County- \$258,990  
Pasco County- \$570,886  
Pinellas County- \$750,684  
Polk County- \$95,968  
Seminole County- \$4,065,495

Of the proposed revenue increases, \$2,372,629 comes from our service area for Sweetwater Oaks and surrounding areas (called Sanlando). So our little area will absorb more in costs increases than Charlotte, Highlands, Lee, Marion, Orange, Pasco, Pinellas, and Polk county COMBINED!!!!

According to the letter from Utilities Inc., this is all good news for us because it "...will likely result in fewer and smaller rate increases in the future." and "...will help prevent "rate shock" that can occur when major improvements are performed in a single community."



CORRESPONDENCE  
JAN 18, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Wednesday, January 18, 2017 8:44 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Protest to Rate increase 160101 // Utilities Inc. of Florida  
**Attachments:** Exhibit A Meter readings of water being flushed.docx; Exhibit B Phone call log of two Complaints to 1. Fla DEP & 2. UIF over water issues..docx

Please place in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann

**From:** Lee Robida [<mailto:leerobida@gmail.com>]  
**Sent:** Wednesday, January 18, 2017 8:41 AM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Subject:** Protest to Rate increase 160101 // Utilities Inc. of Florida

Commissioners:

Please accept the following two attachments below as a PROTEST against the current rate increase # 160101 that Utilities Inc., of Florida has filed.

Utilities Inc., of Florida, needs to accept that there is a cost of doing business, and that getting a guaranteed ROR, of 10% and to be able to claim the flushing that they are doing now in 2017, CAN NOT & SHOULD NEVER BE ALLOWED TO BE FACTORED INTO ANY OTHER FUTURE RATE INCREASES.

Thank You

Lee Robida  
Summertree resident  
New Port Richey FL 34654

Exhibit A Meter readings of water being flushed:

Pictures are of Utilities Inc., of Florida fire hydrant, located at Merganser Way and Paradise Pt. Way, in the Summertree community of Cross Creek, NPR, FL. 34654. Off of SR 52.

The first picture was taken Tuesday 1/17/17 at 6:11pm and then this morning Wednesday 1/18/17 at 7:15am.

Between the two readings, in one twelve hour period, 330 gallons of water was flushed away, now times that by two, 12 hours periods and in 24 hour period, over 660 gallons of water is being flushed away into our ponds.

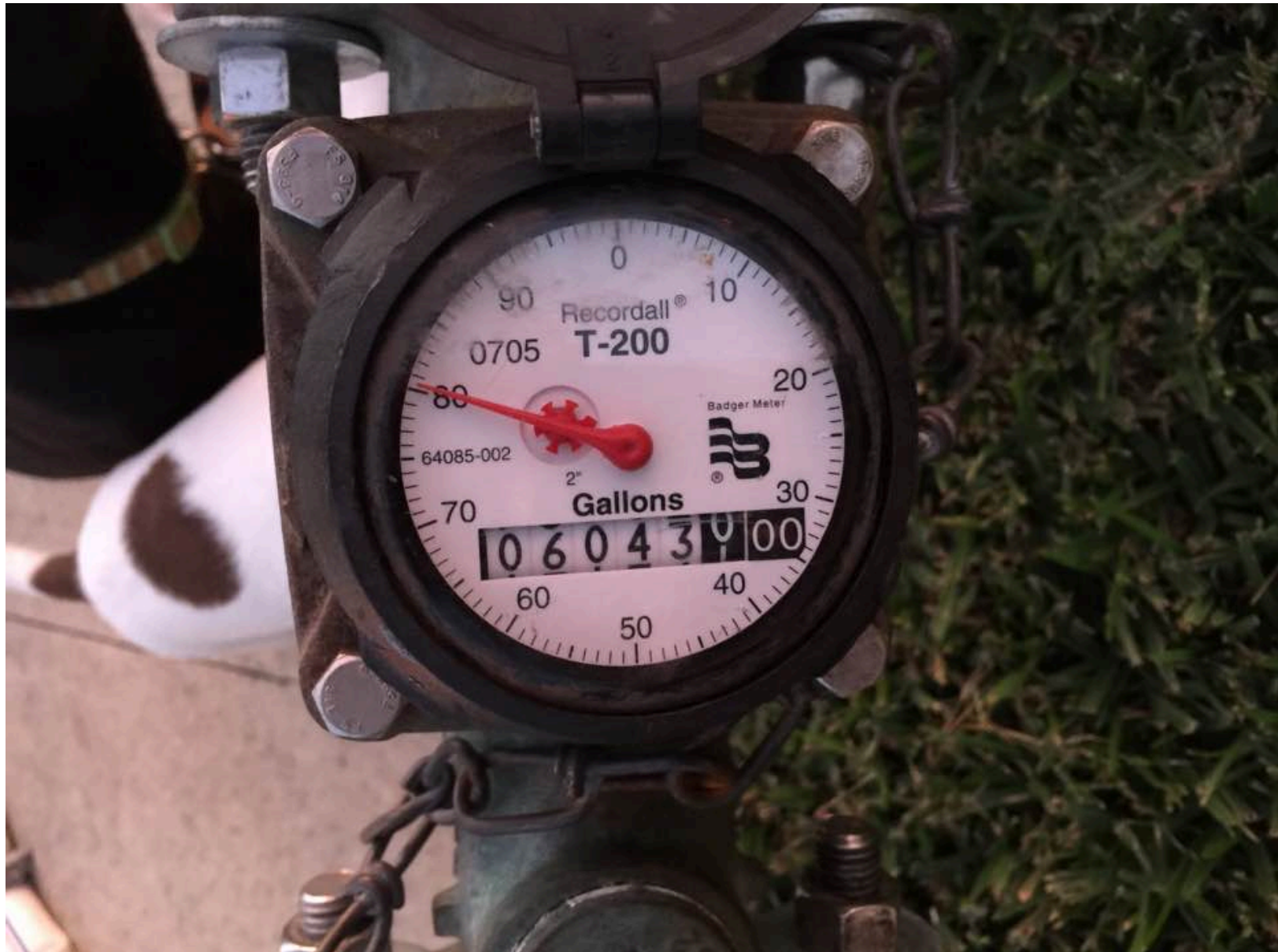
NOW multiply the 660 by 20 days since 12/30/16 and that is a FLOOD of Water of 13,200 gallons of water, just from this fire hydrant.

NOW Drive around the entire community of Summertree, and find the many other fire hydrants that are running, along with the many FLUSHING Stations that are running around the clock, as well.

NOW TELL ME HOW & WHY UTILITIES INC., of FLORIDA should get another \$30,000,000. dollar rate increase. They claim that they are working to make the chlorine levels right, but there has got to be a better way and they should be held accountable for the flushing of the water, mentioned above, so that in another 2-3 years they DO NOT GET TO CLAIM THIS WATER ON ANOTHER RATE INCREASE.

To my Florida Lawmakers: It's time to re-write the laws that give this Monopolistic Utility, the right to a GUARANTEE return of at least 10% on its doing business here in Florida.

It's time for the Lawmakers to remember that having fresh water should be a fundamental RIGHT and where the ratepayers are not taken to the cleaners, every time a private utility feels its entitled to a guarantee ROR of 10%.









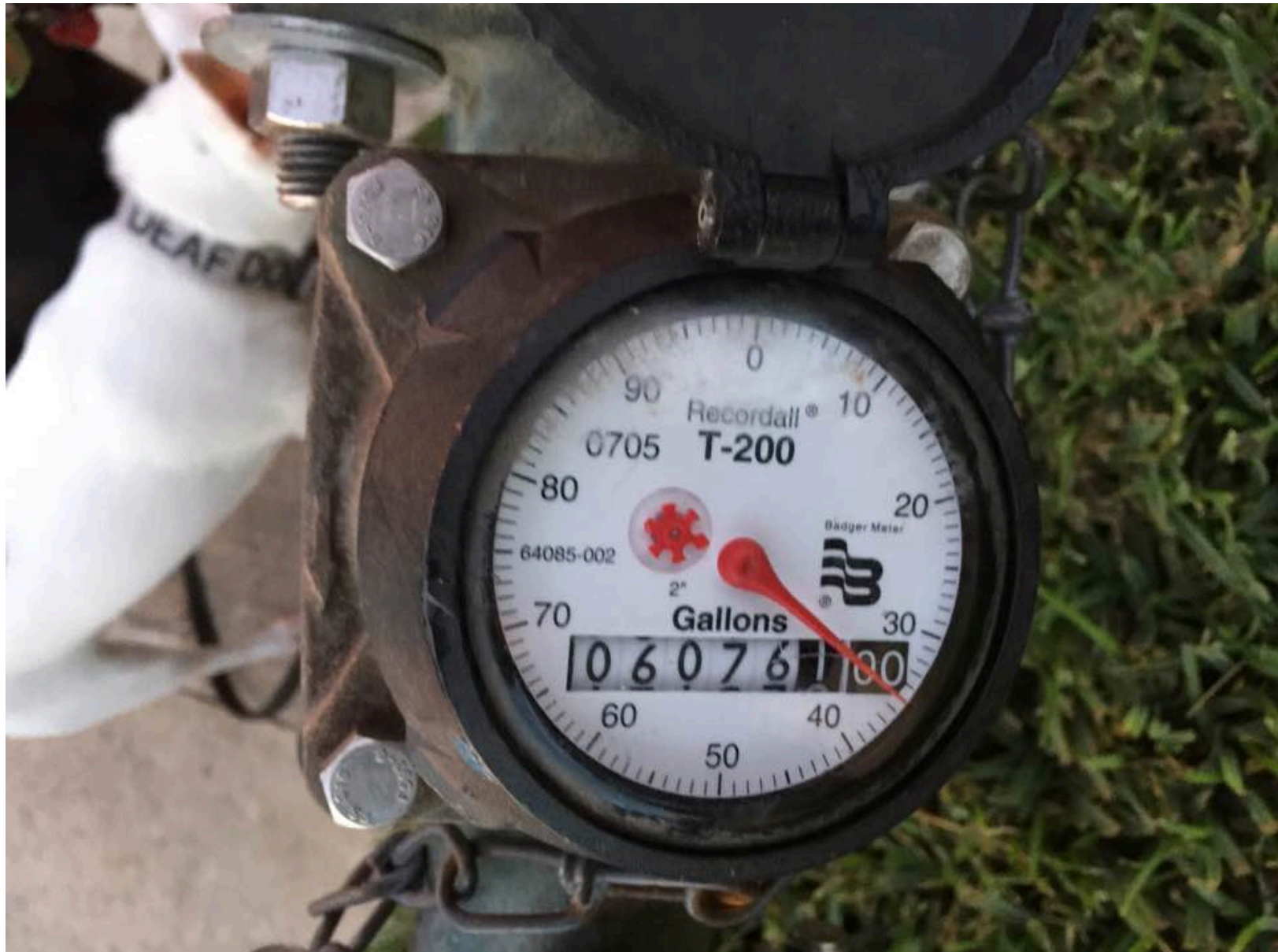


Exhibit B Phone call log of two Complaints to: 1. Fla DEP & 2. UIF over water issues.

Phone call 1/17/17 Tuesday 9:09am (813-470-5964 FLA DEP from Kira Soroka of Fla. DEP)

Kara stated that they were out here last Friday 1/13/17 and that they have spoken to UIF and Pasco County Utilities.

The current facts on the flushing is as follows:

1. PCU water coming into the system, is OK, but still low in chlorine levels. Water is safe to drink. PCU is working on correcting these levels.
2. UIF water at the end of the system is also low in chlorine levels, and this is the reason for the flushing, to get the levels corrected throughout the entire system.
3. Flushing is to continue until the levels are corrected throughout the entire system.
4. Kara: she spoke to a manager of the wetlands department with DEP, and that based upon the readings of water chlorine levels, there is no concern on DEP part for the wetlands in Summertree.
5. She understands the cost factor of how UIF (as I told her) will use this flushing water to recoup these cost at a later date, in another rate increase some years ahead. She stated that there was nothing DEP could do there. I told her of our mistrust of UIF and that also I was concerned about the waste of our natural resources of water. I told her that we would have to cross that bridge when another rate increase from FPSC comes into play.
6. Bottom line: We have to wait for the water to improve and I suggested that they all (UIF, PCU, & DEP) find a solution to this issue, ASAP. We are a 55+ community on a fixed income and were seeing more homes up for sale, and were just trying to take care of our property values. All concerned parties are working for a solution. Also I mentioned a concern of the low water pressure and with the fire hydrants open along with flushing stations, and she feels that now that we are no longer on well water, that PCU, has enough water & pressure to fight any fire issue.
7. I did tell Kara of my call to UIF and that I've filed a complaint about this low water issue. (below)

Complaint to UIF on low water pressure: 1/12/17 Thursday 11:16am.

On Friday 1/13/17, 2:00pm Jeff from UIF came to my property and tested the water on the outside faucet of the water pipe into the house and had a reading of 47 PSI. I told him of the slower water issue inside the house with the kitchen faucets, as well as the slow refilling of the toilet tank reservoirs, and that I feel this is causing the toilet float to get stuck, and for the water to not shut off but continue to run.

Lee Robida  
1/17/17

CORRESPONDENCE  
JAN 18, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 17, 2017 5:18 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122163; E-Form Other Complaint TRACKING NUMBER 122174; E-Form Other Complaint TRACKING NUMBER 122180; FPSC , 3 page(s); E-Form Improper Billing TRACKING NUMBER 122194; E-Form Other Complaint TRACKING NUMBER 122195

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Tuesday, January 17, 2017 4:19 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 17, 2017 2:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122195

### CUSTOMER INFORMATION

Name: Linda Gail Lang  
Telephone: (727) 330-8991  
Email: [ukulelesrfun@gmail.com](mailto:ukulelesrfun@gmail.com)  
Address: 2880 Meadow Wood Dr Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Linda Gail Lang  
Account Number: 4217018  
Address: 2880 Meadow Wood Dr Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket # 160101-WS, Utilities, Inc. of Florida We would like to express our concern about the unreasonable rate increase (41% per 1,000 gallons and a 57% rate increase in the base rate) to our water service in Clearwater. We believe this increase is quite excessive and if there must be an increase, please adjust it to a more reasonable amount such as 10%.

Thank you,  
Gail Lang



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 17, 2017 1:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122194

### CUSTOMER INFORMATION

Name: Stephanie Schurott  
Telephone: (407) 221-1392  
Email: [blondie21@cfl.rr.com](mailto:blondie21@cfl.rr.com)  
Address: 1131 Ridge Rd Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Stephanie Schurott Account Number:  
Address: 1131 Ridge Rd Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:  
Dear Florida Public Service Commission:

This letter is to complain about the notice I recently received from a Utilities Inc. explaining the increase in the base price for both our wastewater and regular water. The notice states that if the increase that they are proposing is approved, the cost will almost triple in cost. Right now it is only my husband and I living in our house and we pay on average \$40-\$60 a month for water. This increase in cost means that for 2 people living in a home I could pay between \$120 and \$180. That is a larger bill then my electric bill.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000-gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000-gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

I use my well water for the irrigation of my lawn and the area I live in recently (September 2016) received the hookup for Utilities Inc. water. We have no wastewater in the area but this letter leads me to believe that in order for them to get back all the money they spent and more they will eventually start charging for wastewater even if using well water. I had to pay \$6000 which I was told was a mandated price and had to be paid up front for a meter and then another \$1000 for my plumber to attach the meter to the home. I really am outraged that this proposal has even gone this far. Yes, dates and times have been given of were the residents can go to ask questions and essentially complain, but these times are all during the day in which working people are at work. It really is smart on their part but I think they will be surprised at the large turnout of homeowners in the area looking to stop this from happening. For Reference please see Docket No: 160101-WS Utilities Inc. of Florida

Sincerely,  
Stephanie Schurott

## Collin Roehner

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Monday, January 16, 2017 1:14 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 3 page(s)  
**Attachments:** FAX-2017-01-16 13\_14\_28.tif

\*New Fax Received!\*

You have received a 3 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

2017/01/16 13:11:51 1 /3



**THE  
NATION  
LAW FIRM**

The Nation Law Firm

570 Crown Oak Centre Drive

Longwood FL 32750

**FROM**

**TO**

Name: Tracy Demetrius

Phone: 407-339-1104

Fax: 407-339-1118

1632645#818005110809

E-mail: TDemetrius@NationLaw.com

Sent: 1/16/17

at: 1:11:51 PM

3 page(s) (including cover)

Subject: Docket No. 160101 - WS, Utilities, Inc. of Florida

Comments:

2017/01/16 13:11:51 2 /3

**Gregory D. Swartwood  
1850 Arlington Ct.  
Longwood, FL 32779  
Cell: 407-748-5804**

January 16, 2017

**Via Facsimile Only (1-800-511-0809)**

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

**Re: Docket No. 160101 – WS, Utilities, Inc. of Florida**

To Whom It May Concern:

Please accept this letter as my protest of the rate increase proposed by Utilities Inc. I am a resident of Longwood, FL. I recently moved to this area. Until recently lived in the downtown Orlando area and our water was provided by Orlando Utilities Commission. In the 13 years I lived at my prior home, our water bill typically ran from \$30-\$50 per month. In the first month I lived at our new home in Longwood, the water bill was approximately \$120.00. I was shocked to say the least. However, it only got worse. The next month the water bill was approximately \$178.00. I was floored!

The usage rate charged by Utilities Inc. is already outrageous. Although we live in a fairly large home (about 3500 Sq. Ft.), we use very little water. I live there with my wife and grown daughter. All three of us work and therefore most of the day we are not at home. We only take one shower each per day and then water is only used for cooking, drinking and flushing toilets. We do have a sprinkler system but are environmentally conscious (and of course the costs of water) and therefore use it only sparingly.

In Utilities, Inc.'s proposal, it contends that it is requesting the requested rate "increase/decrease because the existing rates do not provide sufficient revenues cover the required expenses of operations on a going-forward basis and a fair return on the Utility's investment in used and useful property for the public use, including pro forma projects." Utilities Inc. Proposal dated January 3, 2017 at 1. Based on that statement, one would assume that they are losing money and maybe just making a profit. That is not the case. In fact, they want a whopping 10.4% profit on all jurisdictions. What business would not like to make a 10% profit? Grocery stores, even big chains like

2017/01/16 13:11:51 3 /3

Publix, operate on a 1-3% profit. Airlines about the same. Walmart operates on a 3.1% profit.

Moreover, in most businesses you have competition. Here, residents are required to use Utilities Inc. for water (or get a well). Therefore, unlike most businesses, they do not have to spend any money on advertising. All of their customers are handed to them.

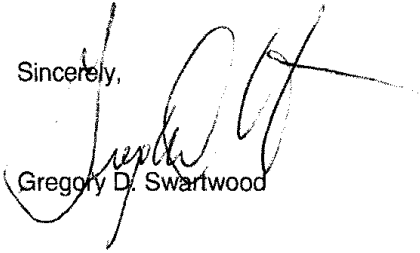
In Utilities Inc. Proposal dated January 3, 2017 at 1, it also lists the profits that are made in each region. They are losing money in only a few jurisdictions and in fact, are making a healthy profit in most. In Longwood, where I am, they are making a 7.95% profit. The residents of Longwood should not be required to subsidize other jurisdictions. Notably, Utilities Inc. Proposal indicates that it wants to make 10.4% profit across the board, but it fails to indicate the amount of its current overall profit. In other words, although it may be losing money in a few smaller jurisdictions, it is clearly making up for it in other locals. If Utilities Inc. does not think it is making enough profit, I am sure there are plenty of other companies that would be glad to provide water and waste water services in this State.

The proposed rate increase for water service in Seminole County (the County for Longwood) is an eye-popping 158.2% increase (Longwood wastewater only 4.3% increase, but still meaningful). That means my \$178.00 water bill reference above would be \$459.59 -- for water -- the most essential utility provided to residents. One cannot just go without out water. Moreover, ironically, if families try to use less, then Utilities Inc. will not realize the profit they seek, presumably leading to another request for a rate increase. Families, especially lower income families, clearly cannot simply absorb that kind of a change in their monthly budgets.

Accordingly, Utilities Inc. Proposal dated January 3, 2017 should be denied, especially, the proposed rate increase for Longwood, FL.

Thank you for your consideration of this response.

Sincerely,



Gregory D. Swartwood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 14, 2017 10:38 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122180

### CUSTOMER INFORMATION

Name: Brian Holmes  
Telephone:  
Email:  
Address: 2371 Westwood Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Brian Holmes  
Account Number:  
Address: 2371 Westwood Dr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Florida Public Service Commission  
Director, Office of Communications Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size
  - The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential
  - The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).
  - Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39

4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,  
Brian Holmes  
Unincorporated Seminole County

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 13, 2017 3:26 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122174

### CUSTOMER INFORMATION

Name: Pat Burnsed  
Telephone:  
Email: [pburnsed@cfl.rr.com](mailto:pburnsed@cfl.rr.com)  
Address: 104 Hatfield Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Pat Burnsed  
Account Number: 5701300000  
Address: 104 Hatfield Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket No, 160101-WS Utilities Inc. of Florida, These rate hikes are almost criminal!!!

I protest this action.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 12, 2017 7:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122163

### CUSTOMER INFORMATION

Name: Amanda Greif  
Telephone: (765) 210-5835  
Email: [amanda.d.greif@gmail.com](mailto:amanda.d.greif@gmail.com)  
Address: 101 E Berkshire Cir Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Amanda Greif  
Account Number:  
Address: 101 E Berkshire Cir Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am writing to voice my concerns over the proposed rate increases which would double our utility bills and result in us paying the highest rates in all of Florida. Smaller rate increases, when necessary, are much more acceptable over time.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

Laurence Pappas

Address

11048 Paradise Pointe Way  
727-233-6730

To submit your comments about this docket to the Florida Public Service

Commission, please complete this comment form and return it by mail,

or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

DITTO

Can't speak due to cancer. It's too  
bad we have to go through a process like  
this just to get honest rates. We're  
all surrounded by greed.

JAL

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/  
or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or  
correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

CORRESPONDENCE  
JAN 17, 2017

STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FOLD HERE

TAPE

FOLD HERE

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

RECEIVED-FPSC

2017 JAN 17 PM 2:56

COMMISSION  
CLERK

Name JEAN EDWARDS

Address 11715 ALDERWOOD DR.

WPR

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

WHAT I HAD PLANNED TO SAY  
HAS BEEN SAID BY MANY PEOPLE  
AHEAD OF ME. INSTEAD OF REPEATING  
I WILL JUST SAY I AGREE - WE  
DO NOT NEED ANOTHER INCREASE.  
WHAT WE DO NEED IS TO HAVE  
UTILITIES INC. TO LEAVE SUMMITTOWN.

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

CORRESPONDENCE  
JAN 17, 2017

STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAPE

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CORRESPONDENCE

JAN 17, 2017

DOCUMENT NO.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

MAUREEN VECERE (AOC #192980000)

Address

11723 FOXWORTH LN  
NEWPORT RICHEY, FL 34654 (SUMMERTREE VILLAS)

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 JAN 17 PM 2:56  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) FINALLY WE GOT

QUALITY WATER THROUGH PASCO COUNTY. MY CONCERN THAT  
ALL THE PEOPLE FIGHTING TO GET IT FOR 25 YEARS IS DEPLORABLE  
OF UTIL. INC OF FLORIDA. NO MORE WATER RATES AS FOR 11 YEARS  
I HAD TO BUY BOTTLED WATER ALONG WITH OTHERS WHO HAVE  
BEEN HERE LONGER THAN ME. "I WANT THEM CUT OF  
SUMMERTREE AND FLORIDA. NO MORE SERVICE WITH THEM.

Maureen Vecere

RE Docket No 160101-WS

CORRESPONDENCE

JAN 17, 2017

DOCUMENT NO.

A. SummerTree Customer  
O. FORM

UTILITIES INC. of Florida

Docket 160101-WS

Name

Address

11308 CLEAR OAK CIRCLE

NEW PORT RICHEY, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 JAN 17 PM 2:56  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

WATER has been controlled by the  
wealthy AND it is a God given  
gift AS well AS Air - we breathe  
AND should NOT be used AS  
A high profit gain.

Earl Swartz Jr.



RE: Docket No: 160101-WS

Summertree Customer Comment Form

CORRESPONDENCE

JAN 17, 2017

DOCUMENT NO.

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name DEAN S. VICKERS

Address 11308 CLEAR OAK CIRCLE

NEW PORT RICHEY, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 JAN 17 PM 2:56  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.) WHY DO THEY NEED

TO RAISE RATES? Hooking up to PASCO COUNTY DIDN'T  
COST THEM. THEY ALREADY CHARGE ABOUT 4 TIMES WHAT PASCO  
COUNTY WOULD COST US. WHY DO THEY NEED TO MAKE SO MUCH  
MORE PROFIT THAN PASCO COUNTY? WE DON'T NEED OR WANT THEM  
TO PROVIDE OUR WATER!! IT IS ABSOLUTELY RIDICULOUS TO

INCREASE OUR WATER AND SEWER RATES BECAUSE SOME

OF OUR COMMUNITIES CHOSE TO USE LESS OF THEIR

WATER!! THE LAW THAT TAKES AWAY OUR RIGHT TO CHOOSE

HOW MUCH WATER WE USE NEEDS CHANGED

IMMEDIATELY!!



CORRESPONDENCE

JAN 17, 2017

DOCUMENT NO.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name PAUL G WINDISCH  
Address 11228 CLEAR OAK CIRCLE  
NEW PORT RICHEY, FL 34654-1623

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2017 JAN 17 PM 2:56  
COMMISSION  
CLERK

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

RESIDENTIAL WATER SERVICE RATE TO HIGH  
WASTEWATER SERVICE RATE TO HIGH  
WASTEWATER RATE PER 1,000 GAL TO HIGH  
ON FIXED INCOME - CAN'T AFFORD MULTIPLE  
RATE INCREASES



## All Summertree Residents Needed!



### Summertree Water Alliance Taskforce

#### JANUARY 10, 2017 – PSC Customer Meeting Information

**Taskforce:** Ann Marie Ryan, Terry & Wilbur Copenhafer, Lorraine Mack, Joe Mitchell, Rich Neilson, Lee Robida, Ed Youngs;

**Associate Members:** Maria Cristiano (PW), Chuck Hoehn (GR), George Metz (Villas), Lauren Smith (FA), Fred Stall (ARB), Violet Weeks (SRF), Bill White (GR)

1. **CORRECTION - FACTS:** Contrary to Utilities Inc.'s (UIF) December letter, they were not instrumental or responsible for the success of this project. It was the Task force who made this happen; we circumvented UIF's original plan to charge Summertree \$2.5 million for the same project at an additional cost of \$28/month over the next 22 years through negotiations and alternative funding.

***Let me be perfectly clear, this project was negotiated by our Summertree Water Alliance Taskforce*** through

Erik Sayler, Office of Public Counsel with Pasco County Commissioner Jack Mariano and Flip Mellinger, Pasco

County Asst. Administrator, Pasco Utilities contributed over \$225,000

toward the engineering and construction of this project. Florida State Senator Wilton

Simpson wrote the bill and with Florida State Speaker of the House, Richard Corcoran together helped pass the Consumer Clean Water Act in 2014 and secured a \$1 M state DEP grant in 2015 allowing Summertree alternative funding saving us \$2.3 million on the same project proposed by Utilities, Inc. in January 2014. Our final cost will be an additional \$2/1,000 gallons/month - \$5/3,000 gallons/month depending on our water consumption. We saved \$2.3 million dollars on this project.

2. **December 21, 2016** The Summertree/Pasco water connection was completed and turned on by UIF.
3. **December 22, 2016** There was a ribbon cutting ceremony sponsored by the County to memorialize the project.
4. **Tuesday, JANUARY 10, 2017:** *Summertree residents have the opportunity to protest Utility Inc.'s requested \$30.1 Million Consolidated Rate Increase to the PSC Commissioners in person.*
5. WE NEED YOUR HELP! THE TASKFORCE NEEDS YOUR CONTINUED COMMITMENT! YOUR PRESENCE AT THE HEARING IS CRITICAL TO OUR CONTINUED SUCCESS TO KEEP RATES IN CHECK! You make the difference!  
**GOAL: 500+ residents attend PSC Meeting...Let's Do This...STOP UIF!**

#### Public Service Commission Customer Hearing

**Tuesday, JANUARY 10, 2017 – SRF Auditorium (9:00-1:00)**

We need all residents, united, wearing red, attending the PSC meeting to make an impact!

9:30 AM	PWCA and Fairway
10:30 AM	Arborwood and Greens
11:30 PM	Cross Creek and Villas
12:30 PM	OPEN for scheduling conflicts

NOTE: PLEASE WEAR RED! A row of residents will be called, you can say or read a short statement, "No Rate Increase, lack of service, etc." then you can leave; we plan to make it simple & quick. Every person who stands will be counted in the record! "I AM COUNTING ON YOUR ATTENDANCE." Thanks Ann Marie.

***Bring your Customer Comment Form to give to Taskforce or PSC staff!***

**WEAR RED! EVERYONE MUST ENTER through GARDEN ROOM.**

**Bring a Return Address Label to expedite signing in at PSC meeting.**

CORRESPONDENCE

JAN 17, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name

JANET ZOLLO

Address

11422 WINDSTAR CT

NEW PORT KICHAY FL 34654

Summer tree

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

I do not think UIF should get any more increases unless  
they can show actual prove they are not making a profit. They  
provide no service for the increases they are asking for. Is  
there no stop to this milking of senior citizens by this company?  
The bill for my family of three averages over \$100 a month my  
bill for 1/20/17 is \$127.00 this is insane. I feel that this  
company should be sold to Pasco County so that our needs  
can be better represented and not be gouged by  
UIF. I ask that the FPSC reject UIF's request  
for an increase. Thank you Janet Zollo

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/  
or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
correspondence Law. This means that Florida law generally requires the PSC to provide a copy of any such email or  
for inspection and copying to any Florida citizen or to any member of the media.

STAMP

\_\_\_\_\_  
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Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAPE  
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Janet Zollo  
11422 Windstar Ct.  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
12 JAN 2017 PM 9 L

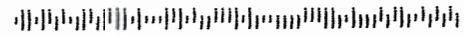


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2017 JAN 17 AM 8:38

FLORIDA Public Service Commission  
OFFICE OF COMMISSION CLERK  
2440 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850

32399-085099





CORRESPONDENCE  
JAN 17, 2017  
DOCUMENT NO.


To: Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0870

Subject: Protest Against Proposed Water Rate Increase (Docket No, 160101-WS Utilities  
Inc. of Florida)

I am writing today to **protest against** the proposed water rate increase for the  
Sweetwater/Wekiva (Sanlando area) of Seminole county. I was informed of a rate increase  
by Utilites Inc.: I understand there will be a Public Hearing on February 2, 2017 at 9:30am at  
the Eastmonte Civic Center. As I am unable to attend please consider this letter as my  
formal written protest against the proposed water rate increase.

Sincerely,

Mickel W. Landmesser  
144 Holderness Drive  
Longwood, Florida 32779  
Homeowner

  
\_\_\_\_\_  
Signature

1/14/17  
\_\_\_\_\_  
Date

RECEIVED-FPSC  
2017 JAN 17 AM 9:01  
COMMISSION  
CLERK

Landmesser  
144 Holderness Drive  
Longwood, FL 32779

ORLANDO FL 328

10 JAN 2017 PM 4 L

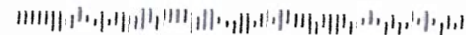
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2017 JAN 17 AM 8:37



Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0870

32399-087099



Greg Robinson  
102 Marcy Boulevard  
Longwood FL 32750  
January 13, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850

Dear Sir or Madam:

I am writing today in regards to the proposed utility rate increase in docket number 160101-WS. I am writing to request that the rate increase be restricted, reduced or denied.

We received notice from our utility that in Seminole County, Utilities Inc. intends to ask for a very substantial rate increase for both water and wastewater service. A rate increase of 158% for our water service and 58% for wastewater service. I am having a hard time justifying a large and sudden jump in fees.

I appreciate the fact that costs rise over time and infrastructure needs to be maintained and upgraded. As an IT engineer, I see this personally in my line of work as well. However, those costs should be effectively managed over time and the planning and budgeting for those expected costs should utilize dollars obtained by accrual from revenue over several years. The idea of nearly tripling the costs either reveals mismanagement of funds by the utility or poor budgetary planning.

It is certainly disheveling to hear about the utility failures such as those in Flint Michigan. I fully support reasonable rates that provide a utility the ability to profit and preserve the infrastructure at the same time. I've never had any issues with moderate rate increases over time, but the proposed changes in this docket seem unreasonable. So I again request that this increase be restricted, reduced or denied.

Thank you very much for your time.

Sincerely,

Greg Robinson  
Seminole County Resident

CORRESPONDENCE

JAN 17, 2017

DOCUMENT NO.

RECEIVED-FPSC  
2017 JAN 17 AM 9:02  
COMMISSION  
CLERK





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2017 JAN 17 AM 8:37

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DIRECTOR, OFFICE OF COMMISSION CLERK  
2540 SHUMARD OAK BLVD  
TALLAHASSEE FL 32399-0850

ORLANDO  
FL 328  
14 JAN '17  
PM 5 L

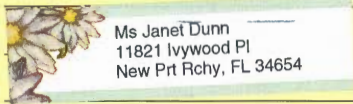


FOREVER



32399-085099



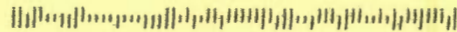


TAMPA FL 335  
SAINT PETERSBURG FL  
11 JAN 2017 PM 9 L



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



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CORRESPONDENCE  
JAN 13, 2017

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

**Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

Name Janet Dunn / Russell Spaulding

Address 11821 Joywood PL.

New Port Richey, FL. 34654

RECEIVED-FPSC  
2017 JAN 13 AM 11:06  
COMMISSION  
CLERK

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

Why should they get an increase, when  
the bulk of Sommer tree residents  
have not had a increase in SS for 3 yrs  
Where does the extra money come from?

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

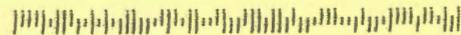


TAMPA FL 335  
SAINT PETERSBURG  
11 JAN 2017 PM 10  
CORRESPONDENCE  
JAN 13, 2017  
DOCUMENT NO.



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



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TAMPA  
FL 335  
11 JAN 17  
PM 10 L

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Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

RECEIVED-FPSC

2017 JAN 13 AM 11:05

COMMISSION  
CLERK

Name Norma Gay Harvey (81 years old)  
Address 11908 Boynton Ln.  
N.P.R., Fl. 34654

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

Sometimes I am ashamed of the  
human race. All of you, who are blessed  
to have well paying jobs, taking advantage  
of Senior Citizens.

You should be ashamed of your self.  
My income is \$1,298 per month. I pay  
rent, I need food, I pay utilities and I  
give to my church.

Would you, could you, live on such  
a small amount, and you want  
more money from us, Shame, Shame, on  
all of you. I believe you need the Lord  
Summertree of Pasco Co. in your lives

FOLD & TAPE - See back for address

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or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's  
Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or  
correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



CORRESPONDENCE  
JAN 13, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Friday, January 13, 2017 10:02 AM  
**To:** 'Rene Swain'  
**Subject:** RE: Docket #160101-WS

Good morning Ms. Swain,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** Rene Swain [<mailto:rswain3130@gmail.com>]  
**Sent:** Friday, January 13, 2017 9:28 AM  
**To:** Records Clerk  
**Subject:** Docket #160101-WS

Thank you for allowing us to speak on January 11th on behave of Sandalhaven. I do commend the fact that Utilities, Inc has consolidated to create a more efficient company, but I am sure it is not for the consumers benefit! I would also like to add to the record that because of the fact that Sandalhaven took the hit for the raised fees that we should be compensated in some way such as lowering our fees to make up for our area paying for the rest or credited in some way. We should not be the only ones to pay for their exorbitant expenses! We will still be paying these high costs until it is lowered in August! At one point we were allowed to turn off the service when not here, so that we did not have to pay a monthly fee, but they no longer allow this. They are only interested in lining their pockets even with the changes they are making!!!!!!

Rene' Swain  
9020 Kestral Circle  
Englewood, FL

CORRESPONDENCE  
JAN 12, 2017  
DOCUMENT NO.

**Ashley Quick**

---

**From:** Ruth McHargue  
**Sent:** Thursday, January 12, 2017 4:31 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122152; E-Form Other Complaint TRACKING NUMBER 122154

Customer correspondence

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**From:** Diane Hood  
**Sent:** Thursday, January 12, 2017 4:24 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Ashley Quick

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 11, 2017 6:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122152

### CUSTOMER INFORMATION

Name: Renee Gardner  
Telephone:  
Email: [Kam\\_ra@yahoo.com](mailto:Kam_ra@yahoo.com)  
Address: 503 S Sweetwater Cove Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Renee Gardner  
Account Number:  
Address: 503 S Sweetwater Cove Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

utilities In is proposing quite a rate hike for residents in my neighborhood. While I understand and support the need to make our systems up to date, summarily increasing our rates by 100-200% is uncalled for. A graduated schedule of rate increases would be much more appealing and doable, especially for residents on fixed incomes. Similarly, we have no other choices for obtaining water service in my neighborhood, so such an increase makes it seem as if Utilities In has a monopoly on the services in my neighborhood.

I do not support this exorbitant increase in fees and do support Utoities Inc present a more realistic rate increase for its customers.

Thank you for your time.



## Ashley Quick

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, January 12, 2017 5:30 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122154

### CUSTOMER INFORMATION

Name: Renee Gardner  
Telephone:  
Email: [Kam\\_ra@yahoo.com](mailto:Kam_ra@yahoo.com)  
Address: 503 S Sweetwater Cove Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Renee Gardner  
Account Number:  
Address: 503 S Sweetwater Cove Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

utilities In is proposing quite a rate hike for residents in my neighborhood. While I understand and support the need to make our systems up to date, summarily increasing our rates by 100-200% is uncalled for. A graduated schedule of rate increases would be much more appealing and doable, especially for residents on fixed incomes. Similarly, we have no other choices for obtaining water service in my neighborhood, so such an increase makes it seem as if Utilities In has a monopoly on the services in my neighborhood.

I do not support this exorbitant increase in fees and do support Utoities Inc present a more realistic rate increase for its customers.

Thank you for your time.

CORRESPONDENCE  
JAN 12, 2017  
DOCUMENT NO.

**Ashley Quick**

---

**From:** Office of Commissioner Brown  
**Sent:** Thursday, January 12, 2017 3:01 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: COMPLETE - THANK YOU FROM SUMMERTREE

Please place in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann

---

**From:** Ann Marie Ryan [<mailto:amr328@hotmail.com>]  
**Sent:** Thursday, January 12, 2017 2:37 PM  
**To:** Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Brisé; Office of Commissioner Polmann  
**Subject:** COMPLETE - THANK YOU FROM SUMMERTREE

Chairwoman Brown, Commissioners and Staff,

On behalf of the Summertree Water Alliance and Community, I would like to thank for coming to Summertree for the Customer Hearing on Tuesday, January 10, 2017. It can be intimidating for residents to speak in a formal setting such as this hearing. We all appreciated how engaged and cordial you were with our residents which really helped our residents to take the leap to speak.

Our task force and many volunteers tried to facilitate moving everyone along. The PSC staff was very accommodating and friendly which also made our residents comfortable.

We feel you understand our issues. We are delighted to have the Pasco/Summertree interconnect completed on December 21, 2016 and providing clean, clear, palatable water to the Summertree residents. The frustration our residents expressed was due to the many years of failed secondary quality water, poor service and continual rate increases.

Our residents only receive the rate information dated December 23, 2016 from UIF on December 29, 2016. Many people still were confused and thought that these consolidated rates were due to the interconnect. They expected the limited rate proceeding rates of \$2/1,000 gallons - \$5/3,000 gallons but instead received the interim rates on their December bill.

We would open to rate consolidation ONLY if UIF is willing to be more transparent in the rate and billing process. As you are aware, Summertree is currently consolidated with Orangewood; we do not know when this consolidation took place. Senator Simpson, Commissioner Mariano and my colleague, Lorraine Mack have requested answers to this question many times at the PSC hearing and customer meetings with no answer to date. Both Summertree and Orangewood communities wonder where the rate money has gone. We do not ever see improvements in our respective communities. The thought of UIF putting 25 systems in 12 counties under one flat rate will make it almost impossible for individual communities to determine their rights or have the information needed to come before the PSC to challenge future rate increases.

On November 1, 2016, UIF was granted their interim rate requests as recommended by PSC staff. Later, we noticed this approval occurred before over 1,000 pages of deficiency documentation was filed with PSC staff in December. UIF should NOT be entitled to interim or final rates until they have completed the required documentation and it has passed the review of PSC and OPC staff.

The Commission determines the outcome of these filings; we realize that it is a monumental task. We also realize that you must work within policy and statute regulations while trying to balance the rates. We ask the PSC Commission to continue to use your discretion to fine tune Docket 16010. These rates need to be much leaner as pooling the rates impact 60,000+ customers.

Thank you again for giving our Summertree community the opportunity and convenience to address the Commission in our community's auditorium.

Regards,  
Ann Marie Ryan, Leader  
Summertree Water Alliance  
Florida Consumer Water/Wastewater Alliance  
11436 Windstar Ct, New Port Richey, FL 34654  
(c) 727-267-7162  
[amr328@hotmail.com](mailto:amr328@hotmail.com)

CORRESPONDENCE

JAN 12, 2017

DOCUMENT NO.

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee,  
Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name CAROLINE / DANIEL Kithcart

Address 11133 Kiskadee Circle

New Port Richey, FL. 34654

2017 JAN 12 AM 9:26

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COMMISSION  
CLERK

To submit your comments about this docket to the Florida Public Service  
Commission, please complete this comment form and return it by mail,  
or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

Accountability of where money  
has gone in the past + present.  
fair price - Not large % increase  
in rates.

Company has not given or offered  
drinkable water.

Water not treated properly in past.  
Is it necessary to run fire hydrants  
for hours + at least 4 times  
(in our neighborhood) in a week.

FOLD & TAPE -- See back for address

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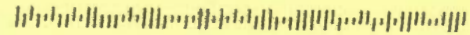
Kithcart  
11133 Kiskadee Cr.  
New Port Richey,  
FL 34654

SAINT PETERSBURG FL  
10 JAN 2017 PM 8:1



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



FOLD HERE

TAPE

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CORRESPONDENCE  
JAN 12, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Thursday, January 12, 2017 11:23 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122136; E-Form Other Complaint TRACKING NUMBER 122137; E-Form Other Complaint TRACKING NUMBER 122139; E-Form Other Complaint TRACKING NUMBER 122141; E-Form Other Complaint TRACKING NUMBER 122142; E-Form Other Complaint TRACKING NUMBER 122144; E-Form Improper Billing TRACKING NUMBER 122145

[Customer correspondance](#)

---

**From:** Diane Hood  
**Sent:** Wednesday, January 11, 2017 4:23 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 11, 2017 9:12 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122145

### CUSTOMER INFORMATION

Name: Victoria Campbell  
Telephone: (407) 485-0703  
Email: [vcampbell528.vc@gmail.com](mailto:vcampbell528.vc@gmail.com)  
Address: 293 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: McDonald, Matthew Account Number: 1291306019  
Address: 293 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:  
For reference the Docket No: 160101-WS Utilities Inc. of Florida

I am extremely disappointed with the letter from Utilities Inc. about the waster water increase.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

Really are you kidding me. For us that are using city water to water our lawns or to fill up our pools. The "waste water" isn't going down the drain into the sewer system. It is going into the ground or being evaporated. They can't charge me extra bc they assume that bc I am using the water that is going down the drain. This is extremely absurd, to think that people can afford these price hikes like this. Also for them to have a public board meeting about it during a work day, is smart on their part but for people like me that work during the day is just them being cowards.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 11, 2017 9:08 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122144

### CUSTOMER INFORMATION

Name: Matthew McDonald  
Telephone: (407) 844-8480  
Email: [mmcdonald26@gmail.com](mailto:mmcdonald26@gmail.com)  
Address: 293 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Matthew McDonald  
Account Number: 1291306019  
Address: 293 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
For reference the Docket No: 160101-WS Utilities Inc. of Florida

I am extremely disappointed with the letter from Utilities Inc. about the waster water increase.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

Really are you kidding me. For us that are using city water to water our lawns or to fill up our pools. The "waste water" isn't going down the drain into the sewer system. It is going into the ground or being evaporated. They can't charge me extra bc they assume that bc I am using the water that is going down the drain. This is extremely absurd, to think that people can afford these price hikes like this. Also for them to have a public board meeting about it during a work day, is smart on their part but for people like me that work during the day is just them being cowards.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 8:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122142

### CUSTOMER INFORMATION

Name: Kim Todd  
Telephone: (407) 788-4324  
Email: [dkktodd@yahoo.com](mailto:dkktodd@yahoo.com)  
Address: 229 Cambridge Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kim Todd  
Account Number:  
Address: 229 Cambridge Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I would hope the absurd rate increase request is not seriously being considered. Wanting Seminole County to absorb an increase the same as 8 other counties COMBINED is not realistic.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 7:25 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122141

### CUSTOMER INFORMATION

Name: Patrick Mcknight  
Telephone:  
Email: [Patrickmcknight561@gmail.com](mailto:Patrickmcknight561@gmail.com)  
Address: 158 duncan trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Patrick Mcknight Account Number:  
Address: 158 duncan trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

New proposed rate increases.. are3 you kidding us? You are going to allow the utilities to upcharge over double so there does not have to be "little rate hikes"? That is completely garbage. If the utility wants to fund new projects then it needs to show needs and benefits and go to the people and the board for approval. Not a mass increase to cover all that they cannot forecast. Maybe its time to get another utility to serve the counties. I am not bearing the brunt of construction in other counties. Let them pay for it by selling Bonds or taxes that are put it to a vote. I have yet to see any real decrease from this utility. I hope you know that there are massive amountnt of people pissed off over this insulting proposed rate hike. Expect us to be there. This is a disgrace and a financial insult as well as government robbery.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 5:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122139

### CUSTOMER INFORMATION

Name: Charles Siler  
Telephone: (321) 214-1902  
Email: [csiler1@cfl.rr.com](mailto:csiler1@cfl.rr.com)  
Address: 109 W. Wyndham Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Charles E. Siler  
Account Number:  
Address: 109 W. Wyndham Ct Longwood, FL FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

We recently received a notice of request for a water rate increase from Utilities Inc. of Florida which would approximately double our water bills.

Utilities Inc. of Florida purchased Sanlando Utilities several years ago and now wants to raise our rates to pay for other locations they purchased.

I have lived in the Wekiva neighborhood for over 42 years and the infrastructure for Sanlando Utilities was paid for many years ago. I am a senior citizen and cannot attend the rate hearing on February 2, 2017 but I strongly request the Commission vote against this unfair rate increase. We should not be expected to pay for Utilities Inc. of Florida projects at other locations.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 4:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122137

### CUSTOMER INFORMATION

Name: Dinna Pottier  
Telephone: (407) 620-7761  
Email: [dinnapottier@yahoo.com](mailto:dinnapottier@yahoo.com)  
Address: 209 S. Sweetwater blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Dinna Pottier  
Account Number:  
Address: 209 S. Sweetwater blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

This is in reference to docket number 16101-WS Utilities, Inc of Florida. We are completely against such a ridiculous hike in the water/sewer proposal. We will definitely be there on February 2nd at 9:30.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 4:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122136

### CUSTOMER INFORMATION

Name: Jodi Livernois  
Telephone:  
Email: [jodi.livernois@gmail.com](mailto:jodi.livernois@gmail.com)  
Address: 3991 Lancashire Ln longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jodi Livernois  
Account Number:  
Address: 3991 Lancashire Ln longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This proposed increase in rates is astronomical.

The communication sent out was vague about where the monies will be spent.

I would like to see a proposed budget to substantiate their proposed expenses.

I would also like to see a comparison of other budgets/options.

This increase will likely cause residents in the community to have double the expense.

Is it possible to explore a reclaimed water option similar to that of other counties?

Why is the cost so much higher to obtain a meter via Utilities Inc (more than triple the amount of other adjacent counties)? I had them out and their area manager talked our family at 101 Havilland Pt out of this option.

PSC was contacted previously

State of Florida



**Public Service Commission**  
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

CORRESPONDENCE

JAN 11, 2017

DOCUMENT NO.

**DATE:** January 10, 2017

**TO:** Office of Commission Clerk

**FROM:** Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach

**RE:** Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 160101.

RECEIVED-FPSC  
2017 JAN 11 AM 11:04  
COMMISSION  
CLERK

**BELLE HAVEN MOBILE HOME PARK**  
27554 US 19 NORTH  
CLEARWATER, FLORIDA 33761-4928  
Phone: 727-796-1450

January 5, 2017

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Dear Sirs:

We own and operate Belle Haven Mobile Home Park, which is an 86 space Park serviced by Midcounty Services for our Sewer.


On page 4 of the notice we received, they are asking for a 26.4% rate increase.

Our Tenants are mostly on Social Security and some of them only receive \$700 plus per month. Our rents are very low because we care about our people. This year they received less than 1% increase on their Social Security.

Could you consider a much smaller increase for Midcounty than 26.4%

Thank you very much for your consideration.

Sincerely,

  
Wayne Wetzel  
Belle Haven Mobile Home Park  
27554 US 19 North  
Clearwater, FL 33761-4928  
727-799-4906

RECEIVED-FPSC  
2017 JAN -9 AM 9:13  
COMMISSION  
CLERK

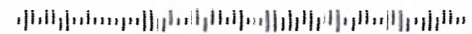
Belle Haven Mobile Home Park  
27554 US 19 North  
Clearwater, FL 33761-4928

TAMPA FL 335  
SAINT PETERSBURG FL  
05 JAN 2017 PM 9 L



Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

32399-087099





CORRESPONDENCE  
JAN 11, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Wednesday, January 11, 2017 10:35 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket #160101 - correspondence  
**Attachments:** 2017-01-11, Ltr frm Hughes.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann

## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$82.61/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative changes will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature:

*Robert M. Hughes, II*

Print Name:

ROBERT M. HUGHES, II

Street Address:

11214 KISKADEE CIRCLE SUMMERTREE

New Port Richey, FL 34654

CORRESPONDENCE  
JAN 11, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Wednesday, January 11, 2017 9:13 AM  
**To:** Commissioner Correspondence  
**Subject:** Fwd: Pasco Bulk Water sold to UIF Water Quality.

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

Thank you.

Sent from my iPad

Begin forwarded message:

**From:** Lee Robida <[leerobida@gmail.com](mailto:leerobida@gmail.com)>  
**Date:** January 11, 2017 at 7:36:58 AM EST  
**To:** Flip Mellinger <[flipmellinger@pascocountyfl.net](mailto:flipmellinger@pascocountyfl.net)>  
**Cc:** Ann Marie Ryan <[amr328@hotmail.com](mailto:amr328@hotmail.com)>, "Sayler, Erik" <[SAYLER.ERIK@leg.state.fl.us](mailto:SAYLER.ERIK@leg.state.fl.us)>, <[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)>, <[Commissioner.Brown@psc.state.fl.us](mailto:Commissioner.Brown@psc.state.fl.us)>, <[Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us)>, <[Commissioner.Graham@psc.state.fl.us](mailto:Commissioner.Graham@psc.state.fl.us)>, <[Commissioner.Patronis@psc.state.fl.us](mailto:Commissioner.Patronis@psc.state.fl.us)>  
**Subject:** Pasco Bulk Water sold to UIF Water Quality.

Flip,

First of all **Thank You** for your attendance & support at the Summertree Florida PSC Hearing yesterday, Jan 10th 2017.

This morning as I walked around Summertree, I and my neighbors are still seeing the continue running/flushing from either fire hydrants and or flushing stations of the water, owned and operated by UIF.

I'm hearing from the residents that the water has improved. But why is UIF continuing to FLUSH more and more water?

So, we all know that UIF and its leadership, will say we need to continue to flush, and that the test reports say's this. **Is it possible for Ann Marie, Erik, and myself to get a copy of the latest report?**

We the residents have NO TRUST for what UIF says and does. I would like to see for myself what is the truth of our water quality and not have to rely on a company UIF, that has lost the communities trust.

What ever support you can provide on this request is greatly appreciated, I await your reply.

*Thank You*

Lee Robida  
11210 Merganser Way  
Summertree

[leerobida@gmail.com](mailto:leerobida@gmail.com)

727-247-6795

Cc:  
Ann Marie Ryan  
Erik Sayler  
FPSC Commissioners

CORRESPONDENCE  
JAN 10, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 10, 2017 4:09 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122123; E-Form Other Complaint TRACKING NUMBER 122125; E-Form Other Complaint TRACKING NUMBER 122126; E-Form Other Complaint TRACKING NUMBER 122127; E-Form Other Complaint TRACKING NUMBER 122129; E-Form Other Complaint TRACKING NUMBER 122053

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Tuesday, January 10, 2017 3:35 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 10:44 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122129

### CUSTOMER INFORMATION

Name: Darel Taylor  
Telephone:  
Email:  
Address: 201 Springside Rd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Darel Taylor  
Account Number:  
Address: 201 Springside Rd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Please deny the rate increase request - docket #160101-WS

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 9:17 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122127

### CUSTOMER INFORMATION

Name: Barbara Knight  
Telephone:  
Email: [barbknight52@hotmail.com](mailto:barbknight52@hotmail.com)  
Address: 216 Royal Oak Cr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Barbara Knight  
Account Number: 3576400000  
Address: 216 Royal Oak Cr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am contacting you in reference to Docket No, 160101-WS Utilities Inc. of Florida. The rate increase is an exorbitant increase with no assurance that the yearly hikes won't continue. As a retired person on fixed income, this is tantamount to price gouging. there is very little explained in my letter that specifically states why such a huge increase is needed. I respect the Utilites need to raise rates but not to stick it to their locked in consumers. Unbelievable.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 8:32 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122126

### CUSTOMER INFORMATION

Name: Steve Barbee  
Telephone: (321) 356-6132  
Email: [sbarbee@cfl.rr.com](mailto:sbarbee@cfl.rr.com)  
Address: 331 Amesbury Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Steve Barbee  
Account Number: 3748810000  
Address: 331 Amesbury Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I just open and reviewed Docket No, 160101-WS Utilities Inc. of Florida and am sending this as my official protest to the proposed rate increase. My monthly water bill averages just over \$100.00 per month. My wife and I are retired and live on Social Security. We are going on our 3rd year with little or no increase in income. We simply can not afford for Utilities, Inc. to increase their rates so dramatically. The amounts being mentioned in the proposal would be crippling to families like our.

Respectfully,  
Steve Barbee



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 6:49 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122125

### CUSTOMER INFORMATION

Name: Rena Thompson  
Telephone: (407) 774-6015  
Email: [RenaThompson12@aol.com](mailto:RenaThompson12@aol.com)  
Address: 104 Sweet Bay Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Rena Thompson  
Account Number: 9641310000  
Address: 104 Sweet Bay Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Rate increase to high

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 12:26 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122123

### CUSTOMER INFORMATION

Name: Laura Miller  
Telephone: (407) 416-2594  
Email: [Laurabirdmiller@gmail.com](mailto:Laurabirdmiller@gmail.com)  
Address: 260 Spring Run Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Laura Miller  
Account Number:  
Address: 260 Spring Run Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Docket No, 160101-WS Utilities Inc. of Florida Is proposing a rate increase of 100% which will double our utility costs. We feels this is too high of an increase. Even though we understand it is for upgrading outdated equipment to keep our water safe, doubling the rate seems unreasonable and should not be allowed. Surely a more reasonable increase would suffice to help with the cost of new equipment if budgeted correctly. Thank you.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, December 30, 2016 11:57 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122053

### CUSTOMER INFORMATION

Name: rOBERT Leopardi  
Telephone: (727) 786-1963  
Email: [bobland3@gmail.com](mailto:bobland3@gmail.com)  
Address: 29740 66th street n Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: rOBERT Leopardi  
Account Number: 10011134855  
Address: 29740 66th street n Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Proposed Cost of water increase way to high...I can see 4% but not....47%....

CORRESPONDENCE  
JAN 10, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 10, 2017 12:02 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122112; E-Form Other Complaint TRACKING NUMBER 122114; E-Form Other Complaint TRACKING NUMBER 122115; E-Form Other Complaint TRACKING NUMBER 122116; E-Form Other Complaint TRACKING NUMBER 122117; E-Form Other Complaint TRACKING NUMBER 122118; E-Form Other Complaint TRACKING NUMBER 122119; E-Form Other Complaint TRACKING NUMBER 122120; E-Form Other Complaint TRACKING NUMBER 122121; E-Form Other Complaint TRACKING NUMBER 122122

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, January 10, 2017 9:41 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 8:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122112

### CUSTOMER INFORMATION

Name: Jeanine Ellis  
Telephone: (407) 772-2093  
Email: [gjt5389@aol.com](mailto:gjt5389@aol.com)  
Address: 203 Cottesmore Circle West Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jeanine Ellis  
Account Number: 8456600000  
Address: 203 Cottesmore Circle West Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

To Whom it May Concern,

Today we received in the mail, a notice from our water company that they are putting in a request to raise the rates for our water. We do not have a lot to complain about with our water company Utilities, Inc. of Florida except for the fact that they have made many requests for rate increases. We have lived in our home for 20 years and prior to this new company had very reasonable rates. Our water bill has either tripled or quadrupled since Utilities, Inc. of Florida has taken over. We do understand that rates do need to be adjusted from time to time but we feel that Utilities, Inc. of Florida is now trying to raise our water rates beyond a reasonable amount and we would like to ask that their request for a rate increase not be approved.

Thank you for the opportunity to express our opinion on this increase request, Greg and Jeanine Ellis

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 8:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122115

### CUSTOMER INFORMATION

Name: Jason Howard  
Telephone: (321) 689-5539  
Email: [jasonhoward1971@live.com](mailto:jasonhoward1971@live.com)  
Address: 102 HICKORY DR LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Jason Howard  
Account Number: 0053774716  
Address: 102 HICKORY DR LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I received the proposal for the requested rate increase from Utilities Inc., and I am stunned by the price increase proposed. The amount of increase proposed for Seminole County is 5 times the amount of the next highest county and the total amount is almost as high as all the other county increases combined. In short, this plan will literally double the water and sewer costs on my residential home. I urge you to reject this proposal for a more equitable resolution.

Docket No, 160101-WS Utilities Inc. of Florida

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 9:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122117

### CUSTOMER INFORMATION

Name: Sandra Swiatkiewicz  
Telephone:  
Email:  
Address: 127 Holderness Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Utilities inc  
Account Number:  
Address: 127 Holderness Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am AGAINST the rate increase for seminole county. The increase to our county is more than all counties combined! No rate increase!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 9:58 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122119

### CUSTOMER INFORMATION

Name: Michelle Allegra  
Telephone:  
Email:  
Address: 211 Thistlewood Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michelle Allegra Account Number:  
Address: 211 Thistlewood Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
I do not agree with the rate increase.



## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 10:10 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122121

### CUSTOMER INFORMATION

Name: Janey Whitney  
Telephone:  
Email:  
Address: 1474 Hidden Ridge Cove Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Janey Whitney  
Account Number:  
Address: 1474 Hidden Ridge Cove Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Proposed rate increase for my neighborhood is RIDICULOUS and should NOT be allowed!!!! It should be illegal to even propose such an increase! The amount for increase for Seminole county doesn't even compare to the other counties. Do not allow this increase to happen!

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 8:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122114

### CUSTOMER INFORMATION

Name: Paul Golub  
Telephone: (407) 375-9896  
Email: [Paulgolub@aol.com](mailto:Paulgolub@aol.com)  
Address: 104 Butternut Ln Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Paul Golub  
Account Number:  
Address: 104 Butternut Ln Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Our area is more than doubling in cost according to our last letter. Why must we bear the cost burden more than other areas?? The greed in doubling our bill is bold and outstanding. We pay \$50 for two people and now they are proposing double!! None of our salaries go up yet the rates go up and up with no justification. I'm disgusted and don't understand. I can't afford this and it's unjustified.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 9:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122116

### CUSTOMER INFORMATION

Name: Annmarie Sheppard  
Telephone: (408) 539-4292  
Email: [Asheppard4141@gmail.com](mailto:Asheppard4141@gmail.com)  
Address: 104 Ludlow Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Annmarie Sheppard Account Number: 7421501772  
Address: 104 Ludlow Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utility rate increase is absurd! This would more than double the residents bills. You cannot hit people with this huge amount all at once. Compared to other counties Seminole County will absorb more increase than 8 counties combined! I cannot attend the meeting on Feb. 2 as I will be at work earning money to pay for this bill. There needs to be a meeting in the evening when the majority of your homeowners could attend.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 9:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122118

### CUSTOMER INFORMATION

Name: Theresa Lemonier  
Telephone: (407) 310-9466  
Email: [Theresa\\_boo@yahoo.com](mailto:Theresa_boo@yahoo.com)  
Address: 401 Smokerise Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Theresa Lemonier  
Account Number:  
Address: 401 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Charlotte County- \$326,377  
Highlands County- \$32,671  
Lake County- \$780,835  
Lee County-\$64,787  
Marion County - \$72,733  
Orange County- \$258,990  
Pasco County- \$570,886  
Pinellas County- \$750,684  
Polk County- \$95,968  
Seminole County- \$4,065,495

Regarding Docket No, 160101-WS Utilities Inc. of Florida; I would like to express my outrage and such a ridiculous amount for a rate hike. The letter that was mailed to me said good news....you might not get such a big rate hike in the future. I have a water main that has been broken and repaired three times on my street...they aren't doing the job now why should we pay them more! I am budgeted to the hilt and don't appreciate an 85 percent rate hike.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 10:07 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122120

### CUSTOMER INFORMATION

Name: Martha Brana  
Telephone: (321) 295-6670  
Email: [writingjunkie2010@gmail.com](mailto:writingjunkie2010@gmail.com)  
Address: 121 Harrogate court longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Martha Brana  
Account Number: 2054943725  
Address: 121 Harrogate court longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am complaining about the proposed rate hikes. I live in a rented house of Harrogate Court with two other members of my family. We barely cook or take baths trying to ake sure our water bill does not go high and we are already paying over \$50/month. We do not want a water increase. If necessary to increase it, why does it have to be so high all at once? You will be making your bill equivalent to paying for a cable or paying for a security system. It is ridiculous. People are having a hard enough time making a living wage out here trying to pay rent. It doesn't help with the water bill joining the ranks of other big companies to step and crush the little man. It is also unfortunate that the day you hold your meeting to complain on a weekday when no one is available to fight it. That is not fair and just makes the so called "proposal" something that is definitely going to happen. That is all.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 09, 2017 10:21 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122122

### CUSTOMER INFORMATION

Name: Kimberly Adams  
Telephone:  
Email: [Kimjadams27@gmail.com](mailto:Kimjadams27@gmail.com)  
Address: 120 hidden oak drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kimberly Adams  
Account Number:  
Address: 120 hidden oak drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I just saw the new proposed fees that you wish to implement. I think it's ridiculous that we will have to pay double the amount for water and sewer. Find other ways to other than charging us the consumer double the amount for water. We have an abundant amount here in FL, I'm sure you all can think of something better. I would definitely appreciate other ways to accomplish what ever it is that you're planning on using our money on. I highly vote against paying double my bill per month. Thank you for considering my opinion.

CORRESPONDENCE  
JAN 05, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Thursday, January 05, 2017 9:49 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Water Quality in Summertree

Please place in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269-WS. and 160101-WS.

Thank you.

Joann

---

**From:** Jack Mariano [mailto:jmariano@pascocountyfl.net]  
**Sent:** Thursday, January 05, 2017 8:36 AM  
**To:** Office of Commissioner Brown  
**Cc:** SIMPSON. WILTON; Richard.Corcoran@myfloridahouse.gov; RICK.SCOTT@EOG.MYFLORIDA.COM  
**Subject:** Fwd: Water Quality in Summertree

Chairman Brown, The residents of Summertree are very happy that the interconnection to Pasco County Utilities has occurred. This great source of clean water should improve their lives tremendously. However, Utilities Inc. since the initial purchase was made many years ago, has not run this utility prudently. For years they have pumped the worst of the wells and had increased flushing levels to extremely high amounts. This latest scheme will cost the residents of Summertree a lot of money. They clearly either don't know how to run a utility or use some less than creative ways to run up costs to generate more income. Thanks, Jack Mariano

Sent from my iPhone

Begin forwarded message:

From: Flip Mellinger <[flipmellinger@pascocountyfl.net](mailto:flipmellinger@pascocountyfl.net)<<mailto:flipmellinger@pascocountyfl.net>>>  
Date: January 4, 2017 at 5:36:06 PM EST  
To: Jack Mariano <[jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net)<<mailto:jmariano@pascocountyfl.net>>>  
Subject: Fwd: Water Quality in Summertree

FYI as discussed.

Sent from my iPhone

Begin forwarded message:

From: Flip Mellinger <[flipmellinger@pascocountyfl.net](mailto:flipmellinger@pascocountyfl.net)<<mailto:flipmellinger@pascocountyfl.net>>>  
Date: January 4, 2017 at 6:44:25 AM EST

To: "MFutrell@PSC.STATE.FL.US<mailto:MFutrell@PSC.STATE.FL.US>"  
<MFutrell@PSC.STATE.FL.US<mailto:MFutrell@PSC.STATE.FL.US>>, Joseph Richards  
<jrichards@pascocountyfl.net<mailto:jrichards@pascocountyfl.net>>  
Subject: Fwd: Water Quality in Summertree

Mark,

I wanted to give you a heads up that Utilities Inc. may intentionally be trying to increase the cost of buying water from the County. As you can see from the email below, our chloromine residual is well above normal going into the community, yet Utilities Inc. continues to flush. They are telling the customers they are flushing due to low residuals. More to follow....

Flip

Sent from my iPhone

Begin forwarded message:

From: "Robert G. Marin" <rmarin@pascocountyfl.net<mailto:rmarin@pascocountyfl.net>>  
Date: January 3, 2017 at 4:15:17 PM EST  
To: Flip Mellinger <flipmellinger@pascocountyfl.net<mailto:flipmellinger@pascocountyfl.net>>  
Cc: Sandra Anderson <seanderson@pascocountyfl.net<mailto:seanderson@pascocountyfl.net>>  
Subject: FW: Water Quality in Summertree

Flip,  
BLUF: Our water going into Summertree is good (2.4 mg/l this morning) -- however Utilities Inc. is telling its customers they are having to flush due to low residuals. For now, we are sending folks to sample the water daily.  
Thanks,  
Rob

Rob Marin

Pasco County Utilities

Utilities O&M Director

Office: 813-929-2755 ext 6907

Mobile: 813-468-6385

From: James A. Kaplan  
Sent: Tuesday, January 03, 2017 4:04 PM  
To: Sandra Anderson  
Cc: Sherman Applegate; Robert G. Marin; Gerald R. Runge; Utilities Dispatch  
Subject: RE: Water Quality in Summertree

Good afternoon Sandra,



I understand we have been receiving many calls from Summertree about our water quality, and Utilities Inc. flushing. I spoke with Rob Marin and he suggested I give you an update. Typically we see approximately a 1.0 mg/l to 2.0 mg/l Total Chlorine level in that area. 0.6 mg/l is the legal minimum for mono chloramine systems. This morning I check at the meter assembly in the entrance of Summertree and got a 2.4 mg/l on a brand new tester, going into the development.

Since our source water is different than what they had, it may take a little time for our water to acclimate to their distribution system.

I wanted to make you aware that our water is of good quality at the master meter. We have directed our staff to check this location every morning and monitor this situation closely.

Please let me know if you have any questions.

Thank You,

Jim Kaplan  
Water Operations Supervisor  
Pasco County Utilities  
Utilites Adminisration  
19420 Central Blvd.  
Land O Lakes FL, 34634  
813-929-2755 Ext. 6882

[\[cid:image002.png@01D265D8.3160BB50\]](#)

"Serving Our Community to Create a Better Future"

From: Utilities Dispatch  
Sent: Tuesday, January 03, 2017 3:33 PM  
To: Gerald R. Runge; James A. Kaplan  
Cc: Sherman Applegate  
Subject: RE: Water Quality in Summertree

Good afternoon.

Just wanting to give you a heads up. Mrs. Muck called just a few moments ago and wanted to know if we tested the water. I checked with water ops and was told we did. I let her know the results show 2.4. She asked what the range was and I told her per water ops state minimum is .6 with a max of 4.0. They will get in touch with Utilities Inc for further assistance.

Thank you.

Miriam Parker  
Pasco County Utilities  
Customer Information & Services  
PO Box 2139  
New Port Richey, FL 34656-2139  
813-235-6012 ext. 6833  
Fax 813-345-3093  
[\[cid:image003.jpg@01D265D8.3160BB50\]](#)

From: Utilities Dispatch  
Sent: Tuesday, January 03, 2017 2:37 PM  
To: Gerald R. Runge; James A. Kaplan  
Cc: Sherman Applegate  
Subject: Water Quality in Summertree

Good afternoon.

My apologies for not getting this to you sooner. I spoke to Sherman this morning regarding this customer and he asked that I forward you Mr. & Mrs. Muck's contact information.

Mike and Donna Muck at 11334 Merganser Way, Summertree, 865-405-8015, called this morning regarding a hydrant that has been open by Utilities Inc for the past 5 days. They stated Utilities Inc had the hydrant open due to bad chlorine levels in the water they receive from PCU. They request a return call regarding the water quality in their community.

Thank you.

Miriam Parker  
Pasco County Utilities  
Customer Information & Services  
PO Box 2139  
New Port Richey, FL 34656-2139  
813-235-6012 ext. 6833  
Fax 813-345-3093  
[\[cid:image003.jpg@01D265D8.3160BB50\]](#)



### *"Bringing Opportunities Home"*

The information transmitted, including attachments, is intended only for the person(s) or entity to which it is addressed and may contain material that is confidential, privileged and/or exempt from disclosure under applicable law. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and destroy any copies of this information. Under Florida law, email addresses are public records. If you do not want your email address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

CORRESPONDENCE  
JAN 04, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, January 04, 2017 2:58 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Wednesday, January 04, 2017 2:21 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1232360C. DHood

-----Original Message-----

From: Benjamin Legaspi  
Sent: Wednesday, January 04, 2017 2:00 PM  
To: Consumer Contact  
Subject: FW: PSC Contact Form

-----Original Message-----

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Wednesday, January 04, 2017 1:50 PM  
To: Webmaster  
Cc: [mpowers84@cfl.rr.com](mailto:mpowers84@cfl.rr.com)  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: michael powers  
Company:  
Primary Phone: (407) 332-6589  
Secondary Phone:  
Email: [mpowers84@cfl.rr.com](mailto:mpowers84@cfl.rr.com)

Response requested? No  
CC Sent? Yes

Comments:

Docket No. 160101-WS, Utilities, Inc. of Florida

I am opposed to rate increases by Utilities Inc. of Florida, as detailed in this docket and in Utilities Inc. notice of January 3, 2017.

CORRESPONDENCE  
JAN 04, 2017  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, January 04, 2017 2:57 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** FAX-2017-01-04 12\_04\_05.tif

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Wednesday, January 04, 2017 1:11 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1232343C. Also filing for water quality, will send you a scanned copy of that to forward. DHood

-----Original Message-----

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Wednesday, January 04, 2017 12:04 PM  
To: Consumer Contact  
Subject: FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

RE: Docket No: 160101-WS

Summertree Customer Comment Form

Application for increase in water/wastewater in Charlotte, Highlands, Lake, Lee, Marion,  
Orange, Pasco, Pinellas, Polk and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Name  
Address



Harold W. Versprille  
11352 Turtle Dove Pl.  
New Port Richey, FL 34654-1647

To submit your comments about this docket to the Florida Public Service Commission,  
please complete this form and return to Summertree Recreation Office,  
return it by mail or Fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Florida Public Service Commission  
Office of Commission Clerk  
2450 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Please PRINT your UIF concerns (ex. water quality, rates, service, etc.)

The Water Smells and Looks Rusty  
and Taste Like Panther Piss

The Rates are Double what anyone  
else is paying within a 25 mile Radius  
of Summertree

CORRESPONDENCE  
DEC 29, 2016  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Ruth McHargue  
**Sent:** Thursday, December 29, 2016 3:45 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122035; E-Form Other Complaint TRACKING NUMBER 122036; E-Form Other Complaint TRACKING NUMBER 122033; E-Form Other Complaint TRACKING NUMBER 122029; E-Form Other Complaint TRACKING NUMBER 122032; E-Form Other Complaint TRACKING NUMBER 122026; E-Form Other Complaint TRACKING NUMBER 122027; E-Form Other Complaint TRACKING NUMBER 122037; E-Form Other Complaint TRACKING NUMBER 122039; E-Form Other Complaint TRACKING NUMBER 122048

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Thursday, December 29, 2016 3:14 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 1:59 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122037

### CUSTOMER INFORMATION

Name: Marie Burke  
Telephone: (727) 244-7363  
Email: [mburkecmd@gmail.com](mailto:mburkecmd@gmail.com)  
Address: 3187 Sandy Ridge Dr. Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Marie Burke  
Account Number:  
Address: 3187 Sandy Ridge Dr. Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
RE: Docket # 160101-WS, Utilities, Inc. of Florida PLEASE DO NOT RAISE RATES!

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 12:46 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122029

### CUSTOMER INFORMATION

Name: Olga Novoselska  
Telephone: (727) 773-1530  
Email: [olala13@gmail.com](mailto:olala13@gmail.com)  
Address: 2535 Northfield Ln Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Olga Novoselska  
Account Number: 100125093153  
Address: 2535 Northfield Ln Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
RE: Docket # 160101-WS, Utilities, Inc. of Florida I am voting against this ridiculously large utilities increase.  
Olga Novoselska



## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 11:49 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122027

### CUSTOMER INFORMATION

Name: Kenneth Gagliano  
Telephone:  
Email:  
Address: 3413 Aspen Trail Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Kenneth Gagliano  
Account Number:  
Address: 3413 Aspen Trail Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am totally against any proposed increase in water and waste water increases. The rates are artificially high as is. Please reject any rate increases proposed by Utilities, Inc. of Florida for Pinellas County Residential and Commercial customers. A water or waste water increase at this time is unnecessary, unjustified and outrageous. I am asking you to protect the interests of the citizens of Pinellas County and reject this proposed rate increase.

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 1:02 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122033

### CUSTOMER INFORMATION

Name: Thomas Perez  
Telephone: (618) 407-8044  
Email: [thomasp8044@gmail.com](mailto:thomasp8044@gmail.com)  
Address: 2579 Stony Brook Ln Clearwater WV 33761

### BUSINESS INFORMATION

Business Account Name: Thomas Perez  
Account Number:  
Address: 2579 Stony Brook Ln Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I do NOT approve of the rate increase it is WAY to much for an increase percentage. I do not beleive these prices are inline with a proper increase should be. PLEAE reconsider such a large increase

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, December 29, 2016 3:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122048

### CUSTOMER INFORMATION

Name: William Barlow  
Telephone: (727) 303-3386  
Email: [zeketobrock@yahoo.com](mailto:zeketobrock@yahoo.com)  
Address: 2569 Stony Brook Ln Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: William Barlow  
Account Number: 100126841880  
Address: 2569 Stony Brook Ln Clearwater FL 33761

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposal to increase our rates, 41% per 1,000 gallons and a 57% rate increase in the base rate, is unconscionable. Normal working people and those on fixed income, as so many are in Pinellas county, simply can not afford such a huge increase. A rate increase of this size is unreasonably excessive.

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 10:49 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122026

### CUSTOMER INFORMATION

Name: Rachel Knieriem  
Telephone:  
Email:  
Address: 2541 Skipper Trail Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Andy Knieriem  
Account Number: 100125969486  
Address: 2541 Skipper Trail Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
RE: Docket # 160101-WS, Utilities, Inc. of Florida

To whom it may concern,

I am a concerned Pinellas county residence struggling with the reality that the Utility company would like to increase our rates per 1,000 gallons by 41% (the current rate is 4.00 per 1,000 gallons and the proposed rate is 5.65 per 1,000 gallons). This is hardly a cost of living raise in the rates, nor is it acceptable to increase the rates so much in one year. Additionally, the company wishes to raise their base facility charge fee by 57% (the current base charge is 32.48 and the proposed is 50.95). These are extremely large increases that will have a negative impact on residents. It is highly unreasonable to think that the population can simply afford such large adjustments. Typically, rates are raised as needed in all types of goods and services at small increments so that consumers have an opportunity to absorb the difference via annual cost of living raises. Annual cost of living raises at most professional organizations are between 1-3%. How is it reasonable to then assume that increasing rates at 41% and 57% is something that residents can afford? Additionally, many local residents in the Pinellas county area are elderly retired folks on a fixed income, to impose such large increases on them would create a financial struggle. Water is a basic need, the prices should be fair, and in my opinion the utility company should be a non-profit. For these reasons we strongly oppose the recommended rate increases that Utilities, INC. is proposing.

Kind Regards,

Andy & Rachel Knieriem

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 1:27 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122036

### CUSTOMER INFORMATION

Name: R Rosa  
Telephone: (727) 773-9146  
Email:  
Address: 2597 Skipper Trail Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: R Rosa  
Account Number: 100105173902  
Address: 2597 Skipper Trail Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I want to voice my concern of the Rate increases in DOCKET # 160101-ws Utilites, INC of Florida. The proposed increases for Pinellas County will severely impact me financially. An over then 50% increase for the base rate and approx. 42% increase for consumption does not seem at all reasonable or acceptable. I am asking for this to be closely scrutinized and rejection of this excessive rate increase.

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 2:58 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122039

### CUSTOMER INFORMATION

Name: Rita Dennis  
Telephone: (727) 786-4361  
Email:  
Address: 3444 Aspen Trail Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Don Dennis  
Account Number: 100101981285  
Address: 3444 Aspen Trail Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am writing to object to the outrageously high proposed increases in our base rate and water rate. As senior citizens on a fixed income, the size of these increases is devastating.

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 12:51 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122032

### CUSTOMER INFORMATION

Name: Lisa Matassa  
Telephone: (727) 787-2495  
Email: [preventdk2@verizon.net](mailto:preventdk2@verizon.net)  
Address: 29762 67th Way N. Clearwater FL 33761

### BUSINESS INFORMATION

Business Account Name: Lisa Matassa  
Account Number: 100116634450  
Address: 29762 67th Way N. Clearwater FL 33761

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

RE: Docket # 160101-WS This nearly 50% rate increase is outrageous. I understand a few % increase, but this is horrendous.

## Sandra Soto

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 28, 2016 1:26 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122035

### CUSTOMER INFORMATION

Name: norma phillips  
Telephone: (727) 781-6405  
Email: [jimnorm1@verizon.net](mailto:jimnorm1@verizon.net)  
Address: 326 Scott Ct Palm Harbor FL 34684

### BUSINESS INFORMATION

Business Account Name: Norma Phillips  
Account Number: 100102270164  
Address: 326 Scott Court Palm Harbor FL 34684

Water County Selected: Pinellas

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am sending this complaint in regard to the proposed increase in the water use bill. This is a horrendous large increase and for those on Social Security it will be a tremendous burden. Water is not a luxury therefore we would have no choice but to suffer the increase.



CORRESPONDENCE  
DEC 27, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, December 27, 2016 10:49 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** docket 160101

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Tuesday, December 27, 2016 8:58 AM  
**To:** Ruth McHargue  
**Subject:** To CLK docket #16-0101-WS- Response requested

Copy on file, see 1231698C. DHood

---

**From:** Adriane Larsen [[mailto:adriane\\_larsen@yahoo.com](mailto:adriane_larsen@yahoo.com)]  
**Sent:** Monday, December 26, 2016 3:35 PM  
**To:** Consumer Contact  
**Cc:** [mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)  
**Subject:** Utilities Inc. of FL / docket #16-0101-WS

FL Public Service Commission  
Director; Office of Commission Clerk  
Tallahassee, FL 32399

To Whom It May Concern,

This email comes in response to a notice received at my home regarding a proposed 250+ % water usage rate hike affecting our residential water and sewer rates. According to the literature, this proposed increase in costs would affect the residential housing area of Trailwood, (Seminole County, FL), and is apparently proposed by **Utilities Inc. of Florida**.

*\*Please confirm* if the proposed rate increase, from **\$8.31 to \$22.03** per 1000 gallons, is correct.\*

Please advise of the **basis** for such an extraordinary proposed rate increase. Short of a water state-of-emergency, I cannot imagine why such a dramatic increase from \$8.31 to \$22.03 would be proposed, justified or approved. Logically, a reasonable rise in operating costs is expected. I

am sure the majority would consider a nearly 300% increase as far from reasonable and customary.

*As a concerned resident of Seminole County Florida, I respectfully ask that you confirm the authenticity of this proposed increase and if authentic, the necessity-basis for the increase. Lastly, what is the targeted date for implementing this proposed increase.*

Thank you in advance for your time and attention.

Respectfully,

**Adriane Larsen**  
Paralegal / Civil Litigation

and

**Darrin Larsen**  
634 Moss Drive  
Altamonte Springs, FL 32714

CORRESPONDENCE  
DEC 23, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Randy Roland  
**Sent:** Friday, December 23, 2016 11:35 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101

Please add this consumer correspondence to docket file 160101.

-----Original Message-----

From: Consumer Contact  
Sent: Friday, December 23, 2016 11:30 AM  
To: Randy Roland  
Subject: To CLK Docket 160101

Copy on file, see 1231665C. Please cc me when you forward this to the records clerk office. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Friday, December 23, 2016 11:20 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 122001

CUSTOMER INFORMATION

Name: Robert Roberts  
Telephone: (813) 949-2580  
Email: [robrob33@msn.com](mailto:robrob33@msn.com)  
Address: 1450 Waterwood Drive Lutz FL 33559

BUSINESS INFORMATION

Business Account Name: Robert Roberts  
Account Number: 32046100  
Address: 1450 Waterwood Drive Lutz FL 33559

Water County Selected: Pasco

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Excessive rate charge increase. My waters/sewer bill increased from \$55/\$70 month to \$136 month. An article in the Tampa Bay Times newspaper today on Friday, December 23, 2016 states that the rate for 6,000 gallons in the city of Dade City, Florida Water System is \$51.85, the rate for 6,000 gallon with Florida Government Utility Commission in New Port Richey, Florida is \$136 month, the most expensive utility in Pasco County. I personally believe this is an outrageous difference in the two water company. Please investigate to see that authority for such an outrages rate increase is approved by Florida PSC.

Thank you. Robert Roberts

CORRESPONDENCE  
DEC 20, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, December 20, 2016 4:49 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 16010  
**Attachments:** Docket #160101-WS Utilites Inc. of Florida

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Tuesday, December 20, 2016 3:30 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 16010

Copy on file. DHood

**Collin Roehner**

---

**From:** Penny Flores <pennyflores143@gmail.com>  
**Sent:** Tuesday, December 20, 2016 1:05 PM  
**To:** Consumer Contact  
**Subject:** Docket #160101-WS Utilites Inc. of Florida

I am unsure where this application stands as of now but I wanted my opinion voiced as I am now aware of this outrageous rate hike. Please do not allow Utilities Inc. of Florida to raise the water and sewer rates. This is an enormous hike that will have a negative effect on the residents while this company gets to profit. Please do not approve Docket # 160101-WS from Utilities Inc. of Florida.

Thank you,  
Penny Flores  
520 Georgia Avenue  
Altamonte Springs, FL 32714

CORRESPONDENCE  
DEC 15, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ellen Plendl  
**Sent:** Thursday, December 15, 2016 1:38 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 160101-WS  
**Attachments:** Case Notice - No Follow Up ; karin-koll-response.pdf

See attached correspondence and PSC reply to add to the correspondence side of Docket 160101-WS.

**Collin Roehner**

---

**From:** CRM.CitizenServices <CRM.CitizenServices@eog.myflorida.com>  
**Sent:** Thursday, December 15, 2016 12:36 PM  
**To:** Ellen Plendl  
**Subject:** Case Notice - No Follow Up  
**Attachments:** Case Notice - No Follow Up (56).docx; 624012,koll.pdf

Please find attached an assignment from Governor Rick Scott's Office of Citizen Services.  
If you have questions about the assignment, please email [CRM.CitizenServices@eog.myflorida.com](mailto:CRM.CitizenServices@eog.myflorida.com).  
Sincerely,

Kristie Jemmott  
Office of Citizen Services  
Executive Office of the Governor

You have an assignment from the Executive Office of the Governor. Please have staff review and respond as appropriate.

It is not necessary to send follow up information to the Office of Citizen Services unless it is deemed appropriate by agency staff.

To send information on this case, please respond to this email or send an email to [CRM.CitizenServices@eog.myflorida.com](mailto:CRM.CitizenServices@eog.myflorida.com).

If a unit or agency is incorrectly assigned a case, please respond to this email and note which agency should receive the assignment.

Sincerely,

Office of Citizen Services  
Executive Office of the Governor

Letter :: Citizen Services :: 12/15/2016 12:32 PM

Case Number:	624,012
--------------	---------

Origin	Letter
EOG Source	Citizen Services
Created On	12/15/2016 11:32 AM
Letter Date	
Priority	Default

#### Case Attribute(s)

Attribute	Category
Legislation	Corr Subject - Legislation/Budget
Utilities	Corr Subject - Industry / Regulated Industry

#### Primary Contact Information

First Name	Karin	Last Name	Koll	Phone	
City	New Port Richey	County	Pasco	State	Florida
Zip	34654	Email			
Address Line 1	11407 Bloomington Court				
Address Line 2					
Additional Information					

#### Description

<b>Note</b>
cc:PSC

#### Notes

Note	Created By	Created On
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Case Assignment

Assigned To:		Due Date:	12/30/2016 11:32 AM

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review, modify and reform outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$95.27/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regard less of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state guarantees due to a 10% Return on Equity resulting in unearned profits. This oversight has evolved into a serious problem for your Florida residents across the state. UIF is NOW consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problems are just the tip of the iceberg. UIF should be held account able to provide the product and services required. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Governor Scott, please help end the injustices under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of outdated statutes which have created a utility welfare system which will financially cripple me and the other 65,999 residents state-wide under your watch.

Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654

legis  
utilities  
CAS / May  
HAN  
cc: PSC

624012  
DUE: 12/30/16  
NEN



Ms. Karin Koll  
11407 Bloomington Ct  
New Port Rchy, FL 34654

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

TAMPA FL 335  
SAINT PETERSBURG FL  
08 DEC 2016 PM 3:1



DEC 19 AM 9:07

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

December 15, 2016

Ms. Karin Koll  
11407 Bloomington Court  
New Port Richey, FL 34654

RE: FPSC Inquiry 1230965C

Dear Ms. Koll:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

FPSC customer service hearings will be held in January and February 2017 throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the FPSC, customer comments made during those hearings will be reviewed and considered when FPSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The FPSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, FPSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in blue ink that reads "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

CORRESPONDENCE  
DEC 15, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Thursday, December 15, 2016 11:06 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** Water and sewer rate hike; Utilities Inc. of Florida Docket #160101-ws; E-Form Improper Billing TRACKING NUMBER 121955

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Wednesday, December 14, 2016 3:46 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 14, 2016 2:41 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 121955

### CUSTOMER INFORMATION

Name: Patrick McCarthy  
Telephone: (941) 698-0255  
Email: [paddy\\_mccarthy@hotmail.com](mailto:paddy_mccarthy@hotmail.com)  
Address: 8793 Conch Ave Placida FL 33946

### BUSINESS INFORMATION

Business Account Name: Patrick McCarthy  
Account Number: 5423755713  
Address: 8793 Conch Ave Placida FL 33946

Water County Selected: Charlotte

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

#### Details:

The Utilities Inc. bill has been triple the amount of the Charlotte County bill. We moved in On 09/01/2016 and the total amount paid to date is 413.96. We understand some cost may be for a deposit, but these charges are way out of control. EX. Charlotte water charge = \$36.52, Utilities Inc. charges = 92.53. We moved from Sarasota FL, and our average bill was not higher then \$66.00, for a home with 24' pool and over 3,000 sq. ft.

There are two adults living at the Placida address with not irrigation in use and no pool. Thanking you in advance please look into this for us.

McCarthy's  
8793 Conch Ave  
Placida, FL 33946  
941.698.0255

**Collin Roehner**

---

**From:** Doreen Aery <d.spanishrose.aery@gmail.com>  
**Sent:** Tuesday, December 13, 2016 5:01 PM  
**To:** Consumer Contact  
**Subject:** Utilities Inc. of Florida Docket #160101-ws

No water and sewer rate hike!

## Collin Roehner

---

**From:** Bodin, Ruthie <ruthie.bodin@ocps.net>  
**Sent:** Sunday, December 11, 2016 4:18 PM  
**To:** Consumer Contact  
**Subject:** Water and sewer rate hike

Good afternoon!

This complaint is in reference to Utilities Inc. of Florida and Docket #160101-WS. Please do not increase our base water bill from \$8 to \$22. Water is expensive enough, and this almost triple increase is simply ridiculous and unacceptable to expect from families. That will be close to \$200 in one year. Please rethink this decision. Thank you! Ruthie Bodin

The information contained in this e-mail message is intended solely for the recipient(s) and may contain privileged information. Tampering with or altering the contents of this message is prohibited. This information is the same as any written document and may be subject to all rules governing public information according to Florida Statutes. Any message that falls under Chapter 119 shall not be altered in a manner that misrepresents the activities of Orange County Public Schools.

[References: Florida State Constitution I.24, Florida State Statutes Chapter 119, and OCPS Management Directive A-9.] If you have received this message in error, or are not the named recipient notify the sender and delete this message from your computer.



CORRESPONDENCE

DEC 15, 2016

DOCUMENT NO.

December 12, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

Ref: Docket #160101-WS

Utilities Inc. of Florida

RECEIVED-FPSC  
2016 DEC 15 AM 8:16  
COMMISSION  
CLERK

Gentlemen:

Utilities of Florida, Inc has requested a very large increase for water usage from \$8.46 to \$22.06 per each 1,000 gallons of water/sewer for residential households.

I think this is very excessive. I could understand a small increase, but this is extreme. I hope you will deny this very large increase and only allow a small increase. Our wages are not going up very much and a large water bill will cause a hardship for struggling homeowners. I have been a homeowner in Altamonte Springs, FL and retired, and social security is barely keeping up with inflation.

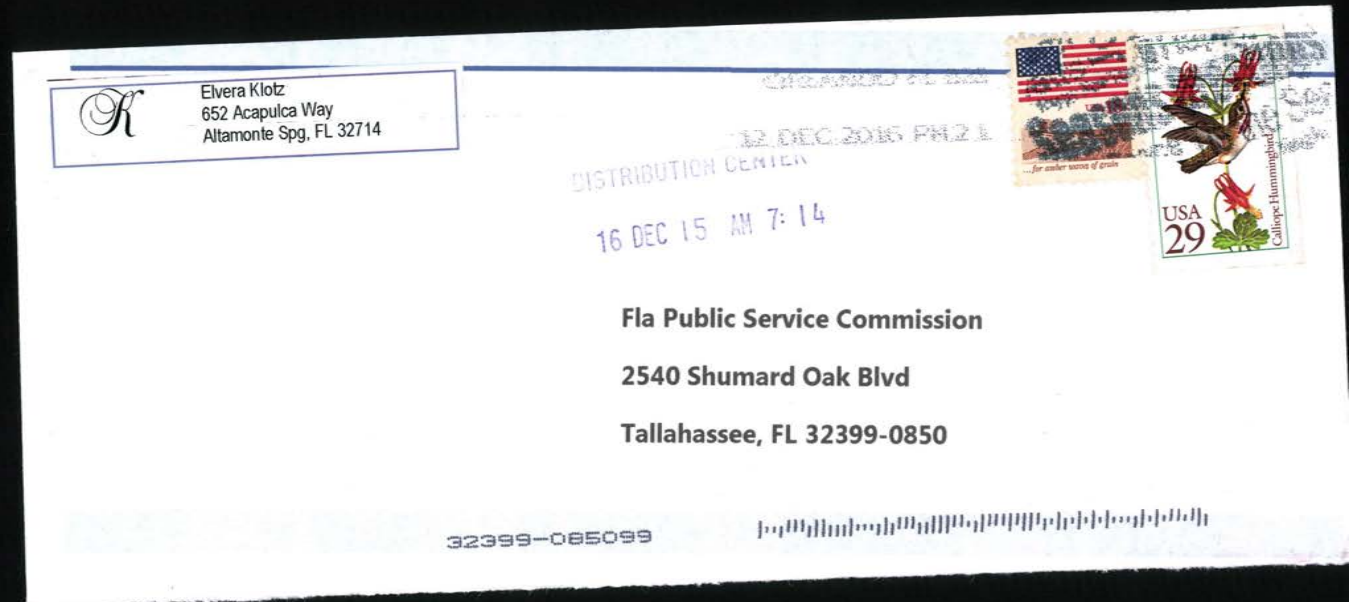
Very truly,



Elvera Klotz

652 Acapuca Way

Altamonte Springs, FL 32714



CORRESPONDENCE  
DEC 12, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Randy Roland  
**Sent:** Monday, December 12, 2016 9:10 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** Rate hike; RE Rate hike

Please add the attached consumer correspondence to docket 160101.

---

**From:** Diane Hood  
**Sent:** Monday, December 12, 2016 8:59 AM  
**To:** Randy Roland  
**Subject:** To CLK Docket 160101

Copy on file, see 1230501C. Please cc me when forward this to the Record Clerks office. DHood

**Collin Roehner**

---

**From:** Joanna Pineiro <j114514p@gmail.com>  
**Sent:** Monday, December 12, 2016 8:50 AM  
**To:** Consumer Contact  
**Subject:** RE: Rate hike

Sure! It's ultilties Inc in Altamonte springs.

On Dec 12, 2016 8:20 AM, "Consumer Contact" <[Contact@psc.state.fl.us](mailto:Contact@psc.state.fl.us)> wrote:

12/12/2016

Dear Ms. Pineiro:

This e-mail is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding a rate increase.

It would be beneficial if you could provide the following information:

\* The name of the utility.

You may send this information by reply e-mail, or at the address and/or fax number listed below.

Sincerely,

Angela Calhoun

Regulatory Consultant

Office of Consumer Assistance & Outreach

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

Toll Free - [800-342-3552](tel:800-342-3552)

Toll Free Fax [800-511-0809](tel:800-511-0809)

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399

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

**From:** Joanna Pineiro [mailto:[j114514p@gmail.com](mailto:j114514p@gmail.com)]  
**Sent:** Saturday, December 10, 2016 6:04 PM  
**To:** Consumer Contact  
**Subject:** Rate hike

Hello im a seminole resident and cannot afford this rate hike. Please! I already struggle to pay my water thats already expensive. What is the reason?

**Collin Roehner**

---

**From:** Joanna Pineiro <j114514p@gmail.com>  
**Sent:** Saturday, December 10, 2016 6:04 PM  
**To:** Consumer Contact  
**Subject:** Rate hike

Hello im a seminole resident and cannot afford this rate hike. Please! I already struggle to pay my water thats already expensive. What is the reason?

CORRESPONDENCE  
DEC 09, 2016  
DOCUMENT NO.

December 6, 2016

To: Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

Subject: Notice of Interim Rate Increase. Docket No.: 160101-WS Dated November 4, 2016

Concerned:

My friends all tell me I am wasting my time. They all tell me you already approved the rate increase before my water company, Utilities, Inc. sent out the notice informing us they requested one. My friends are in their 60's and 70's. They seen this happen all the time. You all are deaf to their needs. Well I want to express my concerns. Perhaps I will not get very far. But here again, I will feel better once I mail this to you.

Enclosed please find the notice wherein my out of state water company, Utilities Inc., which changed hands more than once recently, requested a water rate increase more than double our current rate. How unAmerican is that? Would you allow your parent's water company to charge \$13.38 per 1,000 gallons when they been paying an already ridiculous rate of \$6.43? Heck Pinellas county rate is a whopping \$5.04 for 2017 and \$5.13 for 2018! Tampa's water rate is more than half that!!!

Keeping this short, I think you all should sharpen your pencils and hold steady on any future water rate increases until the current rate is much closer to Pinellas and Tampa's water rates.

Of course, with all due respect,



Thomas Kulaga  
211 Independence Ave  
Palm Harbor, FL., 34684-1419

COMMISSION  
CLERK

2016 DEC -5 10 3:16

RECEIVED-FPSC

BEFORE THE PUBLIC SERVICE COMMISSION  
TO THE PINELLAS COUNTY CUSTOMERS EXCLUDING MID COUNTY AND TIERRA VERDE OF  
UTILITIES, INC. OF FLORIDA  
AND  
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO.: 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE, HIGHLANDS, LAKE,  
LEE, MARION, ORANGE, PASCO, PINELLAS, POLK, AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

DATED: November 4, 2016

**NOTICE OF INTERIM RATE INCREASE**

On November 1, 2016, the Florida Public Service Commission approved interim water rates for Utilities, Inc. of Florida customers in Pinellas County excluding Mid County and Tierra Verde. The interim rates will be effective November 9, 2016. The interim rates will be collected subject to refund, pending the Florida Public Service Commission's final decision regarding final rates. If a refund is ordered, it will include interest based upon Commission determined factors.

The current rates, the Utility's requested interim rates, the Utility's requested final rates and the Commission approved interim rates are set forth below. The final rates are subject to change based on information presented at the customer and technical hearings, and the final decision by the Commissioners.

**WATER SERVICE**

	Test Year Rates 12/31/15	Current Rates	Utility Requested Interim	Utility Requested Final	Staff Recommended Interim
<b><u>Residential and General Service</u></b>					
Base Facility Charge by Meter Size					
5/8 x 3/4"	\$11.30	\$11.37	\$12.39	\$23.70	\$12.33
1"	\$28.25	\$28.41	\$30.97	\$59.21	\$30.83
1-1/2"	\$56.48	\$56.81	\$61.92	\$118.41	\$61.65
2"	\$90.38	\$90.90	\$99.09	\$189.46	\$98.64
3"	\$180.75	\$181.90	\$198.16	\$379.12	\$197.28
4"	\$282.43	\$284.07	\$309.64	\$592.07	\$308.25
6"	\$564.85	\$568.13	\$619.26	\$1,184.11	\$616.50
Charge per 1,000 Gallons - Residential Service	\$6.39	\$6.43	\$7.01	\$13.40	\$6.97
Charge per 1,000 Gallons - General Service	\$6.38	\$6.42	\$6.99	\$13.38	\$6.96

2000000134 67/2



**HOW TO CONTACT THE COMMISSION**

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints is not required, but may be mailed or emailed to the following:

Martin S. Friedman, Esquire  
Friedman & Friedman, P.A.  
766 North Sun Drive, Suite 4030  
Lake Mary, Florida 32746  
[mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)

All correspondence should refer to "Docket No. 160101-WS, Utilities, Inc. of Florida" Your letter will placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/ConsumerAssistance/ComplaintForm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at 866-842-8432.

Utilities, Inc. of Florida



13.40  
6.43  
-----  
6.97  
1340

211 S. Independence Ave  
Gadsden, AL 3684

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0870

32399-087059



TALLAHASSEE, FL 323  
SAINT PETERSBURG, FL  
06 DEC 2016 PM 10:1

CORRESPONDENCE  
DEC 05, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, December 05, 2016 4:35 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** Water and Sewer Rate Hike; WATER AND SEWER RATE HIKE!!! Utilities Inc. of Florida and Docket #1160101-WS; Utilities Inc- #160101-WS

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, December 05, 2016 3:24 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** Sabrina Covington <scovington@covington-cpa.com>  
**Sent:** Tuesday, November 29, 2016 5:43 PM  
**To:** Consumer Contact  
**Subject:** Water and Sewer Rate Hike

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

I have received a notice that states that Utilities Inc. is asking the state to increase the monthly base water charge from \$8.46 to \$22.06 and the usage charge for households from \$8.31 to \$22.03 per 1,000 gals.

As a resident of 334 Tulane Drive, Altamonte Springs, FL 32714, I totally disagree with this outrageous rise on the above mentioned charges, it is absolutely abusive and I will be persistent on my petition to the Florida Public Service Commission to deny the abusive rise of charges that Utilities Inc. is trying to asses to our community.

--

**Sabrina D. Covington, CPA, CFE**  
COVINGTON+ ASSOCIATES, CPAs INC.  
155 Cranes Roost Blvd., Suite 2010  
Altamonte Springs, FL 32701  
P | 407-475-1000 ext 700  
F | 407-926-0169  
[www.Covington-CPA.com](http://www.Covington-CPA.com)

[Like us on FaceBook](#) | [Follow us on Twitter](#) |

*IN COMPLIANCE WITH IRS CIRCULAR 230: Any tax advice contained in this communication (including attachments) is not intended or written to be used, and cannot be used, by the recipient or any other person or entity for the purpose of avoiding penalties that may be imposed or any taxpayer under Internal Revenue Code or Applicable State or local law provisions that may be asserted against the taxpayer. A taxpayer may rely on professional advice to avoid federal penalties only if that advice is reflected in a comprehensive tax opinion that conforms to stringent requirements under federal law.*

*Disclaimer: The contents of this e-mail are confidential to the addressee and are intended solely for the recipients use. If you are not the addressee, you have received this e-mail in error. Any disclosure, copying, distribution or action taken in reliance on it is prohibited and may be unlawful. If you receive this in error, please contact the sender and delete the material from any computer Please note that any opinions expressed in this e-mail are those of the author personally and not Covington+ Associates, CPAs INC. who does not accept responsibility for the contents of the message.*

**Collin Roehner**

---

**From:** yonavigate@gmail.com  
**Sent:** Sunday, December 04, 2016 5:27 AM  
**To:** Consumer Contact  
**Subject:** Utilities Inc- #160101-WS

Please Do Not let this hike happen. It is unreasonable and unfair.

Thank you  
J Delgado  
511 Auburn Ave  
Altamonte Springs. Fl 32714

*Sent from my LG G Vista 2, an AT&T 4G LTE smartphone*

## Collin Roehner

---

**From:** Mr. Headlight <headlightrestoration06@gmail.com>  
**Sent:** Saturday, December 03, 2016 10:13 AM  
**To:** Consumer Contact  
**Subject:** WATER AND SEWER RATE HIKE!!! Utilities Inc. of Florida and Docket #1160101-WS

Utilities Inc. of Florida and Docket #1160101-WS

To whom it my concern, Utilities, Inc. Is trying to increase the Monthly base water charges from \$8.46 to \$22.06 and large households from \$8.31 to \$22.03 per 1,000 gals. This increase to a big jump and is going to effect people who are struggling already to pay there bills. That much of an increase is not justified it is almost tripled. Please think of the people it will effect in a negative way, so I know you will do the right thing. Thank you for your time and have a blessed day.



CORRESPONDENCE  
DEC 05, 2016  
DOCUMENT NO.

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

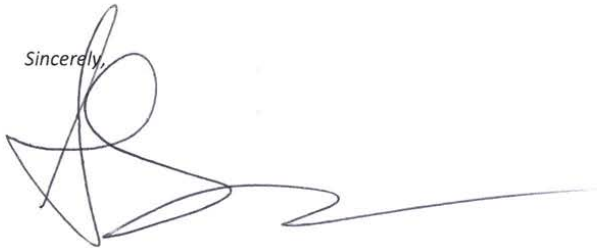
November 29, 2016

To Whom It May Concern:

I have received a notice that states that Utilities Inc. is asking the state to increase the monthly base water charge from \$8.46 to \$22.06 and the usage charge for households from \$8.31 to \$22.03 per 1,000 gals.

As a resident of 334 Tulane Drive, Altamonte Springs, FL 32714, I totally disagree with this outrageous rise on the above mentioned charges, it is absolutely abusive and I will be persistent on my petition to the Florida Public Service Commission to deny the abusive rise of charges that Utilities Inc. is trying to asses to our community.

Sincerely,

A handwritten signature in blue ink, consisting of a stylized, cursive 'S' followed by a long horizontal line.

Sabrina Covington  
334 Tulane Drive  
Altamonte Springs, FL 32714

ORLANDO  
FL 328  
01 DEC '16  
PM 3 L  
CENTER

16 DEC -5 AM 7:13



UNITED STATES POSTAGE  
PITNEY BOWES  
\$000.46<sup>5</sup>  
02 1P  
0003292401 NOV 29 2016  
MAILED FROM ZIP CODE 32701

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399-085099



CORRESPONDENCE  
DEC 01, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Thursday, December 01, 2016 11:39 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** Water & Sewer rate hike; RE Water & Sewer rate hike

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Thursday, December 01, 2016 8:12 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1229378C. DHood

**Collin Roehner**

---

**From:** Daisy Melendez <daisymmelendez@yahoo.com>  
**Sent:** Thursday, December 01, 2016 7:54 AM  
**To:** Consumer Contact  
**Subject:** RE: Water & Sewer rate hike

500 Lynchfield Avenue, Altamonte Springs 33714 - mailing address is the same

[Sent from Yahoo Mail on Android](#)

On Wed, Nov 30, 2016 at 9:29 AM, Consumer Contact  
<[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)> wrote:

11/30/2016

Dear Ms. Melendez:

Thank you for contacting the Florida Public Service Commission.

In order to process your protest we need to know if you are a current customer of record with Utilities Inc. of Florida.

It would be beneficial if you could provide the following information:

- The address on the account
- The customer's mailing address

You may send this information to me via e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Sincerely,

Ruth McHargue

Regulatory Program Administrator

Office of Consumer Assistance and Outreach

Florida Public Service Commission

1-800-342-3552

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

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

**From:** Daisy Melendez [<mailto:daisymmelendez@yahoo.com>]

**Sent:** Wednesday, November 30, 2016 8:01 AM

**To:** Consumer Contact

**Subject:** Water & Sewer rate hike

Good morning to you. Please note that I don't agree with the water and hike. The utilities Inc of Florida and docket number 16010 1 - WS. I firmly voice my objection and am outraged at this height that might go into effect I do not want this to happen! I and as many of you as your clients, work very hard for my money and I don't make a lot of it per year so no I do not want this to go into effect at all. Thank you. Sincerely Daisy M. Melendez

[Sent from Yahoo Mail on Android](#)

**Collin Roehner**

---

**From:** Daisy Melendez <daisymmelendez@yahoo.com>  
**Sent:** Wednesday, November 30, 2016 8:01 AM  
**To:** Consumer Contact  
**Subject:** Water & Sewer rate hike

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[Sent from Yahoo Mail on Android](#)

CORRESPONDENCE  
DEC 01, 2016  
DOCUMENT NO.

**HOW TO CONTACT THE COMMISSION**

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints is not required, but may be mailed or emailed to the following:

Martin S. Friedman, Esquire  
Friedman & Friedman, P.A.  
766 North Sun Drive, Suite 4030  
Lake Mary, Florida 32746  
[mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)

*3 Raises in one  
year - Have a heart  
Donna Heebner*

All correspondence should refer to "Docket No. 160101-WS, Utilities, Inc. of Florida". Comments will be placed in the correspondence file of this docket. You may also submit comments through the Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website at <http://floridapsc.com/ConsumerAssistance/ComplaintForm>.



If you wish to contact the Florida Public Service Commission regarding complaints, please contact the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at 866-842-8432.

Utilities, Inc. of Florida

*QUESTIONS?*

*Call Bill @ 321-356-6400  
(LOCAL RESIDENT).*

RECEIVED-PPSC  
2016 DEC -1 AM 9:06  
COMMISSION  
CLERK



Ms. Donna Heebner  
551 Michigan Ave.  
Altamonte Spg., FL 32714

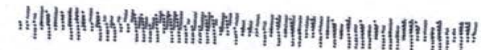
ORLANDO FL 328

28 NOV 2016 PM 4 1



Florida Public Service Commission  
Director Office - Comm. Clerk  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0876

Docket # 160101-WS, Utilities, 32399-0876





State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

CORRESPONDENCE

NOV 30, 2016

DOCUMENT NO.

**DATE:** November 30, 2016

**TO:** Hong Wang , Chief Deputy Commisson Clerk

**FROM:** Ellen Plendl, Regulatory Consultant, CAO 

**RE:** Dockets 150269 & 160101

See attached correspondence and replies to add to the correspondence side of Dockets 150269 & 160101.

RECEIVED-PPSC  
2016 NOV 30 PM 2:20  
COMMISSION  
CLERK

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. Richard Marquez  
11419 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229421C

Dear Mr. & Mrs. Marquez:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

FPSC customer service hearings will be held in January and February 2017, throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the FPSC, customer comments made during those hearings will be reviewed and considered when FPSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The FPSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, FPSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

Good afternoon, Ellen:

This is the first of two emails containing the letters about Utilities, Inc. There are 25 letters total. I was not able to send all of them in one email.

A second email will follow with the remaining documents. If you have questions, let us know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 -- Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 -- Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review, modify and reform outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$95.27/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regard less of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state guarantees due to a 10% Return on Equity resulting in unearned profits. This oversight has evolved into a serious problem for your Florida residents across the state. UIF is NOW consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problems are just the tip of the iceberg. UIF should be held account able to provide the product and services required. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Governor Scott, please help end the injustices under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of outdated statutes which have created a utility welfare system which will financially cripple me and the other 65,999 residents state-wide under your watch.

Sincerely,

Signature:


Print Name:

Street Address:

New Port Richey, FL 34654

OFFICE OF THE GOVERNOR  
CITIZEN  
16 NOV 15 PM 2:01

622019  
J.R. dwe  
12-7-16

  
Mary S. Marquez  
RICHARD MARQUEZ & MARY S. MARQUEZ  
11419 MERGANSER WAY



FROM: Ann Marie Ryan, Leader  
Summertree Water Alliance  
CONTACT: summertree.water.alliance@gmail.com  
DATE: November 9, 2016  
RE: No. 160101 - UIF Consolidated Rate Case  
SUBJECT: Nov 01, 2016 - PSC Approved - UIF's Interim Rate Increase Request\*\*

27.68% Increase = New Monthly Bill:	<u>Water</u>	<u>Wastewater</u>		
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons	5.50	17.20		
Cost for 1,000 gallons Water & WasteWater	17.40	32.47	=	\$49.87
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons times x 2	11.00	34.40		
Cost for 2,000 gallons Water & WasteWater	22.90	49.67	=	\$72.57
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons times x 3	16.50	51.60		
Cost for 3,000 gallons Water & WasteWater	28.40	66.87	=	\$95.27

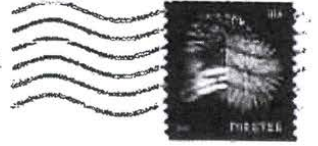
\*\*These deplorable rates have nothing to do with our Summertree Limited Rate Case which enabled us to get interconnected with Pasco County Utilities for our drinking water. State statutes allow UTILITIES to request these rate increases. It's time for Summertree & all UIF customers to PROTEST!

**Docket No. 160101 - UIF Consolidated Rate Case:**

- 1) This rate case is about UIF requesting the PSC to set rates for all UIF's Florida statewide systems to create a FLAT RATE for water rates and wastewater rates for all their statewide systems.
- 2) You will find a PSC letter and one to Governor to protest our rates and ask the legislators to reform these outdated statutes allowing Utility Monopolies to continue receiving a 10% Return of Equity without improving their goods or services.  
Please PRINT & SIGN these letters and return ASAP to SRF Office. (Additional Letter at SRF office.)
- 3) These rate increase were sent to UIF's statewide systems impacting 12 counties, 44 systems and 66,000 customers. NOTE: Marion County was hit with an outrageous 117% increase.
- 4) **SAVE THE DATE: Tuesday, January 10, 2017** - Public Service Commission Summertree Hearing in SRF Auditorium starting at 9:30 AM  
Details will be in the December SRF Newsletter  
QUESTIONS: call Ann Marie (727)-267-7162

Richard & Mary S. Marquez  
11419 Merganser Way  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
10 NOV 2015 PM 9 L



The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

16 NOV 15 7:19:00

32399-653689



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. James Ballard  
11311 Clear Oak Circle  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229405C

Dear Mr. & Mrs. Ballard:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

FPSC customer service hearings will be held in January and February 2017, throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the FPSC, customer comments made during those hearings will be reviewed and considered when FPSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The FPSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, FPSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

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A second email will follow with the remaining documents. If you have questions, let us know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 18 PM 4:52

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622008  
J.R. due  
12-7-16

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review, modify and reform outdated statutes related to Water/Wastewater Utilities.

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I am outraged that outdated statutes allow UTILITIES to function under state guarantees due to a 10% Return on Equity resulting in unearned profits. This oversight has evolved into a serious problem for your Florida residents across the state. UIF is NOW consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problems are just the tip of the iceberg. UIF should be held account able to provide the product and services required. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Governor Scott, please help end the injustices under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of outdated statutes which have created a utility welfare system which will financially cripple me and the other 65,999 residents state-wide under your watch.

Sincerely,

Signature:

Print Name

Street Add

*James or Jill Ballard*  
James or Jill Ballard  
11511 Clear Oak Circle  
New Port Richey, FL 34654

From

James or Jill Ballard  
11311 Clear Oak Circle  
New Port Richey, FL 34654

TAMPA FL 33611  
SAINT PETERSBURG FL  
22 NOV 2016 PM 4 L



The Honorable Rick Scott Gov  
400 South Monroe Street  
2540 Shumard Oaks Blvd  
Tallahassee FL 32399

32399-701940



Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

Print Name:

Street Address

*James or Jill Ballard*  
11311 Clear Oak Circle  
New Port Richey, FL 34654

622006  
J.R. due  
12-7-16

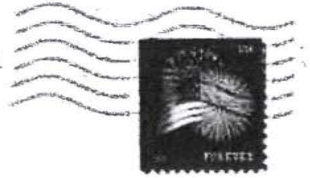
OFFICE OF THE  
CIVIL EN  
16 NOV 18 PM 4:52

FROM: ☐

☐

*James or Jill Ballard  
11311 Clear Oak Circle  
New Port Richey, FL 34654*

TAMPA FL 335  
SAINT PETERSBURG FL  
12 NOV 2016 PM 4 L



The Honorable Rick Scott Gov  
400 South Monroe Street  
2540 Shumard Oaks Blvd  
Tallahassee FL 32399

NOV 19 4 03 PM '16

32399-701940





COMMISSIONERS:  
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STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850)413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. Truman Hankins  
11511 Bloomington Circle  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229407C

Dear Mr. & Mrs. Hankins:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

Good afternoon, Ellen:

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A second email will follow with the remaining documents. If you have questions, let us know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622013  
J.R. due  
12-7-16

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 16 PM 3:58

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

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I am outraged that outdated statutes allow UTILITIES to function under state guarantees due to a 10% Return on Equity resulting in unearned profits. This oversight has evolved into a serious problem for your Florida residents across the state. UIF is NOW consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problems are just the tip of the iceberg. UIF should be held account able to provide the product and services required. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Governor Scott, please help end the injustices under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of outdated statutes which have created a utility welfare system which will financially cripple me and the other 65,999 residents state-wide under your watch.

Sincerely,

Signature: Truman Hankins

Print Name: TRUMAN HANKINS

Street Address: 11511 Bloomington Ct.

New Port Richey, FL 34654



## Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature: Nancy L. Hankins  
Print Name: NANCY L. HANKINS  
Street Address: 11511 BLOOMINGTON CT.  
New Port Richey, FL 34654



Truman & Nancy Hankins  
11511 Bloomington Ct.  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
16 NOV 2016 PM 3:1



16 NOV 16 PM 3:58

Honorable Rick Scott, Governor  
400 S. Monroe St.  
Tallahassee, FL 32399

32399-330095



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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850)413-6482

## Public Service Commission

November 30, 2016

Mr. James Camara  
11401 Bloomington Court  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229410C

Dear Mr. Camara:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Sincerely,

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

James M. Camara

Print Name:

JAMES M. CAMARA

Street Address:

11401 Bloomington Ct, New Port Richey FL  
New Port Richey, FL 34654

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 16 PM 3:46

622014  
J.R. due  
12-7-16

James A. Amos  
11401 Bloomington Ct  
New Port Richey, Fla.

PROVIDENCE RI 029

12 NOV 2016 PM 5 L



The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, Fla.  
32399

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32399-653699





COMMISSIONERS:  
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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. Edward Kruk  
11451 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229408C

Dear Mr. & Mrs. Kruk:

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Sincerely,

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654

OFFICE OF THE GOVERNOR  
CITIZEN SERVICE  
16 NOV 15 PM 2:01

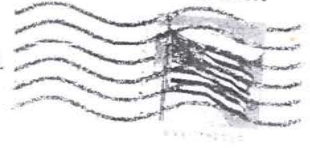
622020  
J.N. due  
12-7-16

JOANN KRUIC / EDWARD S. KRUIC  
JOANN KRUIC & EDWARD KRUIC  
11451 MERGANSER WAY



Ms Jo Kruk  
11451 Merganser Way  
New Port Rchy, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
10 NOV 2016 PM 9 1



The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL

32399

NOV 10 AM 9:00

32399-653699



COMMISSIONERS:  
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LISA POLAK EDGAR  
ART GRAHAM  
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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Ms. Marilyn E. Little  
11546 Holly Ann Drive  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229412C

Dear Ms. Little:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

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**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November 10, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622021  
J.R. due  
12-7-16

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 15 PM 1:58

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

*Marilyn E. Little*

Print Name:

MARILYN E. LITTLE

Street Address:

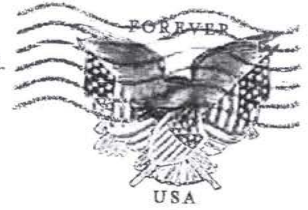
11546 HOLLY ANN DRIVE

New Port Richey, FL 34654

GO!  
TEAM  
USA

Ms. Marilyn Little  
11546 Holly Ann Dr.  
New Port, FL 34854-1731

TAMPA FL 335  
SAINT PETERSBURG FL  
10 NOV 2016 PM 9 L



THE HONORABLE RICK SCOTT, GOVERNOR  
400 SOUTH MONROE STREET  
TALLAHASSEE, FL 32349

NOV 15 AM 8:59  
32349

32399-653699





COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. Harold Wendell  
11505 Bloomington Court  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229424C

Dear Mr. & Mrs. Wendell:

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Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:45 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc (2 of 2)  
**Attachments:** 622024-purcell.pdf; 622025-vanhorn.pdf; 622026-boyd.pdf; 622027-wolowicz.pdf;  
622029-robida.pdf; 622030-wendell.pdf; 622032-wendell.pdf; 622034-fleri.pdf; 622443-  
landry.pdf; 622445-quirk.pdf; 622562, jennings.pdf; 622571, reid.pdf

Hi Ellen:

Here is the second email containing the rest of the letters about Utilities, Inc.

If you have questions, please let me know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November 9, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622030  
J.R. due  
12-7-16

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

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Sincerely,

Signature:

Harold Wendell

Print Name:

HAROLD WENDELL

Street Address:

11505 BLOOMINGTON CT

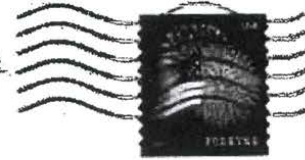
New Port Richey, FL 34654





Mr. Harold T. Wendell  
11505 Bloomington Ct  
New Port Rchy, FL 34654-1651

TAMPA FL 335  
SAINT PETERSBURG FL  
09 NOV 2016 PM 2:1



The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

16 NOV 14 PM 1:30

32399-653699



UH

Letter to Governor Scott

November 9, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622032  
J.R. due  
12-7-16

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

*Sylvia Wendell*

Print Name:

SYLVIA WENDELL

Street Address:

11505 Bloomington CT,

New Port Richey, FL 34654



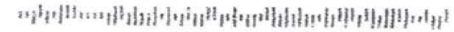
SYLVIA WENDELL  
11505 BLOOMINGTON CT  
NEW PRT RICHY FL 34654-1651

TAMPA FL 335  
SAINT PETERSBURG FL  
09 NOV 2016 PM 7 L



The Honorable Rick Scott, Governor  
400 South Monroe Street  
TALLAHASSEE, FL 32399

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. Robert L. Purcell  
11230 Godwit Court  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229425C

Dear Mr. Purcell:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

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If you have questions, please let me know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor



OFFICE OF THE GOVERNOR

Letter to Governor Scott

16 NOV 15 PM 1:53

November 11, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622024  
J.R. ave  
12-7-16

Veterans Day  
Take care of them!  
most are on fixed  
incomes!

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

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Sincerely,

Signature:

Print Name:

Street Address:

Robert L. Purcell

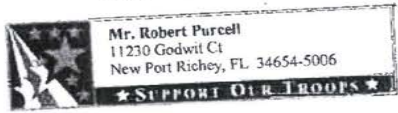
Robert L. PURCELL

11230 Godwit COURT

New Port Richey, FL 34654

P.S.

Please have the county take care of the water system  
NRE. Utilities Inc. have done anything to improve  
the quality of water we - just want more money  
with a rate increase.



TAMPA FL 335  
SAINT PETERSBURG FL  
12 NOV 2016 PM 4 L



The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

10 NOV 15 AM 9:57

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISE  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850)413-6482

## Public Service Commission

November 30, 2016

Ms. Vickie E. Jennings  
11405 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229427C

Dear Ms. Jennings:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

FPSC customer service hearings will be held in January and February 2017, throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the FPSC, customer comments made during those hearings will be reviewed and considered when FPSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

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Sincerely,

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



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**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:45 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc (2 of 2)  
**Attachments:** 622024-purcell.pdf; 622025-vanhorn.pdf; 622026-boyd.pdf; 622027-wolowicz.pdf;  
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landry.pdf; 622445-quirk.pdf; 622562, jennings.pdf; 622571, reid.pdf

Hi Ellen:

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If you have questions, please let me know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

622562  
due 12-13-16  
NRN

Utilities legis  
CAS may  
NRN

Letter to Governor Scott

November 19, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review, modify and reform outdated statutes related to Water/Wastewater Utilities.

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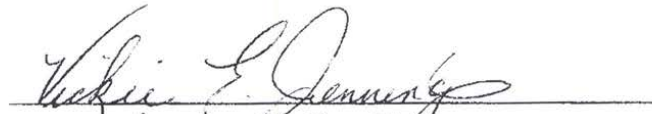
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Sincerely,

Signature:





Print Name:

Vickie E. Jennings

Street Address:

11405 Meganser Way

New Port Richey, FL 34654

 Mrs. Vickie Jennings  
11405 Merganser Way  
New Port Rchy, FL 34654 

TAMPA  
FL 335  
22 NOV '16  
PM 5 L



*Rick Scott Governor  
400 South Monroe St.  
Tallahassee,  
FL 32399*

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. William Van Horn  
11428 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229428C

Dear Mr. Van Horn:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

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**Ellen Plendl**

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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Signature:

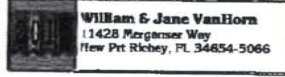
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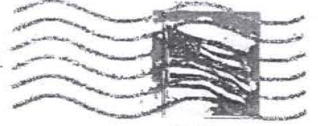
New Port Richey, FL 34654

622025  
J.R. due  
12-7-16

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 15 PM 1:52



TAMPA, FL 336  
SAINT PETERSBURG, FL  
12 NOV 2016 PM 2 L



The Honorable Rick Scott, gov.  
400 South Monroe St.  
Tallahassee, Fl.

32399

16 NOV 1 AM 9:57

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Ms. Mary C. Reid  
11103 Kiskadee Circle  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229429C

Dear Ms. Reid:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



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**Ellen Plendl**

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landry.pdf; 622445-quirk.pdf; 622562, jennings.pdf; 622571, reid.pdf

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Here is the second email containing the rest of the letters about Utilities, Inc.

If you have questions, please let me know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

legis  
UTILITIES  
CAS May  
NRN

November 15, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review, modify and reform outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

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Sincerely,

Signature:

*Mary C. Reid*

Print Name:

MARY C. REID

Street Address:

11103 KISKADEE CIR.

New Port Richey, FL 34654

622571  
due 12-13-16  
NRN

Redd  
11103 ~~Kendall~~ ~~Center~~  
NPR, TX 34654

1000 96593666026



The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32349

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Ms. Kathy F. Boyd  
11413 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229431C

Dear Ms. Boyd:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Sincerely,

A handwritten signature in cursive script that reads "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:45 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc (2 of 2)  
**Attachments:** 622024-purcell.pdf; 622025-vanhorn.pdf; 622026-boyd.pdf; 622027-wolowicz.pdf;  
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Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

November /0 , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622 026  
J.R. due  
12-7-16

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
18 NOV 15 PM 1:52

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature: \_\_\_\_\_

Kathy J. Boyd

Print Name: \_\_\_\_\_

Kathy F. Boyd

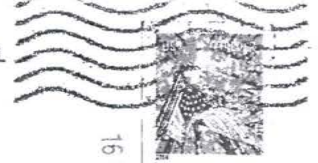
Street Address: \_\_\_\_\_

11413 Merganser Way

New Port Richey, FL 34654

Rob Boyd  
Kathy Boyd  
11413 Merganser Way  
New Port Richey FL 34654-5067

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SAINT PETERSBURG FL  
12 NOV 2016 PM 4 L



16 NOV 15 AM 9:57

The Honorable Rick Scott,  
Governor  
400 South Monroe St  
Tallahassee FL 32399

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mrs. Santa Fleri  
12126 Tournament View Avenue  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229432C

Dear Mrs. Fleri:

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



---

**Ellen Plendl**

---

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**Sent:** Tuesday, November 29, 2016 4:45 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc (2 of 2)  
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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622034  
J.R. due  
12-7-16

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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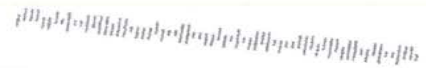
Signature: Santa K. Fleri  
Print Name: Santa K. FLERI  
Street Address: 12126 Tournament View Ave.  
New Port Richey, FL 34654



TAMPA FL 335  
PETERSBURG FL  
NOV 25 1991



then Honorable Eric Scott, Governor  
400 South Monroe St.  
Tallahassee, Fl. 32399



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Ms. Barbara Wolowicz  
11121 Clear Oak Circle  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229433C

Dear Ms. Wolowicz:

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

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**Ellen Plendl**

---

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**Sent:** Tuesday, November 29, 2016 4:45 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc (2 of 2)  
**Attachments:** 622024-purcell.pdf; 622025-vanhorn.pdf; 622026-boyd.pdf; 622027-wolowicz.pdf;  
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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

U22027  
J.R. dve  
12-7-16

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:


*Irma Wolowicz ; Barbara Wolowicz*

Print Name: Irma Wolowicz ; Barbara Wolowicz

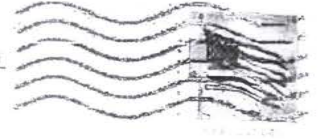
Street Address: 11121 Clear Oak Cr.

New Port Richey, FL 34654

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 15 PM 1:50

 Barbara & Irma Wolowicz  
11121 Clear Oak Cir  
New Port Rchy, FL 34654

TAMPA FL 336  
SAINT PETERSBURG FL  
10 NOV 2015 PM 9 L



The Honorable Rick Scott, Governor  
400 South Monroe St.  
Tallahassee, FL 32399

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32399-653699



COMMISSIONERS:  
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STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Ms. Letitia Landry  
11300 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229435C

Dear Ms. Landry:

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
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ART GRAHAM  
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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
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November 30, 2016

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New Port Richey, FL 34654

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Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

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Letter to Governor Scott

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NRW

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622443  
J.R. due  
12-12-16

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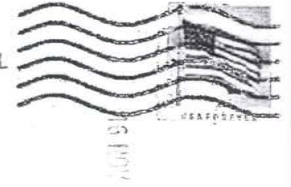
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Street Address: 11300 Merganser Way  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
18 NOV 2016 PM 1 L



The Honorable Rick Scott, Governor  
400 South Monroe ST  
Tallahassee, FL 32399

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. Richard G. Quirk  
11243 Kiskadee Circle  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229442C

Dear Mr. Quirk:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

FPSC customer service hearings will be held in January and February 2017, throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the FPSC, customer comments made during those hearings will be reviewed and considered when FPSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

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If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:45 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc (2 of 2)  
**Attachments:** 622024-purcell.pdf; 622025-vanhorn.pdf; 622026-boyd.pdf; 622027-wolowicz.pdf;  
622029-robida.pdf; 622030-wendell.pdf; 622032-wendell.pdf; 622034-fleri.pdf; 622443-  
landry.pdf; 622445-quirk.pdf; 622562, jennings.pdf; 622571, reid.pdf

Hi Ellen:

Here is the second email containing the rest of the letters about Utilities, Inc.

If you have questions, please let me know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

Utilities  
C&S may  
PSC  
NRN

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622445  
J.R. due  
12-12-16

RE: Docket No. 150269 - Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 - Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

I am a Summertree resident asking you to let the Florida Public Service Commission, Senate and House of Representatives know that you support our efforts to have our State Legislators review, modify and reform outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

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Sincerely,

Signature:

Print Name:

Street Address:

Richard G. Quirk

RICHARD G. QUIRK

11243 Kiskadee Cir.

New Port Richey, FL 34654

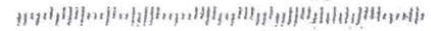


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SAINT PETERSBURG FL  
16 NOV 2016 PM 1 L



*The Honorable Rick Scott, GOVERNOR  
400 South Monroe St.  
Tallahassee, FL 32399*

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COMMISSIONERS:  
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ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. Robert R. Robida  
11210 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229440C

Dear Mr. & Mrs. Robida:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

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**Attachments:** 622024-purcell.pdf; 622025-vanhorn.pdf; 622026-boyd.pdf; 622027-wolowicz.pdf;  
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landry.pdf; 622445-quirk.pdf; 622562, jennings.pdf; 622571, reid.pdf

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Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November /0 , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622029  
J.N. due  
12-7-16

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 15 PM 1:50

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654



## Letter to Governor Scott

November 10, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

Lee S. Robide

Print Name:

Lee S. Robide

Street Address:

11210 Merganser Way

New Port Richey, FL 34654



TAMPA FL 335  
SAINT PETERSBURG FL  
10 NOV 2015 PM 9 L



16 NOV 15 7:05 PM  
SAINT PETERSBURG FL 337

The Honorable Rick Scott, Gov  
400 S. Monroe St  
Tallahassee FL 32399

32399-653699



COMMISSIONERS:  
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ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. & Mrs. Gaylon Bell  
11429 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229414C

Dear Mr. & Mrs. Bell:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Sincerely,

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

Good afternoon, Ellen:

This is the first of two emails containing the letters about Utilities, Inc. There are 25 letters total. I was not able to send all of them in one email.

A second email will follow with the remaining documents. If you have questions, let us know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

OFFICE OF THE GOVERNOR  
CITIZEN SERVICE  
16 NOV 16 PM 4:00

November 14, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622009  
J.R. due  
12-7-16

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

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Sincerely,

Signature:

Print Name:

Street Address:

GAYLON L. BELL

11429 MERGANSER WAY

New Port Richey, FL 34654



Gaylon L Bell  
11429 MERGANSER WAY  
NEW PORT RICHEY, FL. 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
14 NOV 2016 PM 10 L



16 NOV 16 11 00

The Honorable Rick Scott, Governor  
400 S. Monroe St.  
Tallahassee, FL 32399

32399-653699



Letter to Governor Scott

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 16 PM 4:00

November 14, 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

622010  
J.R. due  
12-7-16

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

Print Name:

Street Address:

Judith Bell

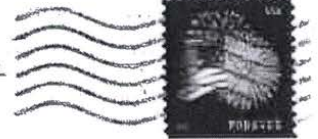
JUDITH BELL

11429 MERGANSER WAY

New Port Richey, FL 34654

Judith Bell  
11429 MERGANSER WAY  
NEW PORT RICHEY, FL. 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
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The Honorable Rick Scott, Governor  
400 S. Monroe St.  
Tallahassee, FL. 32399

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32399-653699



COMMISSIONERS:  
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LISA POLAK EDGAR  
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JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850)413-6482

## Public Service Commission

November 30, 2016

Mr. Bruce Larson  
11251 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229415C

Dear Mr. Larson:

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

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Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Signature:

Print Name:

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New Port Richey, FL 34654

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 15 PM 2:01

622016  
J.N. due  
12-7-16

Bruce Larson  
Bruce Larson  
11251 MORGANSDR WAY New Port Richey  
FL 34654



TAMPA FL 335  
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The Honorable Rick Scott, Governor  
400 S. Monroe St  
Tallahassee, FL 32399

16 NOV 2015  
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32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. Richard Pascale  
11234 Kiskadee Circle  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229416C

Dear Mr. Pascale:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

FPSC customer service hearings will be held in January and February 2017, throughout UIF's service area for Commissioners to hear directly from customers about UIF's rate request and service. In addition to all correspondence provided to the FPSC, customer comments made during those hearings will be reviewed and considered when FPSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

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If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in cursive script that reads "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

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A second email will follow with the remaining documents. If you have questions, let us know.

Sincerely,

Jennifer Britt  
Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

RE: Docket No. 150269 – Utilities, Inc. of Florida, Limited Rate Proceeding  
Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

Dear Governor Scott,

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Sincerely,

Signature:

*Richard Pascale*

11/10/2016

Print Name:

RICHARD PASCALE

Street Address:

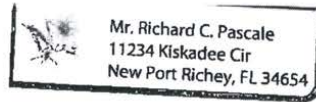
11234 KISKADIE CIRCLE NEW PORT RICHEY FL

New Port Richey, FL 34654

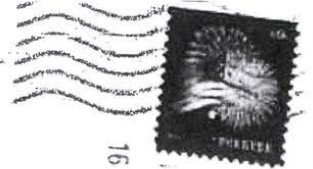
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OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
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622023  
J.R. due  
12-7-16



TAMPA FL 335  
SAINT PETERSBURG FL  
12 NOV 2015 PM 4:1



16 NOV 9 AM 9:57

Honorable Rick Scott Governor  
400 South Monroe Street  
Tallahassee Florida 32399

32399-653639



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Ms. Helen Fettig  
11424 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229417C

Dear Ms. Fettig:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

---

**Ellen Plendl**

---

**From:** Britt, Jennifer <Jennifer.Britt@eog.myflorida.com>  
**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
**Subject:** Utilities, Inc Letters  
**Attachments:** 622006-ballard.pdf; 622008-ballard.pdf; 622009-bell.pdf; 622010-bell.pdf; 622011-simard.pdf; 622013-hankins.pdf; 622014-camara.pdf; 622016-larson.pdf; 622018-fettig.pdf; 622019-marquez.pdf; 622020-kruk.pdf; 622021-little.pdf; 622023-pascale.pdf

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Office of Citizen Services  
Executive Office of the Governor



Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

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Docket No. 160101 – Utilities, Inc. of Florida, Consolidated Rate Case

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Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
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622018  
J.R. dve  
12-7-16

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Helen Fetting  
11424 Merganser Way  
New Port Richey,  
FL 34654

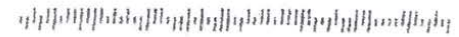
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SAINT PETERSBURG FL  
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16 NOV  
11 9:00

THE HONORABLE RICK SCOTT, GOVERNOR  
400 SOUTH MONROE STREET  
TALLAHASSEE, FL. 32399

32399-653699



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

November 30, 2016

Mr. O'Neil Simard  
11418 Merganser Way  
New Port Richey, FL 34654

RE: FPSC Inquiry 1229420C

Dear Mr. Simard:

The Governor's Office of Citizen Services forwarded your correspondence to the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269-WS and 160101-WS) for consideration.

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Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



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**Ellen Plendl**

---

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**Sent:** Tuesday, November 29, 2016 4:40 PM  
**To:** Ellen Plendl  
**Cc:** Kue-Rowan, May; Hoopingarner, Cole; Meyer, Lisa  
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Office of Citizen Services  
Executive Office of the Governor

Letter to Governor Scott

November , 2016

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, FL 32399

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Sincerely,

Signature:

Print Name:

Street Address:

New Port Richey, FL 34654

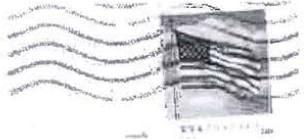
OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
16 NOV 16 PM 4:00

622011  
J.R. due  
12-7-16



Mr. O'Neill Simard  
11418 Merganser Way  
New Port Richey, FL 34654-5066

TAMPA FL 335  
SAINT PETERSBURG FL  
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16 NOV 16 AM 9:00

The Honorable Rick Scott, Governor  
400 South Monroe Street  
Tallahassee, Fla 32399

32399-653699



CORRESPONDENCE  
NOV 29, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Tuesday, November 29, 2016 11:10 AM  
**To:** Commissioner Correspondence  
**Subject:** Correspondence for Docket no. 160101  
**Attachments:** 2016-11-29, ltrs for docket 160101.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

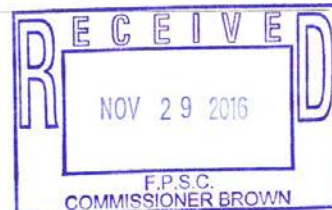
Thank you.

Joann

## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

*Christina B. Korosedes*

Print Name:

*Christina Korosedes*

Street Address:

*1144 Bayonet Ln*

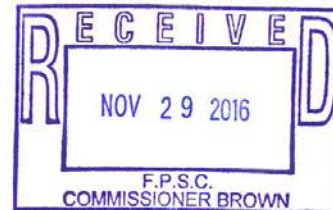
New Port Richey, FL 34654



## Public Service Commission

November 20, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Signature:

Lawrence Boisvert

Print Name:

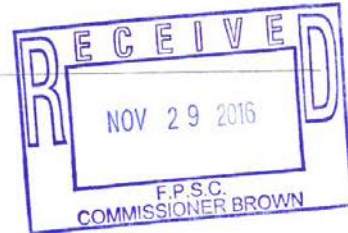
Lawrence N. Boisvert

Street Address:

11236 Marguerite Way

New Port Richey, FL 34654

## Public Service Commission



November , 2016

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Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Bobby P. Patterson

Print Name:

BOBBY P. PATTERSON

Street Address:

11804 BAYONET LN.

New Port Richey, FL 34654

CORRESPONDENCE  
NOV 29, 2016  
DOCUMENT NO.

**Sandra Soto**

---

**From:** Ruth McHargue  
**Sent:** Monday, November 28, 2016 5:23 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Cindy Muir  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** Utilities Inc of Florida - Docket #160101-WS; Water and Sewer Rate Hike Docket # 160101- WS

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Monday, November 28, 2016 4:47 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood



**Sandra Soto**

---

**From:** Linda Brown <linbro30@gmail.com>  
**Sent:** Friday, November 25, 2016 10:09 AM  
**To:** Consumer Contact  
**Subject:** Utilities Inc of Florida - Docket #160101-WS

Please do NOT approve the water and sewer hike requested by Utilities Inc of FL - **Docket #160101-WS!** The increases are exorbitant!

Thank you,

Ed Brown  
Customer at 549 Fordham Ave, Altamonte Springs, FL 32714

## Sandra Soto

---

**From:** Jg Bohl <jgbohl@gmail.com>  
**Sent:** Sunday, November 27, 2016 8:18 AM  
**To:** Consumer Contact  
**Subject:** Water and Sewer Rate Hike Docket # 160101- WS  
  
**Importance:** High

To Whom it May Concern:

Please reconsider this RATE Hike of Utilities Inc. of Florida and Docket # 160101-WS.

It's a \$13.72 increase which huge increase in less then a year.

I vote NO - completely against this I would not be able to afford water in my home. I live on fixed monthly income from SSA.

Sincerely,  
Josefina Gonzalez  
468 Clemson Drive  
Altamonte Springs, FL 32714

CORRESPONDENCE  
NOV 28, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Monday, November 28, 2016 10:48 AM  
**To:** Commissioner Correspondence  
**Subject:** ltr from Reid  
**Attachments:** 2016-11-28, ltr frm Reid.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann

## Public Service Commission

November 15, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$95.27/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative changes will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature:

*Mary C. Reid*

Print Name:

MARY C. REID

Street Address:

11103 KISKADEE CIR

New Port Richey, FL 34654

CORRESPONDENCE  
NOV 28, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, November 28, 2016 10:45 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Cindy Muir  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 121803; Water and Sewer Rate Hike; Utilities Inc. of Florida and Docket #160101-WS

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Wednesday, November 23, 2016 12:33 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

**Collin Roehner**

---

**From:** Carlos Abreu <manny\_gabby@yahoo.com>  
**Sent:** Monday, November 21, 2016 10:45 PM  
**To:** Consumer Contact  
**Subject:** Utilities Inc. of Florida and Docket #160101-WS

Good Evening,

I am writing this email on behalf of my parents who reside in Altamonte Springs, Florida. They have been made aware of another proposed price hike in their water bill by Utilities Inc. of Florida. First of all, I would like to begin by stating that their customers are gouged on a monthly basis. A good friend of ours across State Road 436 has a monthly water bill that rarely exceeds \$80, while my parents rarely have anywhere near that. I looked at their water bill for the last twelve months and they are paying an average of \$238/month. I looked at monthly water bills in major US cities and only Atlanta, San Francisco, and Seattle were higher. The states had their highest city monthly bills listed. In Florida it showed Jacksonville at \$133/month, nearly half of what my parents pay per month.

Everywhere I look online to see if there are people with Utilities Inc. issues I find horror story after horror story of being bled dry by their water bill. Now they want to almost triple the monthly base water charge from \$8 to \$22, on top of that they want to whack larger households from \$8 to \$22 per 1000 gallons. I know that they are not the only ones in this boat, but when is enough enough? These people are legalized crooks with no conscience or motives other than lining their pockets. I implore that you please strongly consider denying this absurd rate hike and even maybe take a look at their price gouging of their customers

Thank you for your time in advance.

**Carlos E. Abreu**  
[manny\\_gabby@yahoo.com](mailto:manny_gabby@yahoo.com)  
**(407)921-9297**

**Collin Roehner**

---

**From:** Joe Gall <jg1941@cfl.rr.com>  
**Sent:** Monday, November 21, 2016 7:05 PM  
**To:** Consumer Contact  
**Subject:** Water and Sewer Rate Hike

To Whom it May Concern:

Reference: Utilities Inc Of Florida and Docket #160101-WS

It is respectfully requested that the above Reference be disapproved. The increase of this magnitude is almost three times what the  
People are paying now. Also people on fixed incomes like myself have no alternatives. Therefore it is again requested that this  
Increase either be decreased or rather disapproved.

Your assistance in this matter would be greatly appreciated. Thank You

Sincerely

Joseph Gall  
429 Tulane Drive  
Altamonte Springs, FL 32714



This email has been checked for viruses by Avast antivirus software.  
[www.avast.com](http://www.avast.com)

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 21, 2016 12:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 121803

### CUSTOMER INFORMATION

Name: Ania Gullon  
Telephone:  
Email:  
Address: 317 Clemson Dr ALTAMONTE SPRINGS FL 32714

### BUSINESS INFORMATION

Business Account Name: Ania Gullon  
Account Number: 5421049081  
Address: 317 Clemson Dr ALTAMONTE SPRINGS FL 32714

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I am writing to you about the possible water rate increase. Utilities Inc of Florida and Docket #160101-WS. PLEASE DO NOT LET THIS HAPPEN!!!!!! The water charges are high enough. I vote NO to the rate increase!!!!



CORRESPONDENCE  
NOV 22, 2016  
DOCUMENT NO

**Sandra Soto**

---

**From:** Joann Parsons  
**Sent:** Tuesday, November 22, 2016 1:55 PM  
**To:** Commissioner Correspondence  
**Subject:** Ltr frm Landry  
**Attachments:** 2016-11-22, Ltr frm Landry.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

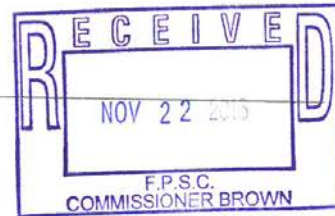
Thank you.

Joann

Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested Interim Rate increases for a total of 27.68% which means that Summertree residents will pay \$95.27/3,000 gallons/month. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative changes will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature:

Print Name:

Street Address:

Letitia Landry  
Letitia Landry  
11300 Merganser Way

New Port Richey, FL 34654

CORRESPONDENCE

NOV 22, 2016

DOCUMENT NO.

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Dear Sir/Madam

Nov 18, 2016

I received a letter dated 11/4/16, indicating that there was going to be another increase in the water rate in Highlands County.

In 2014, a significant water rate increase was requested and subsequently approved.

At that time, I presented data that was compiled by a company (Raftelis) that shows water rates for all counties in Florida. At the time the study was done, the water rate in Highlands County, was among some of the highest of all counties.

<http://www.raftelis.com/static/images/2012-Florida-Water-Rate-Survey.pdf>

Many residents in Florida are retirees who are living on fixed incomes and are struggling to make ends meet, and are unable to absorb these bi-annual increases.

The purpose for this letter is to request further evaluation and consideration before allowing another increase in water rates.

If you have any questions regarding this matter, please feel free to contact me.

Best regards,



Larry LaBeau  
151 Fairway Dr  
Lake Placid, Florida 33852  
734 652 8115

cc: Martin Friedman Esquire  
Freedman & Freedman P.A.

Ann Marie Ryan  
Florida Consumer W/W Alliance

RECEIVED-FPSC  
2016 NOV 22 AM 8:22  
COMMISSION  
CLERK

BEFORE THE PUBLIC SERVICE COMMISSION  
TO THE HIGHLANDS COUNTY CUSTOMERS OF  
UTILITIES, INC. OF FLORIDA  
AND  
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO.: 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE,  
HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK, AND SEMINOLE  
COUNTIES BY UTILITIES, INC. OF FLORIDA

DATED: November 4, 2016

**NOTICE OF INTERIM RATE INCREASE**

On November 1, 2016, the Florida Public Service Commission approved interim water rates for Utilities, Inc. of Florida customers in Highlands County. The interim rates will be effective November 9, 2016. The interim rates will be collected subject to refund, pending the Florida Public Service Commission's final decision regarding final rates. If a refund is ordered, it will include interest based upon Commission determined factors.

The current rates, the Utility's requested interim rates, the Utility's requested final rates and the Commission approved interim rates are set forth below. The final rates are subject to change based on information presented at the customer and technical hearings, and the final decision by the Commissioners.

**WATER SERVICE**

	Test Year Rates 12/31/15	Current Rates	Utility Requested Interim	Utility Requested Final	Staff Recommended Interim
<b><u>Residential and General Service</u></b>					
Base Facility Charge by Meter Size					
5/8"X 3/4"	\$15.83	\$15.94	\$18.41	\$19.10	\$18.17
3/4"	\$22.75	\$23.92	\$27.62	\$28.66	\$27.26
1"	\$39.56	\$39.84	\$46.01	\$47.73	\$45.43
1-1/2"	\$79.12	\$79.68	\$92.02	\$95.46	\$90.85
2"	\$126.59	\$127.49	\$147.23	\$152.75	\$145.36
3"	\$253.19	\$254.98	\$294.47	\$305.49	\$290.72
4"	\$395.60	\$398.40	\$460.10	\$477.32	\$454.25
6"	\$791.20	\$796.80	\$920.20	\$954.65	\$908.50
Charge per 1,000 gallons - Residential and General Service	\$6.72	\$6.77	\$7.82	\$8.11	\$7.72

2000000050 25/2



#### **HOW TO CONTACT THE COMMISSION**

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints is not required, but may be mailed or emailed to the following:

Martin S. Friedman, Esquire  
Friedman & Friedman, P.A.  
766 North Sun Drive, Suite 4030  
Lake Mary, Florida 32746  
[mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)

All correspondence should refer to "Docket No. 160101-WS, Utilities, Inc. of Florida". Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/ConsumerAssistance/ComplaintForm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at 866-842-8432.

Utilities, Inc. of Florida

Larry & Pat Labean  
151 Fairway Dr  
Lake Placid, Florida 33852

RECEIVED FPSC

2016 NOV 22 AM 8:22

COMMISSION  
CLERK

FLORIDA PUBLIC SERVICE COMMISSION  
DIRECTOR, OFFICE OF COMMISSION CLERK  
2540 SUMNER DR BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0870

32399-087099



16 NOV 22 AM 8:09

NOV 22 2016

TAMPA FL 335  
SAINT PETERSBURG FL  
19 NOV 2016 PM 4 L

USAFOREVER



CORRESPONDENCE  
NOV 21, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, November 21, 2016 10:57 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Monday, November 21, 2016 10:24 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1228385C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Monday, November 21, 2016 9:20 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 121802

CUSTOMER INFORMATION

Name: Wai Keung Tam  
Telephone: (407) 766-0249  
Email: [tweetiebee10@yahoo.com](mailto:tweetiebee10@yahoo.com)  
Address: 305 Clemson Dr Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Wai Keung Tam  
Account Number: 7615518989  
Address: 305 Clemson Dr Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Reference Utilites Inc of Florida and Docket #160101-WS Objection to the increase water charges!

PSC was contacted previously

CORRESPONDENCE  
NOV 21, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Monday, November 21, 2016 9:56 AM  
**To:** Commissioner Correspondence  
**Attachments:** 2016-11-21, Ltr frm Quirk.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann



## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

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I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

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Sincerely,

Signature:

Print Name:

Street Address:

Richard G. Quirk  
Richard G. Quirk  
11243 Kiskadee Cir.

New Port Richey, FL 34654

CORRESPONDENCE  
NOV 21, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, November 21, 2016 9:36 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101-WS

Customer contact

---

**From:** Consumer Contact  
**Sent:** Monday, November 21, 2016 8:48 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101-WS

Copy on file, see 1228351C.

---

**From:** Bari James [<mailto:barijames@outlook.com>]  
**Sent:** Sunday, November 20, 2016 2:26 PM  
**To:** Consumer Contact  
**Subject:** # 160101-WS Water and Sewer Rate Hike!!!!!!!!!!!!!!!!!!!!

Hello my name is Bari James, I live at 316 Notre Dame Dr, Altamonte Springs, FL 32714 Ph: 407-283-3910. Ever since the water company Utilities, Inc. build the new building, and the economy has gone down, they have done nothing to better the water, and they just keep hiking up the water bill every 6 mths. So, No to hiking up the bill again!!!!!!!!!!!!!! I am sick of this water company!! The water sucks!!! I have to pay to have it filtered also at my house to use it. This is crazy. The water bill is almost as high as the power company now!!

Thank you, Bari James p.s. I ve lived here 17 years.

Sent from [Mail](#) for Windows 10

CORRESPONDENCE  
NOV 16, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, November 16, 2016 1:03 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Thursday, November 10, 2016 8:56 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1227531C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Thursday, November 10, 2016 8:48 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 121739

CUSTOMER INFORMATION

Name: Aaron Courtley  
Telephone:  
Email:  
Address: 618 acapulca wy Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: utilites inc  
Account Number:  
Address: 618 acapulca wy Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Ref: Docket NO: 160101-WS

This is concerning the rate increase in which Utilities Inc. is requesting from the commission for water/waste charges. I do not believe that any rate should be increased at this time as this water company is currently charging a higher rate compared to Orange County. Further more I find it hard to believe that a company is trying to request an almost 300% increase in all of their charges to their customers. There is no service or goods that can justify that much of an increase for a one year period. I hope that this complaint helps to stop or to minimize the amount of the rate change as I feel none is warranted at this time.

Thank you for taking the time to review this.

Aaron Courtley

CORRESPONDENCE  
NOV 16, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Wednesday, November 16, 2016 9:55 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket nos. 150269 & 160101  
**Attachments:** 2016-11-16, Ltr frm Simard.pdf; 2016-11-16, Ltr frm Bell.pdf; 2016-11-16, Ltr frm Bell(2).pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

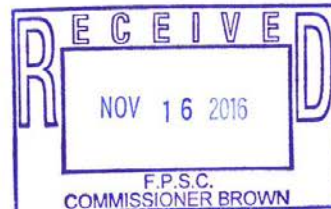
Thank you.

Joann

Public Service Commission

November 14, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Print Name:

Street Address:

*Gaylon L. Bell*  
GAYLON L. BELL  
11429 MORGANSEY WAY

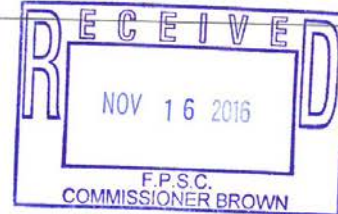
New Port Richey, FL 34654



Public Service Commission

November 14, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

*Judith A. Bell*

Print Name:

JUDITH A. BELL

Street Address:

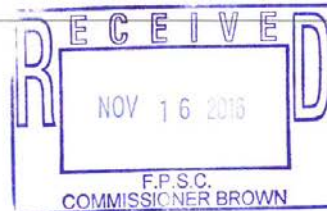
11429 MORGANSEY WAY

New Port Richey, FL 34654

## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

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Sincerely,

Signature:

Print Name:

ONEIL SIMARD

Street Address:

11418 MORGANER WAY

New Port Richey, FL 34654



CORRESPONDENCE  
NOV 15, 2016  
DOCUMENT NO

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Tuesday, November 15, 2016 10:45 AM  
**To:** Commissioner Correspondence  
**Subject:** Correspondence for dockets 150269 & 160101

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann

## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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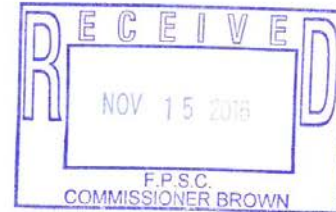
Signature:

Print Name:

Street Address:

New Port Richey, FL 34654

FROM: Ann Marie Ryan, Leader  
Summertree Water Alliance  
CONTACT: summertree.water.alliance@gmail.com  
DATE: November 9, 2016  
RE: No. 160101 - UIF Consolidated Rate Case  
SUBJECT: Nov 01, 2016 - PSC Approved - UIF's Interim Rate Increase Request\*\*



27.68% Increase = New Monthly Bill:	<u>Water</u>	<u>Wastewater</u>		
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons	<u>5.50</u>	<u>17.20</u>		
<b>Cost for 1,000 gallons Water &amp; WasteWater</b>	17.40	32.47	+	<b>= \$49.87</b>
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons times x 2	<u>11.00</u>	<u>34.40</u>		
<b>Cost for 2,000 gallons Water &amp; WasteWater</b>	22.90	49.67	+	<b>= \$72.57</b>
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons times x 3	<u>16.50</u>	<u>51.60</u>		
<b>Cost for 3,000 gallons Water &amp; WasteWater</b>	28.40	66.87	+	<b>= \$95.27</b>

\*\*These deplorable rates have nothing to do with our Summertree Limited Rate Case which enabled us to get interconnected with Pasco County Utilities for our drinking water. State statutes allow UTILITIES to request these rate increases. It's time for Summertree & all UIF customers to PROTEST!

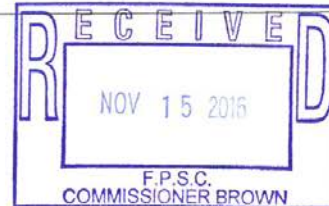
**Docket No. 160101 - UIF Consolidated Rate Case:**

- 1) This rate case is about UIF requesting the PSC to set rates for all UIF's Florida statewide systems to create a FLAT RATE for water rates and wastewater rates for all their statewide systems.
- 2) You will find a PSC letter and one to Governor to protest our rates and ask the legislators to reform these outdated statutes allowing Utility Monopolies to continue receiving a 10% Return of Equity without improving their goods or services.  
Please PRINT & SIGN these letters and return ASAP to SRF Office. (Additional Letter at SRF office.)
- 3) These rate increase were sent to UIF's statewide systems impacting 12 counties, 44 systems and 66,000 customers. NOTE: Marion County was hit with an outrageous 117% increase.
- 4) **SAVE THE DATE: Tuesday, January 10, 2017** - Public Service Commission Summertree Hearing in SRF Auditorium starting at 9:30 AM  
Details will be in the December SRF Newsletter  
QUESTIONS: call Ann Marie (727)-267-7162

## Public Service Commission

November 10, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

Print Name:

Robert B. Robideaux

Street Address:

11210 Merganser Way

New Port Richey, FL 34654



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Public Service Commission  
2540 Shumard Oaks Blvd.  
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Sincerely,

Signature:

*Marilyn E. Little*

Print Name:

MARILYN E. LITTLE

Street Address:

11546 HOLLY ANN DRIVE

New Port Richey, FL 34654

Public Service Commission

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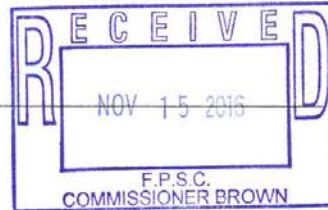
Print Name:

Street Address:

JOANN & EDWARD Kruk / Edward S. Kruk  
JOANN & EDWARD Kruk  
11451 MERGANSER WAY

New Port Richey, FL 34654

Public Service Commission



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Public Service Commission  
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Sincerely,

Signature:

A handwritten signature in cursive script, appearing to read "James or Jill Ballard".

Print Name:

*James or Jill Ballard*  
*11311 Clear Oak Circle*  
*New Port Richey, FL. 34654*

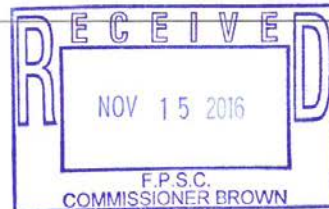
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WILLIAM E. VAN HORN

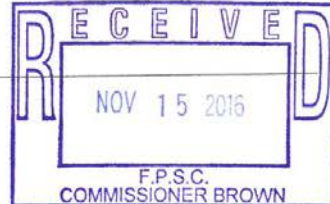
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11428 MERGANSER WAY

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Signature:

*James M. Camara*

Print Name:

*JAMES M. CAMARA*

Street Address:

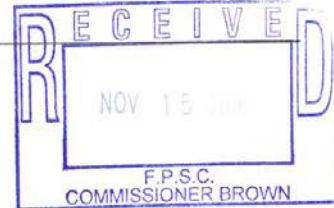
*11401 Bloomington Ct, New Port Richey, FL*

New Port Richey, FL 34654

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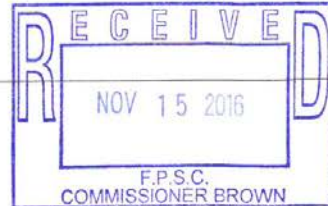
Irma Wolowicz & Barbara Wolowicz

Street Address:

11121 Clear Oak Cr.

New Port Richey, FL 34654

Public Service Commission



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Sincerely,

Signature:

Truman Hankins

Print Name:

TRUMAN HANKINS

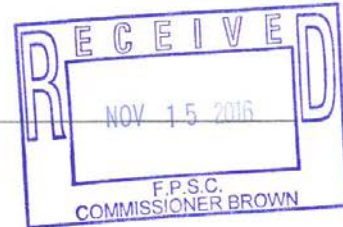
Street Address:

11511 Bloomington Ct.

New Port Richey, FL 34654



Public Service Commission



November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Handwritten signature of Bruce Larson in black ink.

Print Name:

Bruce Larson

Street Address:

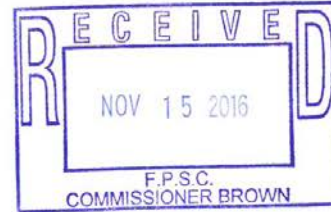
11231 Merganser Way - New Port Richey  
FL 34654

New Port Richey, FL 34654

## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

*Helen Fertig*

Print Name:

HELEN FERTIG

Street Address:

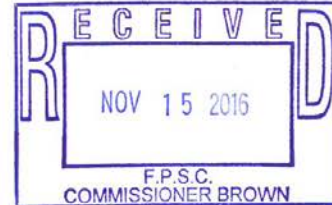
11424 MIERGANSER WAY

New Port Richey, FL 34654

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November /0 , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

*Kathy F. Boyd*

Print Name:

*Kathy F. Boyd*

Street Address:

*11413 Merganser Way*

New Port Richey, FL 34654



## Public Service Commission

November /0, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

Lee S. Robide

Print Name:

Lee S. Robide

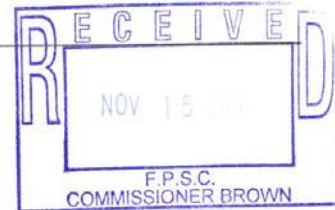
Street Address:

11210 Morgan Lane Way  
New Port Richey, FL 34654

Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

Print Name:

Irma Wolowicz & Barbara Wolowicz

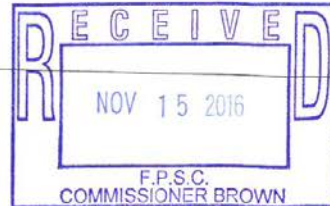
Street Address:

11121 Clear Oak Cr.

New Port Richey, FL 34654



Public Service Commission



November , 2016

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Public Service Commission  
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Sincerely,

Signature:

*Nancy L. Hankins*

Print Name:

NANCY L. HANKINS

Street Address:

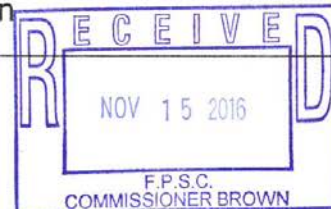
11511 BLOOMINGTON CT.

New Port Richey, FL 34654

Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Signature: \_\_\_\_\_

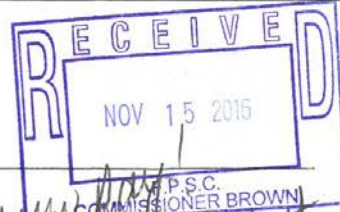
Print Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

*James or Jill Ballard*  
\_\_\_\_\_  
**James or Jill Ballard**  
**11311 Clear Oak Circle**  
**New Port Richey, FL 34654**



Public Service Commission



November 11, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850

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Sincerely,

Signature:

Print Name:

Street Address:

*Robert L. Purcell*

*Robert L. Purcell*

*11230 Godwit Court*

New Port Richey, FL 34654

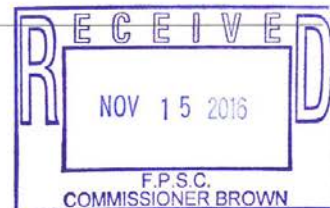
*P.S. Please have the county take care of the water system here. Utilities here have done anything to improve the quality of water here -- just want more money with a rate increase.*

*Veterans Day!  
Take care of them! Most  
are on fixed incomes!*

## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

Richard Pascale Judith Pascale 11/10/2016

Print Name:

RICHARD PASCALE

Street Address:

11234 KISKADIEE CIRCLE NEW PORT RICHEY FL.  
34654

New Port Richey, FL 34654

CORRESPONDENCE  
NOV 15, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Tuesday, November 15, 2016 8:49 AM  
**To:** Commissioner Correspondence  
**Subject:** correspondence for docket nos. 150269 & 160101  
**Attachments:** 2016-11-15, Ltr frm SWendell.pdf; 2016-11-15, Ltr frm HWendell.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

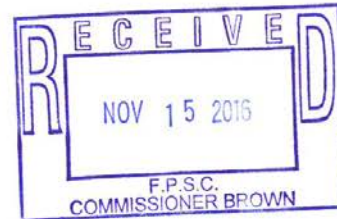
Thank you.



## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



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Sincerely,

Signature:

Sylvia Wendell

Print Name:

SYLVIA WENDELL

Street Address:

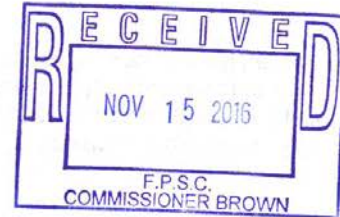
11505 Bloomington CT

New Port Richey, FL 34654

## Public Service Commission

November 9, 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested **Interim Rate increases** for a total of 27.68% which means that Summertree residents will pay **\$82.61/3,000 gallons/month**. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative changes will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature: Harold Wendell

Print Name: HAROLD WENDELL

Street Address: 11501 BLOOMINGTON CT

New Port Richey, FL 34654

CORRESPONDENCE  
NOV 15, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Tuesday, November 15, 2016 8:23 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Letter regarding November 1, 2016 PSC Conference Agenda, Docket No. 160101  
**Attachments:** LTR - PSC LTR- Com. Julie Brown - Ann Marie, 10-14-16.docx; UIF Interim Rate Notice page 1.pdf; UIF Interim Rate Notice page 2.pdf; Memo - SWAT to STR Resident - Intertim Rate Increase, FINAL, 10-14-2016.xlsx

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

Thank you.

---

**From:** Ann Marie Ryan [<mailto:amr328@hotmail.com>]  
**Sent:** Monday, November 14, 2016 11:24 PM  
**To:** Office of Commissioner Brown  
**Cc:** Office of Commissioner Patronis; Office of Commissioner Brisé; Office Of Commissioner Graham; Office Of Commissioner Edgar; Simpson, Wilton; Representative Richard Corcoran; OPC - Erik Sayler Public Counsel; [Baez.Braulio@psc.state.fl.us](mailto:Baez.Braulio@psc.state.fl.us); [rick.scott@ego.myflorida.com](mailto:rick.scott@ego.myflorida.com); Lorraine Mack - Pt West; Joseph Mitchell; Terry Copenhofer - Fairways Pres; Lee S Robida; Addison Youngs; Richard Neilson - Arborwood HOA Pres.; Fred Stall; George Metz - Villas Pres; Chuck Hoehn - Greens HOA Presi.; William White; Lauren Smith; Maria Cristiano - PW President  
**Subject:** Letter regarding November 1, 2016 PSC Conference Agenda, Docket No. 160101

Madame Chair,

Attached is a letter and 3 additional documents for Docket No. 160101 regarding additional information relevant to this rate case.

**FYI:** *UIF mailed the Interim rate notice on November 4, 2016 and they were delivered on November 7, 2016. We were given notice that the Interim go into effect on November 9, 2016.*

We were under the impression that UIF needed to notify the community and give them a 10 day notice. Our interim rates went into effect 48 hours after receipt of the notice. Additionally, the notice was not clearly written has caused significant confusion and concern. I have attached the UIF notice.

Thank you on behalf of the Summertree community.

Sincerely,

Ann Marie Ryan, Leader

Summertree Water Alliance

11436 Windstar Ct, New Port Richey, FL 34654

(727) 267-7162



**Ann Marie Ryan, Leader**  
Summertree Water Alliance  
11436 Windstar Ct, New Port Richey, FL 34654  
(C) 727-267-7162 • [amr328@hotmail.com](mailto:amr328@hotmail.com)

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November 14, 2016

Julie Imanuel Brown, Chair  
Public Service Commission  
540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Chairwoman Julie Brown,

I would like to thank you and the Commissioners for the opportunity for the members of the Summertree Task-force to speak at Tuesday's, November 1, 2016 PSC Commission Conference Agenda.

I would like to clarify three points that I made in my presentation. First issue, **NOTICE**. You asked me how we knew about the November 1, 2016 agenda conference, I stated that we were aware of Docket No. 160101 because it was mentioned during the Limited Proceeding Rate Case Docket No. 150269. I inadvertently forgot to mention that all our task-force speakers and 48 additional residents of Summertree are also registered with the PSC as **"Persons of Interest" in Docket No. 150269 and 160101**. Therefore, we have been getting documents and agenda notices from PSC staff through emails and mailings on these dockets. I hope this clarifies my response a little further.

Second issue, **UIF Final Requested Rates**. I would like to make a rebuttal regarding a statement that John Hoy made about my presentation. My statements regarding the staff recommendation for an interim rate of \$82.61 and UIF - final requested rate of \$94.93 were taken from the Public Service Commission Memorandum, Document No. 08392-16 filed OCT 20, 2016 which were attached to my handout (pages 60 and 61). John stated that the customer reference to the UIF Final rate \$94.93 was incorrect and stated that the final rates would be lower due to the consolidated rate case. However, for this hearing these stated rates were the **ONLY RATES** provided in the documentation as the criteria for determining the recommended interim rates. ***I believe that Mr. Hoy's statement was NOT applicable to the decisions being made for this hearing!***

Third issue, **REFUNDS**. It is my understanding that only the systems that show ROE over earnings will get a refund. If interim rates end up higher than final rates, I believe that no refund will be given to these customers. This is why we believe that interim rates are strategically beneficial to the utilities and should not be regarded as benign concerns for the customers as indicated by Mr. Friedman's statement, "No harm, No foul".

We were shocked with Mr. Friedman's sharp comments about the Commissioner allowing customer comments on this agenda item. Stating that the Interim Rates are a down and dirty process and need not be subject to customer comments, I believe he called it "noise". Commissioner Brown, we greatly appreciated your remarks stating that the Commission has

November 14, 2016

Page 2

discretionary option to give customers the opportunity to address the board due to the magnitude of the rate case. Thank you. We realize that the Commissioners' time and all agenda participants' time is valued. Although we do not always agree with the outcomes, we respect the Commission and your staff, and hope we have demonstrated that in our presentations.

**FYI:** *UIF mailed the Interim Rate Notice on November 4, 2016 and they were delivered on November 7, 2016. We were given notice that the Interim rates go into effect on November 9, 2016. We were under the impression that UIF needed to notify the community and give a 10-day notice. Our interim rates went into effect 48 hours after receipt of the notice. Additionally, the notice was not clearly written has caused significant confusion and concern. I have attached the two-page copy of the UIF's notice and our Water Alliance Memo to help clarify UIF's notice.*

As representatives of the Summertree community, we strive to understand the documents and policies, and their impact on our rates. It seems that outdated statutes and policies which drive many of the rate case outcomes need to be reformed and modified through legislation. We are initiating a letter writing campaign to bring these issues to the attention of the governor, the Commission and the state legislators. We want and need REFORM of the Water/Wastewater Utility statutes.

Sincerely,

*Ann Marie* (AR)

Ann Marie Ryan, Leader  
Summertree Water Alliance

cc: The Honorable Rick Scott, Governor of Florida  
Braulio Baez, Executive Director  
Commissioner Ronald Brise  
Commissioner Lisa Edgar  
Commissioner Art Graham  
Commissioner Jimmy Patronis  
State Senator Wilton Simpson, 18th District  
Speaker-Designate Richard Corcoran, House Representative, 37th District  
Erik Sayler, Office of Public Counsel  
Pasco County Commissioner Jack Mariano  
Summertree Water Alliance Task-force & Associate Members

BEFORE THE PUBLIC SERVICE COMMISSION  
TO THE PASCO COUNTY - ORANGEWOOD AND SUMMERTREE CUSTOMERS OF  
UTILITIES, INC. OF FLORIDA  
AND  
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO.: 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION,  
ORANGE, PASCO, PINELLAS, POLK, AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

DATED: November 4, 2016

NOTICE OF INTERIM RATE INCREASE

On November 1, 2016, the Florida Public Service Commission approved interim water and wastewater rates for Utilities, Inc. of Florida customers in its Orangewood and Summertree systems in Pasco County. The interim rates will be effective November 9, 2016. The interim rates will be collected subject to refund, pending the Florida Public Service Commission's final decision regarding final rates. If a refund is ordered, it will include interest based upon Commission determined factors.

The current rates, the Utility's requested interim rates, the Utility's requested final rates and the Commission approved interim rates are set forth below. The final rates are subject to change based on information presented at the customer and technical hearings, and the final decision by the Commissioners.

WATER SERVICE

	Current Rates	Utility Requested Interim	Utility Requested Final	Staff Recommended Interim
<b><u>Residential and General Service - Orangewood</u></b>				
Base Facility Charge by Meter Size				
5/8"X 3/4"	\$11.81	\$12.56	\$16.21	\$12.56
3/4"	\$17.72	\$18.84	\$24.32	\$18.84
1"	\$29.53	\$31.40	\$40.52	\$31.40
1-1/2"	\$59.03	\$62.77	\$81.00	\$62.80
2"	\$94.45	\$100.43	\$129.60	\$100.48
3"	\$188.90	\$200.86	\$259.21	\$200.96
4"	\$295.17	\$313.85	\$405.03	\$314.00
6"	\$590.33	\$627.70	\$810.50	\$628.00
Charge per 1,000 gallons - Residential and General Service	\$5.45	\$5.79	\$7.48	\$5.80
<b><u>Residential and General Service - Summertree</u></b>				
Base Facility Charge by Meter Size				
5/8"X 3/4"	\$11.19	\$11.90	\$15.35	\$11.90
3/4"	\$16.78	\$17.84	\$23.03	\$17.85
1"	\$27.96	\$29.73	\$38.37	\$29.75
1-1/2"	\$55.91	\$59.45	\$76.72	\$59.50
2"	\$89.45	\$95.11	\$122.74	\$95.20
3"	\$178.91	\$190.24	\$245.50	\$190.40
4"	\$279.55	\$297.25	\$383.60	\$297.50
6"	\$549.02	\$583.77	\$753.37	\$595.00
Charge per 1,000 gallons - Residential and General Service	\$5.17	\$5.50	\$7.09	\$5.50

7000001187 00.0002.0103 396/2

**WASTEWATER SERVICE**

	Test Year Rates 12/31/15	Current Rates	Utility Requested Interim	Utility Requested Final	Staff Recommended Interim
<b><u>Residential - Orangewood</u></b>					
Base Facility Charge - All Meter Sizes	\$9.68	\$9.72	\$11.71	\$12.65	\$11.76
Charge per 1,000 gallons - Residential 6,000 gallon cap	\$7.14	\$7.21	\$8.68	\$9.38	\$8.67
Flat Rate	\$24.21	\$24.32	\$29.28	\$31.64	\$29.41
<b><u>Residential - Summertree</u></b>					
Base Facility Charge - All Meter Sizes	\$12.57	\$12.63	\$15.20	\$16.43	\$15.27
Charge per 1,000 gallons - Residential 6,000 gallon cap	\$10.68	\$10.73	\$12.92	\$13.96	\$12.98
<b><u>General Service - Summertree</u></b>					
Base Facility Charge by Meter Size					
5/8"X 3/4"	\$12.57	\$12.63	\$15.20	\$16.43	\$15.27
3/4"	\$18.84	\$18.92	\$22.79	\$24.62	\$22.91
1"	\$31.40	\$31.54	\$37.98	\$41.04	\$38.18
1-1/2"	\$62.80	\$63.08	\$75.96	\$82.07	\$76.35
2"	\$100.47	\$100.92	\$121.52	\$131.31	\$122.16
3"	\$200.93	\$201.83	\$243.02	\$262.60	\$244.32
4"	\$313.97	\$315.38	\$379.75	\$410.34	\$381.75
6"	\$627.94	\$630.77	\$759.49	\$820.69	\$763.50
Charge per 1,000 gallons - General Service	\$14.16	\$14.22	\$17.13	\$18.50	\$17.20

FROM: Ann Marie Ryan, Leader  
Summertree Water Alliance  
CONTACT: summertree.water.alliance@gmail.com  
DATE: November 9, 2016  
RE: No. 160101 - UIF Consolidated Rate Case  
SUBJECT: Nov 01, 2016 - PSC Approved - UIF's Interim Rate Increase Request\*\*

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<b>27.68% Increase = New Monthly Bill:</b>	<u><b>Water</b></u>	<u><b>Wastewater</b></u>		
Residential Rates: Water - \$5.50: Wastewater - \$12.98				
New Summertree Base Rate	11.90	15.27		
Charge per 1,000 gallons	<b>5.50</b>	<b>12.98</b>		
<b>Cost for 1,000 gallons Water &amp; WasteWater</b>	<u>17.40</u>	<u>28.25</u>	<b>+</b>	<b>= \$ 45.65</b>
 New Summertree Base Rate	 11.90	 15.27		
Charge per 1,000 gallons x 2)	<u>11.00</u>	<u>25.96</u>		
<b>Cost for 2,000 gallons Water &amp; WasteWater</b>	<u>22.90</u>	<u>41.23</u>	<b>+</b>	<b>= \$ 64.13</b>
 New Summertree Base Rate	 11.90	 15.27		
Charge per 1,000 gallons x 3)	<u>16.50</u>	<u>38.94</u>		
<b>Cost for 3,000 gallons Water &amp; WasteWater</b>	<u>28.40</u>	<u>54.21</u>	<b>+</b>	<b>= \$ 82.61</b>

\*\*Docket No.160101-The current rate requests have nothing to do with Summertree Limited Rate Case, Docket No. 150269, which enabled us to get interconnected with Pasco County Utilities for our drinking water. State statutes allow UTILITIES to request INTERIM rate increases. It's time for Summertree & all UIF customers to PROTEST!

**Docket No. 160101 - UIF Consolidated Rate Case:**

- 1) This rate case is about UIF requesting the PSC to set rates for all UIF's Florida statewide systems to create a FLAT RATE for water rates and wastewater rates for all their statewide systems.
- 2) You will find a PSC letter and one to Governor to protest our rates and ask the legislators to reform these outdated statutes which allows Utility monopolies to continue receiving a 10% Return of Equity without improving their goods or services.  
Please PRINT & SIGN these letters and return ASAP to SRF Office. (Additional Letters at SRF office.)
- 3) These rate increase were sent to UIF's statewide systems impacting 12 counties, 44 systems and 66,000 customers. NOTE: Marion County was hit with an outrageous 117% increase.
- 4) **SAVE THE DATE: Tuesday, January 10, 2017** - **Public Service Commission Summertree Hearing**  
in SRF Auditorium starting at 9:30 AM  
Details will be in the December SRF Newsletter  
QUESTIONS: call Ann Marie (727)-267-7162

CORRESPONDENCE  
NOV 15, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, November 15, 2016 9:17 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Wednesday, November 09, 2016 3:39 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160101

Copy on file, see 1227506C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, November 09, 2016 3:25 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 121737

CUSTOMER INFORMATION

Name: Maureen Ott  
Telephone: (407) 443-7238  
Email: [maureeno@tpsamerica.com](mailto:maureeno@tpsamerica.com)  
Address: 512 Palace Drive Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Maureen Ott  
Account Number:  
Address: 512 Palace Drive Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Regarding Docket 160101-WS for a rate increase. I vehemently disagree with the increase in trying to TRIPLE our water fees. I am making sure I spread the word that this is trying to get through to everyone I know in Seminole County, and I've lived here for 34+ years.



*Pennbrooke Homeowners Association, Inc.*  
501 SR 44 ♦ Leesburg, FL 34748  
(352) 360-1001 Fax (352) 360-1165

CORRESPONDENCE  
NOV 15, 2016

DOCUMENT NO.

October 26, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Subject: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am writing on behalf of the Pennbrooke Homeowners' Association, Inc. to request status as an interested person in the subject proceeding. Water and sewer service for the Association, and owners of the 1239 home sites here, is provided by Utilities Inc. of Florida. There has been a long history of dissatisfaction with water pressure and quality, and the utility has on several occasions filed rate cases with overstated costs resulting a considerable effort on our part, and by the Public Service Commission and the Office of Public Counsel, to expose the defects in the filings. In addition to attempting to justify higher rates for the system at Pennbrooke the subject filing seeks consolidation of the utility's Florida rates which would further increase rates here beyond levels justified by their investment in the system and the operating costs.

The Association requests status as an interested person for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders or other documents can be sent to:

Ms. Xiomara Raba, Community Manager  
Pennbrooke Homeowners' Association, Inc.  
501 State Road 44  
Leesburg, FL 34748  
(352) 360-1001

Thank you for your assistance in this matter. Please call if you have any questions or require further information from the Association.

Sincerely,  
On Behalf of the Board of Directors

  
Xiomara Raba, LCAM  
Community Association Manager

RECEIVED-FPSC  
2016 NOV 15 AM 9:20  
COMMISSION  
CLERK

CORRESPONDENCE  
NOV 10, 2016  
DOCUMENT NO.

**Collin Roehner**

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**From:** Joann Parsons  
**Sent:** Thursday, November 10, 2016 3:30 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket Nos. 150269 & 160101 - ltr frm a resident  
**Attachments:** 2016-11-10, Ltr frm Fleri.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269-WS. and 160101-WS.

Thank you.

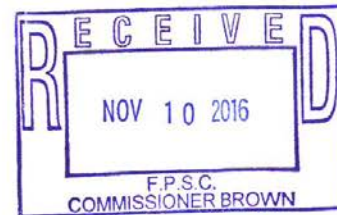
Joann



## Public Service Commission

November , 2016

Chairman Julie Brown  
Public Service Commission  
2540 Shumard Oaks Blvd.  
Tallahassee, FL 32399 -0850



RE: Docket No. 150269 and Docket No. 160101

Dear Madam Chairwoman Julie Brown,

I am a Summertree resident asking you to support our cause to work the Governor and our Florida State Legislators to review and modify outdated statutes related to Water/Wastewater Utilities.

The Pasco/UIF Summertree Bulk Water Agreement was signed on August 9, 2016. Our Task-force needed to take two trips to Tallahassee for two PSC Conference Agendas (September 13 and October 11) to address the Commission regarding UIF's rate demands in paragraph G, Page 10 of the Bulk Water Agreement (Docket No. 150269). UIF stated they would not purchase water services from Pasco until the PSC set rates that they requested, basically holding our interconnect process hostage.

Just 30 days later, under Docket No. 160101, Summertree was facing yet another rate increase. When Pasco Utilities confirmed that there were no planned increases in bulk wastewater rates, our Task-force returned to Tallahassee for the PSC Conference Agenda on November 1, 2016. The PSC Commissioners approved UIF's requested **Interim Rate increases** for a total of 27.68% which means that Summertree residents will pay **\$82.61/3,000 gallons/month**. The Florida statutes allow UTILITIES to reap a 10% Return on Equity regardless of their product or service quality. Once the interconnect is completed, Summertree will be a pass-through for water and wastewater; basically, UIF will be our landlord.

I am outraged that outdated statutes allow UTILITIES to function under state Return on Equity guarantees resulting in unearned profits. This oversight has evolved into a serious problem for Florida residents across the state. UIF is consolidating 10 counties, 44 systems and 66,000 consumers. I believe that Summertree's problem is just the tip of the iceberg. UIF should not be subsidized by their customers and pay ever increasing rates for water/wastewater services they do not receive!

Please be aware that we plan to raise awareness to help end the injustices to consumers under the outdated Florida statutes regulating Water/Wastewater Utilities. Without legislative intervention Utilities, Inc. of Florida will continue to take advantage of antiquated utility statutes (creating a utility welfare system) which will financially cripple me and the other 65,999 residents under your watch. We believe that legislative changes will help the Commission and Staff to expand your discretionary authority to further protect the Florida residents.

Sincerely,

Signature:

Alefonso N. Fleita

Print Name:

ALEFONSO N. FLEITA

Street Address:

12126 TOURNAHENT VIE AVE

New Port Richey, FL 34654

CORRESPONDENCE  
NOV 09, 2016  
DOCUMENT NO

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, November 09, 2016 12:35 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 121732; E-Form Other Complaint TRACKING NUMBER 121733

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Wednesday, November 09, 2016 8:02 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file, see 1227428C. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, November 08, 2016 6:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 121732

### CUSTOMER INFORMATION

Name: Elizabeth Bohling  
Telephone:  
Email: [e\\_bohling@yahoo.com](mailto:e_bohling@yahoo.com)  
Address: 435 Tulane Dr Altamonte Springs FL 32714

### BUSINESS INFORMATION

Business Account Name: Elizabeth Bohling Account Number:  
Address: 435 Tulane Dr Altamonte Springs FL 32714

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
RE: Docket No. 160101-WS, Utilities, Inc. of Florida

I just received a notice regarding increase in rates for our water service. The proposed increases are ridiculous and should NOT be approved. The proposed is almost 3x the current rate. I absolutely do not agree with this and cannot fathom why the utility company thinks this is acceptable.

I am requesting that the Florida Public Service Commission deny the increase and leave the rates as they are.

Thank you,  
Elizabeth Bohling

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, November 08, 2016 6:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 121733

### CUSTOMER INFORMATION

Name: James Holland  
Telephone: (407) 409-8896  
Email: [danceafterdark@gmail.com](mailto:danceafterdark@gmail.com)  
Address: 435 Tulane Dr Altamonte Springs FL 32714

### BUSINESS INFORMATION

Business Account Name: Elizabeth Bohling Account Number:  
Address: 435 Tulane Dr Altamonte Springs FL 32714

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities, Inc. has proposed a 38% increase in the connection charge and an 18% rate hike in first tier usage. I find it very hard to believe that this is necessary, and I know many people for whom that large of an increase would be very difficult to afford. Senior citizens on a fixed income can't be expected to tolerate ongoing rate hikes. I think these outlandish figures are used only to drive up what will ultimately be the "middle ground" increase that gets approved.

CORRESPONDENCE  
AUG 01, 2016  
DOCUMENT NO.

**Collin Roehner**

---

**From:** Joann Parsons  
**Sent:** Monday, August 01, 2016 3:14 PM  
**To:** Commissioner Correspondence  
**Subject:** Utilities, Inc. - Docket No. 160101-WS  
**Attachments:** 2016-07-30, Ltr frm Carver re water.pdf

Good afternoon,

Please place the attached letter in Docket Correspondence, Consumers and Their Representatives, Docket No. 160101-WSI.

Thank you.  
Joann

Utilities, Inc. of Central Florida  
Attn: Lawrence N. Schumacher, CEO  
2335 Sanders Road  
Northbrook, IL 60062

Larry and Natalie Carver  
102 Temple Drive  
Sanford, FL 32771



July 30, 2016

To Mr. Schumacher:

People trust their utilities companies usually blindly because we trust you have our best interest at heart. Electricity, water and other government services are a given that they will work and be safe. However this is not the case for Utilities, Inc of Central Florida.

We (Larry and Natalie) first noticed a couple of weeks before April that there was work being done in our neighborhood (see picture) and there is standing water on the corner of Tangerine Drive and Vilhen (see picture). We did let Utilities Inc. know of our concerns on 3/16/16.

Since then we have been experiencing water problems such as sulfur smelling or rotten egg smell, and brown water. Our family has lived in the community since 2003 however we have extended family of aunts/uncles/grandparents have lived in this community of Ravenna Park since the late 1960's. We have enough knowledge of the water quality that this is completely unacceptable.

As homeowners and parents of a four year old we are completely and utterly upset with the current situation. We are concerned with our short term and long-term health and well-being of our family as well as our property value and unforeseen financial toll it has put upon us. We feel it's our duty to stay on top of this because we see what has happened in other communities, such as Flint Michigan. We feel we have not been adequately informed of the problem. We feel we have been more than patient with the current situation. But enough is enough.

We have also spoken to neighbors and family members in the area who are experiencing the same decline in the current water condition of Ravenna Park.

This water has also ruined our clothes. There are brown stains on our clothes and they smell so I use double the amount of laundry detergent. We have had to purchase multiple bottles of water, go out to eat meals, we can't make tea, or even my son's favorite mac and cheese without first using bottled water. We are worried about the cleanliness of our dishes and what affect this has on the long term. My toilets, tubs, washing machine and dishwasher all have a brown tint to them now.

Having all these extra expenses to our budget where the summer is already tight being that Natalie is a teacher and doesn't have a job over the summer has put an unforeseen toll on us financially.

Here is a timeline of communication with Utilities Inc. and other people and agencies; i.e. Jeff Triplett and William Marcous from the City of Sanford's Mayors office, Charlie Turner from City of Sanford Water Plant on 46A and Country Club, Senator David Simmons District 10, Jeffery Lawson and Mary Genunge from the Florida State DEP, EPD, Ruth McHargue from the Public Service Commission:

3/16/16 Reports standing water to UI (Utilities Inc.)  
5/4/16 Call 7 different times to UI to report smell, the after hours people said someone would call me back and never did  
5/5/16 Call to report smell again  
5/5/16 Called Senator and emailed the Mayor  
5/6/16 Senator called us back  
5/10/16 The Mayor emailed us back for William (Bill) to identify the issue for us. We haven't received anything from the Mayor's office since then  
6/3/16 Tallahassee called us  
6/27/16 Tallahassee called us  
6/28/16 Called twice to report brown water  
6/29/16 Tallahassee called us  
7/2/16 Called five times to report brown water and smell (Natalie was upset and had heated conversations) and went to a hotel that night and for the next two nights because we were working a fireworks tent and were filthy and needed to feel clean. We had had enough of not having clean water to drink, cook, or bathe in. (See Marriot receipt)  
7/5/16 Called UI again for brown water  
7/15/16 Called UI again for brown water

As of July 30<sup>th</sup> we have had decent enough water to bath in (barely) and brush our teeth again, however we are still not convinced it's good enough to cook with. With no one communicating with us it makes us leery of the situation. We still worried about the long-term effects this has had/will have on our health. When we have called and talked to our local Utilities, Inc people we have gotten the run around and been rudely talked to also or talked to like we don't know what we are talking about. Utilities, Inc. has lost our trust.

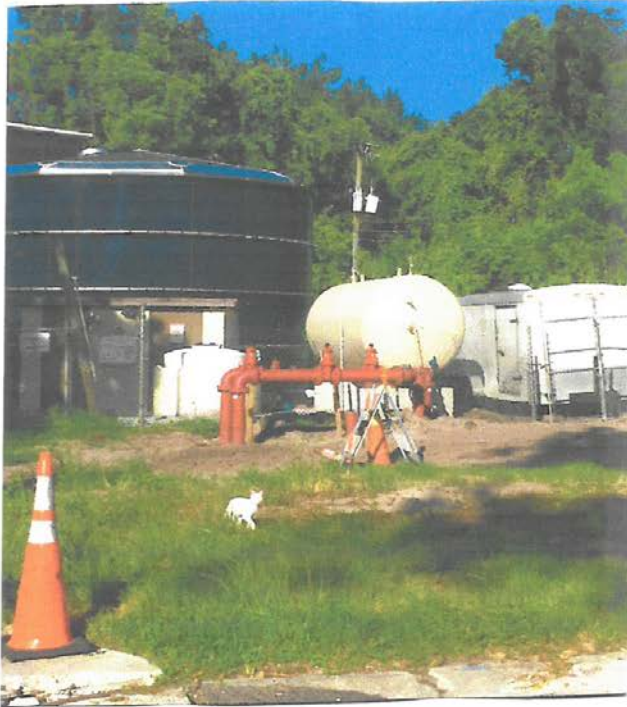
Sincerely,



Larry and Natalie Carver  
407-688-1273

cc: Lisa Sparrow, Jim Japczyk, John Hoy, John Stover, Karen Sasic, Linda Schnaufer, Ruth Mc Hargue, Julie Brown, Cynthia Muir, Jeffrey Lawson, Mayor Jeff Triplett, Senator David Simmons





Work on plant by house  
on Temple Dr.

"Yuck"

Brown water from tub faucet.



Standing water at corner  
of Tangerine Dr and Vilhends.



GUEST FOLIO



532 CARVER/LARRY 122.00 07/05/16 11:19 6962  
Room Name Rate Depart Time ACCT#  
NDDG 07/02/16 00:15  
Type Arrive Time  
41 102 TEMPLE DR PASSPORT:  
Room Address FL 327713748 MCXXXXXXXXXXXX6514  
Clerk Payment MRW#: XXXXX1597

DATE	REFERENCE	CHARGES	CREDITS	BALANCE DUE
07/02	ROOM	532, 1	151.00	
07/02	ROOM TAX	532, 1	10.57	
07/02	OCC TAX	532, 1	7.55	
07/03	BISTRO	2443 532	42.14	
07/03	SUNDRIES	5330 532	5.03	
07/03	ROOM	532, 1	122.00	
07/03	ROOM TAX	532, 1	8.54	
07/03	OCC TAX	532, 1	6.10	
07/04	ROOM	532, 1	122.00	
07/04	ROOM TAX	532, 1	8.54	
07/04	OCC TAX	532, 1	6.10	
07/05	BISTRO	2482 532	20.07	
07/05	CCARD-MC		509.64	
	PAYMENT RECEIVED BY	MASTERCARD	XXXXXXXXXXXX6514	
07/05	CASH		.00	
				.00

AS REQUESTED, A FINAL COPY OF YOUR BILL WILL BE EMAILED TO:  
TUGCARVER@GMAIL.COM  
SEE "INTERNET PRIVACY STATEMENT" ON MARRIOTT.COM

Your Rewards points/miles earned on your eligible earnings  
will be credited to your account. Check your  
Rewards Account Statement for update activity.

This statement is your only receipt. You have agreed to pay in cash or by approved personal check or to authorize us to charge your credit card for all amounts charged to you. The amount shown in the credits column opposite any credit card entry in the reference column above will be charged to the credit card number set forth above. (The credit card company will bill in the usual manner.) If for any reason the credit card company does not make payment on this account, you will owe us such amount. If you are direct billed, in the event payment is not made within 25 days after checkout, you will owe us interest from the checkout date on any unpaid amount at the rate of 1.5% per month (ANNUAL RATE 18%), or the maximum allowed by law, plus the reasonable cost of collection, including attorney fees.

Signature X \_\_\_\_\_

To secure your next stay, go to [marriott.com](http://marriott.com)

Utilities, Inc. of Florida – Document No. 160101-WS

July 12, 2016

CORRESPONDENCE  
JUL 25, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
JUL 25 AM 9:14  
COMMISSION  
CLERK

RE: Docket No. 160101-WS, Consolidated Rate Case  
Request to be added to the Interested Parties List

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for Docket No. 160101-WS in order to receive all filings and other correspondence. Thank you for your assistance in this matter.

Any pleadings, motions, notices, orders, or other documents can be sent to:

Signature: Robert Hughes

Print Name: ROBERT HUGHES

Address: 11214 KISKADEE CIRCLE New Port Richey, FL 34654

Phone Number: 317-439-1329

Email Address: N/A

NORTHERN ADDRESS UNTIL 12-27-16  
3002 E. INDIAN SUMMER LANE  
MARTINSVILLE, IN 46151

11214 Kiskadee Circle  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
22 JUL 2016 PM 5 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket No. 160101-WS

32399-085099



Utilities, Inc. of Florida – Document No. 160101-WS

July 12, 2016

CORRESPONDENCE  
JUL 25, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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Request to be added to the Interested Parties List

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Any pleadings, motions, notices, orders, or other documents can be sent to:

Signature: Ralph O. Kessler  
Print Name: RALPH O. KESSLER  
Address: 11523 HOLLY ANN DRIVE New Port Richey, FL 34654  
Phone Number: 317-837-8729  
Email Address: N/A

NORTHERN ADDRESS UNTIL 12-27-16  
6748 SARA COURT  
PLAINFIELD, IN 46168

11523 Holly Ann Drive  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
22 JUL 2016 PM 4 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket No. 160101-WS

32399-085099





Utilities, Inc. of Florida – Document No. 160101-WS

July 12, 2016

CORRESPONDENCE  
JUL 25, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS, Consolidated Rate Case  
Request to be added to the Interested Parties List

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Therefore, I respectfully request to be added to the interested parties list for Docket No. 160101-WS in order to receive all filings and other correspondence. Thank you for your assistance in this matter.

Any pleadings, motions, notices, orders, or other documents can be sent to:

Signature: Robert Bonney

Print Name: ROBERT BONNEY

Address: 11609 HOLLY ANN DRIVE New Port Richey, FL 34654

Phone Number: 207-333-8842

Email Address: N/A

NORTHERN ADDRESS UNTIL 9-30-16  
400 BUCKFIELD ROAD  
HEBRON, ME 04238

RECEIVED-FPSC  
2016 JUL 25 AM 9:16  
COMMISSION  
CLERK

11609 HOLLY ANN DRIVE  
NEW PORT RICHEY, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
22 JUL 2015 PM 4 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket No. 160101-WS

32399-085099



Utilities, Inc. of Florida – Document No. 160101-WS

July 12, 2016

CORRESPONDENCE  
JUL 25, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
2016 JUL 25 AM 9:18  
COMMISSION  
CLERK

RE: Docket No. 160101-WS, Consolidated Rate Case  
Request to be added to the Interested Parties List

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

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Any pleadings, motions, notices, orders, or other documents can be sent to:

Signature: Donald Hefner

Print Name: DONALD HEFNER

Address: 11551 HOLLY ANN DRIVE New Port Richey, FL 34654

Phone Number: 248-895-4227

Email Address: N/A

NORTHERN ADDRESS UNTIL 10-15-16

6412 HERON PARKWAY  
CLARKSTON, MI 48346



11551 Holly Ann Drive  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
22 JUL 2016 PM 5 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Att: Docket No-160101-WS

32399-085099



From: **Bill White** wwwhite661934@gmail.com  
Subject: UTI  
Date: June 27, 2016 at 11:01 AM  
To: Ann Marie Ryan amr328@hotmail.com

Docket No. 160101-WS

CORRESPONDENCE

Please add JUL 14, 2016 *Document Filings*

Well it looks like UTI messed up again with the water main break. Some people who should have been notified were not and some who should not have been were ~~not~~. My neighbor Audrey Norton never received the notice. Same great service from UTI.

Bill White

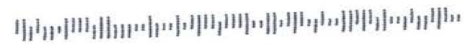
12209 Putter Green Ct  
New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 14 AM 11:21  
COMMISSION  
CLERK

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099

TAMPA FL 335  
SAINT PETERSBURG FL  
12 JUL 2016 PM 8 L



Docket No. 160101-WS  
Please add to Docket Filings



From: **Walter Kehoe** walterjvk@gmail.com  
Subject: **Walter Kehoe's Utilities Inc Invoice of 5-2016**  
Date: May 7, 2016 at 11:30 AM  
To: **Water Alliance** summertree.water.alliance@gmail.com, **Ann Marie Ryan** amr328@hotmail.com

**CORRESPONDENCE**  
**JUL 14, 2016**

Ann Marie

Attached please find my Utilities Inc Invoice for the month of May. You will notice a tremendous increase in my water consumption for the month of July 2015 that was when the contaminants from the water supplied Utilities Inc blocked my toilet fill valve, open, and litterally flushed their unusable product down the drain.

As fate would happen this is the only useable use for this yellow liquid containing not only sulphurous odors and colors but in my case, particulate matter, enough to create sufficient debris in the fill valve to keep it from shutting off. This material that the phone representative, from Utilities Inc and the technician he sent onsite to evaluate my claim that their contaminants caused my valve to need replacement as it increased the volume of yellow liquid they were charging me for. Their determination was that, the grainy brown particulate material was not from their distribution system. They both insisted that it had been picked up by their product, as it passed through the deteriorating copper pipes within my condo, after leaving their system. Their argument was that in the space of 8 feet from their point of service, the , particulate free water at the meter developed all of this contamination that was transported to my toilet tank.

I find that not only is their defense udicrous, in my oppinion, but close to criminal. They not only distributed a known, to them, unsable product, but they charged me for the extremely large amunt of product deliverd to my condo. None of which, in my opinion was a result, of anything I had control of. The damaged, and blocked open, waterfill valve caused by their "WATER", created this windfall of revenue for them, and I, a retuiree living on a fixed income, was forced to pay

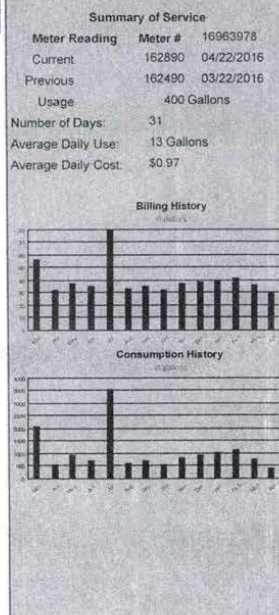
Walter J. Kehoe  
11613 Bayonet Lane  
New Port Richey, FL 34654



Utilities Inc of Florida  
Phone: (866) 842-8432  
Collections: (866) 842-8432  
Customer Service: (866) 842-8432  
[www.uiwater.com](http://www.uiwater.com)

Bill Date	Account Number	Due Date	Please Pay:
04/29/2016	9741588268	5/23/2016	\$106.22

Name: **WALTER J KEHOE** Primary Telephone #: (516) 921-0841  
Service Address: **11613 BAYONET LN, NEW PRT RCHY, FL, 34654**  
Activity Since Last Bill  
Previous Balance \$76.12  
Payments received as of 04/29/2016 \$0.00  
Balance as of 04/29/2016 \$76.12  
**Residential Water Service**  
Residential Water Service \$11.19  
400 gallons at \$0.00517 per gallon \$2.07  
Total Residential Water Service \$13.26  
**Residential Wastewater Service**  
Residential Wastewater Service \$12.57  
400 gallons at \$10.68 per 1,000 gallons \$4.27  
Total Residential Wastewater Service \$16.84  
**Total Amount Due \$106.22**



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA FL 335  
SAINT PETERSBURG FL  
12 JUL 2016 PM 6 L





Utilities, Inc. of Florida – Document No. 160101-WS

July 12, 2016

CORRESPONDENCE  
JUL 14, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUL 14 AM 11:21  
COMMISSION  
CLERK

RE: Docket No. 160101-WS, Consolidated Rate Case  
Request to be added to the Interested Parties List

Dear Ms. Stauffer:

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Therefore, I respectfully request to be added to the interested parties list for Docket No. 160101-WS in order to receive all filings and other correspondence. Thank you for your assistance in this matter.

Any pleadings, motions, notices, orders, or other documents can be sent to:

Signature: Ann Marie Ryan  
Print Name: Ann Marie Ryan  
Address: 11436 Windstar Ct New Port Richey, FL 34654  
Phone Number: (727) 856-2203  
Email Address: amr328@ hotmail.com

R

Mrs. Ann Marie Ryan  
11436 Windstar Court  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
12 JUL 2016 PM 8 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket No. 160101-WS

32399-085099



CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Gertrude Jorge*

Print Name:

GERTRUDE JORGE

Street Address:

11833 Boynton Ln

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:19  
COMMISSION  
CLERK



CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address:

Aida Finch  
Aida Finch  
11808 CARISSA LANE

New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:19  
COMMISSION  
CLERK

CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*Fleurette Brindise*

Print Name:

FLEURETTE BRINDISE

Street Address:

11924 CARISSA LANE,

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:19  
COMMISSION  
CLERK

CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Alice K. Conway

Print Name: Alice K. Conway

Street Address: 11521- Rose Tree, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:19  
COMMISSION  
CLERK



CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address: 11208 CLEAR OAK CIR, New Port Richey, FL 34654

NPR FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:19  
COMMISSION  
CLERK

CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

*Candice Morrill*

Print Name:

*Candice Morrill*

Street Address:

*11917 Boynton Lane*

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:18  
COMMISSION  
CLERK

CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address: 11449 Mergan Ser WAY, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUL 11 AM 9:18  
COMMISSION  
CLERK



CORRESPONDENCE

JUL 11, 2016

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address:

*John Sippe*

*Dolores Sippe*

*11815 Bryanet Lane #B*

New Port Richey, FL 34654

*NPR 71 34654*

RECEIVED-FPSC  
2016 JUL 11 AM 9:18  
COMMISSION  
CLERK

CORRESPONDENCE

JUL 11, 2016

DOCUMENT NO.

Ann Marie Ryan, Leader  
Summertree Water Alliance  
11436 Windstar Court, New Port Richey, FL 34654  
(H) 727-856-2203; (C) 727-267-7162  
EMAIL: amr328@hotmail.com

RECEIVED-PPSC  
2016 JUL 11 AM 9:15  
COMMISSION  
CLERK

July 8, 2016

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

RE: Docket No. 160101-WS, Utilities, Inc. of Florida, Consolidated Rate Case

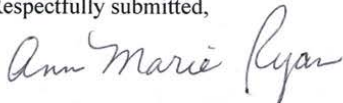
Dear Ms. Stauffer:

Please add the attached 61 documents under 1 document entry to the above docket file.

Description: CORRESPONDENCE-Parties & Interested Persons:

61 Summertree Resident Protest Letters

Respectfully submitted,



Ann Marie Ryan, Leader  
Summertree Water Alliance



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*R. VanHorenweder*

Print Name:

ROONEY VANHORENWEDER

Street Address:

11437 MERYANSER WAY

, New Port Richey, FL 34654

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:



Print Name:

Candee Hett

Street Address:

11815 Pampas Dr.

FL 34654

, New Port Richey,

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address:

FL 34654



Shirley Hett

12003 Bayonet Lane, New Port Richey,

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature: Wayne J. Dupree

Print Name: WAYNE J. DUPREE

Street Address: 11448 MERGANSER WAY, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Mary Jo McLaughlin  
Print Name: Mary Jo McLaughlin  
Street Address: 11907 Bayonet Lane, New Port Richey, FL 34654  
New Port Richey, FL.  
34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address: 11150 PARADISE POINTE WAY, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

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Sincerely,

Signature: Ruth A. DiOrio

Print Name: Ruth A. DiOrio

Street Address: 11338 Clear Oak Circle, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature: Joanne Bonney

Print Name: Joanne Bonney

Street Address: 11609 HOLLY ANN DR, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Robert M Bonney

Print Name: Robert M Bonney

Street Address: 11609 Holly Ann Dr., New Port Richey, FL 34654

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

Paul Goldsmith

Street Address:

12005 Bayonet Lane

FL 34654

, New Port Richey,

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Jerome Dale

Print Name:

Jerome Dale

Street Address:

11415 Windstar Ct, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 3, 2016

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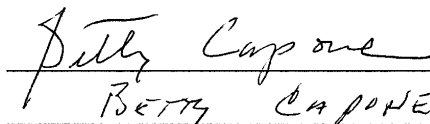
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Sincerely,

Signature:



Print Name:

Betty Capone

Street Address:

11444 BLOOMINGTON CT, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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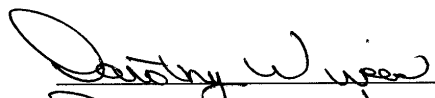
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Sincerely,

Signature:

Print Name:

Street Address:

  
Dorothy Winkes  
11436 Turtle Dove Pl.

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

PAUL LEOCE

Street Address: 11326 CRYSTAL CIRCLE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida - Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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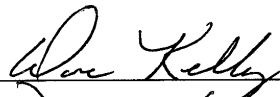
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Sincerely,

Signature:



Print Name:

DON KELLY

Street Address:

11609 PEAR TREE DRIVE

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Sincerely,

Signature:

Margaret Haag

Print Name:

MARGARET HAAG

Street Address:

11016 Foxworth Ln, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Sheila V. Donald

Print Name: Sheila V. Donald

Street Address: 11612 Foxworth Lane, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Barbara Longo

Print Name:

BARBARA LONGO

Street Address:

11416 GOLF ROUND DR., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

Patricia M. Anttila

Street Address: 11451 Golf Round Dr., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Rose A. Purpura

Print Name:

ROSE A PURPURA

Street Address:

11447 GOLF ROUND DRIVE

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Loretta Tyszk

Print Name: Loretta Tyszk

Street Address: 12146 Putter CR Ct., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida ~ Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Lisa Bandy

Print Name:

LISA BANDY

Street Address:

12038 TOURNAMENT VIEW

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

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Sincerely,

Signature:

Juanita Pare

Print Name:

Juanita Pare

Street Address:

11138 Kiskadee Cir, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

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Sincerely,

Signature: Charles J. Hoehn

Print Name: CHARLES J. HOEHN

Street Address: 12130 TOURNAMENT VIEW AVE, New Port Richey, FL 34654



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Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 6, 2016

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Signature:

Print Name:

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Sincerely,

Signature:

Print Name:

Street Address:

*George G. Metz*  
\_\_\_\_\_  
*GEORGE G. METZ*  
\_\_\_\_\_  
*11629 HOLLY ANN DR.*  
\_\_\_\_\_

, New Port Richey, FL 34654

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Utilities, Inc. Of Florida – Docket No. 160101-WS  
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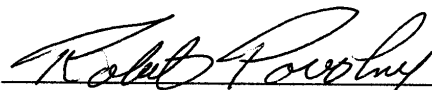
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Sincerely,

Signature:



Print Name:

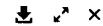
ROBERT POXDOLNY

Street Address:

12122 LOBLOLLY PINE DRIVE, New Port Richey, FL 34654

Page 1 of 1

LTR - PSC RESIDENT LTR - Doc... 1 / 1



June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

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Sincerely,

Signature:

Print Name:

Street Address:

*Richard E. Schultz*  
*Richard E. Schultz*  
*RICHARD E. SCHULTZ*  
*11926 Bayonet Ln.*

New Port Richey, FL 34654

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**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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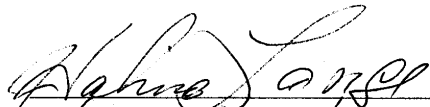
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Sincerely,

Signature:



Print Name:

HALINA LANGE

Street Address:

11053 Paradise Point Way

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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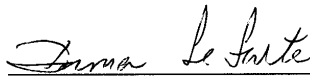
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Sincerely,

Signature:



Print Name:

DONNA LEFORTE

Street Address: 11844 Bayouet Ln., New Port Richey, FL 34654

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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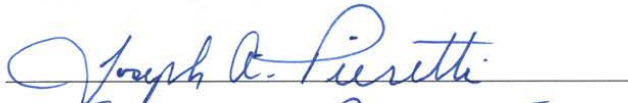
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Sincerely,

Signature:



Print Name:

JOSEPH A. PIERETTI

Street Address: 11929 BAYONET LANE, New Port Richey,  
FL 34654



June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

*Paula Pieretti*

Print Name:

*PAULA PIERETTI*

Street Address: *11929 Bayonet Lane*, New Port Richey,  
FL 34654



Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Robert E. Tyler

Print Name: Robert E. Tyler

Street Address: 11834 Boynton, New Port Richey, FL 34654

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

*James or Jill Ballard* 6-7-16

Print Name:

Street Address:

**James or Jill Ballard  
11311 Clear Oak Circle  
New Port Richey, FL 34654**

\_\_\_\_\_, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

LINDA F. LADREW

Street Address:

12020 BOYNTON LANE, New Port Richey, FL 34654

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June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

JOHN F. RE  
11326 GOLF ROUND DRIVE

New Port Richey, FL 34654

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**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:



Print Name:

**Shirley J. Love**

Street Address

**11406 Merganser Way  
New Port Richey, FL 34654**

, New Port Richey, FL 34654

Page 1 of 1

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June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Arlene R. Firooz

Print Name:

Arlene R. Firooz

Street Address:

11216 Paradise Pte way

New Port Richey, FL 34654

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Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

BETSY J. MADELL

Street Address:

11610 WHITE ASH DR.

, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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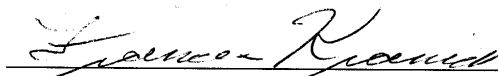
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Sincerely,

Signature:



Print Name:

Frances Kranick

Street Address:

11348 WINDSTAR CT

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature: Edith L. Sanders

Print Name: Edith L. Sanders

Street Address: 11230. Kiskadee Circle, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
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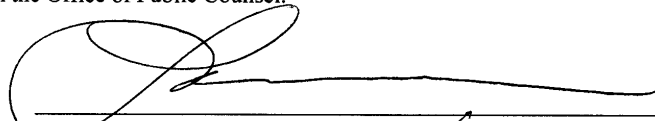

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Print Name:

Street Address:

  
LORRAINE SMITH  
11410 Bloomington Ct  


, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

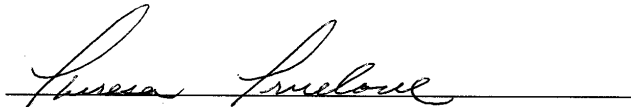
**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:



Print Name:

TERESA TRUETOVE

Street Address:

11427 Windstar Court, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Claire Young

Print Name:

CLAIRE YOUNG

Street Address:

11216 CLEAR OAK CIR., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature: Richard C Young

Print Name: Richard C Young

Street Address: 11216 Clear Oak Circle, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Barbara Doyle

Print Name:

BARBARA DOYLE

Street Address: 11413 Bloomington Cr., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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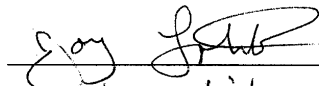
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Sincerely,

Signature:



Print Name:

Joy Lotito

Street Address: 11418 Sinatra Ct, New Port Richey, FL 34654



June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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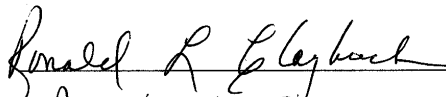
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Sincerely,

Signature:



Print Name:

Ronald L. Clayback

Street Address: 11410 Merganser Way, New Port Richey,  
FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

*Ann Dykes*

Print Name:

*Ann Dykes*

Street Address:

*11433 Sinatra Court*

, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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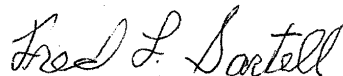
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Sincerely,

Signature:



Print Name:

FRED L. SARTELL

Street Address: 11729 White Ash DR., New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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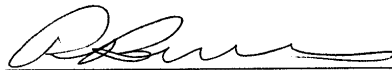
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Sincerely,

Signature:



Print Name:

RAYMOND BURNS

Street Address:

11403 Windstar Court

New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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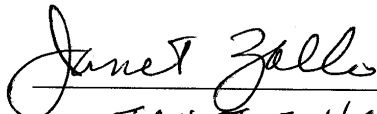
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Sincerely,

Signature:



Print Name:

JANET ZOLLO

Street Address:

11422 WINDSTAR CT

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Print Name:

Street Address:

*Margaret Frederick / Robert S. Williams*  
*MARGARET FREDERICK / ROBERT S. WILLIAMS*  
*11409 WINDSTAR CT.*

, New Port Richey, FL 34654

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June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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**Summertree is about to become a pass through system with water**

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Sincerely,

Signature: Wendy Jager

Print Name: WENDY JAGER

Street Address: 11535 PEAR Tree,

New Port Richey, FL 34654



Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature: Patricia A. Little

Print Name: Patricia A. Little

Street Address: 11309 Mollymawk Ct., New Port Richey, FL 34654

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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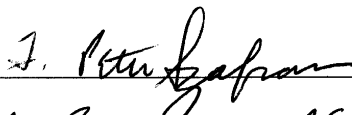
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Sincerely,

Signature:



Print Name:

J. Peter Gaffan

Street Address:

11125 KIRKADOG CIRCLE

FL 34654

, New Port Richey,

June 3, 2016

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Tallahassee, FL 32399-0850

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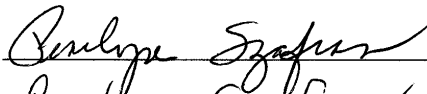
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Sincerely,

Signature:



Print Name:

Penelope Szafar

Street Address:

~~11125~~ 11125 Niskadee Circle, New Port Richey,  
FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

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Sincerely,

Signature: R. Wadding

Print Name: Roxanne Wadding

Street Address: 11611 Foxworth Lane, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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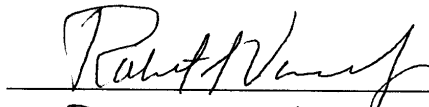
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Sincerely,

Signature:



Print Name:

ROBERT S VARADY

Street Address:

11400 WINDSTAR CT

, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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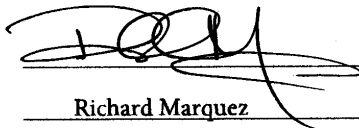
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Sincerely,

Signature:



Print Name:

Richard Marquez

Street Address:

11419 Merganser Way

, New Port Richey, FL 34654

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Print Name:

  
THOMAS JAGER

Street Address:

11535 Pear Tree,  
New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

LINDA D HUNTER

Street Address: 11805 Cassia Lane, New Port Richey, FL 34654

CORRESPONDENCE

JUL 05, 2016

DOCUMENT NO.

RECEIVED-FPSC

2016 JUL -5 AM 10:08

COMMISSION  
CLERK

Ann Marie Ryan, Leader  
Summertree Water Alliance  
11436 Windstar Court, New Port Richey, FL 34654  
(H) 727-856-2203; (C) 727-267-7162  
EMAIL: amr328@hotmail.com

July 1, 2016

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

RE: **Docket No. 160101-WS**, Utilities, Inc. of Florida, Consolidated Rate Case

Dear Ms. Stauffer:

Please add the attached **53** documents under 1 document entry to the above docket file.

Description CORRESPONDENCE-Parties & Interested Persons:

**53 Summertree Resident Consumer Letters**

Respectfully submitted,

s/ *Ann Marie Ryan*

Ann Marie Ryan, Leader  
Summertree Water Alliance

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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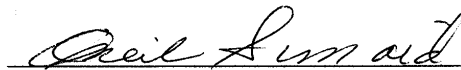
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Sincerely,

Signature:



Print Name:

ONEIL SIMARD

Street Address:

11418 MERGANSER WAY, New Port Richey, FL 34654  
NEW PORT RICHEY, FLA 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*Anthony DiMofra*

Print Name:

*Anthony DiMofra*

Street Address:

*11627 Foxworth Ln*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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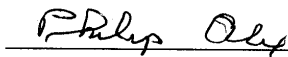
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Sincerely,

Signature:



Print Name:

PHILIP ALIX

Street Address:

11416 WINDSTAR CT

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Thomas J. Maniscalco

Print Name:

Thomas J. Maniscalco

Street Address:

12111 Hobbsly Pine Dr

FL 34654

, New Port Richey,

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*JoAnne Solomon*

Print Name:

*JoAnne Solomon*

Street Address:

*11218 Golf Round Dr*

FL 34654

, New Port Richey,

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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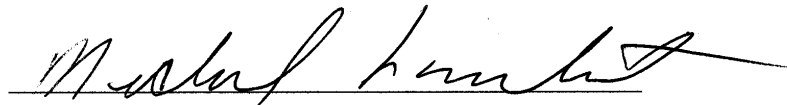
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Sincerely,

Signature:



Print Name:

Michael Lambert

Street Address: 11217 GOLF ROUND DR., New Port Richey,  
FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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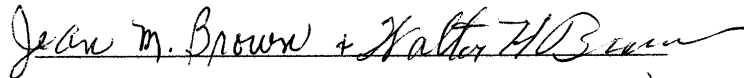
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Sincerely,

Signature:



Print Name: JEAN M. BROWN WALTER H. BROWN

Street Address: 11949 LOBLELLY PINE DR., New Port Richey,  
FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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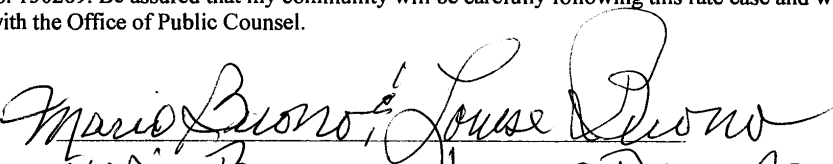
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Sincerely,

Signature:

Print Name:

Street Address:

  
MARIO BUONO & LOUISE BUONO  
11841 CARISSA LANE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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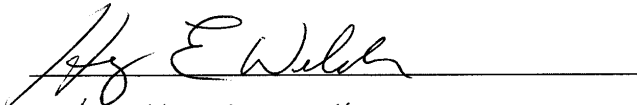
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Sincerely,

Signature:



Print Name:

HARRY WELCH

Street Address:

11637 BOYNTON LANE, NAR, FL 34654 New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Sylvia Wendell*

Print Name:

*SYLVIA WENDELL*

Street Address:

*11505 Bloomington Ct,* New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Richard A Mann

Print Name:

Richard A Mann

Street Address:

11608 Foxworth Ln

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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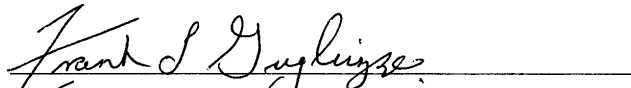
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Sincerely,

Signature:



Print Name:

FRANK L. GUGLIZZA

Street Address: 12022 TOURNAMENT VIEW AVE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*Eileen Ball*

Print Name:

*Eileen Ball*

Street Address:

*11423 Merganser Way*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

DOMINIC VALENTINO

Street Address:

11635 FOXWORTH LN

, New Port Richey, FL 34654



Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 150269-WS  
Limited Rate Proceeding

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 150269-WS

Dear Commissioners,

I am asking you and the Public Service Commission staff to continue scrutinize all the documentation that Utilities Inc. of Florida will be submitting in regard to Docket No. 150269 since the PSC and the OPC staff have raised many questions and concerns on UIF rate request data.

As a Summertree community resident, I would like to restate my concerns regarding the UIF's failure to provide primary water quality back in 2005 – 2006 for seven of eight quarters. Over the past 25 years, UIF continually provided minimal customer services, increased rates and failed to adequately address our secondary water attributes. In Docket No. 150269, Document No. 02721-16 dated May 4, 2016, the Public Service Commission Staff sent a fourth data request to UIF regarding Iron and Color exceeding DEP secondary standards. Finally, Marty Friedman responded stating that they have used sequestrants and flushing to address these issues since 2012. Now the testing results for 2015 show that these measures did not resolve the issues, yet UIF has the audacity to file for another rate increases.

Even after the passage of the 2014 Florida Consumer Water Protection Act and a \$1M state grant in 2015 which greatly helped our community, Utilities Inc. of Florida filed for an indexing rate increase in October 2015 and a Limited Rate Proceeding on December 31, 2015, and on April 28, 2016 notified the Commission of their intent to file for a consolidated rate case with approximately \$30M in capital additions. The Summertree Water Alliance Taskforce has worked with Pasco County Commissioner Jack Mariano, Pasco Board of County Commissioners and Flip Mellinger, Asst. County Administrator to interconnect with Pasco County Utilities; a bulk water agreement between Pasco County Utilities and Utilities, Inc. of Florida will finalize this process.

As a Summertree resident, I have had enough and do not trust Utilities, Inc. of Florida. UIF has NOT willingly worked to fix our secondary water attributes or negotiate in good faith as required by the Docket No. 120209-WS, ORDER NO. PSC-14-0025-PAA -WS. Utilities Inc. of Florida's 25 years of minimal customer services and substandard secondary water product has impacted my quality of life and the value of our homes. UIF's unfair rate increase requests are bound to continue as this appears to be their corporate culture.

In conclusion, Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix these unresolved issues.

Sincerely,

Signature:



Print Name:

DOMINIC VALENTINO

Street Address:

11635 FOX WORTH LN

, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 150269-WS  
Limited Rate Proceeding

June 3, 2016

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2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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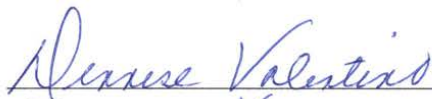
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Sincerely,

Signature:



Print Name:

DENNISE VALENTINO

Street Address:

11635 FOXWORTH LN

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

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Street Address:

11635 FOXWORTH LN

, New Port Richey, FL 34654



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**Summertree Resident Letter to Florida Public Service Commission**

**Utilities, Inc. of Florida – Docket No. 160101-WS**

**Consolidated Rate Case**

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June 3, 2016

Florida Public Service Commission

2540 Shumard Oak Blvd

Tallahassee, FL 32399-0850

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**Summertree is about to become a pass through system with water and wastewater supplied by Pasco**

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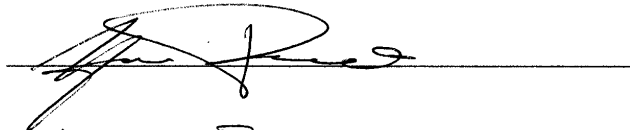
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Sincerely,

Signature:



Print Name:

YVON RIVARD

Street Address: 11220 MORGANSEY WAY, New Port Richey, FL 34654

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**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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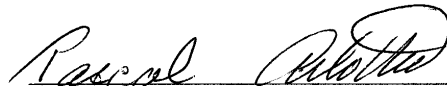
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Sincerely,

Signature:



Print Name:

RASCAL ALOTIA

Street Address: 11737 BAYONCT LN, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

*Violet M. Weeks*

Print Name:

*VIOLET M. WEEKS*

Street Address:

*11438 BLOOMINGTON CT.*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*Nancy K. Hankins*

Print Name:

NANCY K. HANKINS

Street Address:

11511 BLOOMINGTON CT.

, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

Print Name:

Street Address:

*Jeanette Erickson*

JEANNETTE ERICKSON

1242 BOYNTON LN, New Port Richey, FL 34654  
NPA, Fla

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

Charles A Poppelreiter

Print Name:

Charles A Poppelreiter

Street Address:

11821 Boynton Ln New Port Richey, New Port Richey, FL 34654

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Sincerely,

Signature:



Print Name:

SHIRAZ ISMAIL

Street Address:

11219 KISKADEE CIRCLE

, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

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Sincerely,

Signature: David L. Curtis

Print Name: DAVID L. CURTIS

Street Address: 11624 ASPENWOOD DR., New Port Richey, FL 34654

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Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

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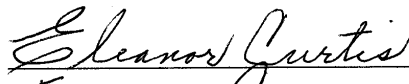
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Sincerely,

Signature:



Print Name:

ELEANOR CURTIS

Street Address:

11624 ASPENWOOD

, New Port Richey, FL 34654

ThankYou - Cart - Confirmation

Page 2 of 2

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
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June 3, 2016

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Sincerely,

Signature:

*Irving F. Belbin*

Print Name:

*Irving F. Belbin*

Street Address:

*11612 Scotch Pine Dr.*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 3, 2016

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Sincerely,

Signature: \_\_\_\_\_

Print Name: ROBERT TRAUT

Street Address: 11421 BLOOMINGTON COURT, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

Susan Dunfee

Print Name:

Susan Dunfee

Street Address:

11511 Yellow Birch Ct, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 3, 2016

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Sincerely,

Signature:

Judith Graham

Print Name:

JUDITH GRAHAM

Street Address: 12040 TOURNAMENT VIEW AVENUE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature: Anne C. Laboda

Print Name: Anne C. Laboda

Street Address: 11408 Golf Round Dr., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Street Address: 11322 CLEAR OAK CIRCLE, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
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June 3, 2016

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Sincerely,

Signature:



Print Name:

RITA COX

Street Address:

11611 PAMPAS DRIVE

, New Port Richey, FL 34654

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June 3, 2016

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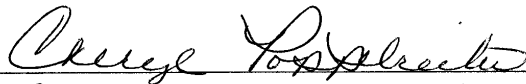
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Sincerely,

Signature:



Print Name:

CHERYL TOPPELREITER

Street Address:

11823 Boynton

, New Port Richey, FL 34654

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Signature:

*Peter Paul Garbacki*

Print Name:

PETER PAUL GARBACKI

Street Address:

11601 ASPENWOOD DRIVE

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Sincerely,

Signature:

Print Name:

Street Address: 11336 Cherry Way NW, New Port Richey, FL 34654

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Signature:

Print Name:

Street Address: 12123 Lob Lolly Pine Dr., New Port Richey, FL 34654



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Sincerely,

Signature:

*Roberta J Brockmann*

Print Name:

ROBERTA J. BROCKMANN

Street Address:

12129 KOBLOLLY PINE DR., New Port Richey, FL 34654

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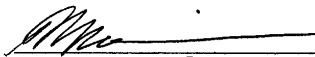
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Signature:



Print Name:

Robert Robida

Street Address:

11210 Merganser Way, New Port Richey, FL 34654

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Sincerely,

Signature:



Print Name:

Lee S Robida

Street Address:

1120 Merganser Way

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:



Print Name:



Ms. Judith E. Brinton  
11635 White Ash Dr  
New Port Rchy, FL 34654



Street Address:

\_\_\_\_\_, New Port Richey, FL 34654



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Sincerely,

Signature:

*Bern L. Green*

Print Name:

Street Address

 Ms Fern Green  
11634 White Ash Dr  
New Prt Rchy, FL 34654

, New Port Richey, FL 34654

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Sincerely,

Signature: Deanna S. Warrick

Print Name: DEANNA S. WARRICK

Street Address: 11308 CLEAR OAK CIRCLE, New Port Richey, FL 34654

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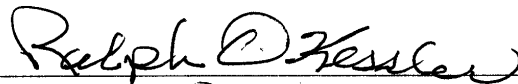
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Sincerely,

Signature:



Print Name:

RALPH O KESSLER

Street Address:

11523 HOLLY AVE DRIVE, New Port Richey, FL 34654

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Sincerely,

Signature: Donald Hefner

Print Name: DONALD HEFNER

Street Address: 11551 HOLLY ANN DRIVE, New Port Richey, FL 34654



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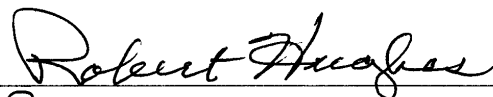
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Sincerely,

Signature:



Print Name:

Robert Hughes

Street Address:

11214 Kiskadee Circle, New Port Richey, FL 34654

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Sincerely,

Signature:

*Erika P. Milligan*

Print Name:

*Erika P Milligan*

Street Address:

*12114 Loblolly Pine Dr*, New Port Richey, FL 34654

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Sincerely,

Signature:

Print Name:

Street Address: 11430 Mangrove Way, New Port Richey, FL 34654

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Sincerely,

Signature:



Print Name:

MR. MERLE W. BLANK

Street Address:

11508 BLOOMINGTON CT.

FL 34654

, New Port Richey,

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Sincerely,

Signature:



Print Name:

GENE C. KLARMAN

Street Address:

11318 CLEAR OAK CIR.

, New Port Richey, FL 34654

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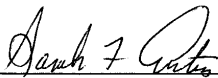
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Sincerely,

Signature:



Print Name:

Sarah F Antunez

Street Address:

11304 Mollymawk Court, New Port Richey,  
FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
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Sincerely,

Signature:

Carol A. Maniscalco Carol A. Maniscalco

Print Name:

Street Address: 12111 Hoblolly Pine Dr, New Port Richey,  
FL 34654

CORRESPONDENCE

JUL 05, 2016

DOCUMENT NO.

Ann Marie Ryan, Leader  
Summertree Water Alliance  
11436 Windstar Court, New Port Richey, FL 34654  
(H) 727-856-2203; (C) 727-267-7162  
EMAIL: amr328@hotmail.com

RECEIVED-FPSC

2016 JUL 5 AM 10:07

COMMISSION  
CLERK

July 1, 2016

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

RE: Docket No. 160101-WS, Utilities, Inc. of Florida, Consolidated Rate Case

Dear Ms. Stauffer:

Please add the attached 40 documents under 1 document entry to the above docket file.

Description CORRESPONDENCE-Parties & Interested Persons:

40 Summertree Resident Consumer Letters

Respectfully submitted,

s/ Ann Marie Ryan

Ann Marie Ryan, Leader  
Summertree Water Alliance



**Summertree Resident Letter to Florida Public Service Commission  
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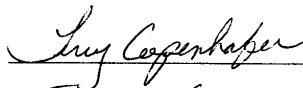
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Sincerely,

Signature:



Print Name:

TERRY COPENHAFFER

Street Address:

12137 LOBLOLLY PINE DR.

, New Port Richey, FL 34654

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Sincerely,

Signature:

Print Name:

Street Address: 11905 Boynton LN, New Port Richey, FL 34654

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Sincerely,

Signature:



Print Name:

MARIA CRISTIANO

Street Address:

11609 BAYONET LANE

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

*Maria Cristiano*

Print Name:

*MARIA CRISTIANO*

Street Address:

*11623 BAYONET LANE*

, New Port Richey, FL 34654

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Consolidated Rate Case**

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Sincerely,

Signature:

Print Name:

Street Address:

*John E. Cleary*  
JOHN E. CLEARY  
11907 BOYNTON LANE

New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
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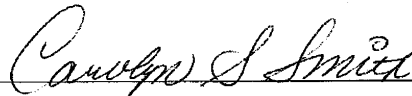
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Sincerely,

Signature:



Print Name:

CAROLYN S. SMITH

Street Address:

11835 & 11837 CARISSA LANE, New Port Richey, FL 34654

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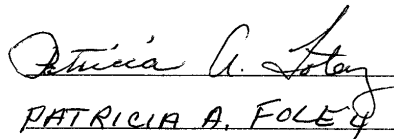
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Sincerely,

Signature:



Print Name:

PATRICIA A. FOLEY

Street Address:

11342 GOLF ROUND DR.

, New Port Richey, FL 34654

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Sincerely,

Signature:

Claire D. Meaney

Print Name:

CLAIRE D. MEANEY

Street Address:

11617 HOLLY ANN DR.

, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
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Sincerely,

Signature:

Print Name:

Street Address: 11212 PARADISE POINTE WAY, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 3, 2016

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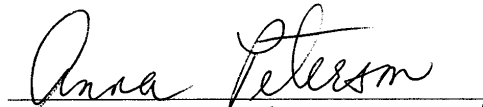
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Sincerely,

Signature:



Print Name:

ANNA PETERSON

Street Address:

11414 BLOOMINGTON COURT, New Port Richey, FL 34654

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June 3, 2016

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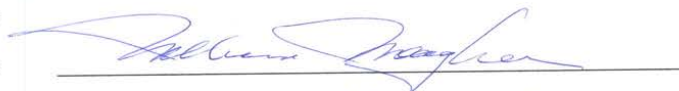
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Sincerely,

Signature:



Print Name:

WILLIAM MEAGHER

Street Address:

12103 LORLOLLY PINE DR., New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
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Sincerely,

Signature:

Paul Hays

Print Name:

Paul Hays

Street Address:

11230 Merganser Way, New Port Richey, FL 34654

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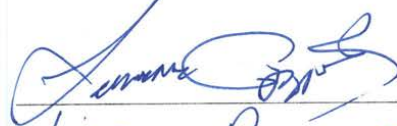
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Sincerely,

Signature:

Print Name:

Street Address:



Larry Pappas

11048 Paradise Pointe Way, New Port Richey, FL 34654



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Sincerely,

Signature:

*Dolores M. Miller*

Print Name:

*Dolores Miller*

Street Address:

*11041 Paradise Point Way*, New Port Richey, FL 34654

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Sincerely,

Signature:

*Vincent Piccolo*

Print Name:

VINCENT PICCOLO

Street Address:

11604 Scotch Pine Dr.

, New Port Richey, FL 34654

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Sincerely,

Signature:



Print Name:

JEANNE PORTOGASSI

Street Address:

11145 CLEAR CREEK CIRCLE, New Port Richey, FL 34654



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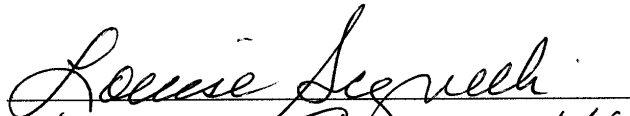
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Sincerely,

Signature:



Print Name:

Loaise Scagnelli

Street Address:

11509 Sinatra Ct, New Port Richey, FL 34654

N.P.R Fl. 34654

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I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

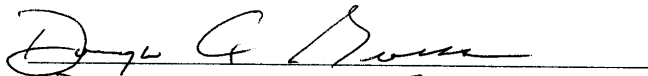
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Sincerely,

Signature:



Print Name:

Douglas G Gross

Street Address:

11811 Pampas Dr.

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:



Print Name:

RONALD K PARK

Street Address:

11641 ROSE TREE DRIVE

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

William A. Watson

Print Name:

William A. Watson

Street Address:

11729 Boynton Lane

, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Gervais L. Ashley

Print Name:

Gervais L. Ashley

Street Address:

11804 Ivywood Place

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Victor Caputo

Print Name:

VICTOR CAPUTO

Street Address:

11615 PAMPAS DR., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Robert & Carol Lietz

Print Name:

Robert & Carol Lietz

Street Address:

11824 Bayonet Ln 94B

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature:



Print Name:

Robert L. Paul

Street Address:

11601 English Elm Dr.

New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Pauline Mnieckowski

Print Name:

Pauline Mnieckowski

Street Address:

11244 Kiskadee Circle

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Carmen Gumaer

Print Name:

CARMEN GUMAER

Street Address:

11620 Foxworth Lane

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature:

Print Name:

Street Address:

*Linda H. O'Day*  
*Linda H. O'Day*  
*11818 Baywater Rd NPK*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Kathy Appell

Print Name:

Kathy Appell

Street Address:

11413 Merganser Way  
New Port Richey FL 34654

, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

Henry G Desroches

Print Name:

Henry G Desroches

Street Address:

11605 Aspenwood dr, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

*Alice Hess*

Print Name:

ALICE HESS

Street Address:

11604 HSPENWOOD DR., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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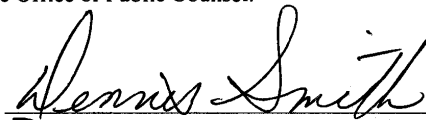
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Sincerely,

Signature:



Print Name:

Dennis Smith

Street Address:

11719 Alderwood Dr., New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

Diane Macaluso

Print Name:

Diane Macaluso

Street Address:

11219 Merganser Way, New Port Richey, FL 34654



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Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 3, 2016

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Sincerely,

Signature:



Print Name:

ANTONIO E SANTO

Street Address:

11321 GOLF ROUND, NEW PORT RICHEY, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

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In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Mary P. Cousins*

Print Name:

*MARY P. COUSINS*

Street Address:

*11821 BOYNTON LANE*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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RE: Docket No. 160101-WS

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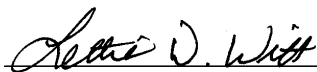
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Sincerely,

Signature:



Print Name:

LETTIE D. WITT

Street Address:

11444 GOLF ROUND DR

New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Street Address: 11735 Bayonet Ln., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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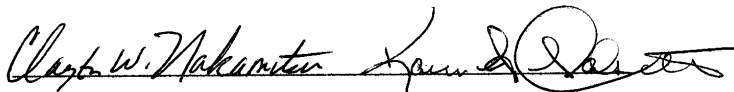
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Sincerely,

Signature:



Print Name:

Clayton W + Karen A. Nakamitsu

Street Address: 11742 Ivywood Pl, NPR FL 34654, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

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2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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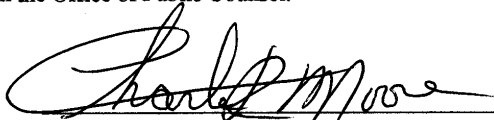
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Sincerely,

Signature:



Print Name: Charles R. Moore

Street Address: 11707 Alderwood Dr, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Gordon Zinser

Print Name:

GORDON ZINSER

Street Address:

11426 SINATRA CT, New Port Richey, FL 34654, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
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Sincerely,

Signature:



Print Name:

RUTHANNE LUCATORTO

Street Address: 11531 Pear Tree Dr., New Port Richey, FL 34654



CORRESPONDENCE

JUL 05, 2016

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

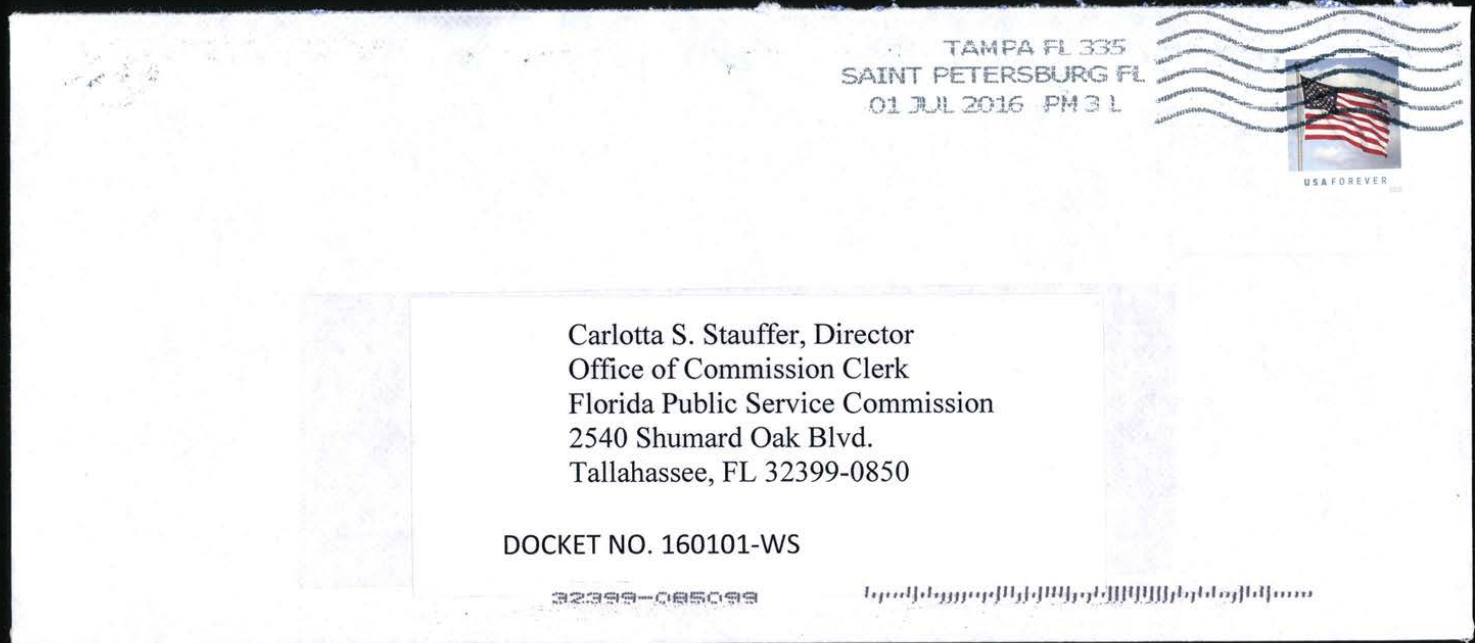
Print Name:

Street Address: 11421 WINDSTAR CT, New Port Richey, FL 34654

COMMISSION  
CLERK

2016 JUL -5 AM 9:14:3

RECEIVED-FPSC



CORRESPONDENCE

JUL 05, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

*Frank Micalé Mary Micalé*

Print Name:

FRANK MICALÉ & MARY MICALÉ

Street Address: 11030 PARADISE POINT WAY, New Port Richey, FL 34654



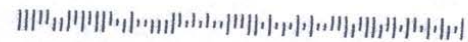
TAMPA FL 335  
SAINT PETERSBURG FL  
01 JUL 2016 PM 8 L



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

DOCKET NO. 160101-WS

32399-085099



CORRESPONDENCE  
JUL 05, 2016  
DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Dorothy E. Scott

Print Name:

Dorothy E. Scott

Street Address:

11832 Boydton Lane,  
New Port Richey, FL 34654

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

DOCKET NO. 160101-WS

32399-085099

TAMPA FL 335  
SAINT PETERSBURG FL  
01 JUL 2016 PM 4 L



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUL 05, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
JUL 05 AM 9:42  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: ROBERTA BROCKMANN  
Address: 12129 Loblolly Pine Dr  
NEW PORT RICHEY, FL 34654  
Phone Number: 727 856 3713  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,



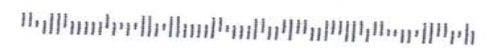
TAMPA FL 335  
SAINT PETERSBURG FL  
01 JUL 2016 PM 8 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

*Docket # 160101-WS*

32399-085099



CORRESPONDENCE

JUL 05, 2016

DOCUMENT NO.

Ann Marie Ryan, Leader  
Summertree Water Alliance  
11436 Windstar Court, New Port Richey, FL 34654  
(H) 727-856-2203; (C) 727-267-7162  
EMAIL: amr328@hotmail.com

RECEIVED-FPSC

2016 JUL -5 AM 10:08

COMMISSION  
CLERK

July 1, 2016

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

RE: Docket No. 160101-WS, Utilities, Inc. of Florida, Consolidated Rate Case

Dear Ms. Stauffer:

Please add the attached 60 documents under 1 document entry to the above docket file.

Description CORRESPONDENCE-Parties & Interested Persons:

60 Summertree Resident Consumer Letters

Respectfully submitted,

s/ Ann Marie Ryan

Ann Marie Ryan, Leader  
Summertree Water Alliance

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

*Peter J. Lucaturo*

Print Name:

*Peter J. Lucaturo*

Street Address:

*12012 Boynton Lane*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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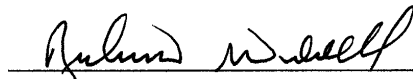
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Sincerely,

Signature:



Print Name:

RICHARD WADDELL

Street Address:

11520 HOLLY AVE DRIVE, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

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Tallahassee, FL 32399-0850

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Sincerely,

Signature: Carolyn R. Kovarik

Print Name: CAROLYN R. KOVARIK

Street Address: 11829 Bayonet Lane, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

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Sincerely,

Signature:



Print Name:

Ken Leslie

Street Address:

11202 Paradise Pointe Way, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

*Mildred E. Wilkins*

Print Name:

Mildred E. WILKINS

Street Address:

11533 Rose Tree Dr.

, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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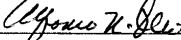
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Sincerely,

Signature: 

Print Name: ALFONSO N. FLERI

Street Address: 12126 Tournament View Ave., New Port Richey, FL 34654



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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature:

Santa K. Fleri

Print Name:

Santa K. FLERI

Street Address:

12126 Tournament View Ave., New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

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Sincerely,

Signature: Celeste Millen

Print Name: CELESTE MILLEN

Street Address: 11704 Rose Tree Drive, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature:



Print Name:

Street Address:



Beverly Gehring-Wren  
11649 Holly Ann Drive  
New Port Richey, FL 34654

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:



Print Name:

MARION MARTIN

Street Address: 12053 LOBLOLLY PINE DR., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

*Jeanette Erickson*

Print Name:

JEANETTE ERICKSON

Street Address:

1242 Boynton Ln, New Port Richey, FL 34654  
NPR FLA 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida -- Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
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Sincerely,

Signature:



Print Name:

Walter Shoemaker

Street Address:

11674 Holly Ann Dr.

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

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Sincerely,

Signature:

*Prudence R. Pesce*

Print Name:

*PRUDENCE R. PESCE*

Street Address:

*11616 ASPENWOOD DRIVE*

, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
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June 3, 2016

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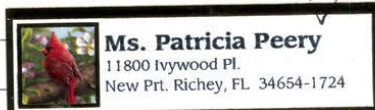
Sincerely,

Signature:



Print Name:

Street Address:



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Sincerely,

Signature:

*Ray Caraway, Sr. / Bonnie Caraway*

Print Name:

*Ray Caraway, Sr. Bonnie CARAWAY*

Street Address:

*11953 LOBLOXY PINE DR., New Port Richey, FL 34654*

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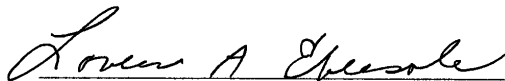
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Sincerely,

Signature:



Print Name:

LOVER A EBERSOLE

Street Address:

11525 PEAR TREE DR

, New Port Richey, FL 34654

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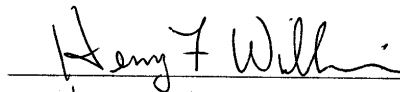
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Sincerely,

Signature:



Print Name:

Henry F. Williams

Street Address:

11945 Loblolly Pine Dr.

, New Port Richey, FL 34654

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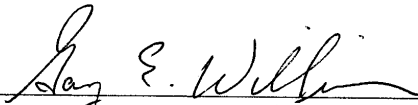
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Sincerely,

Signature:



Print Name:

GARY E. WILLIAMS

Street Address:

11610 GOLDEN RAIN DR., New Port Richey, FL 34654

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RE: Docket No. 160101-WS

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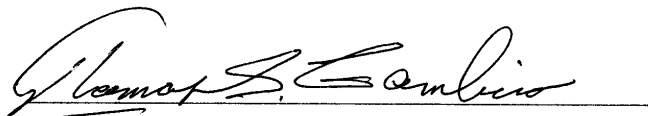
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Sincerely,

Signature:



Print Name:

THOMAS S. GAMBINO

Street Address:

11408 CLEAR OAK CIRCLE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name

Street Address: 11820 LOBLOLLY PINE DR., New Port Richey, FL 34654

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June 3, 2016

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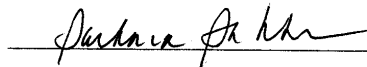
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Sincerely,

Signature:



Print Name:

BARBARA BAKKER

Street Address:

11828 WAX MYRTLE CT.

, New Port Richey, FL 34654

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Sincerely,

Signature:

*Mary A. Gardner*

Print Name:

*MARY A. GARDNER*

Street Address:

*11529 ROSE TREE DR. N.P.R. FL*, New Port Richey, FL 34654



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Sincerely,

Signature:

*Jean M. Brown, Walter H. Brown*

Print Name:

JEAN M. BROWN, WALTER H. BROWN

Street Address:

11949 LOBLOLLY PINE DR, New Port Richey, FL 34654

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Sincerely,

Signature:

CBloch

Print Name:

Charles Bloch

Street Address:

11345 Windstar Ct

, New Port Richey, FL 34654

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Sincerely,

Signature: Maryann A. Lituse

Print Name: MARYANN A. LITUSE

Street Address: 11812 WAX MYRTLE CT., New Port Richey, FL 34654

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Sincerely,

Signature:

*Edward S. Kruk & JoAnn Kruk*

Print Name:

EDWARD S. KRUK & JOANN KRUK

Street Address:

11451 MERGANSER WAY

, New Port Richey, FL 34654

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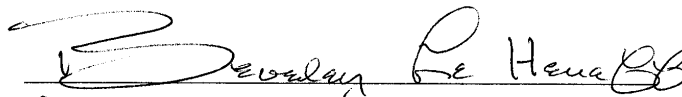
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Sincerely,

Signature:



Print Name:

BEVERLEY LE HENAFF

Street Address:

11600 COCOSWOOD DRIVE

, New Port Richey, FL 34654

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Sincerely,

Signature: Deborah D. Goyer

Print Name: DEBORAH D. Goyer

Street Address: 11830 Boynton Lane, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
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Sincerely,

Signature:

*Mary Ann Sheakoski*

Print Name:

MARY ANN Sheakoski

Street Address:

11254 Mollymawk Ct, New Port Richey, FL 34654

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Sincerely,

Signature:

Marsy Laurie - MARSY LAURIE

Print Name:

11648 BOYNTON LANE

Street Address:

NE

, New Port Richey, FL 34654



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Sincerely,

Signature: Allen Hunter Christine M. Hunter

Print Name: ALLAN HUNTER CHRISTINE M. HUNTER

Street Address: 11318 GOLF ROUND DRIVE, New Port Richey, FL 34654

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Sincerely,

Signature:

*Linda A. Smith*

Print Name:

*Linda A. Smith*

Street Address:

*11036 Paradise Pointe  
Way*

, New Port Richey, FL 34654

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Sincerely,

Signature: Sally Van Slambrouck

Print Name: SALLY VAN SLAMBROUCK

Street Address: 11941 Loblolly Pine Dr., New Port Richey, FL 34654

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Sincerely,

Signature:

Richard Pascale Judith Pascale

Print Name:

RICHARD PASCALE JUDITH PASCALE

Street Address: 11234 KISKADEE CIRCLE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

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Sincerely,

Signature:



Print Name:

Reba EDWARDS

Street Address:

11035 Paradise Pointe Way

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature: Gail Fenster

Print Name: Gail Fenster

Street Address: 11823 Bayonet Ln, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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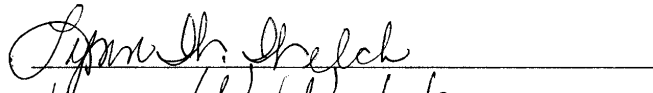
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Sincerely,

Signature:



Print Name:

Lynn W. Welch

Street Address: 12050 Tournament View Ave., New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

DENNIS L. Rayton

Street Address:

11643 BOYNTON LA NPB FL., New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Bonnie J. Franks

Print Name:

BONNIE J. FRANKS

Street Address:

11602 GOLDEN RAIN DRIVE, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
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Sincerely,

Signature:

*Mary C. Reid*

Print Name:

*MARY C. REID*

Street Address:

*11103 KISKADEE CIR*

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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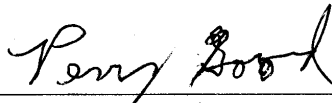
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Sincerely,

Signature:



Print Name:

PERRY GOOD

Street Address:

12133 LOBLOLLY PINE DR, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
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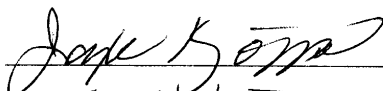
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Sincerely,

Signature:



Print Name:

JANE KOZZA

Street Address:

11317 Cleon Oak Circle, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

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2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:

Print Name:

Street Address:

*Genevieve Ammirato*  
*Genevieve Ammirato*  
*12015 Loblolly Pine Dr*, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

Kathy Huffman

Print Name:

Kathy Huffman

Street Address:

11145 Kiskadee Circle

, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:



Print Name:

Lorraine Molyneux

Street Address:

11650 BOYNTON LANE

, New Port Richey, FL 34654

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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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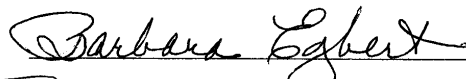
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Sincerely,

Signature:



Print Name:

BARBARA Egbert

Street Address:

11710 Rose Tree Dr., New Port Richey, FL 34654



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Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature:

*James Yutecker*

Print Name:

*JAMES YUTECKER*

Street Address:

*11535 Scotch Pine Dr.*

, New Port Richey, FL 34654

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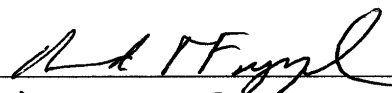
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Sincerely,

Signature:

Print Name:

Street Address:

  
David T. Fryzel  
11210 Kiskadee

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

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Sincerely,

Signature: Jackie S Culler

Print Name: Jackie S Culler

Street Address: 11220 Kiskadee Cir, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

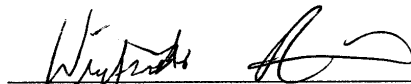
**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:



Print Name:

Wilfredo Rivera

Street Address:

1130 Kiskadee Circle, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature: Larry J. Karchmar

Print Name: LARRY J. KARCHMAR

Street Address: 11129 KISKADEE CIRC., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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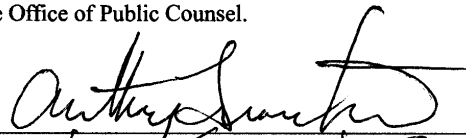
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Sincerely,

Signature:



Print Name:

ANTHONY TRAMONTANO

Street Address:

11206 RISKADEE CR.

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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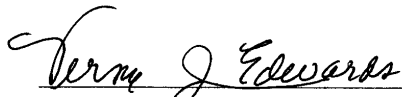
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Sincerely,

Signature:



Print Name:

TERRY J. EDWARDS

Street Address:

11715 ALDEWOOD DR.

, New Port Richey, FL 34654

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Patricia L. Curry

Print Name:

PATRICIA L. CURRY

Street Address:

11814 CARISSA LN, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:



Print Name:

PETER W. HOLUB

Street Address:

12004 BAYONET LN, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
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Sincerely,

Signature: Maxie Bentivegna

Print Name: Maxie Bentivegna

Street Address: 11629 Rose Tree Dr., New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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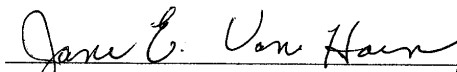
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Sincerely,

Signature:



Print Name:

JANE E. VAN HORN

Street Address:

11428 MORGANSCRE WAY

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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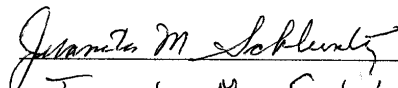
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Sincerely,

Signature:



Print Name:

Juanita M SchLantz

Street Address:

11725 Boynton Ln

, New Port Richey, FL 34654

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

Marilynn Lampe

Street Address:

12002 Bayonet Lane, New Port Richey, FL 34654



**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

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Sincerely,

Signature:



Print Name:

Street Address:

  
  
Mr Vincent J Calcagno  
11816 Loblolly Pine Dr  
New Prt Rchy, FL 34654  


, New Port Richey, FL 34654

Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUL 01, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUL -1 AM 8:48  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: GAYLE A. KRICH  
Address: 11918 BOYNTON LANE  
NEW PORT RICHEY, FL 34654  
Phone Number: 727-378-8195  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, Gayle A. Krich



TAMPA FL 335  
SAINT PETERSBURG FL  
29 JUN 2016 PM 4 L



DISTRIBUTION CENTER

16 JUL -1 AM 7:04

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket # 160101-WS

32399-085099





Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 30, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
JUN 30 AM 8:21  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

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Print Name: MARIA CRISTIANO  
Address: 11623 - BAYONET LANE  
NPR FL 324654  
Phone Number: 727-856-3295  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Maria Cristiano*

Gennaro J Cristiano  
Maria Cristiano  
11609 Bayonet Ln  
New Port Richey FL 34654-1601

TAMPA FL 335  
SAINT PETERSBURG FL  
28 JUN 2016 PM 2 L



DISTRIBUTION CENTER

16 JUN 30 AM 7:02

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

DOCKET No. 160101-WS 32399-085099



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 27, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
JUN 27 AM 8:19  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Margaret Reale  
Address: 11615 Boynton Ln  
Phone Number: 727-856-1428  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, Margaret Reale



Ms. Margaret Reale  
11615 Boynton Ln  
New Prt Rchy, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
23 JUN 2016 PM 3 L



DISTRIBUTION CENTER

16 JUN 27 AM 7:47

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket # 160101-WS

32399-085099



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 24, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

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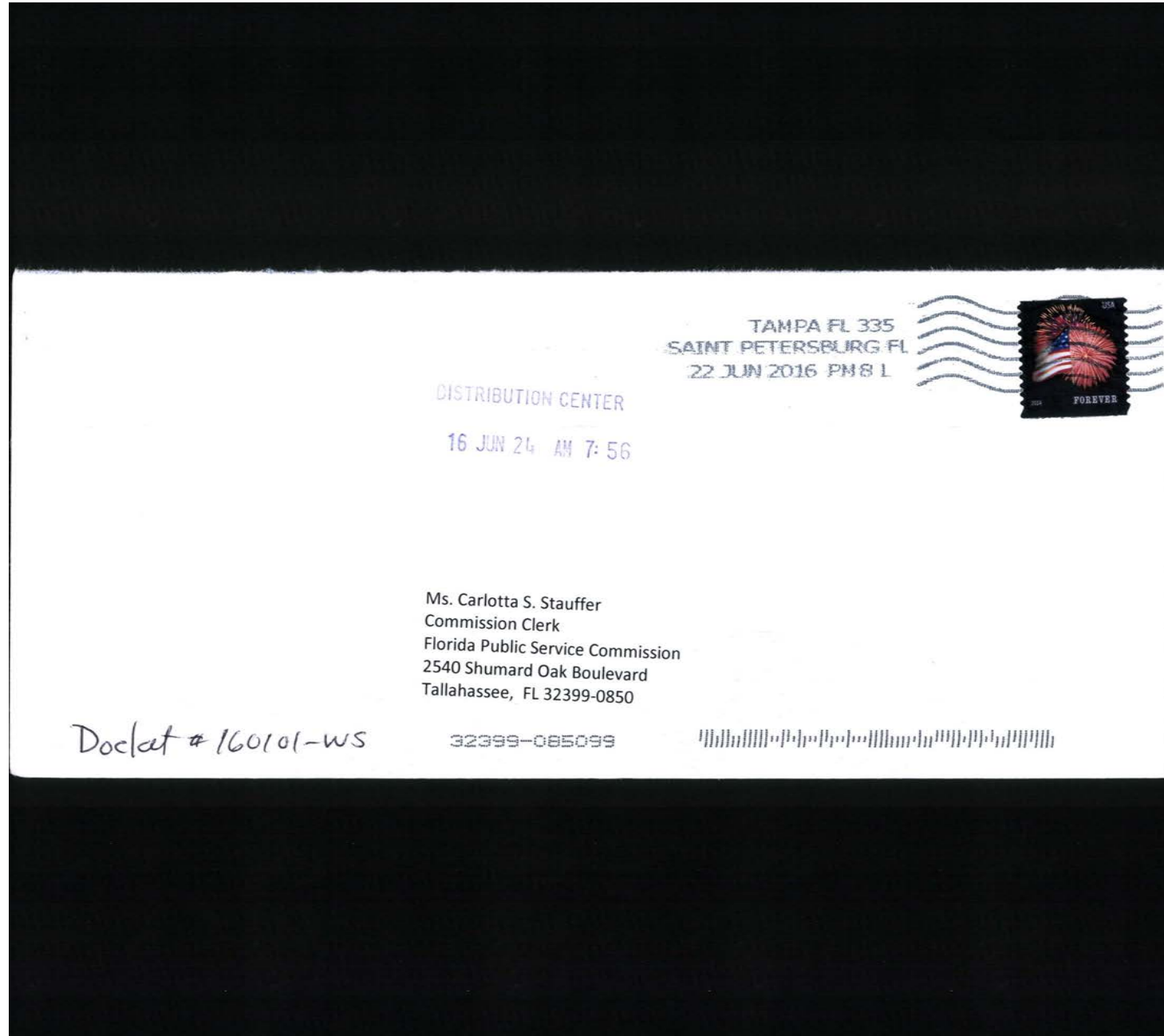
Print Name: Cheryl Poppelwiter  
Address: 11823 Boynton Ln  
New Port Richey Fl 34654  
Phone Number: 727 854-2812  
Email Address: \_\_\_\_\_

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

Cheryl Poppelwiter





Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 24, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 24 AM 10:02  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

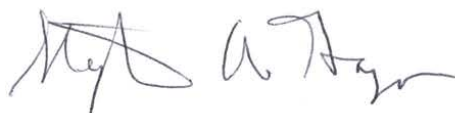
I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

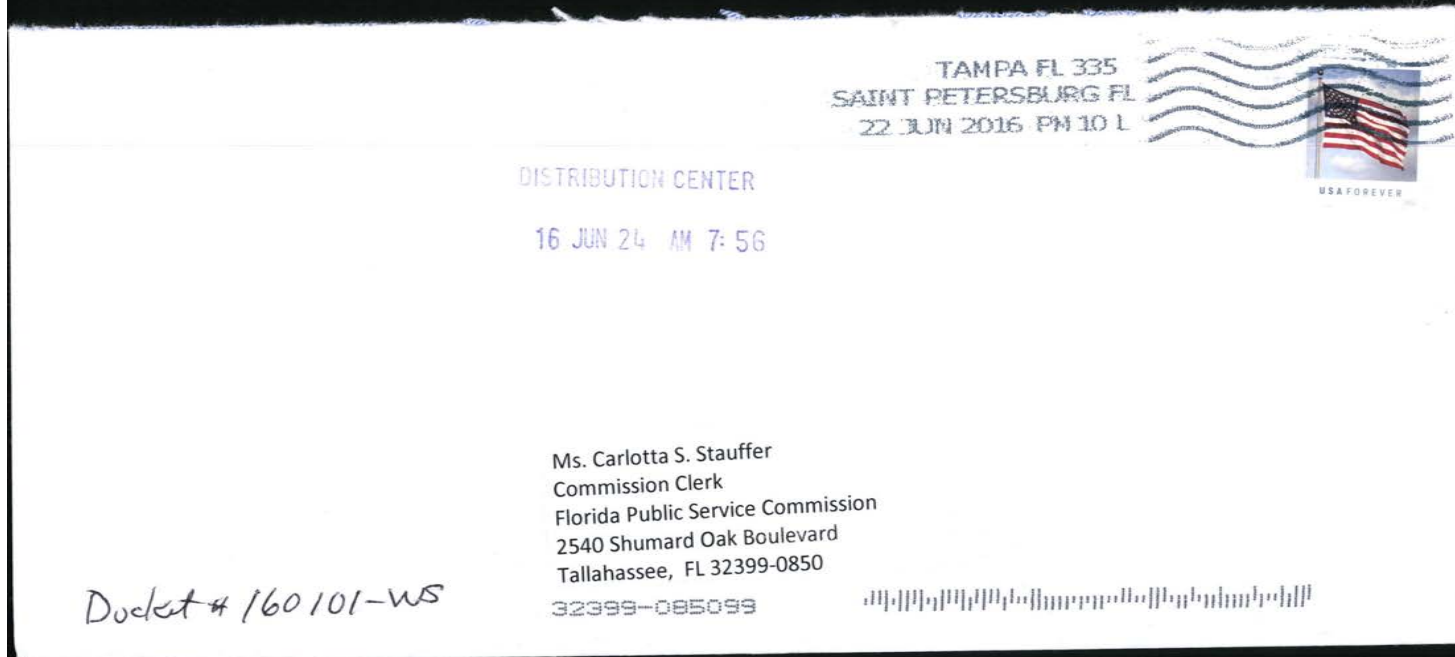
Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: STEPHEN A. GAZO  
Address: 11636 BAYONET LN.  
NPR, FL. 34654  
Phone Number: 727 375-4348  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,







Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 24, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 24 AM 10:00  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Charles A Pappalardo  
Address: 11821 Boynton Ln  
New Port Richey FL 34654  
Phone Number: 727-819-3228  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,  
Charles Pappalardo

TAMPA, FL 335  
SAINT PETERSBURG FL  
22 JUN 2016 PM 4 L



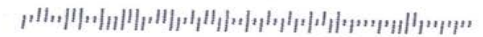
DISTRIBUTION CENTER

16 JUN 24 AM 7:56

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket # 160101-WS

32399-085099



**Utilities, Inc. of Florida - Docket 160101-WS**

RECEIVED-FPSC

June 7, 2016

2016 JUN 23 AM 8:22

COMMISSION  
CLERK

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

CORRESPONDENCE  
JUN 23, 2016  
DOCUMENT NO.

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

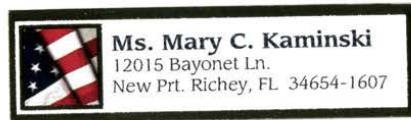
Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: MARY KAMINSKI  
Address: 12015 BAYONET LN.  
NEW PORT RICHEY, FL. 34654  
Phone Number: 727-857-2491  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Mary Kaminski*



TAMPA FL 335  
SAINT PETERSBURG FL  
21 JUN 2016 PM 9 L

DISTRIBUTION CENTER

16 JUN 23 AM 8 08



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket # 160101-WS

32399-085099



**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 21, 2016**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 21 AM 9:17  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name:  **Gaylon Bell**  
Address:  11429 Merganser Way  
New Prt Richey, FL 34654-5067  
Phone Number: 727-868 5459  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,







CORRESPONDENCE

JUN 21, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Linda McKeenan*

Print Name:

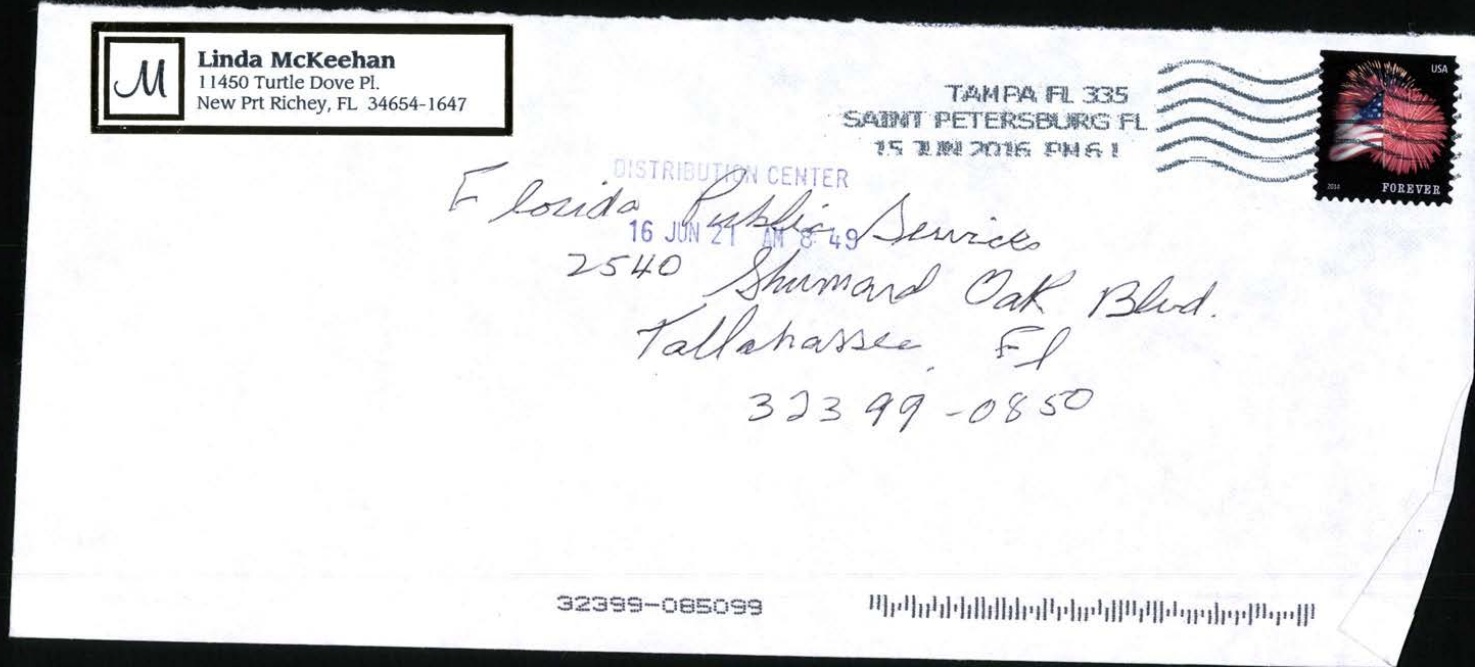
*LINDA MCKEENAN*

Street Address:

*11450 TURTLE DOVE PL.*

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN 21 AM 9:18  
COMMISSION  
CLERK





Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 20, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 20 AM 9:08  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: BENJAMIN S. RUBIN Merrill Rubin  
Address: 11230 PARADISE POINTE WAY  
NEW PORT RICHEY, FL 34654  
Phone Number: (727) 494-7205  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Benjamin S. Rubin*  
*Merrill Rubin*

DISTRIBUTION CENTER

16 JUN 20 AM 8:56

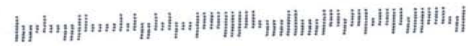
TAMPA FL 335  
SAINT PETERSBURG FL  
16 JUN 2016 PM 8 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

160101-WS

32399-085099



CORRESPONDENCE

JUN 20, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Kevin Parrott*

Print Name:

Kevin Parrott

Street Address:

11220 Clear Oak Circle

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN 20 AM 9:07  
COMMISSION  
CLERK



Kevin Parrott

██████████

11220 Clear Oak Circle  
New Port Richey, FL 34654

DISTRIBUTION CENTER

16 JUN 20 AM 8:55

Florida Public Service Commission  
2540 Shermard Oak Blvd  
Gallahussee, FL 32399-0850

1606140814



3207 MAL

323990850 0001



Re: Docket No. 160101-WS



CORRESPONDENCE

JUN 20, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

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In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:



Print Name:

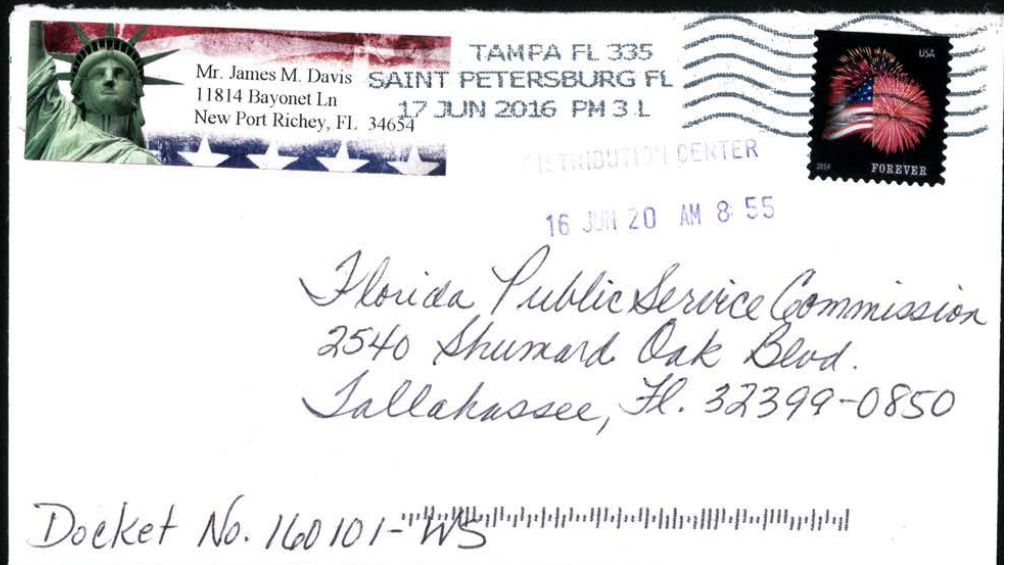
JAMES M. DAVIS

Street Address:

11814 Bayonet Ln

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN 20 AM 9:06  
COMMISSION  
CLERK



CORRESPONDENCE

JUN 20, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

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In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

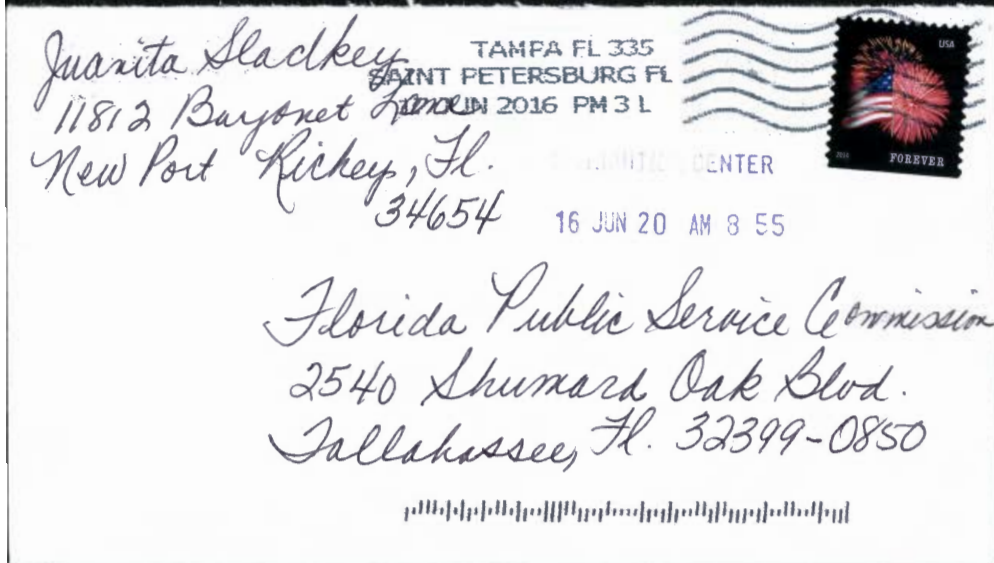
Print Name:

Street Address:

*Juanita Sladky*  
*JUANITA SLADKY*  
*11812 BAYONET LN*

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN 20 AM 9:04  
COMMISSION  
CLERK





Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 16, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 16 AM 9:19  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Gloria J. Ross  
Address: 11438 Merganser Way  
New Port Richey, FL 34654  
Phone Number: 727-857-6457  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,





TAMPA FL 335  
SAINT PETERSBURG FL  
14 JUN 2016 PM 3 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket 160101-WS

32399-085099



**Utilities, Inc. of Florida - Docket 160101-WS**

RECEIVED CORRESPONDENCE  
JUN 16, 2016

2016 JUN 16 AM 9:08

COMMISSION  
CLERK

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Catherine Drosdick  
Address: 13154 Putter Green Ct.  
New Port Richey, FL 34654  
Phone Number: \_\_\_\_\_  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Catherine Drosdick*

Catherine Drosdick  
12154 Putter Green Ct.  
New Port Richey, FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
14 JUN 2016 PM 4 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

*Docket 160101-WS*

32399-085099



**Utilities, Inc. of Florida - Docket 160101-WS**

June 7, 2016

RECEIVED  
CORRESPONDENCE  
JUN 16, 2016  
DOCUMENT NO.

2016 JUN 16 AM 9:09

COMMISSION  
CLERK

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Kathy Appel  
Address: 11413 Merganser Way  
New Port Richey FL 34654  
Phone Number: 813-892-3795  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,



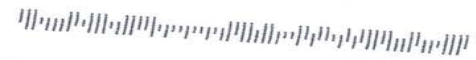
TAMPA FL 335  
SAINT PETERSBURG FL  
14 JUN 2016 PM 11



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

*Docket 160101-WS*

32399-085099



Utilities, Inc. of Florida - Docket 160101-

CORRESPONDENCE

JUN 15, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 15 AM 9:33  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

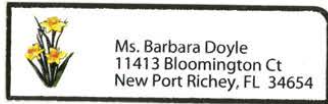
Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: BARBARA DOYLE  
Address: 11413 BLOOMINGTON CT  
NEW PORT RICHEY, FL 34654  
Phone Number: 727 856-7171  
Email Address: NONE

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Barbara Doyle*



TAMPA FL 335  
SAINT PETERSBURG FL  
13 JUN 2016 PM 6 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

*Docket No. 160101-WS*

32399-085099





Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE

JUN 15, 2016

DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 15 AM 9:32  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Vincent Vasely  
Address: 11807 FLYNN RD  
N PR FLORIDA 34654  
Phone Number: N/A  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,



Docket 160101-WS

- P.S. The water  
is unfit  
to drink -  
have to buy  
water to drink

CORRESPONDENCE

JUN 13, 2016

DOCUMENT NO.

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:



Print Name:

Rosemary R Nichols

Street Address:

11539 Peak Tree Dr

FL 34654

, New Port Richey,

Rosemary Nichols  
11539 Pear Tree Dr  
New Port Richey, FL 34654

HARTFORD CT 061

30 JUN 2016 PM 4 L  
DISTRIBUTION CENTER

16 JUN 13 AM 8:42



Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

32399-085099



CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 6, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

Print Name:

Street Address: 11615 FOXWORTH LA., New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN 13 AM 10:33  
COMMISSION  
CLERK



JAMES MARINO  
11615 FOXWORTH LA.  
NEWPORT RICHEY, FL 34654

DV DANIELS NJ 0700

10 JUN 2016 PM 9 L

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FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL 32399-0850



32399-085099



CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

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Sincerely,

Signature:

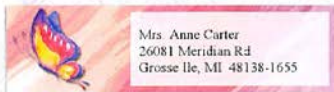
Anne Carter William D. Carter

Print Name:

ANNE CARTER WILLIAM D. CARTER

Street Address:

11831 Wax Myrtle Ct., New Port Richey, FL 34654



Mrs. Anne Carter  
26081 Meridian Rd  
Grosse Ile, MI 48138-1655

METROPLEX MI #30

09 JUN 2016 PM 14 L

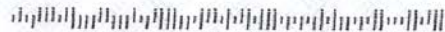
DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850



32399-085099



**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 13, 2016**  
**DOCUMENT NO.**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:21  
COMMISSION  
CLERK

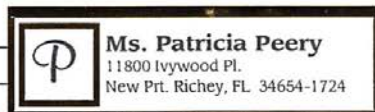
RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: NA

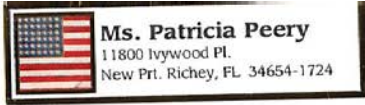


Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Peery". The signature is written in dark ink and is positioned below the "Sincerely," text.





TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 3 L

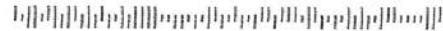


DISTRIBUTION CENTER

16 JUN 13 AM 8:41

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



RE: DOCKET # 160101 WS

CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: MR & MRS Anthony Graffeo  
Address: 11726 BAYONET LN  
NEW PORT RICHEY FLORIDA 34654  
Phone Number: 727-379 9136  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Mr & Mrs Anthony & Rosemary Graffeo*



*Re Docket #  
160101-WS  
Limited RATE Proceeding*

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099

DISTRIBUTION CENTER

16 JUN 13 AM 8:41

TAMPA, FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 6 L



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: MARY R. SNARIC  
Address: 11056 KISKADEE CIRCLE  
NEW PORT RICHEY FL 34654  
Phone Number: 631-941-0511  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

DISTRIBUTION CENTER

16 JUN 13 AM 8:41

TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 6 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

DOCKET 160101-WS

32399-085099



CORRESPONDENCE

JUN 13, 2016

DOCUMENT NO.

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:31  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Margaret Reahe  
Address: 11615 Boynton Ln.  
New Port Richey, FL 34654  
Phone Number: 727-856-1428  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, Margaret Reahe



DISTRIBUTION CENTER

16 JUN 13 AM 8:42

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 4 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE. 160101-WS

32399-085099





Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: MARGARET FLYNN  
Address: 11607 ROSE TREE DR  
NEW PORT RICHEY FL 34654  
Phone Number: 727-697-2232  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, *Margaret Flynn*



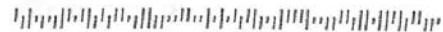
Docket # 160101-WS

DISTRIBUTION CENTER

16 JUN 13 AM 8:41

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099



FL 33  
SARASOTA FL  
30 JUN 2016 PM 4:1



CORRESPONDENCE  
JUN 13, 2016

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:20  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Karen Nakamitsu  
Address: 11742 Silverwood Pl.  
S.P.R. FL 34654  
Phone Number: \_\_\_\_\_  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,



DISTRIBUTION CENTER

16 JUN 13 AM 8 41

TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 3 L



Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Docket # 160101 WS

32399-085099



CORRESPONDENCE

JUN 13, 2016

DOCUMENT NO.

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: J.R. Medelina  
Address: 11640 White Ash Dr  
New Port Richey, FL 34654  
Phone Number: \_\_\_\_\_  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, J. R. Medelina



DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 2 L



Doc. # 160101-WS

32399-085099



**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 13, 2016**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:18  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: John P. Leahy  
Address: 11654 Holly Ann Dr.  
New Port Richey, FL 34654  
Phone Number: \_\_\_\_\_  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*John P. Leahy*



Mrs. Peggy Leahy  
11654 Holly Ann Dr  
New Port Rchy, FL 34654

DISTRIBUTION CENTER

16 JUN 13 AM 8:41

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099

TAMPA FL 335  
SAINT PETERSBURG FL  
10 JUN 2016 PM 4 L





**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 13, 2016**  
**DOCUMENT NO.**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Jerome Dale  
Address: 11415 Windstar Ct  
New Port Richey FL 34654  
Phone Number: 727 378 5614  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, Jerome Dale





DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 4:1



Docket No. 160101-WS

Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:20  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Janet Dunn / Russell Spaulding  
Address: 11821 Ivywood PL.  
New Port Richey, FL 34654  
Phone Number: (517) 224-9002 (248) 207-7847  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

Janet Dunn  
Russell Spaulding



Docket #  
160101 WS

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16 JUN 13 AM 8:41

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099

TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 3 L



CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:33  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: JAMES SAVARESE  
Address: 11720 ASPENWOOD DR.  
NEW PORT RICHEY, FL 34654  
Phone Number: 727-857-9279  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*James Savarese*



DOCKET #160101-WS

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399-085099

DISTRIBUTION CENTER

16 JUN 13 AM 8:42

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 2 L



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:33  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: GEORGE G METZ  
Address: 11629 HOLLY ANN DR  
NEW PORT RICHEY, FL. 34654  
Phone Number: 727-277-3176  
Email Address: ~~GEORGE.G.METZ@GMAIL.COM~~ N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*George J. Metz*

George & Tracy Metz  
11629 Holly Ann Drive  
New Port Richey  
FL 34654

TAMPA, FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 2 L



DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

DOCKET # 160101-WS

32399-085099





**Utilities, Inc. of Florida - Docket 160101-WS**

CORRESPONDENCE  
JUN 13, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:32  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding


Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: EARL T. WARRICK JR  
Address: 11308 CLEAR OAK CIRCLE  
NEW PORT RICHEY, FL 34654  
Phone Number: 727-612-3695  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, 



11308 Clear Oak Circle  
New Port Richey, FL 34654

DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA, FL 335  
SAINT PETERSBURG, FL  
09 JUN 2016 PM 2 L



32399-085099



RE: DOCKET NO. 160101-WS

CORRESPONDENCE  
JUN 13, 2016

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:23  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: DAWN L. BERGSON  
Address: 12106 TOURNAMENT VIEW AVE  
NEW PORT RICHEY, FL 34654  
Phone Number: 561-632-2856  
Email Address: NONE

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,



DAVID L. BERGSON  
12106 TOURNAMENT VIEW AVE  
NEW PORT RICHEY, FL 34654

DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 6 L



160101-WS

32399-085099



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
2016 JUN 13 AM 10:23  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: DAVID L. CURTIS  
Address: 11624 ASPENWOOD DR  
NEW PORT RICHEY, FL 34654  
Phone Number: 727 869 3484  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

C

Drive Curtis  
11624 Aspenwood Dr  
New Port Rchy, FL 34654-1903

TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 5 L



DISTRIBUTION CENTER

16 JUN 13 AM 8:41

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: DOCKET 160101 W 32399-085099



CORRESPONDENCE

JUN 13, 2016

DOCUMENT NO.

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: CHARLES J. HOEHN  
Address: 12130 TOURNAMENT VIEW AVE.

Phone Number: 727 856-9555  
Email Address: \_\_\_\_\_

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Charles J. Hoehn*

RECEIVED-FPSC  
2016 JUN 13 AM 10:19  
COMMISSION  
CLERK

C & M Hoehn  
12130 Tournament View Ave  
New Port Richey  
FL 34654

DISTRIBUTION CENTER

16 JUN 13 AM 8:41

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA FL 335  
SAINT PETERSBURG FL  
11 JUN 2016 PM 5 L



160101-WS

32399-085099





**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 13, 2016**  
**DOCUMENT NO.**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:32  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Cecilia Corbin  
Address: 11825 CARISSA LA  
NEW PORT RICHEY, FL 34654  
Phone Number: 727-857-0584  
Email Address: [REDACTED]

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,





DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 3 L



Docket # 160101-WS Limited Rate Proceeding 32399-085099



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: ROBERT POVOINY  
Address: 12122 LOLOLLY PINE DR.  
NEW PORT RICHEY, FL 34654  
Phone Number: 727-379-9667  
Email Address: ~~ROBERT.POVOINY@HOTMAIL.COM~~ NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

RECEIVED-FPSC  
2016 JUN 13 AM 10:24  
COMMISSION  
CLERK

Povolny  
12122 LOBLOLLY PINE DR.  
NEW PORT RICHEY, FL 34654

DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 6:1



Docket No 160101-WS

32399-085099



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 13, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 13 AM 10:25  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: ANN COLLETT  
Address: 11627 ASPENWOOD DR  
NEW PORT RICHEY FL 34654  
Phone Number: 727-856-7804  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Ann Collett*



Ms. Ann Colletti  
11627 Aspenwood Dr  
New Port Rchy, FL 34654-1904

TAMPA FL 335  
SAINT PETERSBURG FL  
09 JUN 2016 PM 4 L



DISTRIBUTION CENTER

16 JUN 13 AM 8:42

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

*Docket #*

*160101-WS* 32399-085099



Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 10, 2016  
DOCUMENT NO.

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 10 AM 8:37  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Kenneth Jennings  
Address: 11405 MARGANSEA WAY  
New Port Richey, FL 34654  
Phone Number: 727-378-5285  
Email Address: [REDACTED] N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,





CORRESPONDENCE

JUN 10, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No.160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Lorraine Mack*

Print Name:

LOPRRAINE MACK

Street Address:

11913 BAYONET LA.

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN 10 AM 8:36  
COMMISSION  
CLERK

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

CORRESPONDENCE  
JUN 10, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 10 AM 8:36  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: WILLIAM WHITE  
Address: 12209 PUTTER GREEN CAY  
NEW PORT RICHEY FL 34654  
Phone Number: 727 233-2449  
Email Address: ~~WILLIAM.WHITE@GMAIL.COM~~ W.A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,





**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 10, 2016**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
JUN 10 AM 8:35  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Susan Zappalo  
Address: 11639 White Ash Dr.  
New Port Richey, FL 34654  
Phone Number: 727-857-5162  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Susan Zappalo*

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

CORRESPONDENCE  
JUN 10, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 10 AM 8:36  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Peter Lucatorto  
Address: 12012 Boynton Lane  
New Port Richey, FL 34654  
Phone Number: (727) 378-3451  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

Peter J. Lucatorto

Utilities, Inc. of Florida - Docket 160101-WS

CORRESPONDENCE  
JUN 10, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: JOSEPH DONAHUE  
Address: 11642 KELLY ANN DR.  
NEW PORT RICHEY, FL 34654  
Phone Number: 727 857-3027  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Joseph Donahue*

**Utilities, Inc. of Florida - Docket 160101-WS**

June 7, 2016

**CORRESPONDENCE**  
**JUN 10, 2016**  
**DOCUMENT NO.**

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
2016 JUN 10 AM 8:35  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Lauren C. Smith  
Address: 12045 Hoblolly Pine Dr, New Port Richey FL 34654  
Phone Number: 727-860-5695  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

Lauren C. Smith

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

CORRESPONDENCE  
JUN 10, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
JUN 10 AM 8:35  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Jeannette Gouin  
Address: 11527 Holly Ann Dr.  
New Port Richey, FL 34654  
Phone Number: 727-857-3011  
Email Address: ~~MBG@NEWBRIGHTHOUSE.COM~~

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Jeannette D. Gouin*



Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

CORRESPONDENCE  
JUN 10, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: McDonald  
Address: 12128 Loblolly Pine DR  
New Port Richey FL 34654.  
Phone Number: 927-8570758  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 10, 2016**  
**DOCUMENT NO.**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-PPSC  
2016 JUN 10 AM 8:35  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: RICHARD E. SCHULTZ  
Address: 11926 BAYNET LA  
NEW PORT RICHEY, FL 34654  
Phone Number: 904-955-2942  
Email Address: \_\_\_\_\_

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Richard E. Schultz*

**Utilities, Inc. of Florida - Docket 160101-WS**

**CORRESPONDENCE**  
**JUN 10, 2016**  
**DOCUMENT NO.**

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 10 AM 8:34  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

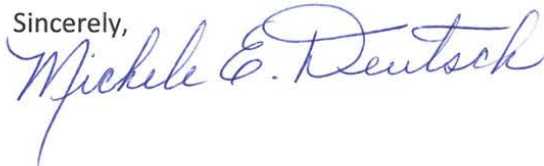
Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: Michele E. Deutsch  
Address: 11240 Merganser Way  
New Port Richey, FL 34654  
Phone Number: 233-2573 Area Code 727  
Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,  




Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

CORRESPONDENCE  
JUN 10, 2016  
DOCUMENT NO.

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 10 AM 8:34  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: ARTHUR R. HOFFMAN  
Address: 11213 KISKADEE CR.  
NEW PORT RICHEY, FL. 34654  
Phone Number: (239) 247-0035  
Email Address: ~~ARTHUR.HOFFMAN@GMAIL.COM~~

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, *Arthur Hoffman*

Utilities, Inc. of Florida - Docket 160101-

CORRESPONDENCE

JUN 10, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN 10 AM 8:33  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: RUTHANNE LUCA TUOKTO

Address: 11531 Pear Tree Dr  
N. P. R. - FL 34654

Phone Number: 727 378 3451

Email Address: NA

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

*Ruthanne Luca Tuokto*

Utilities, Inc. of Florida - Docket 160101-WS  
CORRESPONDENCE  
JUN 09, 2016

June 7, 2016

Ms. Carlotta S. Stauffer  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2016 JUN -9 AM 9:32  
COMMISSION  
CLERK

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: TERRY COPENHAVER  
Address: 12137 LOBLOLLY PINE DR.  
NEW PORT RICHEY, FL 34654  
Phone Number: 913-645-2664  
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely, Terry Copenhaver

CORRESPONDENCE

JUN 08, 2016

DOCUMENT NO.

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. Of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:

*Patricia Jay*

Print Name:

PATRICIA JAY

Street Address:

11213 CLEAR OAK CIR

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN -8 AM 9:10  
COMMISSION  
CLERK



CORRESPONDENCE

JUN 06, 2016

DOCUMENT NO.

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

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Sincerely,

Signature:

Print Name:

Street Address:

*Larry V. Zore*

*Larry V. Zore*

*11451 Bloomington Court*, New Port Richey, FL 34654

CORRESPONDENCE

JUN 06, 2016

DOCUMENT NO.

**Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 160101-WS  
Consolidated Rate Case**

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS

Dear Commissioners,

I am contacting you regarding my concerns starting with Document No. 02589-16 dated April 28, 2016, when Utilities, Inc. of Florida (UIF) notified the Commission of their intent to file for a consolidated rate case which will exceed \$30M in 39 capital plant additions representing approximately a 38% increase in rate base which established Docket No. 160101-WS. This letter of intent constitutes the third rate increase that UIF requested in an 8-month time frame, and was sent to the Commission only 16 days after our Summertree Customer Meeting on April 12, 2016. The Company also planned to request interim rates based on the historic test year. UIF is preparing its expected rate filing to consolidate 12 different companies consisting of 40 different water and wastewater systems, and serving approximately 60,000 water and wastewater customers statewide.

**Summertree is about to become a pass through system with water and wastewater supplied by Pasco County Utilities through a bulk water agreement with UIF. We will be slammed with additional costs that will NEVER benefit Summertree residents.**

Our Summertree Water Alliance Taskforce members and community are following Docket No. 160101-WS on the FPSC website to keep informed. Dealing with Utilities, Inc. of Florida is becoming a full time commitment.

In conclusion, I strongly support OPC's request for the Commission to set the case for full hearing from the onset. I believe that Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix the unresolved issues from Docket No. 150269. Be assured that my community will be carefully following this rate case and will be keeping in touch with the Office of Public Counsel.

Sincerely,

Signature:



Print Name:

Samuel Silva

Street Address:

11250 Kiskadee

, New Port Richey, FL 34654

RECEIVED-FPSC  
2016 JUN -6 AM 9:04  
COMMISSION  
CLERK

**EXHIBIT DNV-5**  
**OF**  
**DENISE N. VANDIVER**  
**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**CORRESPONDENCE FROM MR. SHALLCROSS**

CORRESPONDENCE  
JAN 30, 2017  
DOCUMENT NO. 01032-17

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**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, January 30, 2017 9:50 AM  
**To:** 'Bill Shallcross'  
**Subject:** RE: Docket 160101-WS - question of the day and the informational power of social media

Good morning Mr. Shallcross,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Bill Shallcross [mailto:wshallcross@cfl.rr.com]  
**Sent:** Sunday, January 29, 2017 8:50 PM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann  
**Cc:** JR Kelly; Records Clerk; lconstantine@seminolecountyfl.gov; sayler.erik@leg.state.fl.us; Cindy Muir  
**Subject:** FW: Docket 160101-WS - question of the day and the informational power of social media

It used to amaze me when folks would tell me they don't know whether they live in an incorporated or unincorporated area with the confusion due to USPS designated Zip Codes (and related city name). In fact, many people live in Seminole County with a Winter Park (Orange County) mailing address. Similarly for Maitland and Apopka, but not nearly as many.

I would ask them: Do you pay taxes to, say, Winter Park? Though I can understand this ignorance from single family home *renters*.

Furthermore, most people outside city limits served by, say, Winter Park, don't realized they pay a premium for water and sewer above that charged to city residents – though it is paradoxically – for the informed customer - one the ploys to attract annexations.

My point being, of course, if someone doesn't even know where they live, how can you can expect them to understand dense, obtuse notifications from UIF/PSC? To wit – and I know you all are not trying to be intentionally misleading though all are not in agreement on that point - I'm just asking for you folks to take a step back and look at this from a new perspective. If people can't understand what you're sending them, then all is for naught. Though again I assert many aren't even opening the mail.

Even I find these notifications confusing, despite being targeted mailings, when they start off – (re: the one size fits all communications that are easiest to disseminate):



**APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA – All of which doesn't matter to a consumer in "Seminole" -**

And continuing on:

On November 1, 2016, the Florida Public Service Commission approved interim [what does interim mean?] *water* rates for Utilities, Inc. of Florida customers in Seminole County **excluding Sanlando and Longwood**.

The obvious question being: if I live in Seminole County, but not specifically Longwood or Sanlando – common names locally with the former being an incorporated city and the latter simply a community in Seminole County, but for the rate request specifically and confusingly instead referring to UIF franchise areas that may or may not conform with those labels – why tell me those exclusions if I don't live in Sanlando or Longwood; though which one applies to the customer anyway – see evidence, below? Again the LSAT analogy. Give me superfluous information and ask me to cull the part(s) that apply to me to continue to answer the question correctly.

**So PSC has made the most basic of assumptions that in reality negates any comprehension of Rate Case Overview - notwithstanding that UIF's notification mailings target customers. But here in the trenches ...**

Multiple choice – pick only one.

Seminole	\$27.26	\$53.64
Seminole - Longwood	N/A	\$37.26
Seminole - Sanlando	\$9.24	\$24.64

So here's the case in point (below), and I fully understand as there is nothing in a UIF bill that indicates what franchise a customer resides in, though for most folks – say in Highlands – it is obvious. For more assured crystal clarity – a/k/a "transparency," if "Seminole" was further defined as Weathersfield that would help customers understand it is Seminole the franchise and not Seminole the county. I've had to explain this many times over to people seeking information from me regarding the rate hike – they routinely ask: does it affect me?

At the February 2<sup>nd</sup> "Seminole" hearing, you all should bring a franchise map to set right a lot of confusion.

From a recent apparently intelligent correspondent:

Bill,

My husband and I were discussing the proposed increase this evening. **We are not understanding which rate increase our specific area would fall under.** We live in Wekiva. However, our address is Longwood, FL. Do you know if there is a way for us to find out if we are considered Longwood or Sanlando? The rate increases are significantly different.

**Thank you for all your efforts in bringing this issue out to the public. This is currently the number one topic on social media NextDoor for the Wekiva area. Many posts are referencing your letters and communications.**

I am also going to do my best to make sure I am present for the meeting on February 2nd.

Thank you again!

By the way here's a notice from my health insurance company – clearly conveying they want the broad spectrum of Florida residents to understand important information:

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

**ATENCIÓN:** Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

**請注意：**如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免費會員電話號碼。

**XIN LƯU Ý:** Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

**알림:** **한국어(Korean)**를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

**PAALALA:** Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo na tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

**ВНИМАНИЕ:** бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

CORRESPONDENCE  
JAN 27, 2017  
DOCUMENT NO. 00994-17

**Sandra Soto**

---

**From:** Angela Charles on behalf of Records Clerk  
**Sent:** Friday, January 27, 2017 12:53 PM  
**To:** 'Bill Shallcross'  
**Cc:** JR Kelly; lconstantine@seminolecountyfl.gov; sayler.erik@leg.state.fl.us; jmariano@pascocountyfl.net; Walter Trierweiler; governorrick.scott@eog.myflorida.com; sunburst@eog.myflorida.com; Consumer Contact; Amber Norris  
**Subject:** RE: Docket 160101-WS - the hits keep coming  
**Attachments:** the buck stops here.pdf

Good afternoon Mr. Shallcross,

We will be placing your comments below in parties' correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Angela M. Charles  
Commission Deputy Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Friday, January 27, 2017 11:52 AM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann  
**Cc:** JR Kelly; Records Clerk; [lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net); Walter Trierweiler; [governorrick.scott@eog.myflorida.com](mailto:governorrick.scott@eog.myflorida.com); [sunburst@eog.myflorida.com](mailto:sunburst@eog.myflorida.com); Braulio Baez; Cindy Muir  
**Subject:** RE: Docket 160101-WS - the hits keep coming

Boy, that was a short reprieve, but I am again compelled to write. Please read attached.

Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

As an overview, with a partial elaboration to follow, the rate review protocols stink.

People are *mailed* obtuse notifications – impossible for some to decipher – and then asked to show up – or write or call – at hearings with the most minimal of information beforehand - to what? Bitch about water quality, service, current and proposed rates being too high and/or they can't afford water any longer. All theater.

I challenge all commissioners to tell me just one important thing they learned at the hearings to date – and in the context of the extraordinary time and cost invested to conduct the hearings. For me it was learning that Marty Friedman is smarmy – but hardly worth the cost of admission.

Other than folks like me and Ann Marie Ryan, most consumers are clueless. And I even wonder about myself, at a minimum, being foolish.

Instead, at these hearings someone should address the gathering about the history of the request and the salient matters moving forward, in the clearest of laymen's terms – followed by a Q&A - and not the usual thoughtless and endless litanies of process such as:

“The PSC's *evidentiary* hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.”

Does anyone at the PSC really believe consumers outraged enough to write in about a rate hike care a whit about the process?! And requiring sworn testimony from these folks – at service hearings - is just flat out ridiculous.

**This whole system is set up for and by lawyers. I have come to the conclusion that, despite the OPC's advocacy at 60,000', PSC needs a people's advocate – like the IRS's Taxpayer Advocate – to *really* help negotiate and inform the little guy in the trenches in these very complex matters – much unlike a defective meter complaint, which it appears PSC staff is better equipped to handle.**

If so many people have complained about the same problem with the same company – [UIF] - you may wonder why no one in a position of authority — the government, for instance — has tried to stop it. <https://www.nytimes.com/2017/01/13/your-money/haggler-not-seen-on-tv-handling-charges.html>

But today I am going to roast PSC staff, but the buck doesn't stop there – as this topic is part of a culture.

Maybe a day will come when ~~Payless Car Rental~~ **PSC staff** stops pointlessly antagonizing its customers, but as far as the Haggler can tell, that day is far off. He has written twice about the company already in 2016, and the complaints keep flowing in.

<https://www.nytimes.com/2016/08/28/your-money/a-car-renters-costly-detour-to-collection-center-drive.html>

Received today from a correspondent (below) a point well taken that I have considered odd previously – the fact that perfunctory PSC response form letters don't include already published "hearing" dates – published in newspapers around the state **as early as December 23, 2016.**

**And yes, published on the Friday two days before Christmas.** UIF meeting – again -the letter of the law, but certainly not the (Christmas) spirit of it. Throw the bums out!

Friday publication of important – but desired to be buried – items is a long-standing, under-handed tactic, and just two days before Christmas?! – I'm not sure how to characterize that.

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
ART GRAHAM  
RONALD A. BRISE  
JIMMY PATRONIS  
DONALD J. POLMANN

STATE OF FLORIDA

DOCUMENT NO. [REDACTED]  
OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUR  
DIRECTOR  
(850) 413-6482

Public Service Commission

January 12, 2017

[REDACTED]  
Longwood Florida 32779

RECEIVED-FPSC  
2017 JAN 13 AM 10:14  
COMMISSION  
CLERK

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings will be held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. **UIF will provide its customers with a hearing notice, including hearing dates, times, and locations.** In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

Among a litany of other complaints - mostly about UIF "shadiness" - my correspondent wrote:

But first as a brief aside: "I am in full agreement with you, I think their approach of burying the info in a lengthy mailings was deplorable."

Now to my point: "FYI, the letter received acknowledging the complaint I submitted online stated PSC customer service hearings were being held in Jan and Feb of 2017 and they will provide written notice of dates times etc. You mean to tell me that on Jan 12, 2017 (date of their letter), heading into end of January 2017 they don't know the date, time and locations of these meetings?"

As late as January 20, 2017 PSC was still *informing* that: "PSC customer service hearings will be held in January and February 2017..."

**Geez – why not just give consumers the dates, since they are known, and you’re mailing responses away?** Too much work (and with most pissed consumers writing in response to a UIF notification – with dates and the knowledge of hearings already received) – all part of the transparency Cindy Muir defends?<sup>1</sup> "The lady doth protest too much, methinks." Moreover, I think the whole system needs a make-over.

Similarly, protocols have this guy – below – worked up, which may be unintentional but as I tell my kids: Whether the stone hits the pitcher, or the pitcher hits the stone, it going to be bad for the pitcher.

COMPLAINT INFORMATION (undated but PSC responded on January 25, 2017)

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Why did John Hoy tell a totally misleading story in his message he mailed on **January 3, 2017** that I received on **January 9, 2017**? We did not even have 30 days-notice before the hearing scheduled for February 2, 2017. Why? What are the rules for notice? John Hoy stated..."Please note that the commission will hold public hearings on this proposal throughout the state which will provide the opportunity for customer feedback. Notification of these hearings will be provided to you in advance of the hearing date as specified by the PSC." What notice is specified by the PSC? **Actually the meeting dates and times were included in John Hoy's mailing I received on January 9, 2017.** My point is this was intentional misleading information so people would not worry and would wait for another mailing with the meeting dates and times. I am going on record that this notice did not meet the PSC statutory requirements. We are extremely upset that our meeting time is 9:30 a.m. which does not meet our requirements. Only an evening meeting time is acceptable for our area.

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<sup>1</sup> "The Florida Public Commission always welcomes timely public comments concerning matters that come before it. Because we strive to ensure that the public has accurate information about our process, and that our process is transparent ..." Cindy Muir - <http://www.orlandosentinel.com/opinion/os-ed-psc-response-myword-011017-20170110-story.html>

CORRESPONDENCE  
JAN 27, 2017  
DOCUMENT NO. 00991-17

**Sandra Soto**

---

**From:** Angela Charles on behalf of Records Clerk  
**Sent:** Friday, January 27, 2017 11:44 AM  
**To:** 'Bill Shallcross'  
**Cc:** JR Kelly; lconstantine@seminolecountyfl.gov; sayler.erik@leg.state.fl.us; jmariano@pascocountyfl.net; Walter Trierweiler; governorrick.scott@eog.myflorida.com; sunburst@eog.myflorida.com; Consumer Contact; Amber Norris  
**Subject:** RE: Docket 160101-WS - in lieu of appearance  
**Attachments:** opinonated take-aways.pdf

Good morning Mr. Shallcross,

We will be placing your comments below in parties' correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Angela M. Charles  
Commission Deputy Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Thursday, January 26, 2017 8:03 PM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann  
**Cc:** JR Kelly; Records Clerk; [lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net); Walter Trierweiler; [governorrick.scott@eog.myflorida.com](mailto:governorrick.scott@eog.myflorida.com); [sunburst@eog.myflorida.com](mailto:sunburst@eog.myflorida.com); Braulio Baez; Cindy Muir  
**Subject:** Docket 160101-WS - in lieu of appearance

My participation in this requested rate increase is largely altruistic as I use less than 1,000 gallons of water each month. That being so, I really don't have a dog in the hunt though I do have an ax to grind. I was brought into this matter by fate coupled with my long time interest in water conservation.

I cannot attend the Altamonte Springs hearing on February 2<sup>nd</sup>. If I could, the attached conveys my conclusions regarding the request I would express at that "hearing" – globally and specifically.

In closing, I sincerely hope I have made some positive impact.

Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

CORRESPONDENCE  
JAN 26, 2017  
DOCUMENT NO. 00934-17

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, January 26, 2017 8:28 AM  
**To:** 'Bill Shallcross'  
**Subject:** RE: Radioactive: Welcome to the new age, to the new age - Docket 160101-WS

Good morning Mr. Shallcross,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Wednesday, January 25, 2017 6:10 PM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann  
**Cc:** JR Kelly; Records Clerk; [constantine@seminolecountyfl.gov](mailto:constantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net); Walter Trierweiler; [governorrick.scott@eog.myflorida.com](mailto:governorrick.scott@eog.myflorida.com); [sunburst@eog.myflorida.com](mailto:sunburst@eog.myflorida.com); Braulio Baez; Cindy Muir  
**Subject:** Radioactive: Welcome to the new age, to the new age - Docket 160101-WS

It's my first rate case – and hopefully my last - so let's have fun. Talk about tone deaf. But so I will ...

**Mr. McGuire:** I want to say one word to you. Just one word.

**Benjamin:** Yes, sir.

**Mr. McGuire:** Are you listening?

**Benjamin:** Yes, I am.

**Mr. McGuire:** ~~Plastics.~~ Social Media

Apparently I can't say it enough. PSC's outreach protocols are outdated and ineffective. Using snail mail to send obtuse "notifications" ain't it. (Recent) excerpts from a few of my correspondents on these twin topics:

"Bill,

To answer your question [about how I learned about the rate hike] I kind of read the letter from UIF but honestly it wasn't until next door started posting that I truly understood how the rate change would affect me. Thank you for your efforts."

"I found out through the very wordy confusing lengthy 2-sided letter sent out by the utilities company. There are laws that state communication as such, are to be sent in plain English. Wonder if they are applicable to public utility companies."



“Next door [<https://nextdoor.com>] The Springs”

“Originally from the mailing but reminded by a FB post with a link to file the complaint. I would assume not too much rebellion from Weathersfield area due to the number of renters.”

“Thank you. I had already posted that [the PSC’s Rate Case Overview] in our community Facebook pages in the area.”

***[Bill Shallcross]***

***If you can, I’d like you all to run complaints by Zip Code and compare and contrast the number of responses from the Longwood and Weathersfield. The result will be very informing.***

Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

CORRESPONDENCE  
JAN 12, 2017  
DOCUMENT NO. 00343-17

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Thursday, January 12, 2017 8:57 AM  
**To:** 'Bill Shallcross'  
**Subject:** RE: Docket 160101-WS commentary  
**Attachments:** PSC commentary.pdf

Good morning Mr. Shallcross,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Wednesday, January 11, 2017 5:55 PM  
**To:** Office of Commissioner Polmann; Office of Commissioner Brisé; Office of Commissioner Patronis; Office Of Commissioner Graham; Office of Commissioner Brown; Cindy Muir  
**Cc:** Records Clerk; Walter Trierweiler; 'Sayler, Erik'; [constantine@seminolecountyfl.gov](mailto:constantine@seminolecountyfl.gov); [jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net); [mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com); [John.Stover@corix.com](mailto:John.Stover@corix.com)  
**Subject:** Docket 160101-WS commentary

## Collin Roehner

---

**From:** Bill Shallcross <wshallcross@cfl.rr.com>  
**Sent:** Wednesday, January 11, 2017 6:03 PM  
**To:** Office of Commissioner Polmann; Office of Commissioner Brisé; Office of Commissioner Patronis; Office Of Commissioner Graham; Office of Commissioner Brown; Cindy Muir  
**Cc:** Records Clerk; Walter Trierweiler; 'Sayler, Erik'; lconstantine@seminolecountyfl.gov; jmariano@pascocountyfl.net; mfriedman@ff-attorneys.com; John.Stover@corix.com  
**Subject:** RE: Docket 160101-WS commentary

I apologize. I forgot to add two things to this email – my signature, and to sign using alter ego – Don Quixote.

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Wednesday, January 11, 2017 5:55 PM  
**To:** 'Commissioner.Polmann@psc.state.fl.us' <[Commissioner.Polmann@psc.state.fl.us](mailto:Commissioner.Polmann@psc.state.fl.us)>;  
'Commissioner.Brise@psc.state.fl.us' <[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)>;  
'Commissioner.Patronis@psc.state.fl.us' <[Commissioner.Patronis@psc.state.fl.us](mailto:Commissioner.Patronis@psc.state.fl.us)>;  
'Commissioner.Graham@psc.state.fl.us' <[Commissioner.Graham@psc.state.fl.us](mailto:Commissioner.Graham@psc.state.fl.us)>;  
'Commissioner.Brown@psc.state.fl.us' <[Commissioner.Brown@psc.state.fl.us](mailto:Commissioner.Brown@psc.state.fl.us)>; 'cmuir@psc.state.fl.us' <[cmuir@psc.state.fl.us](mailto:cmuir@psc.state.fl.us)>  
**Cc:** 'clerk@psc.state.fl.us' <[clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)>; 'wtrierwe@psc.state.fl.us' <[wtrierwe@psc.state.fl.us](mailto:wtrierwe@psc.state.fl.us)>;  
'Sayler, Erik' <[SAYLER.ERIK@leg.state.fl.us](mailto:SAYLER.ERIK@leg.state.fl.us)>; 'lconstantine@seminolecountyfl.gov' <[lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov)>; 'jmariano@pascocountyfl.net' <[jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net)>;  
'mfriedman@ff-attorneys.com' <[mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)>; 'John.Stover@corix.com' <[John.Stover@corix.com](mailto:John.Stover@corix.com)>  
**Subject:** Docket 160101-WS commentary

**“Florida's Public Service Commission: What we do, why we exist” – or, “In the name of Transparency: Here’s how the PSC invites transparency”**

**My biggest take-away from this matter at hand is that private equity firms have no business running essential public utilities.**

I am pretty worked up regarding Cindy Muir’s shoot from the lip rebuttal to my opinion – both recently published in the Orlando Sentinel, though much tempered (in print) from her original submittal to that newspaper. Primarily: “... I [Muir] am writing to correct several factual inaccuracies in Mr. William Shallcross’ opinion piece ...” was deleted. But I guess that’s my comeuppance for poking a behemoth in the eye.

Unfortunately for Ms. Muir, she is unaware that the Sentinel is a poor forum for informing – including public policy or consumers - as a further evidenced by the fact that no one posted a comment regarding my opinion; not even the usual assorted nut-jobs. Which reinforces what I am about to convey.

I’m not worked up about the rebuttal; rather I am worked up in that I have failed to educate the PSC on its long-standing, dated and ineffective outreach protocols, though perhaps prescribed by law.

Also unfortunately, I was trying – hoping really - to disengage from this current rate request process believing that I had said all I had to say, and having *targeted* the folks I wanted to motivate, with my Sentinel opinion playing a very minor role. Using the Sentinel as a forum is analogous to using buckshot – *hoping* to hit something - when a laser is much more effective.

The following is a reiteration of some of the information dissemination enhancements I have proffered, as well as amplifications.

**Mailing densely worded notifications – obtuse is not transparency - to parties – read customers – that read like legal motions doesn’t work. These mailings either go directly to trash/recycling or are not understood, if even opened. Furthermore, sending bilingual notifications – as I previously suggested - is probably a moot point – re above – but at least that protocol change would convey consideration to many of the Spanish-language consumers. And not to do so in this day and age is remiss questioning just how informing the PSC desires to be.**

UIF’s Altamonte franchise area is solidly working class – you can read between the lines here - with a smattering of retirees, and does not have a POA/HOA, which limits directly informing residents on local issues. Unfortunately – or as President-elect Trump would tweet – SAD!

On the request at hand, I think my evidence is more than anecdotal as I had 750 door hanger notifications printed and over several days/hours went door to door distributing them. During that time I took the opportunity to speak with as many residents as possible. Next to none were aware of the rate request from UIF’s November 4, 2016 mailing.

**And here I ask Ms. Muir to review the record to see how many people contacted PSC as a result of that mailing – zero? – as opposed to *after* my labor intensive effort around Thanksgiving and into December. Answer: all of them and universally opposing any rate hike.**

Next up is that the request seems to be a shell game/Three-Card Monte. I have spent hours immersing myself in the process with a huge learning curve. Early on I believed that the rates requested were ludicrously high, which would be whittled back to what would seem like – to the PSC and the public – a reasonable request - a common negotiating ploy. But all is relative.

And the game – gamed? – seems to change daily – but only to people closely following it. UIF's November 4, 2016 notification made no mention – at all – of a consolidated rate request and still conveyed the (then) ludicrously high requested rates, now significantly reduced for the Altamonte franchise. Which, as an important aside, hamstring the OPC as they cannot address this important change in a divide and conquer strategy as it will create, if approved, winners and losers in this battle across UIF's customer base.

I will mention here – despite the best efforts of the OPC – opponents of the rate request have zero financial resources to muster as opposed to UIF's seemingly deep pockets and its professional, highly effective consultants.

Also, please note I am not a UIF customer – my landlord is. The only reason I was awakened to the request was through the very shabby way he was treated in a ridiculously defended \$500 billing dispute between him and UIF to which UIF brought in its lead rate request counsel (Coenson Friedman, P.A) as well as its parent company's (Corix's) general counsel! More on the way UIF treats its customer to follow at a later date.

No one can reasonably expect consumers – who don't follow this request regularly and closely – to understand what's going on. Which segues to my next points.

This is not a 1.2 million customer-affected request. This request affects only about 60,000 customers around the state of Florida. As such it is not a sexy topic for any single media to report on, try as I did to get them interested. Hence my Hail Mary opinion written for the Sentinel.

The recently published RATE CASE OVERVIEW (RCO) format is a vast improvement over prior notifications, but still has much room for improvement. I dare staff to ask me for elaboration.<sup>1</sup>

**Foremost I ask: why a 35-page, two-sided document? You can bet most people – if they opened it - thought - as the kid's say today – WTF? - and it went right to the trash. It should be tailored for recipients in each franchise to be easily and readily comprehended.**

For a lot of folks it must look like an (SAT) test, maybe an LSAT. It required any reader – ones who are only interested in their own utility bill – to go through two charts that could be better presented - and

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<sup>1</sup> I loathe doing anything in a vacuum. Has the PSC's Office of Consumer Assistance and Outreach ever solicited feedback/constructive criticism from recipients on the format of the various notifications, and instead of its one size fits all philosophy?

make comparisons - then thumb through the document to find the detailed – and confusing – back up data for their franchise that even I struggled to interpret. Now I ask: who's going to do this?

Well apparently (only) ~~10~~ 15 customers in the Longwood franchise who just woke up. Though are they lucky to have lived blissfully ignorant during the first 8 innings and only have to understand the much changed request in the bottom half of the 9<sup>th</sup>?

Furthermore – and I'm too lazy to verify –these Longwood folks may be more educated generally (than within the Altamonte franchise) and can comprehend the RCO, at least the gist. Let's see how many contacts are generated from the same mailing in my community.

And now here's where the whole thing is a charade, rendering every point – above – moot.

**“During every rate case, the Commission visits as many central locations in the utility's service area as feasibly possible to conduct service hearings and learn first-hand from customers about the utility's performance.”** Cindy Muir in the Orlando Sentinel

Please!

I have participated in a zillion public ~~meetings~~ hearings in my life, and they are all essentially the same. An application is made; negotiated with staff – usually to a recommendation for approval – and brought to a public hearing.

If folks oppose it – usually for emotional rather than factual reasons, poorly articulated – they *may* show up, reluctantly taking PTO from work. And as PSC general counsel told me, 'we know what they're going to say.' I always feel sorry for these folks because no one *really* cares what they have to say, and decisions are based on completely different reasons, and often times political.

What largely matters is how many people show up – and in large part when through organized, unified opposition such as your seeing in New Port Richey. In these instances I have seen commissions crater, or disturbingly, table or send back to staff “to address opposition” concerns, thereby requiring the public to take more PTO to attend a future hearing. And guess what? There's attrition.

In summary, such hearings are following a legal requirement that often fails (to serve) the public.

Furthermore, the UIF request isn't like a Wal-Mart going in across the street from your home; rather it's a relatively minor-league issue - though not to them - that nowhere near garners as much public interest/opposition. Except for advocates like me.

The PSC is missing the forest for the trees as my **biggest take-away from this matter at hand is that private equity firms have no business running essential public utilities** – and while I've never heard of anyone complaining about the quality of their electricity, seems to be lots of complaints about the quality of UIF's water, who “consider customer service excellence one of our core competencies.”

In closing, if PSC staff (and by extension the Commission) believe, as set forth in Ms. Muir's articulated defense of the system, that public hearings and the way are noticed, are the optimal protocol – then the problem is clear.

CORRESPONDENCE  
JAN 04, 2017  
DOCUMENT NO. 00062-17

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**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, January 04, 2017 9:13 AM  
**To:** 'Bill Shallcross'  
**Subject:** FW: "Customers of for-profit water, sewer utilities: Rate shock ahead"  
**Attachments:** Money for nothing.docx; Recycling confusion.docx

Good morning Mr. Shallcross,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Tuesday, January 03, 2017 8:10 PM  
**To:** Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); Records Clerk; [lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net); Walter Trierweiler; [governorrick.scott@eog.myflorida.com](mailto:governorrick.scott@eog.myflorida.com); [sunburst@eog.myflorida.com](mailto:sunburst@eog.myflorida.com); Braulio Baez  
**Subject:** "Customers of for-profit water, sewer utilities: Rate shock ahead"

Dear All:

Attached is an opinion I wrote for – and published 1/3/17 - in the Orlando Sentinel variously titled, depending on the editor/format:

**“Customers of for-profit water, sewer utilities: Rate shock ahead”**

**“Customers of for-profit water utilities can expect soaring bills” and**

**“For-profit water, sewer: Florida customers, beware”**

Really lit up the switchboards - not - though I think that covers it.

Interesting and instructive is a letter to the editor, also published in the Sentinel (on 1/2/17), titled Recycling Confusion – also attached and excerpted below.



**“A media blitz — internet, TV, radio — to illustrate proper recycling methods might help. Printed materials are not read. Good luck!”**

This is a point I made recently to you all and is reinforced by that LTE writer: If people can't figure out (and/or don't care) how to handle their recycling — and God bless them for at least trying — then a new informative approach is necessary.

There is no HOA/POA in the UIF Altamonte Springs franchise area - comprising close to 1,000 customers? - and consequently no publicly available email contact list. This is why I had to go door to door to nearly 750 homes — instead of ineffectively mailing my missive to them - informing people about the current *proposed* rate hike. What I learned is that very few customers were aware of the proposed increase because they either didn't read the mailing or didn't understand it. I know I stand over my recycling bin with my daily mail and immediately discard, unopened, most if not all many mass mailings I receive.

When the City of Altamonte Springs wants to advertise some periodic event to increase attendance, they place a temporary marquee sign — almost in UIF's front yard (though really in front of the next-door funeral home) - to inform residents in addition to various conventional printed communications (e.g., their quarterly magazine and newspaper ads); holistically a true outreach to inform as many folks as possible to assure a big turnout.

I assert if you keep mailing legal (looking) notifications in plain white envelopes as the primary means of communication to stakeholders — following the letter of the law — and solely in English, then that reinforces to me — and many others - that you don't really want to inform people.

Hoping that I'm making a difference — and not just being a pest.

Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

## **Customers of for-profit water, sewer utilities: Rate shock ahead - Customers of for-profit water utilities can expect soaring bills**

William Shallcross  
My Word columnist

Published January 3, 2017 – Orlando Sentinel

Something nefarious is taking place regarding the funding of utility infrastructure while the public remains blissfully ignorant that it will be footing the bill. Moreover, this latest Wall Street investment scheme may well just be the tip of the iceberg if it is expanded to finance public roads and other infrastructure.

Wall Street investors have been buying up for-profit utility companies having discovered (in Florida, particularly) that they are entitled to a statutory guaranteed return on investment. This is a double-edged sword as some municipalities are only now learning — too late — the negative consequences of getting into bed with these investors, as recently reported in The New York Times.

These investors pump money into their acquisitions to upgrade long-neglected capital systems, but not altruistically, as the strategy is to recover their costs at a guaranteed profit, while some people question the valuations supporting rate increase requests. The downside is that that profit comes from commensurately increased consumer billing rates that in some instances exceed 300 percent, an amount most folks simply can't afford, particularly retirees and low-income households.

Furthermore, the way water and sewer rates are structured in Florida — ostensibly to promote water conservation by punishing large residential users — disproportionately burden large and

The Altamonte Springs-based subsidiary of a national conglomerate is pursuing a request to markedly increase rates around the state for its 66,000-plus customers. The proposed rates being considered by the Florida Public Service Commission range in Lake County from a relatively modest 0.8 percent (for water) and 23.5 percent (for sewer) to, in Orange County, a whopping 221.2 percent for water.

I can't attest to it, but from what I read in the media, the PSC under Gov. Rick Scott has been accused of being a lap dog of Florida utility companies, including and specifically electric utilities.

The PSC was to hold a hearing on this rate request in Tallahassee on Jan. 3, the first business day of the new year. That date (and always the location) was concerning to me. My belief is that the

PSC was intentionally discouraging public attendance by scheduling the hearing immediately after the holidays.

However, after members of the Florida Consumer Water and Wastewater Alliance arranged to travel to Tallahassee for this hearing, it was rescheduled on Dec. 29 — without explanation — to Jan. 17. I think the change was to allow the players in this contentious rate increase to regroup for a potential onslaught of unexpected and irate consumers.

Concurrently, the PSC will hold "customer-service hearings" around the state, half of them scheduled at 9:30 a.m. on weekdays. By scheduling the hearings during their workday, again, it appears the PSC doesn't want a lot of people to attend.

My plea is to stop this trend before it grows too big to fail. I urge everyone to contact the PSC, as well as state legislators and county officials, to put a halt to this before it's too late.

*William Shallcross lives in Winter Park.*

<http://www.orlandosentinel.com/opinion/os-ed-for-profit-utilities-will-gogue-water-users-my-word-010317-20170102-story.html>

### **Recycling confusion**

I was disturbed to read of a continuing problem in the recycling program. For some reason this does not surprise me:

I have observed my neighbors' use of the bins. When the green bin is full, they put trash into the recycling bin. It was my understanding that recycling items were to be placed loose into the blue bins.

Perhaps when the hauler notices blue bins are overflowing with black garbage bags he should pass them by. Before I start throwing my recycling into the green bin, I pray there will be a solution for this problem.

A media blitz — internet, TV, radio — to illustrate proper recycling methods might help. **Printed materials are not read.** Good luck!

**Joan Ricketts** *Orlando*

LTE in 1/2/17 Orlando Sentinel <http://www.orlandosentinel.com/opinion/os-ed-letters-obama-betrays-israel-010217-20170102-story.html>

CORRESPONDENCE  
DEC 30, 2016  
DOCUMENT NO. 0611-16

**Sandra Soto**

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**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Friday, December 30, 2016 2:36 PM  
**To:** 'Bill Shallcross'  
**Cc:** Hong Wang; Angela Charles; Ashley Quick; Collin Roehner; CAO - Bureau of Consumer Assistance  
**Subject:** FW: Docket 160101-WS  
**Attachments:** UI rate increase edit.docx

Good Afternoon Mr. Shallcross

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

**Sandra Soto**  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Friday, December 30, 2016 9:49 AM  
**To:** Records Clerk; Walter Trierweiler  
**Cc:** [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us)  
**Subject:** Docket 160101-WS

Bill Shallcross has shared a OneDrive file with you. To view it, click the link below.

 [UIF notice of rate increase tabulation.xlsx](#)

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Again, not my job but the revenue projections in UIF's recently mailed NOTICE OF FILING dated December 27, 2016 has egregiously sloppy and careless writing lacking in uniformity and thereby obscuring comprehension for the average consumer. I have taken the time to edit – attached – as it should have been written.

But if the goal is truly to inform – and frankly these notices are written not for the general public, but rather to fulfill the letter of the law, not the spirit – the data should have been presented in a much superior tabular format that is easy to absorb/comprehend at a glance – not by drilling down into poorly written, dense and repetitive verbiage.

I have taken the liberty of compiling that tabulation, also attached.

Perhaps it needs to/should be republished.

Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

P.S. This is the only element that was clearly written, and the model for the others:

The Utility has requested a permanent revenue increase/decrease~~s~~ for its water and wastewater systems as follows **(although revenue increases are requested for systems the rates requested may decrease as a result of the Utility's request for single system-wide rates)**:

**Comment [BS1]:** This sentence is unclear, even to me. Current rates may go down, even if an increase is requested? Or the requested rates may be lowered by the PSC?

Charlotte County: A \$362,377, or 30.3% increase for its wastewater system. The requested increase would produce annual revenues of \$1,559,165 for its wastewater system.

Highlands County: A \$13,745, or 19.8% increase for its water system, and \$18,926, or 24.4% increase for its wastewater system. The requested increases~~s~~ would produce annual revenues of \$83,115 for its water system and \$91,617 for its wastewater system.

Lake County - Pennbrooke: A \$162,961, or 42.6% increase for its water system, and a \$33,600, or 6.5% decrease for its wastewater system. The requested increase would produce annual revenues of \$545,187 for its water system and \$484,522 for its wastewater system decrease.

Lake County – Lake Utility Services: A \$41,730, or 0.8% increase for its water system, and \$542,544, or 23.5% increase for its wastewater system. The requested increases~~s~~ would produce annual revenues of \$5,526,342 for its water system and \$2,848,232 for its wastewater system.

Lee County: A \$64,787, or 5.5% increase for its wastewater system. The requested increase would produce annual revenues of \$1,234,018 for its wastewater system.

Marion County: A \$68,885, or 33.1% increase for its water system, and \$38,048, or 78.8% increase for its wastewater system. The requested increases~~s~~ would produce annual revenues of \$277,302 for its water system and \$86,327 for its wastewater system.

Orange County: A \$258,990 or 221.2% [sic] increase for its water system. The requested increase would produce annual revenues of \$376,082 for its water system.

Pasco County: A \$329,885, or 36.5% increase for its water system, and \$152,640, or 30.0% increase for its wastewater system. The requested increases~~s~~ would

produce annual revenues of \$1,232,717 for its water system and \$661,378 for its wastewater system.

| Pasco County - Labrador: A \$67,286, or 22.0% increase for its water system, and a \$21,075, or 3.3% decrease for its wastewater system. The requested increase would produce annual revenues of \$372,528 for its water system and \$618,296 for its wastewater system decrease.

| Pinellas County: A \$170,080, or 107.6% [sic] for its water system. The requested increase would produce annual revenues of \$328,195 for its water system.

| Pinellas County – Tierra Verde: A \$107,812, or 10.8% increase for its wastewater system. The requested increase would produce annual revenues of \$1,104,024 for its wastewater system.

| Pinellas County – Mid County: A \$472,792, or 26.4% increase for its wastewater system. The requested increase would produce annual revenues of \$2,262,812 for its wastewater system.

| Polk County: A \$5,879, or 1.6% decrease for its water system, and a \$90,089, or 13.6% increase for its wastewater system. The requested decrease/increase would produce annual revenues of \$352,150 for its water system and \$750,728 for its wastewater system increase.

| Seminole County: A \$1,631,780, or 158.2% [sic] increase for its water system, and a \$26,532, or 3.46% 3.2% decrease for its wastewater system. The requested increase/decrease would produce annual revenues of \$2,663,351 for its water system and \$813,604 for its wastewater system decrease.

| Seminole County – Longwood: A \$34,554, or 4.3% increase for its wastewater system. The requested increase would produce annual revenues of \$843,366 for its wastewater system.

|



Seminole County - Sanlando: A \$18,462, or 0.4% decrease for its water system, and ~~a an increase of~~ \$2,391,091, or 58.7% increase for its wastewater system. The requested decrease/increase would produce annual revenues of \$4,613,652 for its water system and \$6,466,632 for its wastewater system increase.

Excel Online

Bill's OneDrive

UIF notice of rate increase tabulation.xlsx in Browser

Print Share Data

Sign in

A	B	C	D	E	F	G	H	I	J
1									
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APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA									
			Water			Wastewater			
Franchise	Amount	Percent	Projected Annual Revenue	Amount	Percent	Projected Annual Revenue			
Charlotte County				\$ 362,377	30.3%	\$ 1,559,165			
Highlands County	\$ 13,745	19.8%	\$ 83,115	\$ 18,926	24.4%	\$ 91,617			
Lake County - Pennbrooke	\$ 162,961	42.6%	\$ 545,187	\$ (33,600)	-6.5%	\$ 484,522			
Lake County - Lake Utility Services	\$ 41,730	0.8%	\$ 5,526,342	\$ 542,544	23.5%	\$ 2,848,232			
Lee County				\$ 64,787	5.5%	\$ 1,234,018			
Marion County	\$ 68,885	33.1%	\$ 277,302	\$ 38,048	78.8%	\$ 86,327			
Orange County	\$ 258,990	221.2%	\$ 376,082						
Pasco County	\$ 329,885	36.5%	\$ 1,232,717	\$ 152,640	30.0%	\$ 661,378			
Pasco County - Labrador	\$ 67,286	22.0%	\$ 372,528	\$ (21,075)	-3.3%	\$ 618,296			
Pinellas County	\$ 170,080	107.6%	\$ 328,195						
Pinellas County - Tierra Verde				\$ 107,812	10.8%	\$ 1,104,024			
Pinellas County - Mid County				\$ 472,792	26.4%	\$ 2,262,812			
Polk County	\$ (5,879)	-1.6%	\$ 352,150	\$ 90,089	13.6%	\$ 750,728			
Seminole County	\$ 1,631,780	158.2%	\$ 2,663,351	\$ (26,532)	-3.2%	\$ 813,604			

Sheet1

HELP IMPROVE OFFICE

CORRESPONDENCE  
DEC 27, 2016  
DOCUMENT NO. 09547-16

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, December 27, 2016 8:29 AM  
**To:** 'Bill Shallcross'  
**Cc:** Hong Wang; Angela Charles; Ashley Quick; Sandra Soto; CAO - Bureau of Consumer Assistance  
**Subject:** FW: Docket No. 160101 - WS - NYT excerpt from attached: Profits From Public Works  
**Attachments:** Profits From Public Works.docx

Good Morning Mr. Shallcross

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Sunday, December 25, 2016 8:19 AM  
**To:** Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); Records Clerk; [iconstantine@seminolecountyfl.gov](mailto:iconstantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); [jmariano@pascocountyfl.net](mailto:jmariano@pascocountyfl.net)  
**Subject:** RE: Docket No. 160101 - WS - NYT excerpt from attached: Profits From Public Works

BAYONNE, N.J. — Nicole Adamczyk’s drinking water used to slosh through a snarl of pipes dating from the Coolidge administration — a rusty, rickety symbol of the nation’s failing infrastructure.

So, in 2012, this blue-collar port city cut a deal with a Wall Street investment firm to manage its municipal waterworks.

Four years later, many of those crusty brown pipes have been replaced by shiny cobalt-blue ones, reflecting a broader infrastructure overhaul in Bayonne. But Ms. Adamczyk’s water and sewer bill has jumped so much that she is thinking about moving out of town.

“My reaction was, ‘Oh, so I guess I’m screwed now?’” said Ms. Adamczyk, an accountant and mother of two who received a quarterly bill for almost \$500 this year. She’s not alone: Another resident’s bill jumped 5 percent, despite the household’s having used 11 percent less water.

[Continue reading the main story](#)

Even as Wall Street deals like the one with Bayonne help financially desperate municipalities to make much-needed repairs, they can come with a hefty price tag — not just to pay for new pipes, but also to help the investors earn a nice return, a New York Times analysis has found. Often, these contracts guarantee a specific amount of revenue, The Times found, which can send water bills soaring.

[http://www.nytimes.com/2016/12/24/business/dealbook/private-equity-water.html?emc=edit\\_th\\_20161225&nl=todaysheadlines&nid=38451364&r=0](http://www.nytimes.com/2016/12/24/business/dealbook/private-equity-water.html?emc=edit_th_20161225&nl=todaysheadlines&nid=38451364&r=0)

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

## Profits From Public Works

Desperate towns have turned to private equity firms to manage their waterworks. The deals bring much-needed upgrades, but can carry hefty price tags.

By [DANIELLE IVORY](#), [BEN PROTESS](#) and [GRIFF PALMER](#) DEC. 24, 2016

BAYONNE, N.J. — Nicole Adamczyk’s drinking water used to slosh through a snarl of pipes dating from the Coolidge administration — a rusty, rickety symbol of the nation’s failing infrastructure.

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### **Bottom Line Nation**

Articles in this series examine the growing influence of private equity investors in daily American life.

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**Capitols JUL 14**

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Even as Wall Street deals like the one with Bayonne help financially desperate municipalities to make much-needed repairs, they can come with a hefty price tag — not just to pay for new pipes, but also to help the investors earn a nice return, a New York Times analysis has found. Often, these contracts guarantee a specific amount of revenue, The Times found, which can send water bills soaring.

## **This Is Your Life, Brought to You by Private Equity**

[Since the financial crisis, the private equity industry has become hugely influential. Here's how it plays out in your daily life.](#)



Water rates in Bayonne have risen nearly 28 percent since Kohlberg Kravis Roberts — one of Wall Street's most storied [private equity](#) firms — teamed up with another company to manage the city's water system, the Times analysis shows. City officials also promised residents a four-year rate freeze that never materialized.

In one measure of residents' distress, people are falling so far behind on their bills that the city is placing more liens against their homes, which can eventually lead to [foreclosures](#).

[Continue reading the main story](#)

In the typical private equity water deal, higher rates help the firms earn returns of anywhere from 8 to 18 percent, more than what a regular for-profit water company may expect. And to accelerate their returns, two of the firms have applied a common strategy from the private equity playbook: quickly flipping their investment to another firm. This includes K.K.R., which is said to be shopping its 90 percent stake in the Bayonne venture, a partnership with the water company Suez.

Rich Henning, a Suez spokesman, said that “Bayonne had chronically underinvested in their water and sewer infrastructure, which has certainly contributed to rate increases during the past few years.” He added, “We understand that these increases create stresses for ratepayers.”



A wind turbine that powers the Oak Street Pumping Station in Bayonne, N.J. Water rates in Bayonne have risen nearly 28 percent since the city struck a deal with a private equity firm and a private water company to manage its system. Credit Bryan Anselm for The New York Times

President-elect Donald J. Trump has made the privatization of public works a centerpiece of his strategy to rebuild America’s airports, bridges, tunnels and roads. Members of his inner circle have sketched out a vision, including billions of dollars of tax credits for private investors willing to tackle big infrastructure projects. And Mr. Trump himself promised in his victory speech “to rebuild our infrastructure, which will become, by the way, second to none.”

Private equity firms like K.K.R. have already presented themselves as a willing partner, and Bayonne provides an important case study. Its arrangement is one of a handful of deals across the country in the last few years in which private equity firms have managed public water systems. While these deals are a small corner of private equity's sprawling interests, they represent the leading edge of the industry's profound expansion into public services.

## Bottom Line Nation

*Articles in this series will examine the growing influence of private equity investors — the “corporate raiders” of an earlier era — in daily American life. What is private equity? It's an industry that now manages a sum greater than Germany's G.D.P.*



•

PART 1

[How Private Equity Found Power and Profit in State Capitols](#) [JULY 15, 2016](#)



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[This Is Your Life, Brought to You by Private Equity](#) [1, 2016](#)



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[What Can Go Wrong When Private Equity Takes Over a Public Service](#) [JUNE 25, 2016](#)





Here's a Primer on Private Equity JUNE 25, 2016

For residents, the financial trade-offs from these water deals can be painful.

The Times analyzed three deals in which private equity firms have recently run a community's water or sewer services through a long-term contract. In all three places — Bayonne, and two cities in California, Rialto and Santa Paula — rates rose more quickly than in comparable towns, which included both publicly and privately run water systems. In Santa Paula, where Alinda Capital Partners controlled the sewer plant, the city more than doubled the rates. A fourth municipality, Middletown, Pa., raised its rates before striking a deal.

Now, some of these cities are trying to take back their water. Missoula, Mont., wrested away its water system, which had been owned by the [Carlyle Group](#). Apple Valley, Calif., whose waterworks were also owned by Carlyle, has filed a similar lawsuit. Santa Paula bought its sewer plant from Alinda last year.

Of course, there's a reason many communities look for private partners to begin with: Their water systems are in poor shape. Budget shortfalls and political mismanagement can represent a real threat to both infrastructure and citizens. For evidence, look no further than the crisis in Flint, Mich., where the drinking water became tainted with lead.

"Keeping rates down may sound like the ultimate righteous good for ratepayers, but the truth is, not if you're failing to provide basic care and maintenance," said Megan Matson, a partner at Table Rock Capital, the boutique private equity firm that invested in Rialto's water and sewer system. She added that it helps for deals to "provide more obvious public benefits," noting that her firm partnered with Ullico, the nation's only labor-owned insurance and investment company.

[Continue reading the main story](#)

Proponents of the public-private partnerships, citing recent studies in Canada and Europe, argue that private businesses operate more efficiently than governments do and that this translates into cost savings for citizens. And private equity firms, lacking technical expertise in how to manage infrastructure, often team up with private water companies.

Supporters also say that the deals require private equity to spend millions of dollars a year to fix things (money that towns may not spend on their own), and that the firms sometimes pay towns millions more up front. Bayonne, for instance, got \$150 million up front from K.K.R.'s team, which the city used to pay off a pile of debt.

In a statement, a K.K.R. spokeswoman said, "Our partnership has provided Bayonne residents with better service, modernized technology to detect leaks and conserve water, improved infrastructure and safer conditions for workers — all without a tax increase or public expenditure."

### **Desperate Measures**

In Bayonne, a city of about 65,000 on a peninsula in the shadow of the fallen twin towers, a crucial test for its private equity deal came in July 2012. By then, Bayonne had already spent nearly a year haggling with some of K.K.R.'s top negotiators.



A technician monitors the pumps at the Oak Street Pumping Station in Bayonne. Credit Bryan Anselm for The New York Times

Next, city officials presented the deal to a more skeptical crowd: their own residents.

Bayonne's sales pitch to its citizens illustrates the bold steps town officials can take — including making promises that are at odds with the actual terms of the deal — to attract private equity money. Private equity, in turn, can earn significant returns.

At a public meeting in city hall, a lawyer for the city promised that, after an initial rate bump, there would be “a rate freeze for four years,” according to a meeting transcript. Bayonne's mayor, Mark Smith, later reiterated the four-year freeze in a magazine article.

That promise turned out to be fleeting.

The contract allowed additional rate increases after only two years. There was no four-year freeze.

In fact, rates rose even more than the Bayonne contract predicted — in part because K.K.R.'s team had to make unexpected infrastructure upgrades, but also because residents were using less water than expected. The contract guarantees revenue to the team — more than half a billion dollars over 40 years — so water rates have jumped, in part, to make up the difference.

[Continue reading the main story](#)

The city said it saw the revenue requirement as a way for K.K.R.'s team to earn steady returns, but not a windfall.

But the Times analysis showed that Bayonne's water rates grew almost 28 percent under the deal, growth that far exceeded that of three other municipalities to which Bayonne has compared itself.

(Daniel Van Abs, an associate professor at Rutgers University who specializes in water management, said that a true apples-to-apples comparison of water rates in different towns was “extremely difficult” because of the different factors that can influence rates, including the size of the utility, the municipality's population, droughts and infrastructure investment — or lack thereof. The Times analysis for Bayonne did not include sewer rates.)

Former Bayonne officials who had promised the four-year rate freeze said in interviews that they had not meant to mislead residents. They said they had earmarked some of the K.K.R. team's \$150 million up-front payment to offset rate increases in the contract's early years.

But then voters ousted Mayor Smith. And once he left office, the new administration put that money elsewhere.

“I think we could have accomplished that four-year minimum,” the former mayor said in an interview. The town's water rates, he said, are now “exorbitant.”



“We gave away too much,” said Gary La Pelusa Sr., a Bayonne city councilman and a former commissioner of the town’s utilities authority. Credit Bryan Anselm for The New York Times

Tim Boyle, who took over Bayonne’s utilities authority after Mr. Smith was voted out of office, said that various regulations required the city to use that money for property tax relief rather than to stabilize rates. He also [blamed the previous administration](#) for guaranteeing too much revenue to K.K.R.’s team in the early part of the deal, calling those figures “wildly optimistic.”

Bayonne officials also stress the deal’s benefits, including the up-front payment that let Bayonne pay off more than \$100 million in old debts. Within three months, Moody’s Investor Service revised the city’s debt outlook from “negative” to “stable” for the first time in five years, and it has since upgraded the city’s credit rating.

[Continue reading the main story](#)

K.K.R.’s team contributes about \$2.5 million annually to pay for repairs to water infrastructure, plus \$500,000 to the city itself. K.K.R. and Suez said they have upgraded their safety equipment and replaced inoperable hydrants around town.

They also installed sophisticated water meters that can detect leaks in people’s homes, and sent nearly 2,000 letters to customers warning when such leaks occurred. As such, use has declined, according to Mr. Henning, who said Suez had received “many notes of thanks” for the warnings.

But more-sensitive meters could lead to higher bills for some residents whose water use wasn’t fully captured in the past. When negotiating the deal, K.K.R. called this process “meter uplift,” according to emails obtained through records requests.

“We gave away too much,” said Gary La Pelusa Sr., a city councilman and former commissioner of Bayonne’s utilities authority, which approved the deal over his objections.

Bayonne originally promised residents that the city’s utilities authority would oversee K.K.R. and Suez. But the City Council recently decided to shutter the agency and handle the oversight itself.

Stephen Gallo, who headed that authority when the deal was struck, still believes that it benefits Bayonne. “But you’ve got to watch them, you’ve got to keep an eye on things,” he said. “I don’t know who’s doing that now.”

In interviews with The Times, more than a dozen Bayonne residents, including Ms. Adamczyk, expressed dismay over the rate increases. One reason is that people who fall behind on payments face long-term risks: Unpaid water and sewer bills can be sold to investors who try to collect on that debt, a common practice across the country. Failure to pay can ultimately lead to foreclosure.

In 2012, the year Bayonne struck its deal, water bill delinquencies led to 200 government liens against local properties, tax records show. That figure more than tripled the next year, the first full year under K.K.R.’s team. In 2015, the most recent year with data available, the number remained elevated, at 465.



Megan Matson and Peter Luchetti of Table Rock Capital, a private equity firm that has invested in a public water system in Rialto, Calif. Credit Anthony Cruz for The New York Times

The city publishes its lien notices in the local newspaper and residents receive mailed delinquency letters.

[Continue reading the main story](#)



Still, when a reporter asked one Bayonne resident, Carlos Jimenez, about a water and sewer bill lien that had been listed against his property, he expressed surprise, saying he wasn't aware of it. "I didn't know this could happen," Mr. Jimenez said. "It's a different ballgame."

### **'There Is No "Free" Money'**

One of the few things Republicans and Democrats can agree on is that the nation faces an infrastructure crisis.

In water infrastructure alone, the nation needs about \$600 billion over the next 20 years, according to federal estimates. And yet federal spending on water utilities [has declined](#), prompting state and federal officials to try to play matchmaker, courting private investors to fix what needs fixing.

For years, the Obama administration has been cheerleading public-private partnerships. In a statement, the White House said it backed them "when they are well structured, include strong labor standards, and when there is confidence that taxpayers are getting a good deal."

During the presidential campaign, Mr. Trump's team outlined a new plan to incentivize private investors to take on large infrastructure projects.

Wall Street has responded to the call to action. There are now 84 active financial infrastructure funds, according to Pitchbook, a private financial data platform, up 25 percent in just three years. Some belong to big banks like Goldman Sachs, but many are run by private equity firms.

"Across our country, we

need solutions for infrastructure deficiencies," said James Maloney, a spokesman for the American Investment Council, the private equity trade group. "Private equity serves as one of these solutions."

### [Continue reading the main story](#)

Some critics are wary of expanding private investment in public infrastructure. Although cities may get cash up front in these deals, "there is no 'free' money" in public-private partnerships, says a 2008 Government Accountability Office report. Using roads as an example, the report observed "it is likely" that tolls will increase more on a privately operated highway than one run by the government.

Ms. Matson, of Table Rock, who has attended White House meetings on infrastructure, has tried to dispel concerns about these deals. Table Rock is part of a team that finances and manages the water system in Rialto, Calif., a deal that provided the city about \$41 million to improve the water and wastewater infrastructure, she said.

Photo



The icy Clark Fork River flows through downtown Missoula, Mont. The city sued and won the right to buy the local water system, but not before its private equity owner sold it to another company. Credit Lido Vizzutti for The New York Times

Rialto residents have seen their water rates increase about 68 percent since the deal, according to the Times analysis, more than any other comparable city. But Table Rock said rates were artificially low after the city had declined to raise them for about a decade, giving it the lowest rates among those towns. And unlike in most other deals, Rialto residents had a say in the increases and ultimately approved them in a public vote, as required under state law. This year's rate increase was delayed.

When the deal closed in 2012, all the public water utility employees kept their jobs. Everyone has since received raises. And Table Rock, like its partner Ullico, has committed to all 30 years of the arrangement.

"We don't do flips, we invest for life," Ms. Matson said, meaning that Table Rock doesn't seek quick profits by unloading its investments. She also said that Table Rock declined to make deals that provided big up-front payments to towns without a sufficient commitment to infrastructure repairs. "Those deals give the rest of us a bad name," she said.

### **Gaining Control, but Then What?**

In an upscale Washington, D.C., restaurant in 2012, an executive from the Carlyle Group, one of the world's largest private equity firms, put his arm around the mayor of Missoula, Mont.

"Mayor," the executive said, "are you ready to buy a water system?"

Three years later, the comments by the executive, Robert Dove, were recounted from a witness stand in the Missoula County Courthouse. The city was suing Carlyle, which ultimately refused to sell to Missoula, to gain control of its water system.

Missoula is one of several places in recent years that have tried getting back their water systems from a private company. But after waging costly battles, the towns cannot always guarantee the same services at lower rates.

[Continue reading the main story](#)

At the time of that dinner in Washington, Missoula was the only city in Montana that did not own its water system — and John Engen, Missoula's mayor, wanted to change that. So, months before, he had supported Carlyle's purchase of the regional water company (Park Water) that owned Missoula's local system (Mountain Water), believing that Carlyle would then sell Mountain Water back to his town.

But the mayor's plans derailed.

In October 2013, Missoula made an informal offer to buy its local system. Carlyle declined. Missoula made a formal offer. Carlyle declined again.

Missoula then sued, and it won. But the court decided the system was worth \$88.6 million, substantially more than what the city had offered. On top of that, the city must spend millions of dollars on legal and other fees and must also pay some of its opponents' costs, according to court records.

Those costs included lawyers' fees, limo services and dinners at some of Missoula's finest restaurants. They also included at least one order of boneless chicken wings at Hooters, and one bottle of Metamucil.





John Engen, the mayor of Missoula. Credit Lido Vizzutti for The New York Times

In a statement, a Carlyle spokesman said that the firm had considered the city's offers in good faith. "The city offered many millions less than the company was worth, and an independent panel agreed," the spokesman said.

He also said that under Carlyle's watch, "capital expenditures more than doubled, leakage was reduced by 19 percent, water quality was excellent and employment was stable."

And under Missoula's watch, water rates may rise anyway. Further costly repairs are still needed, for one thing.

For Carlyle, the deal was a financial success. The firm sold Park Water in January to another private company for \$327 million, more than double what Carlyle had paid.

[Continue reading the main story](#)

Missoula is not the only city seeking control over its infrastructure. Last year, Santa Paula bought its wastewater recycling plant for about \$70 million from [Alinda Capital Partners](#).

Alinda, which specializes in infrastructure investing, had teamed up with a private water recycling company to finance, design, build and operate the plant after the city awarded them the

contract in 2008. The new facility, Alinda noted, replaced an old plant owned by Santa Paula that had been violating state environmental regulations, saving the city from paying fines.

But after years of raising sewer rates, partly to pay “service fees” to Alinda, Santa Paula’s thinking changed: It would be better for Santa Paula to issue its own debt to purchase the plant than to saddle citizens with annual rate increases. Now the town — at the urging of its city manager, Jaime Fontes, and several council members, including Ginger Gherardi — has started issuing rebates to citizens.

Still, there will be bumps along the road. After all, cities like Missoula and Santa Paula are now responsible for running an important, and occasionally messy, public service.

Soon after Santa Paula regained control of its sewer plant, an equipment failure let partly treated wastewater pour from the plant. The discharge turned a pond green and flowed onto a nearby organic farm.

And wastewater, Mr. Fontes said, is “not the kind of organic you want.”

Rachel Abrams contributed reporting from Los Angeles. Kitty Bennett, Susan Beachy and Alain Delaqu  ri  re contributed research.

A version of this article appears in print on December 25, 2016, on Page A1 of the New York edition with the headline: In American Towns, Pumping Private Profit From Public Works.

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CORRESPONDENCE  
DEC 23, 2016  
DOCUMENT NO. 09546-16

Angela Charles

---

**From:** Angela Charles on behalf of Records Clerk  
**Sent:** Friday, December 23, 2016 4:20 PM  
**To:** 'Bill Shallcross'  
**Cc:** kelly.jr@leg.state.fl.us; lconstantine@seminolecountyfl.gov;  
sayler.erik@leg.state.fl.us  
**Subject:** RE: Docket No. 160101 - WS  
**Attachments:** ULI questions commentary.doc

*Good afternoon Mr. Shallcross:*

*We will be placing your comments below in parties' correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.*

*Sincerely,*

Angela M. Charles  
Commission Deputy Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Friday, December 23, 2016 3:43 PM  
**To:** Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); Records Clerk; [lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us)  
**Subject:** RE: Docket No. 160101 - WS

Please indulge me again by reading the attached. Thank you. Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

**William Shallcross Jr.**

Via email

December 23, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: UIF Commentary and Questions  
PSC Docket 160101-WS**

Dear Commissioners:

**UIF rate increase request - Why so large a requested rate increase?  
Is the short-fall due to faulty UIF due diligence; or is something more at play?**

Please forgive me if I slip and refer to Utilities, Inc. Florida (UIF) as Florida Water Services (FWS), a company I've had some unpleasant dealings with in the past (as a real estate developer). I've been doing this recently in part because the two companies are indistinguishable in their management philosophies – tight-fisted and being only about profit.

**Our History**

**Today, Utilities, Inc. is backed by a private equity owner with extensive capital to fuel the company's continued growth. Utilities, Inc. has long believed that strong financial investment backing is the best approach for the company's solid operational stability and outstanding customer satisfaction. [http://www.uiwater.com/about\\_us/index.php](http://www.uiwater.com/about_us/index.php)**

I don't care to drill down into the finances of UIF. That's not my job; I have a job - dealing daily in a world of risk assessment/mitigation on very large investments. Despite my best efforts, sometimes deals don't perform as expected. But I do know that if I make a mistake, markets tank or we encounter unforeseen competition, I can't go to tenants and ask for higher rent, nor can I go to investors and ask for more money. At best a failed investment goes back to creditors and at worst - a cash call if a loan is personally secured. Apparently not the same with Florida utility companies. If more cash is needed, rather than ask investors, they shake-down their customers. Lucky them.

I don't trust UIF at all, and I don't like the way they do business. From time to time it takes me a while to decipher my monthly statement, and I'm pretty savvy about these things. As utility billing statements go, UIF's are especially unsophisticated and not customer friendly – see below.

UIF Commentary and Questions  
PSC Docket 160101-WS  
December 23, 2016  
Page | 2

Additionally, this month (November) there was no explanation for the bifurcated usage fees like, for instance, in an abundance of transparency: **THIS BILL REFLECTS A MID-MONTH [INTERIM] INCREASE IN RATES APPROVED BY PSC.** Better left unsaid?

And I don't like the fact that payments by mail go to a *Maine-based* processing company, (intentionally?) adding mailing delivery time. I ask how often UIF assesses late payment fees (and the amount of revenue this generates); the statistical *mode* of the length of delinquencies; and how often UIF turns off water for delinquency (and the amount of revenue re-connections generate), as opposed to other PSC regulated Florida water/wastewater utilities.

## Exceptional Service

**We consider customer service excellence one of our core competencies. Driven by a staunch dedication to customer satisfaction, we respond quickly and intelligently to concerns and requests, and serve as an educational resource for water news, information, and advocacy.**  
<http://www.uiwater.com/>

I assert being all about the profit – and you might expect from a *for-profit* utility, as opposed to, say, the City of Winter Park, a utility answerable to voting customers – but these folks take ill-will to an extreme, despite their assertion of superior customer service.

I have not met the customer who likes this company. Most *dislike* it and in my neighborhood door to door canvassing, a couple of customers characterized UIF in terms I will not repeat in polite company. I assert that they should redirect some money from their legal budget to a public relations consultant.

And big or small, they'll litigate them all.

As I mentioned in previous correspondence, my landlord is suing UIF in Seminole County (small claims court) for \$500 in a dispute regarding a windfall billing profit as a result of inadequate customer service coupled with an antiquated system – manually read meters. Mediation was fruitless and a trial is set for January 2017. UIF had its parent company's Vice President and General Counsel (U.S. - Corix Group of Companies) negotiating a settlement offering of \$128.50 and if that is not accepted, "UIF will retain local defense counsel." These not so big picture folks clearly cede very little ground.

UIF Commentary and Questions  
PSC Docket 160101-WS  
December 23, 2016  
Page | 3

As I have stated previously, I want to see UIF move forward into the 21<sup>st</sup> century. Following is a picture of residential water meter vaults within their Altamonte franchise. You can bet underneath is not an electronic, remote read meter.

Similarly, attached is an image of a UIF lift station. Where is the emergency telemetry you ask, as I did too?

Clearly UIF is not big on the most basic capital equipment updates. That begs the question of equipment maintenance and preventative maintenance. Reminds me of the mess Florida Progress left Winter Park when that city purchased the local electricity distribution system. Talk about faulty due diligence.

## Superior Quality

**We are dedicated to the purity and safety of our water supply and provide our services in the safest, most environmentally sound manner possible. We believe in promoting responsible water use and sustainable water practices to enhance the overall quality of our lives and meet our country's future water needs. No longer posted on UI webpage.**

And don't ask me about the quality of the water they sell. I'm still awaiting test results as I regularly buy bottled water to drink.

For another day - UIF and water conservation?

As I requested previously, please don't give these folks any breaks or benefits of doubt in this current increase request while we – their customers - work through the state legislature to make them work harder to *earn/deserve a reasonable* return on investment.

With thanks and appreciation for your efforts,

William Shallcross Jr.

551 Carlisle Avenue • Altamonte Springs • FL • 32714-4004  
Mob: 321.356.6400  
Email: wshallcross@cfl.rr.com

**UIF Commentary and Questions**  
**PSC Docket 160101-WS**  
**December 23, 2016**  
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C:

J.R. Kelly – Office of Public Counsel ([kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us))  
Erik Sayler – Office of Public Counsel ([sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us))  
Commissioner Lee Constantine – Seminole County ([lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov))  
Ann Marie Ryan – Florida Consumer Water/Wastewater Alliance ([fcw.alliance@gmail.com](mailto:fcw.alliance@gmail.com))  
John Stover – Corix ([john.stover@corix.com](mailto:john.stover@corix.com))

[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)  
[Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us)  
[Commissioner.Brown@psc.state.fl.us](mailto:Commissioner.Brown@psc.state.fl.us)  
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[Commissioner.Patronis@psc.state.fl.us](mailto:Commissioner.Patronis@psc.state.fl.us)



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**Utilities, Inc.**

Emergency Phone (800) 642-9432  
Customer Service (888) 842-4432  
Collections (888) 842-8432  
www.uwater.com

Bill Date: 12/06/2016  
Account Number: [REDACTED]  
Due Date: 12/28/2016  
Please Pay: \$55.97

Name: [REDACTED]  
Service Address: [REDACTED]  
Primary Phone #: [REDACTED]

Summary of Service:  
Water Reading: 1227473  
Current: 475820  
Previous: 476200  
Usage: 380 Gallons  
Number of Days: 30  
Average Daily Use: 12.67 Gallons  
Average Daily Cost: \$1.72  
Register Constant: 1

Activity Since Last Bill:  
Previous Balance: \$25.20  
Payments received as of 12/06/2016: \$0.00  
Balance as of 12/06/2016: \$25.20

Residential Water Service:  
Water Rate Charge: \$2.06  
180 gallons at \$3.75 per 1,000 gallons: \$0.68  
Seminole County Tax at 4%: \$0.11  
Total Residential Water Service: \$2.85

Residential Wastewater Service:  
Water Rate Charge: \$7.24  
440 gallons at \$4.39 per 1,000 gallons: \$1.93  
Seminole County Tax at 4%: \$0.07  
Total Residential Wastewater Service: \$9.24

Residential Wastewater Service:  
Residential Wastewater Rate Charge: \$13.06  
600 gallons at \$5.11 per 1,000 gallons: \$4.87  
Total Residential Wastewater Service: \$17.93

Total Amount Due: \$55.97

**Rate Increase?**

Billing History (in dollars):  
Nov 15: 120000, Dec 15: 122000, Jan 15: 124000, Feb 15: 126000, Mar 15: 128000, Apr 15: 130000, May 15: 132000, Jun 15: 134000, Jul 15: 136000, Aug 15: 138000, Sep 15: 140000, Oct 15: 142000, Nov 15: 144000, Dec 15: 146000, Jan 16: 148000, Feb 16: 150000, Mar 16: 152000, Apr 16: 154000, May 16: 156000, Jun 16: 158000, Jul 16: 160000, Aug 16: 162000, Sep 16: 164000, Oct 16: 166000, Nov 16: 168000, Dec 16: 170000, Jan 17: 172000, Feb 17: 174000, Mar 17: 176000, Apr 17: 178000, May 17: 180000, Jun 17: 182000, Jul 17: 184000, Aug 17: 186000, Sep 17: 188000, Oct 17: 190000, Nov 17: 192000, Dec 17: 194000, Jan 18: 196000, Feb 18: 198000, Mar 18: 200000, Apr 18: 202000, May 18: 204000, Jun 18: 206000, Jul 18: 208000, Aug 18: 210000, Sep 18: 212000, Oct 18: 214000, Nov 18: 216000, Dec 18: 218000, Jan 19: 220000, Feb 19: 222000, Mar 19: 224000, Apr 19: 226000, May 19: 228000, Jun 19: 230000, Jul 19: 232000, Aug 19: 234000, Sep 19: 236000, Oct 19: 238000, Nov 19: 240000, Dec 19: 242000, Jan 20: 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**Utilities, Inc.**  
Smart Meter Phone: (888) 612-9452  
Customer Service: (888) 612-9432  
Call Center: (888) 612-5432  
www.cflwater.com

**Summary of Service**  
Meter Reading: Meter # 1270473  
Current: 4/1/03 03/28/2016  
Previous: 01/30/03 03/02/2015  
Usage: 56,880 Gallons  
Number of Days: 52  
Average Daily Use: 1,094 Gallons  
Average Daily Cost: \$15.34  
Register Constant: 1

**Billing History**  
in dollars

**Consumption History**  
in gallons

Bill Date: 07/07/2016  
Account Number: \_\_\_\_\_  
Due Date: 07/28/2016  
Please Pay: \$505.80

Name: \_\_\_\_\_  
Service Address: \_\_\_\_\_  
Primary Phone: \_\_\_\_\_

**Activity Since Last Bill**  
Previous Balance: \$328.66  
Payments received as of 07/07/2016: \$-330.00  
Balance as of 07/07/2016: \$-1.34

**Residential Water Service**  
Water Base Charge: \$5.62  
0,000 gallons at \$3.70 per 1,000 gallons: \$29.83  
Next 0,000 gallons at \$6.46 per 1,000 gallons: \$51.38  
Remaining 56,880 gallons at \$0.27 per 1,000 gallons: \$152.39  
Seminole County Tax at 4%: \$18.51  
Total Residential Water Service: \$428.00

**Residential Wastewater Service**  
Residential Wastewater Base Charge: \$14.01  
Wastewater Maximum Usage up to 0,000 gallons: \$55.29  
Total Residential Wastewater Service: \$69.30

**Residential Wastewater Service**  
Residential Wastewater Base Charge: \$2.25  
Wastewater Maximum Usage up to 0,000 gallons: \$2.25  
Total Residential Wastewater Service: \$4.50

**Total Amount Due: \$501.80**

*Why Split?*

The payment for this bill is shown ready. Most check payments to Utilities Inc. of Florida.  
Rate Schedule are available upon request. Call www.cflwater.com for important account offerings.

Messages

**Utilities, Inc.**  
PO Box 11026  
Altamonte Springs, FL 32716

Account Number: \_\_\_\_\_  
Due Date: 07/28/2016  
Please Pay: \$505.80

Amount Paid:

Utilities Inc. of Florida  
PO Box 11026  
Lewisville NC 27043-9476  
XXXXXXXXXXXXXXXXXXXX

☐ Address correction requested on back

551 Carlisle Avenue • Altamonte Springs • FL • 32714-4004  
Mob: 321.356.6400  
Email: wshallcross@cfl.rr.com

CORRESPONDENCE  
DEC 13, 2016  
DOCUMENT NO. 092-4-16

## Collin Roehner

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, December 13, 2016 9:56 AM  
**To:** 'Bill Shallcross'  
**Subject:** RE: Docket No. 160101 - WS

Good morning Mr. Shallcross,

Second, we will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Monday, December 12, 2016 7:20 PM  
**To:** Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); Records Clerk  
**Subject:** RE: Docket No. 160101 - WS

My apologies for my error in my earlier correspondence, corrected here:

- And of course the after-the-fact notification of the increase; ~~effective approved~~ 10/1; ~~effective~~ 10/9; dated 10/4; and mailed I do not know when but certainly received after the fact. How are you expecting these day late and dollar short folks to respond?!

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**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Monday, December 12, 2016 2:55 PM  
**To:** 'Commissioner.Brise@psc.state.fl.us' <[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)>; 'Commissioner.Edgar@psc.state.fl.us' <[Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us)>; 'Commissioner.Brown@psc.state.fl.us' <[Commissioner.Brown@psc.state.fl.us](mailto:Commissioner.Brown@psc.state.fl.us)>; 'Commissioner.Graham@psc.state.fl.us' <[Commissioner.Graham@psc.state.fl.us](mailto:Commissioner.Graham@psc.state.fl.us)>; 'Commissioner.Patronis@psc.state.fl.us' <[Commissioner.Patronis@psc.state.fl.us](mailto:Commissioner.Patronis@psc.state.fl.us)>  
**Cc:** 'kelly.jr@leg.state.fl.us' <[kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us)>; 'clerk@psc.state.fl.us' <[clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)>  
**Subject:** Docket No. 160101 – WS

My most recent two cents - no charge.

Please read attached. Thank you. Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

CORRESPONDENCE  
DEC 13, 2016  
DOCUMENT NO. 09282-16

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, December 13, 2016 9:40 AM  
**To:** 'Bill Shallcross'  
**Subject:** RE: Docket No. 160101 - WS

Good Morning Mr. Shallcross

First of all, pardon my late response

Second, we will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

---

**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Monday, December 12, 2016 2:55 PM  
**To:** Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); Records Clerk  
**Subject:** Docket No. 160101 - WS

My most recent two cents - no charge.

Please read attached. Thank you. Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

**WILLIAM SHALLCROSS JR.**

**Via Email**

December 12, 2016

Commissioner Brown – Chair  
Commissioner Brise  
Commissioner Edgar  
Commissioner Graham  
Commissioner Patronis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: Docket No. 160101 – WS**

Dear Commissioners:

Laboring under the belief that the vast majority of Utilities, Inc. customers in my service area are unaware of the pending rate increase, let alone the recently effective *interim* increase, I had 750 door hangers printed – see attached – and went door to door distributing them to help assure my neighbors are informed. My takeaways follow.

Of the folks I had the opportunity to speak with:

- Next to none were aware of the interim approved increase, or the pending trebling of rates.
- My belief is that the recently mailed notification was discarded unopened, seen as junk mail; read and not understood – particularly for non-native English readers; and otherwise ineffective. It looks and reads like a legal document, which it is. I believe the mailed notification meets the letter of the law, not the spirit – if there is one. My suggestion for an effective *post-card* notification is attached.
- Moreover, a recent Orlando Sentinel article is titled: *More Puerto Ricans make homes in Lake: Census shows Hispanic population up 26% in Central Florida* (<https://shar.es/18zDuM>). Future mailings should be bilingual.
- There are (too) many dirt poor folks living in this community. I saw several abandoned/vacant homes. I knew it is a lower-income, blue collar community, but it was eye opening to me to see some of these homes. The proposed rate increase will surely pose a financial hardship.
- Judging from the several yards with multiple cars parked, there are properties with larger than average sized households. These folks are unfairly punished by progressive block billing rates based on consumption.

**Re: Utilities, Inc. Rate Increase Request**

**December 12, 2016**

**Page | 2**

- I saw only one irrigation meter, and that was at the only townhome community located a stone's throw from the UI offices. People irrigating with potable water – and there are very few though I heard from one – are being slammed; unfortunate for those fighting the tide of a declining neighborhood and home values. UI just may be helping to kill its Golden Goose with this increase.
- And of course the after-the-fact notification of the increase; effective 10/1; dated 10/4; and mailed I do not know when but certainly received after the fact. How are you expecting these day late and dollar short folks to respond?!
- **Attached is my most recent water bill. See how long it takes you to interpret it. But most importantly, if it doesn't do its best – by design – to obscure/low key the rate increase, then I don't know what.**

I am preparing my remarks for my local hearing of the franchise-wide effort to take public input – dates, places and times still TBD. I was told by a PSC staffer – honestly but inappropriately? – that 'we already know what people are going to say.' Thus I intend to address you all – inside of 3 minutes I am told speakers such as myself will be allotted – on risk assessment; deferred capital maintenance; and UI in the 21<sup>st</sup> century.

Sincerely

William Shallcross Jr.

[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)

[Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us)

[Commissioner.Brown@psc.state.fl.us](mailto:Commissioner.Brown@psc.state.fl.us)

[Commissioner.Graham@psc.state.fl.us](mailto:Commissioner.Graham@psc.state.fl.us)

[Commissioner.Patronis@psc.state.fl.us](mailto:Commissioner.Patronis@psc.state.fl.us)

c: J.R. Kelly/Erik Sayler/Patricia A. Christensen  
– Florida Office of Public Counsel ([kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us))

551 Carlisle Avenue  
Mob: 321.356.6400  
Email: [wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)

**401 Hamilton Springs • FL • 32714**





Bill Date 12/06/2016 Account Number [REDACTED] Due Date 12/28/2016 Please Pay \$55.67

Name [REDACTED] Primary Phone # [REDACTED]  
Service Address [REDACTED] CARLISLE AVE, ALTAMONTE SPG, FL, 32714

**Activity Since Last Bill**  
Previous Balance \$25.20  
Payments received as of 12/06/2016 \$0.00  
Balance as of 12/06/2016 \$25.20

**Residential Water Service**  
Water Base Charge \$2.26  
160 gallons at \$3.76 per 1,000 gallons \$0.60  
Seminole County Tax at 4% \$0.11  
Total Residential Water Service \$2.97

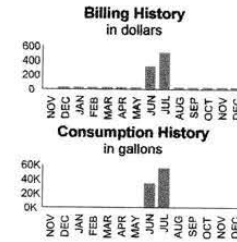
**Residential Water Service**  
Water Base Charge \$7.24  
440 gallons at \$4.39 per 1,000 gallons \$1.93  
Seminole County Tax at 4% \$0.37  
Total Residential Water Service \$9.54

**Residential Wastewater Service**  
Residential Wastewater Base Charge \$13.09  
600 gallons at \$8.11 per 1,000 gallons \$4.87  
Total Residential Wastewater Service \$17.96  
Total Amount Due \$55.67

Utilities Inc of Florida  
Emergency Phone: (866) 842-8432  
Customer Service: (866) 842-8432  
Collections: (866) 842-8432  
www.uiwater.com

Summary of Service

Meter Reading Meter # [REDACTED]  
Current 475850 11/30/2016  
Previous 475250 10/31/2016  
Usage 600 Gallons  
Number of Days: 30  
Average Daily Use: 20 Gallons  
Average Daily Cost: \$1.02  
Register Constant: 1



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.  
Rate Schedules are available upon request. Visit [www.uiwater.com](http://www.uiwater.com) for important account offerings.

Messages

Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance.



PO Box 160609  
Altamonte Springs, FL 32716

Account Number: [REDACTED]  
Due Date: 12/28/2016  
Please Pay: \$55.67

Amount Paid

[REDACTED]

Utilities Inc of Florida  
PO Box 11025  
Lewiston ME 04243-9476  
[Barcode]

☐ Address correction requested on back

Payments Received Locally  
Reduce the number of  
late payments / fees 470

CORRESPONDENCE  
NO. 1, 2016  
DOCUMENT NO. 08-98-16

**Collin Roehner**

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**From:** Office of Commissioner Brown  
**Sent:** Monday, November 14, 2016 4:36 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Water Conservation and Utilities, Inc. Rate Increase Request Docket 160101-WS  
**Attachments:** PSC (2).doc; ATT00001.htm

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

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**From:** Bill [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Thursday, November 10, 2016 10:13 AM  
**To:** Office of Commissioner Brown  
**Subject:** Water Conservation and Utilities, Inc. Rate Increase Request Docket 160101-WS

Thank you for reading. Bill

Sent from iPhone

William Shallcross Jr.  
551 Carlisle Ave.  
Altamonte Springs FL 32714  
321-356-6400

**WILLIAM SHALLCROSS JR.**

**"Today, Utilities, Inc. is backed by a private equity owner with extensive capital to fuel the company's continued growth. Utilities, Inc. has long believed that strong financial investment backing is the best approach for the company's solid operational stability and outstanding customer satisfaction.**

**November 9, 2016**

Commissioner Brown – Chair  
Commissioner Brise  
Commissioner Edgar  
Commissioner Graham  
Commissioner Patronis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: Water Conservation and Utilities, Inc. Rate Increase Request  
Docket 160101-WS**

Dear Commissioners,

When I started in real estate development in Florida in 1979, I predicted that water supply was going to control growth. I was wrong about that - and a few other things since.

It seems to me that we have water conservation backwards. Instead of penalizing consumers for using water, perhaps we should *reward* them for not wasting water. Furthermore, block rate structures do not take into account household size thereby unfairly penalizing larger or generational households.

I know little to nothing about the economics of water supply (in Florida) other than most utilities (and bottlers) withdraw raw water for free – something I have never understood - with the lion's share of the cost being in treatment and supply – and of course regulation. ☺

For your consideration under Docket 160101-WS is Utilities, Inc. of Florida's proposed rate increase (in Seminole County where I reside) that, if approved, would increase the current monthly base charge for a 5/8" residential meter from \$8.46 to \$22.06, nearly a trebling of the rate, before anyone turns on a faucet.

**Re: Water Conservation and Utilities, Inc. Rate Increase Request**

**November 9, 2016**

**Page | 2**

In addition, the utility is asking for a Gallonage Charge increase of 260% that will impose serious sticker shock – and worse, hardship - on uninformed consumers.

**What I assert is occurring is the “reward” for water conservation is increased consumer cost due to declining per household revenue – with no net saving - as evidenced by this rate increase request.**

If water was as relatively expensive as electricity, you would see a much greater public outcry. But as it is, this increase may well stay under the radar.

I have years of experience with water and sewer utility providers; large and small; for profit and municipality owned. I have found the small, for-profit entrepreneurial companies to be the worst to deal with. They are typically all about the profit; and autocratic because they believe they are not really answerable to anyone.

Something that has always galled me is that all utilities require real estate developers to “donate” capital delivery systems that will allow them to collect revenue in perpetuity, often requiring individual meters in the name of water conservation while in reality they covet substantial monthly base charges. My experience as an apartment developer, who master meters with pass-through charges using sub-meters, sends them into despair and puts them on the offense.

I would not be sharing my long-time observations as to how water conservation is effected in Florida, except that I had a recent personal and unpleasant interaction with Utilities, Inc., (Seminole) that on one hand disproved their regard for their asserted “outstanding customer satisfaction,” and on the other hand resulted in a windfall profit to that *for-profit* corporation.

**What I would like to see come out of this matter is 1) globally a state-required protocol for assuring effective and immediate notification to customers of unusually large consumptions and 2) that Utilities, Inc. be induced into the 21<sup>st</sup> century with remote read meters – they are currently still manually read - that allow instantaneous and actionable monitoring of consumption.**

My matter regarded an undiscovered leak (under a driveway from an old copper pipe giving way) that only came to light through a monthly reading. Upon learning that I had consumed 34,000 gallons of water – whereas my average monthly usage is lower than 1,000 gallons – a UI employee was sent to re-read the meter. Upon confirmation of the usage, the employee attempted to contact (me) at the service address during normal business hours. Finding no one home, a door hanger notification was left.

**Re: Water Conservation and Utilities, Inc. Rate Increase Request  
November 9, 2016**

**Page | 3**

I did not find any door hanger that evening and 3 weeks passed before my landlord went to pay the bill and for the first time learned of the substantial leak. During that time another 55,000 gallons of water was wasted. So much for water conservation. Utilities, Inc.'s response: too bad, so sad; pay up (and at the maximum block rate).

**Now door hangers are OK for "Oops, we missed you" notices, like by a cable company. Or for pizza promotions. But not for huge water leaks that only the utility knows exists.**

Moreover, this is a rental property with a billing address different from the service address. Renters who don't pay for water (and sewer) usually don't care about wasted water – unlike me – or a house could be temporarily vacant or the occupant on vacation when a leak occurs. Fortunately, I was not away and the leak not within the house causing untold damage. Under that/this scenario, the utility should have shut off the water until such time as a responsible party could be contacted.

In closing, I have no love for these for-profit utility investors. In regard to the current rate request, I believe the Commission will act in everyone's best interest, but I ask that you do not extend to Utilities, Inc. any voluntary courtesies during the process, as they don't deserve them.

Sincerely

William Shallcross Jr.

[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)

[Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us)

[Commissioner.Brown@psc.state.fl.us](mailto:Commissioner.Brown@psc.state.fl.us)

[Commissioner.Graham@psc.state.fl.us](mailto:Commissioner.Graham@psc.state.fl.us)

[Commissioner.Patronis@psc.state.fl.us](mailto:Commissioner.Patronis@psc.state.fl.us)

c: Daniel T. O'Keefe, Esq. – Chairperson SFWMD Governing Board  
John A. Miklos, - Chairperson SJRWMD Governing Board  
Lee Constantine, District 3 Commissioner – Seminole County

CORRESPONDENCE  
SEP 30, 2016  
DOCUMENT NO. 07888-16

**Collin Roehner**

---

**From:** Office of Commissioner Brown  
**Sent:** Friday, September 30, 2016 8:07 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Docket No. 160101-WS  
**Attachments:** complaint 9 16 16rev.docx

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS.

Thank you.  
Joann

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**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Thursday, September 29, 2016 5:46 PM  
**To:** Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); [lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov)  
**Subject:** Docket No. 160101-WS

Dear Commissioners: The attached law suit was filed today by my landlord – on general principle – in the Circuit Court for Seminole County. The complaint details how Utilities, Inc. (of Florida), a *for-profit* consolidated water and sewer service provider, treats its customers; hewing to the letter of law and eschewing any sprit or compassion one should expect from such a public service franchise.

Furthermore, if Utilities, Inc.'s Florida-wide (water) rate increase (Docket No. 160101-WS) is approved as filed, which includes my service area, the increase from \$8.46 to \$22.06 monthly will cost me many times more for the base charge than I will pay for consumption. As most likely will all single member households like mine including the elderly disabled woman who lives across the street from me.

Sincerely,

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

#### Statement of Claim

**Plaintiff:** Raisul Howlader  
551 San Sebastian Prado  
Altamonte Springs, Florida 32714

**Defendant:** Utilities, Inc.  
200 Weathersfield Ave.  
Altamonte Springs, Florida 32714

#### Registered Agent

**for Defendant (receiving service):**  
The Prentice-Hall Corporation System, Inc.  
1201 Hays Street  
Tallahassee, Florida 32301

#### David v. Goliath – Failure to Notify

Defendant (Utilities, Inc.) egregiously and indifferently did not notify Plaintiff of a probable and significant water leak causing ongoing financial loss to Plaintiff and a commensurate windfall profit to Defendant. No leak was visible either inside or outside the Plaintiff's service address so initially only Defendant had knowledge of the leak. Plaintiff asserts that as a Florida regulated utility holds a fiduciary duty to its customers thus the Defendant should have taken necessary and sufficient action(s) to minimize losses to its customer (Plaintiff).

If I was driving down a street and saw, for example, a hit and run of a fire hydrant with the owning/operating utility hemorrhaging water, I would make every immediate effort to communicate with that utility to shut off the flow as time is of the essence to minimize unnecessary losses. In the case of a malfunctioning lift station, utilities post emergency telephone numbers for Samaritans to contact them. Clearly Defendant does not subscribe to commensurate reciprocity.

Plaintiff acknowledges that Defendant has no regulatory obligation to notify a customer of a suspected leak (downstream of a water meter). However, Plaintiff's protocol is not sufficient – taking minimal responsibility - in that when a leak is suspected to *attempt* to contact an occupant during *business hours* at the *service address* – one time only - and if failing in that, to leave an advisory door hanger. **No notification of the account holder at a billing address is attempted for non-owner occupied properties; and no confirmation of contact is otherwise sought. Defendant has the email and physical addresses of the Plaintiff but did not use them to contact the Plaintiff.**

Alternatively, in the circumstance of significant instantaneous meter readings, which is the case here, it would be prudent for a utility to shut off flow until a responding party could be contacted. This, neither, is Defendant's protocol.

It is important to note that 1) when a customer has a hugely elevated consumption, that the customer may not be aware of a leak and 2) that such consumption (normally) is only realized by a utility at *monthly* intervals.

In this case, on (about) June 7, 2016, Defendant documented at time of billing, subsequent to a regular monthly meter reading, an unusually high water consumption at the Plaintiff's rental property - on the order of 30 times the normal monthly amount – and performed a meter re-read. Upon confirming a month-long consumption reading of 34,240 gallons – enough to fill a swimming pool - Defendant states that its personnel left a door hanger at the service address after no one answered the door at the service address. Property tenant states that no door hanger was found on or after that date after returning to the property that evening. Consequently the leakage continued.

Defendant subsequently and immediately billed (via email) Plaintiff for \$328.59 (while a normal historical monthly billing for this account is on the order of \$35.00). Plaintiff typically pays the monthly charge on or near the charge due day – typically 3 weeks after billing – and not having any reason to suspect a leak – especially of the magnitude that Defendant suspected – did not become aware of the matter until after almost 3 weeks of additional leakage had occurred.

Plaintiff first became aware of the leak upon calling Defendant's customer service on (or about June 30, 2016)<sup>1</sup> for an explanation of the first unusually high billing. Upon realizing there was a significant leak, Plaintiff quickly had the water supply line shut off and contracted for repair. However, by that time more than an additional 50,000 gallons of water had been lost, unnoticed. On July 7, 2016, Defendant billed the Plaintiff in the amount of an additional \$504.01 for 54,880 gallons. Charges include up to a maximum of 8,000 gallons for wastewater treatment (the balance of the consumption assumed by Utilities, Inc., not returning to the utility as wastewater (e.g., used for irrigation)).

Equally important to note is to 1) that to promote water conservation, (Florida) utilities typically employ a punitive escalating water consumption rate – see below – despite water supply costs remaining fixed, and 2) in the instance of a leak outside a dwelling, lost water is not returned to the utility as wastewater for treatment. Both factors providing windfall profits for a utility in the circumstance of leaks as well as a disincentive to assure prompt and effective notification to customers.

Plaintiff and his tenant independently contacted Defendant's customer service requesting a reduction in the charges asserting that at billing up to \$8.31/1,000 gallons – as opposed to the base rate of \$3.70/1,000 gallons - under the circumstances was inappropriate.

Defendant's personnel responded that they have no choice but to charge published tariffs but made two offers. The first to apply a courtesy wastewater adjustment of \$112.88 since the leak didn't result in treatment flow in an amount equal to consumption – though initially they requested documentation that the leak was outside the dwelling; and 2) a 6 month installment payment plan at no interest.

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<sup>1</sup> Date not documented by Plaintiff



Plaintiff did not consider either a fair resolution and filed a complaint with the Public Service Commission (PSC) on July 12, 2016. PSC contacted the Defendant on the Plaintiff's behalf with the outcome of that complaint being that PSC has no authority in disputes in matters downstream of a regulated water meter and could not assist Plaintiff. Plaintiff voluntarily closed the Complaint on August 24, 2016.

During the period that the complaint was active, Plaintiff and Defendant exchanged email communications in a failed attempt by Plaintiff to reach a fairer resolution – thwarted by published tariffs - with Plaintiff necessarily changing the essence of the abatement request to an assertion of negligence on the part of the Defendant, upon which this claim is now based.

Not a matter for this Court to address, but *during* the period that the PSC complaint was active and open, Defendant inappropriately applied Plaintiff's security deposit to the outstanding billings. Plaintiff considers this to be in bad faith as well as the rebuffing of attempts to reach a reasonable resolution of this matter.

Account Ledger

Billing Date	Balance	Credited Date	Amount
6/8/2016	\$328.59	7/7/2016	\$330.00 (paid by Plaintiff)
7/7/2016	\$505.60	8/7/2016	\$ 80.00 (deposit credited by Defendant)
8/7/2016	\$342.16		
9/7/2016	(\$43.38)	9/7/2016	\$422.16 (paid by Plaintiff)

Damages

Total Billings during leakage period:	\$ 834.19
Less historical monthly billings (x 2 months)	\$ (70.00)
Wastewater credit	<u>\$ (112.88)</u>
	\$ 651.31
<b>Amount of claim:</b>	<b>\$ 500.00</b>

Exhibits

Monthly bills (4) from 6/8/16 to 9/8/16

Email correspondence with Utilities, Inc. customer service (between Plaintiff and Defendant)

Correspondence from Florida Public Service Commission to Plaintiff

By: \_\_\_\_\_

Raisul Howlader, Pro Se

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

**From Utilities, Inc.'s webpage (<http://www.uiwater.com> )**

We consider customer service excellence one of our core competencies. **Driven by a staunch dedication to customer satisfaction**, we respond quickly and intelligently to concerns and requests, and serve as an educational resource for water news, information, and advocacy.

We have some good news to share with you about our local water and/or wastewater services that will enhance our ability to serve your needs better than ever before. Effective February 17, 2016, we have assigned dedicated customer service staff specially trained to support our local operations and field technicians in your area to guarantee the highest quality of service possible.

We are confident that this change will help our state-certified managers and operating field staff ensure the quality of our services and the integrity of our systems that you rely on.

CORRESPONDENCE  
SEP 20, 2016  
DOCUMENT NO. 07687-16

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, September 20, 2016 2:12 PM  
**To:** 'Bill Shallcross'  
**Subject:** RE: Docket 160101-WS - Utilities, Inc.

Good afternoon Mr. Shallcross,

Per your request, we have added you to the mailing list as an interested person in Dockets 160101-WS. Please note that this contact information is public record and will be available on internet searches. If you have any changes or wish to have your information removed, you should forward those requests to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us).

As an interested person you will receive all notices for hearing, prehearing, proposed agency action orders, final orders, and notices of Commission conferences via e-mail. If you are interested in receiving documents other than those mentioned above, for example, procedural orders, please contact staff counsel for instructions on becoming a party of record. The phone number for our General Counsel's Office is 850-413-6199.

If you have any questions, please call our office at (850) 413-6770.

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

*Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.*

---

**From:** Bill Shallcross [<mailto:bshallcross@picernefl.com>]  
**Sent:** Tuesday, September 20, 2016 1:51 PM  
**To:** Records Clerk  
**Subject:** Docket 160101 - Utilities, Inc.

I would like to be added as a person of interest as follows:

William Shallcross  
551 Carlisle Ave  
Altamonte Springs FL 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)

Thank you.

**EXHIBIT DNV-6**  
**OF**  
**DENISE N. VANDIVER**  
**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**SUMMARY OF SERVICE HEARING TESTIMONY**

**Utilities, Inc. of Florida**  
**Docket No. 160101-WS**  
**Matrix of Customer Complaints at Service Hearings**

<u>Location</u>	<u>Commissioners</u>	<u>Complaints on Overall Service Quality</u>								<u>Notes</u>
		<u>Number of Speakers</u>	<u>Number of Complaints</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>	
Summertree	Brown, Graham, Brisé, Patronis, Polmann	84	52	2	4	0	0	28	18	see note
Zephyrhills	Brown, Brisé, Patronis	0	0	0	0	0	0	0	0	see note
Punta Gorda	Brown, Patronis, Polmann	6	6	0	2	0	0	3	1	Used & Useful
Lake Placid	Brown, Patronis, Polmann	1	2	1	1	0	0	0	0	
Leesburg	Brown, Graham, Polmann	24	54	19	2	1	0	14	18	see note
Clermont	Brown, Graham, Brisé	0	0	0	0	0	0	0	0	
Altamonte Springs	Brown, Graham, Brisé	40	84	14	3	1	1	37	28	see note
Lakeland	Brown, Brisé, Polmann	8	10	5	0	0	0	3	2	
<b>TOTALS</b>		<b>163</b>	<b>208</b>	<b>41</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>85</b>	<b>67</b>	

**Summertree Issues:**

Unexplained increases to plant since purchase  
Neglected Maintenance; reduce costs  
ROE  
Flushing  
Improper Meter Installations  
Easement and reduced costs  
Confusing Bills AND Notice

**Zephyrhills Issues:**

Keep books separate by system (Page 24)  
Unexplained increases to plant since purchase

**Leesburg Issues:**

Consolidated rates and subsidization  
Parent allocations  
Future costs should not be included  
No improvements 12 years but raising rates  
Possible future development  
Poor treatment of customers  
Trucks tear up roads and property  
Rate case expense  
High rate of return

**Altamonte Springs Issues:**

Salaries and increases  
Cap Band approach  
ROE  
Notice  
Effect on HOA  
Aging meters and other infrastructure  
Consolidation  
Main breaks and failure to make repairs  
Related party transactions  
Efficiencies

Utilities, Inc. of Florida  
Docket No. 160101-WS  
Summertree Customer Meeting

		Complaints on Overall Service Quality						Comments on Interconnection
Customer Name	Address	Water Quality	Customer Service	Billing	Boil Water Noticing	High Rates	Other	
Flip Mellinger	Assistant County Administrator							
Mary Jane and Charles Cordero	11138 Clear Oak Circle						Lack of Investment	Yes
Wilber and Terry Copenhafer	12137 Loblolly Pine Drive		X			X	Reduce Costs; Neglected Maintenance	Yes
Walter Kehoe	11613 Bayonet Lane	X	X					Yes
Lorraine Mack	11913 Bayonet Lane					X	ROE	
Charles Hoehn	12130 Tournament View Avenue						Investment	
Addison Youngs	11244 Golf Round Drive							Yes
Christine Haugh-Crane	11821 Bayonet Lane							Yes
Donna Holecek	12122 Tournament View Avenue							
Lee Robida	11210 Merganser Way					X	Flushing	
Rianda and Richard Schultz	11926 Bayonet Lane		X			X		Yes
David Schaffer	11918 Bayonet Lane					X		Yes
Annabelle Breese	11734 Bayonet Lane					X		Yes
James Lyons	11809 Loblolly Pine Drive						Meters Installation	
John and Juanita Schluntz	11725 Boynton Lane					X		
Ed White	12119 Loblolly Pine Drive					X		Yes
Erika Milligan	12114 Loblolly Pine Drive							Yes
Christine Tsambarlis	11651 Bayonet Lane							Yes
Susan Zappolo	11639 White Ash Drive							
Marilynn Lampe	12002 Bayonet Lane							
Cathi Watson	11729 Boynton Lane							
Roberta Brockman	12129 Loblolly Pine Drive							Yes
Hans VanDooren	11645 Boynton Lane						Flushing	Yes
Dennis Royston	11643 Boynton Lane							Yes
Nancy Pappas	11820 Bayonet Lane							Yes
Carolyn Smith	11837 Carissa Lane							
Jeanette Erickson	12042 Boynton Lane							Yes
Cecilia Corbin	11825 Carissa Lane							

## Summertree Customer Meeting

<u>Customer Name</u>	<u>Address</u>	<u>Complaints on Overall Service Quality</u>					<u>Other</u>	<u>Comments on Interconnection</u>
		<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>		
Anthony Graffeo	11726 Bayonet Lane						Less costs after Interconnect	
Ed Winters	11800 Ivywood Place					X		
Paul Leoci	11326 Clear Oak Circle					X		Taking credit-Yes
Ann Marie Ryan	11436 Windstar Court					X	Flushing	Yes
Carmine Graziano	11625 English Elm Drive					X		
Susan Hogan	11709 Carissa Lane							Yes
Angel Bermudez	11806 Bayonet Lane							
Jackie Medina	11640 White Ash Drive					X		
Teresa Pickering	11605 Cocowood Drive						Flushing	
Judith Brinton	11635 White Ash Drive		X				Flushing	
Maureen and John Vecere	11723 Foxworth Lane					X		Yes
Raureen Neilson	11605 English Elm Drive						Easement at Arborwood	
Rosemary Nichols	11539 Pear Tree Drive							
Lauren Smith	12045 Loblolly Pine Drive					X		
Sharon and James Savarese	11625 Pear Tree Drive					X		
James Sobotor	11512 Yellow Birch Court					X		
Sally Shumway	11811 Pampa Drive							
John Hampton	11448 Golf Round Drive							
Kathleen Radziewicz	11712 Aspenwood Drive					X		
Lori Thompson	11609 English Elm Drive							
Lovera Ebersole	11525 Pear Tree Drive							
Robert Calabro	11633 Rose Tree Drive							
Gary Williams	11610 Golden Rain Drive							
Paul Goldsmith	11815 Pampas Drive							
Nancy Smith	11404 Golf Round Drive							
Lorraine Smith	11410 Bloomington Court					X	Investment	
Sandra Weber	11649 Cocowood Drive					X	Infrastructure	X
Flo Turner	11439 Bloomington Court							
Claire Young	11216 Clear Oak Circle							
Joan Young	11511 Pampas Drive							
Elizabeth Graziani	11801 Ivywood Place							X
Ray Majino	12011 Loblolly Pine Drive							
Tom and Deanna Warrick	11308 Clear Oak Circle					X		
Sally Van Slambrouck	11941 Loblolly Pine Drive							X
Philip Alix	11416 Windstar Court							
Douglas Smith	11036 Paradise Point Way							

### Summertree Customer Meeting

Complaints on Overall Service Quality								
<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>	<u>Comments on Interconnection</u>
Eileen Ball	11423 Merganser Way						Flushing	
Mary Micale	11030 Paradise Point Way					X		
Jeanne Klarman	11318 Clear Oak Circle							
Donna Muck	11334 Merganser Way						Flushing	
Chris and Harry Harrison	11211 Clear Oak Circle							
Frances Kranick	11348 Windstar Court							
Shiraz Ismail	11219 Kiskadee Circle					X		X
Thomas Eckert	11304 Merganser Way						Flushing	
Linda Cator	11216 Godwit Court					X		
Joanne Bonney	11609 Holly Ann Drive							
Sarah Antunez	11304 Mollymawk Court					X		
Gary Montgomery	11407 Clear Oak Circle							
Deborah Deacon	11124 Kiskadee Circle							
Joy Lotito	11418 Sinatra Court							
Dawn Bergson	12106 Tournament View Avenue							
Penolope and Felix Szafran	11125 Kiskadee Circle					X		X
Sheila Donald	11612 Foxworth Lane					X		
Mary Ann Zinser	11426 Sinatra Court						Confusing Bills and Notice	
Margaret Palin	11007 Kiskadee Circle	X						
Richard White	11600 Scotch Pine Drive					X		X



**Utilities, Inc. of Florida**

**Docket No. 160101-WS**

## Zephyrhills Customer Meeting

## Complaints on Overall Service Quality

**Customer Name**

**Address**

## Water Quality

## Customer Service

## Billing

## Boil Water Noticing

## High Rates

**Other**

County Commissioner  
Jack Mariano

Page 24 - keep books separate by system  
Massive flushing  
Unexplained increases to plant since purchase

**Utilities, Inc. of Florida**  
**Docket No. 160101-WS**  
**Punta Gorda Customer Meeting**

**Complaints on Overall Service Quality**

<b><u>Customer Name</u></b>	<b><u>Address</u></b>	<b><u>Water Quality</u></b>	<b><u>Customer Service</u></b>	<b><u>Billing</u></b>	<b><u>Boil Water Noticing</u></b>	<b><u>High Rates</u></b>	<b><u>Other</u></b>
Jennifer Hessler	6713 Gasparilla Pines Blvd.					X	
Rene and Jim Swain	9020 Kestral Circle		X			X	
Clark Gillaspie	8401 Placida Road						Used & Useful
Martin Atkins	8660 Amberjack Circle						
Leroy Furman	Fiddlers Green						
Suzanne Murray	6433 Gasparilla Pines Blvd.		X			X	

## Utilities, Inc. of Florida

**Docket No. 160101-WS**

## Lake Placid Customer Meeting

## Complaints on Overall Service Quality

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Mike Baker	116 Country Club Drive	X	X				
Hydrogen sulfide smell, calls and one day later hyper-chlorinated, then settles down for a month or two							

**Utilities, Inc. of Florida  
Docket No. 160101-WS  
Leesburg Customer Meeting**

**Complaints on Overall Service Quality**

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Jim Chaloupka	1038 Forest Breeze Path	X	X				Consolidated rates
Gail Grant	450 Grand Vista Trail	X	X	X			Consolidated rates; parent allocations
David Bozoti	32549 Oak Park Drive	X					Consolidated rates
W.F. Shanks	410 Grand Vista Trail	X					Consolidated rates
Roger Sperling	548 Grand Vista Trail						See Notes
Larry Cooper	732 Old Oaks Lane						Consolidated rates
Ingrid Panepinto	838 Eagles Landing	X				X	
Chris Beaulieu	639 Timbercrest Drive	X				X	Consolidated rates
Jon Martin	32717 Westwood Loop	X					Consolidated rates
Charlene Minger	32908 Crooked Oaks Lane	X				X	
Tom Welt	1002 Eagles Landing					X	
Judith Martucci	721 Timbercrest Drive	X				X	Subsidization
Jeffrey Brooke-Stewart	33236 Grand Cypress Way	X				X	Subsidization
Dave Shockey	242 Grand Vista Trail					X	Future costs
Josephine Kowynia	527 Grand Vista Trail	X				X	
Gerri Ness	927 Eagles Landing	X				X	Pressure, no improvements in 12 years
Jolene Natoli	33243 Pennbrooke Parkway	X					Possible future development
Gerald Usher	700 Grand Vista Trail	X					Pressure
Don Manfre	32705 Timberwood Drive					X	Discriminatory to pay for improvements-other districts

## Leesburg Customer Meeting

### Complaints on Overall Service Quality

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Wayne Stevenson	931 Forest Breeze Path	X				X	Takes credit for: study pressured by Board, change in metering for irrigation suggested by customer; trucks tear up roads and property
Charles Bozoti	329 Grand Vista Trail	X				X	Same problems as last rate case, never fixed
Eugene Vaughn	32205 Summertree Circle	X				X	Keep raising rates but no improvement
Mike Griffiths	32660 Oak Park Drive	X				X	
Gary King	709 Glen Oaks Drive	X					

Sperling: Rate case expense, high rate of return, pro forma overstated, consolidated rates

**Utilities, Inc. of Florida  
Docket No. 160101-WS  
Clermont Customer Meeting**

## Complaints on Overall Service Quality

**Customer Name**

### Address

## Water Quality

## Customer Service

## Billing

## Boil Water Noticing

## High Rates

**Other**

No customers appeared

**Utilities, Inc. of Florida  
Docket No. 160101-WS  
Altamonte Springs Customer Meeting**

**Complaints on Overall Service Quality**

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Sydney Jones	2013 Crowley Circle West	X				X	Salaries and increases
Russel Dunn	208 Harrogate Place					X	
Austin Beeghly	340 Spring Run Circle	X				X	
Lenny Salvo	521 Birch Court	X				X	
Jerry Alexandrowicz	106 Autumn Drive	X				X	
Arthur Hardie	158 Holderness Drive					X	Salaries and increases
Patricia Scott	370 Forest Park Circle	X	X			X	
Rafael Terrero (Seminole County Environmental Services)	3304 Dike Road					X	Cap Band approach
Brian Holmes	2371 Westwood Drive					X	ROE
Deana Schott	2056 Hutton Point	X			X	X	Notice
Robert Longmire	302 Cambridge Drive	X	X			X	
Win Adams	646 Fellowship Drive					X	ROE
Alma Sue Jordan	229 Littlehampton Close					X	Effect on HOA
Fred Salivia	306 N Sweetwater Blvd					X	ROE, aging meters
Thomas Sacher	202 Slade Drive					X	ROE, aging infrastructure
Ron Dunfee	234 Duncan Trail					X	Consolidation, aging infrastructure
Judy Woodward	1218 Sunshine Tree Blvd					X	Consolidation
Dennis Ural	423 River Isle Court					X	Notice
Maia Knuckey	310 W Hornbeam Drive	X				X	Main breaks

## Altamonte Springs Customer Meeting

### Complaints on Overall Service Quality

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Chuck Scales (Sweetwater Oaks HOA)	810 Fox Valley Drive					X	Consolidation
Greg Taylor	313 Raven Rock Lane	X				X	
Jim Berko	1814 Crowley Circle					X	ROE
Andrew Gross	213 Thistlewood Circle					X	Consolidation
Cindy May	669 Smokerise Blvd	X				X	Notice, Main break not repaired
Jason Howard	102 Hickory Drive						ROE, Related party transactions
John Rauch	1510 Jill Jenee Lane					X	Consolidation
Dennis Warren (Springwood Village Condominiums)	329 Raven Rock Lane		X			X	Consolidation
Todd Burnett (Woodlands Civic Association)	218 Tollgate Trail	X					Failure to repair road
Al Barnes	208 Canterclub Trail					X	
John Ewseychik (Wekiva Golf Villas HOA)	210 Albrighton Court					X	Consolidation
Larry Skinner (Springwood Village Condos)	160 Springwood Circle					X	
Marilyn Horne	123 Fox Ridge Run	X				X	Infrastructure
Steve Drolshagen	422 Twisting Pine Circle					X	Salaries and increases
David Dennis	307 Smokerise Blvd	X				X	Consolidation, efficiencies, main break
Gyl Cerchiai	120 Harrogate Court						



## Altamonte Springs Customer Meeting

### Complaints on Overall Service Quality

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Nancy Kon	215 Albrighton Court					X	
Brian Page	492 Timber Ridge Drive					X	Consolidation, Notice
Robin Radvak	450 Longmeadow Lane					X	Salaries
Ellis Morris	103 Foxridge Run	X		X		X	ROE
Rosa Karbon	3855 Oakington Place					X	

**Utilities, Inc. of Florida  
Docket No. 160101-WS  
Lakeland Customer Meeting**

**Complaints on Overall Service Quality**

<u>Customer Name</u>	<u>Address</u>	<u>Water Quality</u>	<u>Customer Service</u>	<u>Billing</u>	<u>Boil Water Noticing</u>	<u>High Rates</u>	<u>Other</u>
Al Elkins	9245 Wood Stork Drive	X				X	
Tish Moore	1650 Big Cypress Blvd	X					Meter reading errors
Ann Marie Ryan	11436 Windstar Court					X	
Terry Copenhafer	12137 Loblolly Pine Drive						
Diane Accetta	2335 Snowy Plover Drive	X					
Linda Baltos	2452 Snowy Plover Drive	X					
Bob Halleen	2237 Big Cypress Blvd	X					Consolidation
John Miller	2915 Dollar Bonnet Lane					X	

**EXHIBIT DNV-7**  
**OF**  
**DENISE N. VANDIVER**  
**ON BEHALF OF THE CITIZENS OF THE STATE OF FLORIDA**

**SUMMARY OF PSC FINDINGS ON QUALITY OF SERVICE**

**Utilities, Inc. of Florida**  
**Summary of Quality of Service in Prior PSC Dockets**

**Cypress Lakes**

**Docket No. 060257-WS:** Customers expressed dissatisfaction with water quality, particularly a lack of consistent chlorine residual that resulted in finished water having a strong sulfur odor.

**Order No. PSC-07-0199-PAA-WS,** issued March 5, 2007, determined that the quality of service provided by CLU was marginally satisfactory. The decision was in part due to the lack of sufficient demonstration by the Utility to address the water quality problems. In an effort to improve the customer satisfaction, CLU was required to perform a complete evaluation of options to address the problems.

**Docket No. 090349-WS:** PSC reviewed the Utility's efforts to address the problems, deficiencies and dissatisfaction expressed by customers.

**Order No. PSC-10-0682-PAA-WS,** issued November 15, 2010, noted that CLU had made modifications to improve the chlorine residual issue throughout the area until 2010, when the issue recurred. CLU admitted that it failed to maintain the minimum level of chlorine residual throughout the drinking water system and paid \$1,799 to settle with Polk County Health Department (PCHD) in a Consent Order dated June 1, 2010. While the PSC recognized these deficiencies and the dissatisfaction expressed by customers it determined that the quality of service provided by CLU was satisfactory.

**Docket No. 130212-WS:** Customers concerned with the rising level of treated water that is used by CLU for flushing. While flushing may be necessary to address PCHD's requirement regarding the minimum combined chlorine residual, excessive flushing may be inconsistent with the consumptive use policies under the jurisdiction of the Southwest Florida Water Management District (SWFWMD). A customer pointed out that the amount of wastewater treated exceeds the water sold.

**Order No. PSC-14-0283-PAA-WS,** issued May 30, 2014, determined that the quality of service provided by the Utility is satisfactory. The Utility appears to have taken reasonable actions to comply with regulations under the jurisdictions of PCHD and DEP. However, there is a significant level of concern by the customers, OPC, and this Commission regarding the amount of water used in connection with CLU's flushing program.

## Eagle Ridge

**Docket No. 030445-SU:** Customer objection to the odor from the wastewater treatment plant, DEP received some odor complaints and, as a part of the operating permit renewal, the local homeowners and the utility developed an odor detection program to determine the source and cause of the odors.

**Order No. PSC-04-1107-PAA-SU,** issued November 8, 2004, determined that the quality of service was satisfactory.

**Docket No. 080247-SU:** No quality issues raised.

**Order No. PSC-09-0264-PAA-SU,** issued April 27, 2009, determined that the quality of service was satisfactory.

**Docket No. 110153-SU:** Customer objection to odor from the wastewater treatment plant.

**Order No. PSC-11-0587-PAA-SU,** issued December 21, 2011, determined that the quality of service was satisfactory.

## Labrador

**Docket No. 080249-WS:** Test year complaints on water quality and WWTP odor.

**Order No. PSC-09-0711-AS-WS,** issued October 26, 2009 approved a settlement which stated that the odors coming from the wastewater treatment plant continue to be a problem, particularly when the plant is underutilized during the time the park is less occupied. The Utility has agreed to work with customer representatives to study the problem, and if necessary, propose cost effective measures to address the wastewater plant odor problem.

**Docket No. 110264-WS:** Customer objection to the odor from the wastewater treatment plant.

**Order No. PSC-12-0206-PAA-WS,** issued April 19, 2012, determined that the quality of water service is satisfactory although the Utility should further engage the customers in efforts to address their continuing concerns with the quality of the product. With respect to wastewater service, the Commission found that the Utility failed to adequately address customer dissatisfaction with the odors coming from the treatment plant, has not conducted adequate study of the problem and possible solutions, and has failed to engage the customers in the search for a resolution. Therefore, the overall quality of wastewater service provided is marginal.

**Docket No. 140135-WS:** Customers dissatisfied with the quality of water.

**Order No. PSC-15-0208-PAA-WS,** issued May 26, 2015, determined that Labrador has not made sufficient efforts to engage its customers to discuss and resolve their continuing dissatisfaction with the quality of the water since its last rate case. Therefore, the overall quality of service provided by Labrador shall be considered satisfactory for the wastewater services, and marginal for water services provided to customers and imposed a 25-basis point reduction in ROE for water.

## Lake Placid

**Docket No. 060260-WS:** No quality issues raised.

**Order No. PSC-07-0287-PAA-WS,** issued April 3, 2007 determined the overall quality of service provided by the utility shall be considered satisfactory.

**Docket No. 090531-WS:** No quality issues raised.

**Order No. PSC-11-0015-PAA-WS,** issued January 5, 2011 determined the overall quality of service provided by the utility shall be considered satisfactory.

**Docket No. 130243-WS:** Concerns expressed with quality of water and pressure.

**Order No. PSC-14-0335-PAA-WS,** issued June 30, 2014 determined the overall quality of service provided by the utility shall be considered satisfactory.

## Longwood

No prior dockets under UIF.

**Docket No. 090381-SU:** No quality issues raised.

**Order No. PSC-10-0407-PAA-SU,** issued June 21, 2010 determined the overall quality of service provided by the utility shall be considered satisfactory.

## LUSI

No prior dockets under UIF.

**Docket No. 070693-WS:** No quality issues raised.

**Order No. PSC-09-0101-PAA-WS,** issued February 16, 2009 determined the overall quality of service provided by the utility shall be considered satisfactory.

**Docket No. 100426-WS:** No quality issues raised.

**Order No. PSC-11-0514-PAA-WS,** issued November 3, 2011 stated that LUSI is addressing the open Consent Order with the WMD and found that the overall quality of service provided by the Utility is satisfactory.

## Mid-County

**Docket No. 030446-SU:** Customers complained about the plant odors and noise, as well as the sludge hauling trucks traveling through the community.

**Order No. PSC-04-0819-PAA-SU,** issued August 23, 2004 determined the overall quality of service provided by the utility shall be considered satisfactory.

**Docket No. 060254-SU:** Customers complained about the operational condition at the WWTP. On January 17, 2006 DEP stated that the utility was found to be out of compliance due to effluent quality issues. On July 19, 2006 DEP found the utility to be out of compliance due to effluent quality issues. On November 9, 2006, DEP issued another warning letter to the utility regarding the effluent quality issues. On March 29, 2005 DEP issued a warning letter for very noticeable and persistent odors around and within the Doral Mobile Home Park, subsequently, an odor study was conducted and the utility indicated that an odor control system would be installed.

**Order No. PSC-07-0134-PAA-SU,** issued February 16, 2007 found that the utility is putting forth a sufficient good faith effort to justify a satisfactory rating concerning its attempts to resolve customer complaints. However, because the utility is not in compliance status regarding the quality of product, the utility's overall quality of service was found to be marginal. The utility shall complete any and all improvements to the WWTP that are necessary to satisfy the standards set by the DEP and shall file a status report in six months.

**Docket No. 080250-SU:** The DEP issues from 2006 - 2007 were resolved with some minor issues in 2008. No customers attended the customer meeting.

**Order No. PSC-09-0373-PAA-SU,** issued May 27, 2009 found that while the Utility experienced some operational deficiencies, compliance with DEP regulations has been achieved. The utility showed an effort to comply, therefore quality was found to be satisfactory.

## Pennbrooke

**Docket No. 060261-WS:** Water quality complaints dealt with discoloration, residue and sediment, odor, taste, and low pressure, Sewage back-ups and noise from the wastewater treatment plant were the main wastewater complaints.

**Order No. PSC-07-0088-PAA-WS,** issued January 31, 2007 determined the quality of service overall shall be considered marginally satisfactory.

**Docket No. 090392-WS:** Water quality complaints dealt with color, sediment, odor, taste, and low pressure.

**Order No. PSC-10-0400-PAA-WS,** issued June 18, 2010 determined the overall quality of service provided by Pennbrooke is satisfactory.

**Docket No. 120037-WS:** Water quality complaints dealt with color, sediment, odor, taste, and low pressure.

**Order No. PSC-12-0667-PAA-WS,** issued December 26, 2012 determined the overall quality of service provided by Pennbrooke is satisfactory, however, due to localized concerns involving water pressure and the water quality aesthetics, we find that Pennbrooke shall continue to engage its customers to discuss potential options and associated costs.

### **Sandalhaven**

**Docket No. 020409-SU:** Customer complaints addressed plant odor and the sludge hauling trucks gradually degrading the quality of the entrance road.

**Order No. PSC-03-0602-PAA-SU,** issued May 13, 2003 determined the quality of service is satisfactory.

**Docket No. 060285-SU:** Customer complaints addressed plant odor.

**Order No. PSC-07-0865-PAA-SU,** issued October 29, 2007 determined the quality of service is satisfactory.

**Docket No. 150102-SU:** In 2014 the utility entered into a Consent Order with DEP, customer concerns addressed the leakage from the perc ponds and billing errors.

**Order No. PSC-16-0013-PAA-SU,** issued January 6, 2016 determined the quality of service is satisfactory.

### **Sanlando**

**Docket No. 090402-WS:** No significant customer complaints regarding quality.

**Order No. PSC-10-0423-PAA-WS,** issued July 1, 2010 determined the quality of service is satisfactory.

**Docket No. 110257-WS:** No significant customer complaints regarding quality. The DEP Sanitary Survey dated July 14, 2010 found 5 deficiencies concerning operator staffing requirements, cross-connection control program, maximum-day operating capacities, ground storage tank inspections, and sampling for monitoring of coliform bacteria. The Utility responded to the deficiencies on August 20, 2010.

**Order No. PSC-13-0085-PAA-WS,** issued February 14, 2013 determined the quality of service to be satisfactory.

**Docket No. 140060-WS:** DEP Wastewater Compliance Report noted an excess of total phosphorus in wastewater effluent for several months during the test year, DEP Consent Order addressed a force main break causing an estimated 750,000 gallons of untreated wastewater to discharge to Sweetwater Creek and a berm breach causing an estimated 1.0 million gallons of partially treated effluent to discharge into Sweetwater Creek and the surrounding wetlands, additional discharge and daylighting (groundwater emerging above ground) from rapid infiltration basins (RIBs) was observed on December 2, 2014. No significant customer complaints regarding quality.

**Order No. PSC-15-0233-PAA-WS,** issued June 3, 2015 determined the quality of service is satisfactory.



## Tierra Verde

No prior dockets under UIF.

**Docket No. 060255-SU:** No customer complaints.

**Order No. PSC-07-0082-PAA-SU,** issued January 29, 2007 determined the quality of service is satisfactory.

**Docket No. 080248-SU:** No customer complaints.

**Order No. PSC-09-0372-PAA-SU,** issued May 27, 2009 determined the quality of service is satisfactory.

## UIF

**Docket No. 060253-WS:** Summertree had elevated disinfection by-products, specifically total trihalomethanes (TTHM) and five haloacetic acids (HAAS), the utility entered into a consent order with the DEP to modify the disinfection system at Summertree to use chloramines in order to reduce TTHM and HAAS formation, customer complaints were taste, color, odor, pressure, leak at plant, rude customer service, and boil water notices.

**Order No. PSC-07-0505-SC-WS,** issued June 13, 2007 determined the overall quality of the water and wastewater service for the UIF systems in Marion, Pasco, Pinellas, Orange, and Seminole Counties is satisfactory, except for the Summertree water system in Pasco County which is unsatisfactory.

**Docket No. 090462-WS:** Customer complaints were taste, color, odor, pressure, water line leaks, sewer blockages, and plant odor.

**Order No. PSC-10-0585-PAA-WS,** issued September 22, 2010 determined the overall quality of the water and wastewater service for the UIF systems in Pasco, Pinellas, Orange, and Seminole Counties is satisfactory, except for the Summertree water system in Pasco County.

**Docket No. 120209-WS:** In 2012, the Summertree system tested high for iron at one back-up well, Summertree and park Ridge customer complaints were taste, color, and odor.

**Order No. PSC-14-0025-PAA-WS,** issued January 10, 2014 determined the quality of the treated water and wastewater and the operational condition of the plant and facilities for all of the systems except the Summertree Water System are satisfactory. Based on all of the information provided we find the quality of the treated water for the Summertree Water System unsatisfactory.