

Utilities, Inc. of Florida  
Docket No. 160101-WS  
April 20, 2017

Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	Resolution Date	Operator	Request Type	FA Status
12002 BAYONET LN	4/6/17	Ms. Lampe contact# 727-856-8098 called in to report low water pressure sent email to dispatch/Brooke, Isabel, Josie. Thanks Penny	4/6/17	I talked to the customer, problem was in kitchen and bathroom sink. I cleaned out the screens for her they were pugged with sediment.  She was satisfied. JB	LAMPE, MARILYNN	4/6/17	Jeff Becker	High or Low Pressure in the Water	Completed
12005 PARADISE POINTE WAY	4/3/17	Terri Copenhafer 913-645-2664 called in to report low water pressure and request that someone call her with results. sent email to dispatch/Brooke, Isabel, Josie. Thanks Penny	4/3/17	Patrick, said he talked to this customer during the day today, He was contacting Dave the property manager also. JB	SUMMERTREE RECREATION FACILITY	4/4/17	Jeff Becker	High or Low Pressure in the Water	Completed
12005 PARADISE POINTE WAY	3/31/17	Cheryl (727) 856-2812 from Summer Treee Boad of Directors reporting all the resident are reporting very low water pressure for weeks. Janet/FL	3/31/17	Lee Neil is going to contact customer and up date them our status of investigation. JB	SUMMERTREE RECREATION FACILITY	3/31/17	Jeff Becker	High or Low Pressure in the Water	Completed
12005 PARADISE POINTE WAY	3/22/17	Terri Copenhafer, president of Summertree Rec Facility called to report ongoing problem with low pressure. Terri 913-546-2664. Thanks, Brooke	3/28/17	I pulled the meter out today and checked the screen, it was clean. I also ran the 2" line and we had good volume, pressure was ok. I think our problem is with the pressure loss at the check valve assembly at the POE. Patrick was going to consult with the engineer. JB	SUMMERTREE RECREATION FACILITY	3/28/17	Jeff Becker	High or Low Pressure in the Water	Completed
11516 PAMPAS DR	2/22/17	Richard called to report low pressure. Richard 727-856-3109. Thanks, Brooke	2/22/17	I talked to the customer, they have a filter and we removed the filter and pressure was great then. They are satisfied. JB	SANTINI, RICHARD	2/22/17	Jeff Becker	High or Low Pressure in the Water	Completed
11145 KISKADEE CIRCLE	2/13/17	Customer is reporting a bad odor in her water. Please investigate. Please contact upon arrival Kathy (727) 378-5607 Thank you, Amy	2/14/17	Checked water coming in and there is no odor. Customer has a water softener we put it on by-pass for a couple days to see if that may be the issue. JB	HUFFMAN, KATHY	2/14/17	Jeff Becker	Water Quality	Completed

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11601 ASPENWOOD DR	2/1/17	Customer said water is muddy, Due to the hydrant by his house not being flushed , He is requesting we flush the hydrant. Thanks Brittany NV	2/1/17	Water coming into the house is clear, I explained to the customer that we haven't been flushing that hydrant because we doing a more directional flush to pull water past his house and up the street farther. He seemed to be satisfied. JB	GARBACKI, PETER	2/1/17	Jeff Becker	Discolored Water	Completed
11716 BOYNTON LN	1/19/17	Gail 508-572-0531 called about discolored and strong odor in water. Please investigate and contact customer with results. Thanks, Regina	1/19/17	Stopped and talked to the customer, she just opened up the house. Water at POE clear and no odors, I told her to run the water for about 30 to 45 min or until she is satisfied to clean out all the pipes and hot water heater. I will stop back later to check that she is satisfied. Checked with her at 2 PM and she said it was all cleared up. JB	WILSON, GAIL	1/19/17	Jeff Becker	Taste or Odor in the Water	Completed
11630 HOLLY ANN DR	1/16/17	Pauline Suriani (727) 379-9770 reporting very low pressure of water in the morning, afternoon and night it comes and goes does not know when will have water. Please contact customer with what is going on in area. Janet/FL	1/17/17	spoke with customer about the low pressure, she has a filter out side the house. I ask if she could by pass the filter for a couple of minutes and when she did the flow increased to normal her nephew remove the filter and found out that her filter was really dirty shes getting replace .I told customer to call back if she had anymore problems.	SURIANI, PAULINE	1/17/17		High or Low Pressure in the Water	Completed
11030 PARADISE POINTE WAY	1/16/17	Mrs. Micale contact 727-378-6857 called in to report low water pressure for about 3wks and that there has been a fire hydrant flushing for about that same amount of time. sent email to dispatch/ Brooke, Isabel, Sylvia. Thanks Penny	1/16/17	spoke with customer about the low pressure, she has a filter out side the house. I ask if she could by pass the filter for a couple of minutes and when she did the flow increased to normal her nephew remove the filter and found out that her filter was really dirty shes getting replace .I told customer to call back if she had anymore problems.	MICALE, FRANK	1/16/17		High or Low Pressure in the Water	Completed

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11919 CARISSA LN	1/10/17	Please turn on, customer was under the impression meter was already on when her service started. Waiver in office. Thanks, Brooke	1/11/17	1/10 - Turned on meter and water is running in the house, I turned back off and left message and a tag with the customer to let them know and that they can turn it on with a crescent wrench or to call me when they are here to meet them. JB	Schoggins, Kathleen	1/11/17	Jeff Becker	General Investigation	Completed
11804 IVYWOOD PL	12/22/16	Ms. Ashley 423-431-8868 called in about meter being buried in the ground and tilted. Meter reader advised customer to call in to request to have exchanged since meters in area are being slowly updated anyway. Thanks, Regina	1/9/17	12/28 - Called customer and told her she doesn't need to be present, also informed her that it will be after the new year before I can get to it. She was satisfied. JB 1/9 - Meter is readable and valve is accessible. Told customer I will be changing meters on this street later this year and will straighten it up at that time. She was ok with it. JB	ASHLEY, GERVAIS	1/9/17	Jeff Becker	General Investigation	Completed
11316 MERGANSER WAY	1/6/17	Customer called complaining of very low water pressure ph#585-663-8306 Thank you, Josie	1/6/17	met with customer, 40PSI @ POE, stayed onsite while customer did recommended trouble shooting, clogged inline water filter was causing low pressure, customer happy with results.	RISOLO, DAVID	1/6/17	Lucas Link	High or Low Pressure in the Water	Completed