

CLASS A and B  
WATER AND/OR WASTEWATER UTILITIES

090462-WS

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

OF

UTILITIES, INC. OF FLORIDA

Exact Legal Name of Utility  
Docket No.: 090462-WS

**PASCO COUNTY  
VOLUME III (b)**



FOR THE  
Test Year Ended: December 31, 2008

*Volumes III (a) and III (b)*

DOCUMENT NUMBER-DATE

00702 FEB-1 2009

FPSC-COMMISSION CLERK

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pasco County

25-30.440 (5)  
INSPECTION REPORTS

Test Year Ended December 31, 2008

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CC: PF



# Department of Environmental Protection

Jeb Bush  
Governor

Southwest District  
3804 Coconut Palm Drive  
Tampa, Florida 33619

Colleen M. Castille  
Secretary

October 11, 2005

Mr. Michael T. Dunn, P.E.  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Orlando, FL 32714

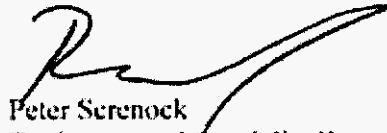
Re: Compliance Inspection  
Buena Vista Manor  
PWS-ID No. 651-5221  
Pasco County

Dear Mr. Dunn:

The attached compliance inspection was conducted on the referenced public water system. No deficiencies were noted at the time of this inspection.

If you have any questions, please contact me at (813) 744-6100, extension 318.

Sincerely,



Peter Srenock  
Environmental Specialist II  
Drinking Water Section

PS

Attachment

10/11/05



# COMPLIANCE INSPECTION

OWNER/ADDRESS:  
Mr. Michael T. Dunn, P.E.  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

SYSTEM NAME:  
Buena Vista Manor  
COUNTY: Pasco  
SYSTEM TYPE: C

ID: #651-5221

DATE OF INSPECTION: 10/5/05  
SUPERVISOR: Ed Watson  
INSPECTOR: Peter Screnock

Check List:

- Well Protection - Housing  Security Fencing
- Well Abandonment
- \* Sanitary Seal  Disinfection Port  Conduit Piping
- \* 6' x 6' x 4" Concrete Apron - Cracked  Missing  Inadequate size
- Raw Water Tap - Missing  Threaded  Wrong location
- \* Check Valve - Inoperable  Missing  Wrong location
- Time Clock / Flow Meter - Missing  Broken  Make \_\_\_\_\_
- \* Sanitary Hazard \_\_\_\_\_
- Water Pressure Gauge - Missing  Broken/Cracked
- Water Pressure Adequate On/Off \_\_\_\_\_ P.S.I.
- \* Disinfection Free Cl<sub>2</sub> Residual Plant \_\_\_\_\_ mg/l Remote 0.52 mg/l  
A minimum of 0.2 mg/l chlorine residual must be maintained at all times throughout the distribution system Chlorinator make Buena Vista Civic Center \_\_\_\_\_ gpd
- \* Gas Chlorination: Need Separate Room  Cross-Ventilation   
Scales; Safety Equipment; Dual Gas; Cylinders Chained; Breathing Apparatus;  
Ammonia; Wrenches Auto Switch Over; Lack of Chlorination Capability Alarm
- \* Alarm Requirements Of New/Modified Systems After 1/1/93 \_\_\_\_\_
- \* Cross-Connection - Location: \_\_\_\_\_
- \* Auxiliary Power/Second Well (For 350 persons/150 connections) \_\_\_\_\_ Generator  
Needs Auto Start  Operated Monthly - Yes  No
- \* Certified Operator Name: Steve Habery Number: C-8012
- Maintenance Logs \_\_\_\_\_
- NSF or UL Approved Chlorine Yes  No
- OTHER TREATMENT - Softeners  Filters  Aerators  Other: \_\_\_\_\_
- Miscellaneous: \_\_\_\_\_
- NO DEFICIENCIES THIS DATE

\* REQUIRES REINSPECTION

COMMENTS:

**No deficiencies at time of inspection.**



Jeb Bush  
Governor

# Department of Environmental Protection

Southwest District  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926  
Telephone: 813-632-7600

ORIG: FILE  
CC: RR, PF

Colleen M. Castille  
Secretary

January 31, 2006

Mr. Patrick Flynn  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32701

Re: Compliance Inspection  
Buena Vista Trailer Park  
PWS-ID No. 651-0117  
Pasco County

Dear Mr. Flynn:

The attached compliance inspection was conducted on the referenced public water system. No deficiencies were noted at the time of this inspection.

If you have any questions, please contact me at (813) 632-7600, extension 318.

Sincerely,

Peter Scenock  
Environmental Specialist II  
Drinking Water Section

PS/dm<sup>c</sup>

Attachment

cc: Steve Habery

"More Protection, Less Process"

Printed on recycled paper.

19.1

## COMPLIANCE INSPECTION

**OWNER/ADDRESS**

Mr. Patrick Flynn

Utilities Inc. Of FL

200 Weathersfield Ave.

Altamonte Springs, FL 32701

**SYSTEM NAME** Buena Vista TP well-3

ID# 6510117

SYSTEM TYPE C

COUNTY Pasco

SUPERVISOR: Ed Watson

INSPECTOR: Peter Screnock

INSPECTION DATE: 11/2/05

**Check List:**

- Well Protection - Housing  Security Fencing
- \* Sanitary Seal/Disinfection Port
- \* 6' x 6' x 4" Concrete Apron - Cracked  Missing  Inadequate size
- Raw Water Tap - Missing  Threaded  Wrong location
- \* Check Valve - Inoperable  Missing  Wrong location
- Time Clock / Flow Meter - Missing  Broken  Make Water Specilities 20091700 rea
- \* Sanitary Hazard \_\_\_\_\_
- Water Pressure Gauge - Missing  Broken/Cracked  On/Off 50/60 P.S.I.
- \* Disinfection Free Cl<sub>2</sub> Plant 1.40 mg/l Remote \_\_\_\_\_ mg/l Chlorinator Stenner set at 3.75 17 gp
- \* Gas Chlorination: Need Separate Room  Cross-Ventilation   
Scales; Safety Equipment; Dual Gas; Cylinders Chained; Breathing Apparatus;  
Ammonia; Wrenches Auto Switch Over; Lack of Chlorination Capability Alarm
- \* Cross-Connection - Location: \_\_\_\_\_
- \* Auxiliary Power/Second Well Operated Monthly - Yes  No
- Certified Operator Name: Steve Habery Number C-8010
- Maintenance Logs \_\_\_\_\_
- NSF or UL Approved Chlorine Yes  No
- OTHER TREATMENT - Softeners  Filters  Aerators  Other \_\_\_\_\_
- Tanks checked annually Yes  No  Date Cleaned \_\_\_\_\_ Date Inspected \_\_\_\_\_
- O & M manual Yes  No  Distribution Map Yes  No  N/A
- Emergency/response Plan Yes  No  N/A
- System flushing plan Yes  No  System flushed Yes  No
- Preventative maintenance plan Yes  No
- ARV/PRV testing on Hydro tank Yes  No
- Exercising of isolation valves Yes  No
- Miscellaneous \_\_\_\_\_
- NO DEFICIENCIES THIS DATE

**\*(X) REQUIRES REINSPECTION**

**COMMENTS**

**No deficiencies at time of inspection. Water system is well operated and maintained.**



# Florida Department of Environmental Protection

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

*Mike*  
*Scotty*  
*Lee*  
*Steve H*

Charlie Crist  
Governor  
Jeff Labadie  
Lt. Governor  
Michael W. Soto  
Secretary

April 30, 2008

Mr. Patrick C. Flynn  
Utilities, Inc. of Florida  
200 Weatherfield Avenue  
Altamonte Springs, FL 32714

Re: Compliance Inspection  
Orangewood Water System  
PWS-ID No. 651-1311  
Pasco County

Dear Mr. Flynn:

The attached Compliance Inspection was conducted on the referenced public water system. No deficiencies were noted at the time of this inspection.

If you have any questions, please contact me at (813) 632-7600, extension 314, or e-mail: [frank.fulghum@dep.state.fl.us](mailto:frank.fulghum@dep.state.fl.us).

Sincerely,

Frank L. Fulghum III  
Environmental Specialist II  
Drinking Water Section

FLF/dm

Attachment

cc: Lee Neal, Utilities, Inc. (via e-mail)

*Scotty -*  
*Good job by Steve and his*  
*crew in keeping the system up so*  
*well. I noticed Frank F. did not*  
*note the generator @ BV#13, the owner's*  
*name is UIF, not UFI, FF wants*  
*a letter stating when we have emergency*  
*I/C's.*

SEARCHED  
SERIALIZED  
INDEXED  
MAY 1 2008  
FBI - TAMPA

**Compliance Inspection Form**

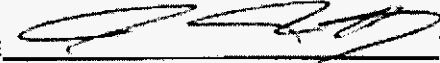
|  |   |   |                                    |
|--|---|---|------------------------------------|
| <b>SYSTEM</b>  | Water system: <u>ORANGWOOD</u>          | System PWS #: <u>6512311</u>                                      | Inspection Date: <u>03/26/2008</u> |
|  | Inspector: <u>FRANK L. FULGHUM III</u>  | Person(s) contacted: <u>STEVE HABERY</u>                          | System Type: <u>C</u>              |
|  | System address: <u>DARLINGTON RD</u>    | City: <u>HOLIDAY</u>  | State: <u>FL</u> Zip: <u>34690</u> |
| <b>OWNER</b>   | Owner name: <u>UTILITIES, INC</u>       | Owner title: _____  |                                    |
|  | Owner address: <u>200 WEATHERSFIELD</u> | City: <u>ALDAMONTE SPRINGS</u> State: <u>FL</u> Zip: <u>32714</u> |                                    |
|  | Owner phone: <u>(407) 869-1919</u>      | Fax: <u>(407) 869-6961</u>  |                                    |
| Operator required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (if "No", Operator sections not applicable) |   | Operator class & cert. number: <u>C 8012</u>                      |                                    |
| Operator name: <u>STEVE HABERY</u>   |   | Phone: <u>(727) 934-9137</u>                                      |                                    |


S = SATISFACTORY U = UNSATISFACTORY - = NOT APPLICABLE \* = SEE COMMENT BELOW

| SOURCE - WELL INFORMATION             |  |    |    |    |    |    |    |  |        | STORAGE  |                      |    |
|---------------------------------------|--|----|----|----|----|----|----|--|--------|--|----------------------|----|
| Well Number/Well ID #                 | O1                                     | O2 | O3 | O4 | B1 | B2 | B3 |  |        | Tank(s)/Type(s)  | 6 Hydro              |    |
| Well head sealed? (Pad/condu/ceen/ps) | S                                      | S  | S  | S  | S  | S  | S  |  |        | Inspections compliant? (annual/5yr)  | S                    |    |
| Well casing 12" above grade?          | S                                      | S  | S  | S  | S  | S  | S  |  |        | Pressure Gauge Compliant   | S On/OFF: 45/65      |    |
| Casing vent compliant? (2003)         | S                                      | S  | S  | S  | S  | S  | S  |  |        | Pressure relief valve provided? (hydro)  | S                    |    |
| Check valve compliant?                | S                                      | S  | S  | S  | S  | S  | S  |  |        | Security measures compliant?   | S                    |    |
| Raw tap compliant?                    | S                                      | S  | S  | S  | S  | S  | S  |  |        | <b>DISTRIBUTION</b>  |                      |    |
| Flowmeter/Timeclock                   | S                                      | S  | S  | S  | S  | S  | S  |  | BACGER | Water system map compliant?  | Yes                  |    |
| Well Pad Compliant?                   | S                                      | S  | S  | S  | S  | S  | S  |  |        | Flushing of dead ends compliant?   | NA                   |    |
| Security measures compliant?          | S                                      | S  | S  | S  | S  | S  | S  |  |        | Valve maintenance compliant?   | NA                   |    |
| <b>TREATMENT</b>                      |  |    |    |    |    |    |    |  |        | Chlorine residual > 0.2 mg/L   |                      | NA |
| O & M manual compliant?               | S                                      | S  | S  | S  | S  | S  | S  |  |        | <b>MANAGEMENT</b>  |                      |    |
| Auxiliary Power                       | -                                      | -  | -  | -  | -  | -  | -  |  |        | Number of high service pumps?  | NA                   |    |
| Loss of chlorine alarm compliant?     | S                                      | S  | S  | S  | S  | S  | S  |  |        | Flow meter accuracy checked?   | NA                   |    |
| Treated sample tap provided?          | S                                      | S  | S  | S  | S  | S  | S  |  |        | ERP & CCC Plans Onsite?  | See Recommendations  |    |
| <b>HYPO</b>                           | Cl solution NSF approved?              | S  | S  | S  | S  | S  | S  |  |        | <b>OPERATOR</b>  |                      |    |
|                                       | Cl storage complaint                   | S  | S  | S  | S  | S  | S  |  |        | Operator visits compliant?   | Yes 6d/wk            |    |
|                                       | Chlorinator                            | S  | S  | S  | S  | S  | S  |  | NA     | Plant checked 5 times per week?  | Yes                  |    |
| <b>GAS</b>                            | Cl room compliant?                     | -  | -  | -  | -  | -  | -  |  |        | Last inspection fully compliant? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (see below) |                      |    |
|                                       | Scales compliant?                      | -  | -  | -  | -  | -  | -  |  |        | Have deficiencies been addressed?  | NA                   |    |
|                                       | Auto switchover provided?              | -  | -  | -  | -  | -  | -  |  |        | Were any of the deficiencies "repeat"?   | NA                   |    |
|                                       | Safety (SCBA/Goggles/America Panic HW) | -  | -  | -  | -  | -  | -  |  |        | <b>FIELD SAMPLING RESULTS</b>  |                      |    |
| <b>OTHER</b>                          | Aeration                               | -  | -  | -  | -  | -  | -  |  |        | Plant Cl (mg/L)  |                      |    |
|                                       | pH adjustment                          | -  | -  | -  | -  | -  | -  |  |        | Distribution Cl mg/L   | 1.5                  |    |
|                                       | Orthophosphate                         | -  | -  | -  | -  | -  | -  |  |        | Location:  | 4212 BUENA VISTA DR. |    |
|                                       | Other:                                 | -  | -  | -  | -  | -  | -  |  |        |  |                      |    |

**REMARKS AND RECOMMENDATIONS:**

- \*Wells O are in the Orangewood Subdivision and Wells B are in the Buena Vista Area.
- \*Please note that beginning May 1, 2008, Orangewood will be required to submit seven (7) distribution bacti samples based on population served. (Rule 62-550.518, FAC)
- \*Please submit a letter describing all the interconnects tied to and with the Orangewood system.

INSPECTOR'S SIGNATURE  TITLE ESR DATE: 4-24-08

REVIEWED BY  TITLE DIV. Manager DATE: 4-24-08



**RECOMMENDATION: STORAGE TANKS DUE FOR INSPECTION.**

REGULATION REFERENCE: FAC Rule 62-555.350 (2)

**RECOMMENDED ACTION:**

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. Please ensure that the storage tank is inspected by August 2008.

**RECOMMENDATION: UPDATE EMERGENCY RESPONSE AND CCC PLANS**

REGULATION REFERENCE: FAC 62-555.350 (15)

**RECOMMENDED ACTION:**

Suppliers of water who own or operate a community water system serving, or designed to serve, 350 or more persons or 150 or more service connections shall develop a written emergency preparedness/response plan in accordance with Emergency Planning for Water Utilities, AWWA Manual M19, as adopted in Rule 62-555.335, F.A.C., by no later than December 31, 2004, and shall update and implement the plan as necessary thereafter. Said suppliers of water shall coordinate with their Local Emergency Planning Committee and their Florida Department of Law Enforcement Regional Security Task Force when developing their emergency plan and shall include in their plan all of the information in paragraphs (a) through (e) below. (a) A communication chart as described in Chapter 5 of AWWA Manual M19. (b) Written agreements with other agencies, utilities, or response organizations. (c) A disaster-specific preparedness/response plan as described in Chapter 5 of AWWA Manual M19 for each of the following disasters: vandalism or sabotage; a drought; a hurricane; a structure fire; and if applicable, a flood, a forest or brush fire, and a hazardous material release. Each disaster-specific preparedness/response plan shall incorporate the results of a vulnerability assessment; shall include actions and procedures, and identify equipment, that can obviate or lessen the impact of such a disaster; and shall include plans and procedures that can be implemented, and identify equipment that can be utilized, in the event of such a disaster. (d) Details about how the water system meets the standby power requirements under subsection 62-555.320(14), F.A.C., and, if applicable, recommendations regarding the amount of fuel to maintain on site, and the amount of fuel to hold in reserve under contracts with fuel suppliers, for operation of auxiliary power sources. (e) If applicable, recommendations regarding the amount of drinking water treatment chemicals, including chemicals used for regeneration of ion-exchange resins or for onsite generation of disinfectants, to maintain in inventory at treatment plants.

**DEFICIENCIES****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



PICTURES



Photo ID #1- Crangewood (C) Well #3

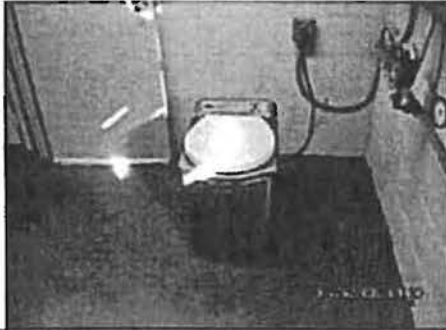


Photo ID #2- A lumace toilet by O Well #3. Please remove to prevent contamination.



Photo ID #3- O Well #4



Photo ID #4- Plant #3's tank



Photo ID #5- O Well #1

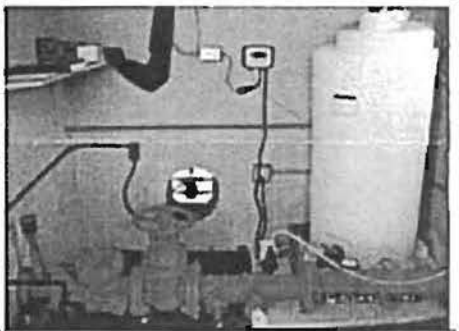


Photo ID #6- Plant #1's treatment



Photo ID #7- Plant #1's generator that serves the system



Photo ID #8- Plant #1's tank

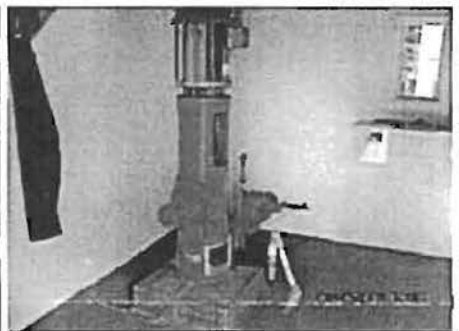


Photo ID #9- O Well #2



Photo ID #10- Plant #2's tank



Photo ID #11- Buena Vista (B) Well #2

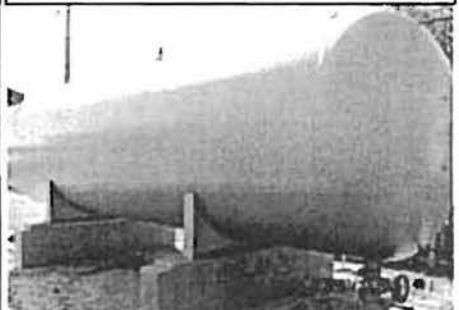


Photo ID #12- Plant #5's tank



May 6, 2008

Mr. Frank L. Fulghum III  
FDEP – Southwest District  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926

RE: Orangewood Water System  
PWSID # 6511311  
Pasco County  
Compliance Inspection

Dear Mr. Fulghum:

Our office is in receipt of your letter dated April 30, 2008 in regard to the above referenced sanitary survey conducted by the Department on March 26, 2008.

For future reference and to update the Department's information, the inspection report referred to Utilities, Inc. as the Owner of the Orangewood water system. The Owner is actually Utilities, Inc. of Florida. Also, I want to bring to your attention the fact that Buena Vista Well #3 has an emergency generator installed as an auxiliary power source. You did not note this on your report.

The Department had requested a description of all interconnections with the Orangewood system.

Currently, there is one (1) manual interconnection in the Orangewood system. This interconnection is located on River Birch Drive and is only used for emergency purposes to supply the Forest Gardens water system.

Also, all hydro tanks within the Orangewood system were cleaned and inspected by Liquid Engineering, Inc., in April, 2004 and will be due for inspection again in 2009. As noted, tanks are checked annually to ensure proper operation condition.

The utility is currently in the process of updating its Emergency Response Plan for the system. Thank you for the recommendations.

If you should have any questions or require further information, please do not hesitate to contact me at (407) 869-8588, ext. 234 or by email at [slhaws@uiwater.com](mailto:slhaws@uiwater.com).

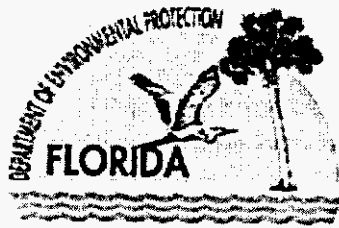
Sincerely,  
UTILITIES, INC. OF FLORIDA

Scotty L. Haws  
Regional Compliance & Safety Manager

EC: Patrick C. Flynn, Regional Director  
Mike Wilson, Regional Manager  
Lee Neal, Area Manager

a Utilities, Inc. company Utilities, Inc. of Florida

200 Weathersfield Ave. • Altamonte Springs, FL 32714-4027 • P:407-869-1919 • F:407-869-6961 • [www.uiwater.com](http://www.uiwater.com)



FILE: 600.639.3.24  
Florida Department of  
Environmental Protection

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

June 27, 2007

Mr. Patrick Flynn  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Re: Sanitary Survey Reports  
Buena Vista Manor  
Buena Vista Trailer Park  
Orangewood Subdivision  
Pasco County

PWS-ID No. 651-5221  
PWS-ID No. 651-0117  
PWS-ID No. 651-1311

Dear Mr. Flynn:

The Department recently discovered some copies of Sanitary Survey Reports may not have been sent out to system owners. Enclosed please find a copy of the Sanitary Survey Report for the above-referenced potable water systems. No deficiencies were noted during these inspections.

If you have any questions, please contact me at (813) 632-7600, extension 319.

Sincerely,

Edward Watson  
Environmental Specialist III  
Drinking Water Section

EW/jb/dmf

Enclosures

cc: Steve Habery, Certified Operator

62919.1

State of Florida  
Department of Environmental Protection  
Southwest District  
**SANITARY SURVEY REPORT**

Plant Name BUENA VISTA TRAILER PARK County PASCO PWS ID # 651-0117  
Plant Location 922 BUENA VISTA LANE, HOLIDAY, FL (Orange/Buena Vista) Phone \_\_\_\_\_  
Owner Name Patrick C. Flynn, Regional Director Utilities Inc. of Florida Phone 1800272-1919  
Owner Address 200 Weathersfield Ave. Altamonte Springs, FL 32714  
Contact Person Steve Habery Title OPERATOR Phone 727-934-9137  
This Survey Date 1/11/07 Last Survey Date 2/10/04 Last C.I. Date 11/2/05

**PWS TYPE & CLASS**  
 Community (SD)  
 Non-transient Non-community  
 Non-Community

**PWS STATUS**  
 Approved system with approval number & date  
2351-A 3/7/63 \*\*DEP-Capacity 2-24-04 0.34 MGD  
permit to interconnect with Orangewood.  
 Unapproved system

**SERVICE AREA CHARACTERISTICS**  
trailer park, S/D

Food Service:  Yes  No  N/A

**OPERATION & MAINTENANCE**  
Certified Operator:  Yes  No  Not required  
Operator(s) & Certification Class-Number  
Steve Habery C8012  
Robb Crow C13150

O & M Log:  Yes  No  Not required  
Operator Visitation Frequency  
Hrs/day: Required \_\_\_\_\_ Actual \_\_\_\_\_  
Days/wk: Required \_\_\_\_\_ Actual \_\_\_\_\_ S/wk \_\_\_\_\_  
Non-consecutive Days?  Yes  No  N/A  
MORs submitted regularly?  Yes  No  N/A  
Data missing from MORs?  No  Yes  N/A

Number of Service Connections \*1,105  
Population Served \*2,770 Basis \_\_\_\_\_  
Average Day (from MORs) \*114,129 gpd  
Max. Day (from MORs) \*178,300 gpd  
Max-day Design Capacity \*\*340,000 gpd  
Comments \* Data From December 2006 MOR  
Well 1 16,329 ave. 21,100 max. Well 2 14,413 ave.  
20,400 max Well 3 113,387 ave 141,000 max.

COMET: SITE ID \_\_\_\_\_ PROJECT ID \_\_\_\_\_

**RAW WATER SOURCE**  
 GROUND; Number of Wells 3  
 SURFACE/UDI; Source \_\_\_\_\_  
 PURCHASED from PWS ID # \_\_\_\_\_  
 Emergency Water Source Aloha Gardens  
Emergency Water Capacity from PCUD West

**AUXILIARY POWER SOURCE**  
 Yes  None  Not Required  
Source diesel (300 gallons)  
Capacity of Standby (kW) 100  
Switchover:  Automatic  Manual  
Standby Plan:  Yes  No  
Hrs Operated Under Load 1 hr/wk.

What equipment does it operate?  
 Well pumps  
 High Service Pumps (hour meter 37.55 hrs.)  
 Treatment Equipment  
Satisfy 1/2 max-day demand?  Yes  No  Unk  
Comments interconnect to Pasco Co. Via Aloha Util.  
permit # WCS1-230181, 5/94, 0.183 MGD, clay valve at  
38psi

**TREATMENT PROCESSES IN USE**  
Hypo-Chlorination

What additional treatment is needed?  
none  
For control of what deficiencies?

**DISTRIBUTION SYSTEM**  
Flow Measuring Device Flow Meter  
Meter Size & Type see below  
Backflow Prevention Devices:  Yes  No  
Cross-connections none observed  
Written Cross-connection Control Program: Yes  
Coliform Sampling Plan:  Yes  No  N/A  
Comments 1 Kent reading 02184600  
well 2  
well 3 meter reading 014652000 water specialties

629 19.1 Buena Vista



**GROUND WATER SOURCE**

|   |                       |                  |             |             |
|---|-----------------------|------------------|-------------|-------------|
| Well Number                                     | 1-AAB4559             | 2-AAB4560        | 3AAB4561    |             |
| Year Drilled                                    | 1957                  | 1957             | 1957        |             |
| Depth Drilled                                   | 75'                   | 95'              | 105'        |             |
| Drilling Method                                 |                       |                  |             |             |
| Type of Grout                                   | NONE                  | NONE             | NONE        |             |
| Static Water Level                              | 13'                   | 13'              | 13'         |             |
| Pumping Water Level                             |                       |                  |             |             |
| Design Well Yield                               | 200 gpm               | 200 gpm          | 200 gpm     |             |
| Test Yield                                      | 80 gpm                | 188 gpm          | 134 gpm     |             |
| Actual Yield (if different than rated capacity) |                       |                  |             |             |
| Strainer  |                       |                  |             |             |
| Length (outside casing)                         | 53'                   | 37'              | 58'         |             |
| Diameter (outside casing)                       | 6"                    | 6"               | 8"          |             |
| Material (outside casing)                       | Cast iron             | Cast iron        | Cast iron   |             |
| Well Contamination History                      | No                    | No               | No          |             |
| Is inundation of well possible?                 | No                    | No               | No          |             |
| 6' X 6' X 4" Concrete Pad                       | Yes                   | Yes              | Yes         |             |
| SET BACKS                                       | Septic Tank           |                  |             |             |
|   | Reuse Water           |                  |             |             |
|   | WW Plumbing           |                  |             |             |
|   | Other Sanitary Hazard |                  |             |             |
| PUMP  | Type                  | Vertical turbine | Submersible | Submersible |
|   | Manufacturer Name     | Peerless         |             | Crown       |
|   | Model Number          |                  |             | S6-290-5B   |
|   | Rated Capacity (gpm)  |                  |             | 300@180'TDH |
|   | Motor Horsepower      | 7.5              | 10          | 20          |
| Well casing 12" above grade?                    | No                    | No               | No          |             |
| Well Casing Sanitary Seal                       | Yes                   | Yes              | Yes         |             |
| Raw Water Sampling Tap                          | Yes                   | Yes              | Yes         |             |
| Above Ground Check Valve                        | Yes                   | Yes              | Yes         |             |
| Fence/Housing                                   | Yes                   | Yes              | Yes         |             |
| Well Vent Protection                            | N/A                   | N/A              | N/A         |             |

**COMMENTS** Well #3 is the main well, #1 & #2 are back-up. All have hour meters. All wells have their own tank (3 plants / 3 p.o.e.'s) PLEASE PROVIDE ANY MISSING INFORMATION OR CORRECTIONS NEEDED  
 well 1 offline due to tank replacement-will need fence around system

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make Chemtech Capacity 15 gpd  
 Chlorine Feed Rate see comments  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant • Remote 1.76  
 Remote tap location club house  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points 3  
 Booster Pump Info n/a  
 Comments \* well 1 Stenner 17 gpd set at 1.25  
well 2 ChemTech 10 gpd set at 45%  
well 3 Stenner 17 gpd set at 45%

| 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 \_\_\_\_\_ Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Bloodworm Presence \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (H) Hydropneumatic (E) Elevated  
 (B) Bladder (C) Clearwell

| Tank Type/Number                  | 1-H     | 2-H     | 3-H     |
|-----------------------------------|---------|---------|---------|
| Capacity (gal)                    | 5,000   | 10,000  | 5,000   |
| Material                          | STEEL   | STEEL   | STEEL   |
| Gravity Drain                     | Yes     | Yes     | Yes     |
| By-pass Piping                    | Yes     | Yes     | Yes     |
| Pressure Gauge                    | Yes     | Yes     | Yes     |
| Sight Glass or Level Indicator    | Yes     | Yes     | Yes     |
| Fittings for Sight Glass          | Yes     | Yes     | Yes     |
| Protected Openings                | N/A     | N/A     | N/A     |
| PRV/ARV                           | PRV     | PRV     | PRV     |
| On/Off Pressure                   | 44 - 50 | 44 - 50 | 44 - 50 |
| Access Padlocked                  | Yes     | Yes     | Yes     |
| Height to Bottom of Elevated Tank | na      | na      | na      |
| Height to Max. Water Level        | na      | na      | na      |

Comments 3 plants, each well has a tank.

**HIGH SERVICE PUMPS**

| Pump Number    |  |  |  |
|----------------|--|--|--|
| Type           |  |  |  |
| Make           |  |  |  |
| Model          |  |  |  |
| Capacity (gpm) |  |  |  |
| Motor HP       |  |  |  |
| Date Installed |  |  |  |
| Maintenance    |  |  |  |

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PWS ID # 65J-0117  
 Date 1/11/07

| <b>*Compliance Monitoring<br/>Community Water Systems &lt;3,300</b> |                                      |                              |                  |                       |                 |
|---|--------------------------------------|------------------------------|------------------|-----------------------|-----------------|
| <b>CONTAMINANT</b>  | <b>No. Of Sample(s)<br/>Required</b> | <b>Sample Location</b>       | <b>Frequency</b> | <b>Last Sampled</b>   | <b>Due Date</b> |
| Microbiological (Bacte)   | 1                                    | Each well                    | Monthly          | Monthly               | Monthly         |
| Microbiological (Bacte)   | 2                                    | Distribution                 | Monthly          | Monthly               | Monthly         |
| Volatile Organics   | 1                                    | POE                          | 3 years          | 2006                  | 2009            |
| Pesticides & PCBs   | 1                                    | POE                          | 3 years          | 2006                  | 2009            |
| Nitrate & Nitrite (as N)  | 1                                    | POE                          | Annually         | 2006                  | 2007            |
| Inorganics  | 1                                    | POE                          | 3 years          | 2006                  | 2009            |
| Nitrate   | 1                                    | Well 1 POE                   | Quarterly        | Quarterly             | Quarterly       |
| Asbestos  | 1 or wavier                          | Distribution                 | 9 years          | 2011                  | 2011            |
| Secondaries   | 1                                    | POE                          | 3 years          | 2006                  | 2009            |
| Radionuclides   | 1                                    | POE                          | 3 years          | 2006                  | 2009            |
| Lead and Copper   | 10                                   | Home Taps                    | 3 years          | 2006                  | 2009            |
| THM & HAAS  | 1                                    | Distribution – Max residence | 3 years          | Per plan (Third Qtr.) | 2009            |

**\* This is provided as a guide. Test results or rule changes (62-550) may affect this monitoring schedule.**

POE = Point of Entry (Samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.)

See Page 5 for description of italicized notes.

**NOTES:**

**# SAMPLES REQUIRED/SAMPLING LOCATION:**

**Note A** See Rule 62-550.515(1), F.A.C. Each system shall take four consecutive quarterly samples during its assigned year in the system's first compliance period. If no contaminant is detected, the system shall monitor annually during the next three-year compliance period. If still no contaminants are detected, systems shall take one sample during each subsequent three-year compliance period.

If the initial monitoring for contaminants listed in Rule 62-550.310(2)(b), F.A.C., was completed prior to December 31, 1992, then each system shall take one sample annually beginning January 1, 1993.

**Note B** 4 consecutive quarterly samples. Credit will be given for samples taken before January 1, 1993.

**Note C** See Rule 62-550.519, F.A.C. Compliance shall be based on the average of analyses of four consecutive quarterly samples. A maximum of two quarterly samples may be composited. Subsequent samples shall be collected once every three years.

**Note D** Contact the Southwest District's Drinking Water Program at (813) 744-6100 or contact the Florida Rural Water Association.

**Note E** Contact the Southwest District's Drinking Water Program at (813) 744-6100 to obtain an application for reduced monitoring.

**Note F** See Rule 62-550.511(4), F.A.C. A system without asbestos-containing components shall certify to the Department in writing, using DEP Form No. 62-555.910(10), that it is asbestos free. Certification shall satisfy subsections (1), (2), and (3) of the referenced rule, and shall be submitted each nine-year compliance cycle during the specified year the system is required to monitor.

**Note G** See Rule 62-550.521(4), F.A.C. Systems serving less than 150 service connections and serving fewer than 350 persons should notify the Department, by submitting DEP Form No. 62-555.910(11), that their system is available for testing. Normally, these small systems will not be required to monitor for UOCs. Do not send such samples to the Department unless required to do so by the Department.

**Note H** First quarter samples shall be representative of each well. Subsequent samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.

**FREQUENCY:**

**Note 1** First year of each three-year compliance period (calendar years 1993, 1996, 1999, etc.)

**Note 2** Second year of each three-year compliance period (calendar years 1994, 1997, 2000, etc.)

**Note 3** Third year of each three-year compliance period (calendar years 1995, 1998, 2001, etc.)

**Note 4** First year of the first three-year compliance period (i.e. calendar year 1993)

**Note 5** Second year of the first three-year compliance period (i.e. calendar year 1994)

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**Note 9** Third year of each nine-year compliance cycle (calendar years 1995, 2004, etc.)





629 19.1

State of Florida  
Department of Environmental Protection  
Southwest District  
**SANITARY SURVEY REPORT**

Plant Name ORANGEWOOD S/D County PASCO PWS ID # 6511311  
Plant Location Off East of Hwy. 19 on Darlington/Arcadia Phone \_\_\_\_\_  
Owner Name Utilities Inc. Of Florida Mr. Patrick Flynn Phone 800-272-1919  
Owner Address 200 Weathersfield Ave., Altamonte Springs, FL 32701  
Contact Person Stephen Habery Title Operator Phone 727-934-9137  
This Survey Date 2/18/07 Last Survey Date 2/10/04 Last C.I. Date 11/2/05

**PWS TYPE & CLASS**

- Community (SC)
- Non-transient Non-community
- Non-Community

**PWS STATUS**

- Approved system with approval number & date  
August 1963 DOH. Serial # 6547.  
GPS AAB4549,4550,4551,4552
- Unapproved system

**SERVICE AREA CHARACTERISTICS**

Residential / subdivision  
retail/commercial(19)  
Food Service:  Yes  No  N/A

**OPERATION & MAINTENANCE**

Certified Operator:  Yes  No  Not required  
Operator(s) & Certification Class-Number  
Steve Habery C - 8012 Jack Atkins C-13019  
Keith Schneider C-8462 Tony Cardinal C-8492  
O & M Log:  Yes  No  Not required  
Operator Visitation Frequency  
Hrs/day: Required \_\_\_\_\_ Actual \_\_\_\_\_  
Days/wk: Required 6/wk Actual 6/wk  
Non-consecutive Days?  Yes  No  N/A  
MORs submitted regularly?  Yes  No  N/A  
Data missing from MORs?  No  Yes  N/A

Number of Service Connections \*591  
Population Served \*1,478 Basis \*Jan. 2007 MOR  
Average Day (from MORs) \*104,419 gpd  
Max. Day (from MORs) \*198,600 gpd  
Max-day Design Capacity \*240,000 gpd  
Comments Well 1 average 41,248 maximum 135,500  
Well 2 average 35,671 maximum 62,700.  
Well 3/4 average 27,500 maximum 54,800

COMET: SITE ID \_\_\_\_\_ PROJECT ID \_\_\_\_\_

**RAW WATER SOURCE**

- GROUND; Number of Wells 4
- SURFACE/UDI; Source \_\_\_\_\_
- PURCHASED from PWS ID # \_\_\_\_\_
- Emergency Water Source \_\_\_\_\_  
Emergency Water Capacity \_\_\_\_\_

**AUXILIARY POWER SOURCE**

Yes  None  Not Required  
Source Well 1 Onan \*Generator -Propane  
Capacity of Standby (kW) 45 KW  
Switchover:  Automatic  Manual  
Standby Plan:  Yes  No  
Hrs Operated Under Load 4.0  
What equipment does it operate?  
 Well pumps \_\_\_\_\_  
 High Service Pumps \_\_\_\_\_  
 Treatment Equipment \_\_\_\_\_  
Satisfy 1/2 max-day demand?  Yes  No  Unk  
Comments Well 2 diesel eng., manual start.  
\* Generator Hour Meter 396.9

**TREATMENT PROCESSES IN USE**

Hypo-chlorination  
What additional treatment is needed?  
none  
For control of what deficiencies?

**DISTRIBUTION SYSTEM**

Flow Measuring Device Flow Meter  
Meter Size & Type see below  
Backflow Prevention Devices:  Yes  No  
Cross-connections none noted  
Written Cross-connection Control Program: Yes  
Coliform Sampling Plan:  Yes  No  N/A  
Comments Well #1-Neptune  
Well #2-Kent  
Well 3 & 4-Badger

**GROUND WATER SOURCE**

| Well Number                                     | 1                     | 2                | 3                | 4                |                  |
|---|-----------------------|------------------|------------------|------------------|------------------|
| Year Drilled                                    | 1950                  | 1963             | 1965             | 1965             |                  |
| Depth Drilled                                   | 160'                  | 130'             | 170'             | 170'             |                  |
| Drilling Method                                 | Cable Tool            | Cable Tool       | Cable Tool       | Cable tool       |                  |
| Type of Grout                                   | Cement                | Cement           | None             | Cement           |                  |
| Static Water Level                              | 18'                   | 18'              | 18'              | 18'              |                  |
| Pumping Water Level                             | 25'                   | 19'              | 20'              | 25'              |                  |
| Design Well Yield                               |                       |                  |                  |                  |                  |
| Test Yield                                      |                       |                  |                  |                  |                  |
| Actual Yield (if different than rated capacity) | 325                   | 225              |                  |                  |                  |
| Strainer  |                       |                  |                  |                  |                  |
| Length (outside casing)                         | 62'                   | 65'              | 68'              | 68'              |                  |
| Diameter (outside casing)                       | 12"                   | 12"              | 8"               | 8"               |                  |
| Material (outside casing)                       | Black iron            | Black iron       | Black iron       | 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<br>BACKS                                    | Septic Tank           |                  | *?               | *?               |                  |
|   | Reuse Water           |                  |                  |                  |                  |
|   | WW Plumbing           |                  |                  |                  |                  |
|   | Other Sanitary Hazard |                  |                  |                  |                  |
| PUMP  | Type                  | Vertical Turbine | Vertical Turbine | Vertical Turbine | Vertical Turbine |
|   | Manufacturer Name     | Peerless         | US Motors        | Peerless         | US Motors        |
|   | Model Number          |                  |                  |                  |                  |
|   | Rated Capacity (gpm)  | 180              | 225              | 300              | 300              |
|   | Motor Horsepower      | 15               | 15               | 10               | 5                |
| Well casing 12" above grade?                    | No                    | No               | No               | Yes              |                  |
| Well Casing Sanitary Seal                       | Yes                   | Yes              | Yes              | Yes              |                  |
| 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                            | Na                    | Na               | Na               | Na               |                  |

**COMMENTS** Wells 3 & 4 inside the bldg & share the same tank, 1 & 2 each have their own tanks

\*distance from home's septic to wells ? self contained toilet in room with well 3

All well houses cleaned, painted, and locked/fenced.

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make LMI Capacity 24 ppd  
 Chlorine Feed Rate see below  
 Avg. Amount of Cl<sub>2</sub> gas used \_\_\_\_\_ ppd  
 Chlorine Residuals: Plant \_\_\_\_\_ Remote 2.22  
 Remote tap location \_\_\_\_\_  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily

Injection Points \_\_\_\_\_  
 Booster Pump Info \_\_\_\_\_  
 Comments \* well 1 1.67 well 2 1.76 well 3/4 1.78  
Each plant has 2 chlorination pumps set at stroke 90% speed 25-30. Only one pump on-line other is back-up.

| 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 \_\_\_\_\_ Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Bloodworm Presence \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (H) Hydropneumatic (E) Elevated  
 (B) Bladder (C) Clearwell

| Tank Type/Number                  | 1 H     | 2 H     | 3/4 H   |
|-----------------------------------|---------|---------|---------|
| Capacity (gal)                    | 7500    | 7500    | 5,000   |
| Material                          | galv    | galv    | galv    |
| Gravity Drain                     | Yes     | Yes     | Yes     |
| By-pass Piping                    | Yes     | Yes     | Yes     |
| Pressure Gauge                    | Yes     | Yes     | Yes     |
| Sight Glass or Level Indicator    | Yes     | Yes     | Yes     |
| Fittings for Sight Glass          | Yes     | Yes     | Yes     |
| Protected Openings                | N/A     | N/A     | N/A     |
| PRV/ARV                           | PRV     | PRV     | PRV     |
| On/Off Pressure                   | 50 - 60 | 50 - 60 | 50 - 60 |
| Access Padlocked                  | Yes     | Yes     | Yes     |
| Height to Bottom of Elevated Tank | na      | na      | na      |
| Height to Max. Water Level        | na      | na      | na      |

Comments \_\_\_\_\_  
All tanks cleaned and painted  
All dead end, maint, emergency plans on site.

**HIGH SERVICE PUMPS**

| Pump Number    |  |  |  |
|----------------|--|--|--|
| Type           |  |  |  |
| Make           |  |  |  |
| Model          |  |  |  |
| Capacity (gpm) |  |  |  |
| Motor HP       |  |  |  |
| Date Installed |  |  |  |
| Maintenance    |  |  |  |

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PWS ID # 65113111  
 Date 2/18/07

| Community Water Systems <3,300  |                   |  |           |                       |           |
|---------------------------------|-------------------|--|-----------|-----------------------|-----------|
| CONTAMINANT                     | # Sample Required | Sample Location                          | Frequency | Last Sampled          | Due Date  |
| Microbiological (Bacte)         | 1                 | Each well                                | Monthly   | Monthly               | Monthly   |
|                                 | 2                 | Distribution                             | Monthly   | Monthly               | Monthly   |
| Volatile Organics               | 1                 | Each POE                                 | 3 years   | 2006                  | 2009      |
| Pesticides & PCBs               | 1                 | Each POE                                 | 3 years   | 2006                  | 2009      |
| Heptachlor & Heptachlor Epoxide | 1                 | Each POE                                 | Quarterly | Quarterly             | Quarterly |
| Nitrate & Nitrite (as N)        | 1                 | Each POE                                 | Quarterly | Quarterly             | Quarterly |
| Inorganics                      | 1                 | POE                                      | 3 years   | 2006                  | 2009      |
| Asbestos                        | 1 or wavier       | Distribution                             | 9 years   | 2011                  | 2011      |
| Secondaries                     | 1                 | Each POE                                 | 3 years   | 2006                  | 2009      |
| Radionuclides                   | 1                 | Each POE                                 | 3 years   | 2006                  | 2009      |
| Lead and Copper                 | 10                | Home Taps                                | 3 years   | 2006                  | 2009      |
| TTHM & HAA5                     | 1                 | (Per plant) Distribution – Max residence | 3 years   | Per plan (Third Qtr.) | 2009      |

**\* This is provided as a guide. Test results or rule changes (62-550) may affect this monitoring schedule.**

POE = Point of Entry (Samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.)

See Page 5 for description of italicized notes.

**NOTES:**

**# SAMPLES REQUIRED/SAMPLING LOCATION:**

**Note A** See Rule 62-550.515(1), F.A.C. Each system shall take four consecutive quarterly samples during its assigned year in the system's first compliance period. If no contaminant is detected, the system shall monitor annually during the next three-year compliance period. If still no contaminants are detected, systems shall take one sample during each subsequent three-year compliance period.

If the initial monitoring for contaminants listed in Rule 62-550.310(2)(b), F.A.C., was completed prior to December 31, 1992, then each system shall take one sample annually beginning January 1, 1993.

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**Note E** Contact the Southwest District's Drinking Water Program at (813) 744-6100 to obtain an application for reduced monitoring.

**Note F** See Rule 62-550.511(4), F.A.C. A system without asbestos-containing components shall certify to the Department in writing, using DEP Form No. 62-555.910(10), that it is asbestos free. Certification shall satisfy subsections (1), (2), and (3) of the referenced rule, and shall be submitted each nine-year compliance cycle during the specified year the system is required to monitor.

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**FREQUENCY:**

**Note 1** First year of each three-year compliance period (calendar years 1993, 1996, 1999, etc.)

**Note 2** Second year of each three-year compliance period (calendar years 1994, 1997, 2000, etc.)

**Note 3** Third year of each three-year compliance period (calendar years 1995, 1998, 2001, etc.)

**Note 4** First year of the first three-year compliance period (i.e. calendar year 1993)

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**Note 6** Third year of the first three-year compliance period (i.e. calendar year 1995)

**Note 7** First year of each nine-year compliance cycle (calendar years 1993, 2002, etc.)

**Note 8** Second year of each nine-year compliance cycle (calendar years 1994, 2003, etc.)

**Note 9** Third year of each nine-year compliance cycle (calendar years 1995, 2004, etc.)



| MONITORING VIOLATIONS | MCL VIOLATIONS   |
|-----------------------|--|
|                       | continue with quarterly nitrate/nitrite<br>& heptachlor/heptachlor epoxide |
|                       | above are not MCL violations   |
|                       |  |

**DEFICIENCIES:**

No physical deficiencies noted at time of inspection. It is worthy to note that this system is well operated and maintained.

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Inspector  Title Env. Specialist II Date 4/27/07  
Approved by  Title Env. Specialist III Date 4/27/07

State of Florida  
 Department of Environmental Protection  
 Southwest District  
**SANITARY SURVEY REPORT**

Plant Name BUENA VISTA MANOR County Pasco PWS ID # 6515221  
 Plant Location \_\_\_\_\_ Phone \_\_\_\_\_  
 Owner Name Mr. Patrick C. Flynn, Regional Director, Utilities Inc. Of Florida Phone (407) 869-1919  
 Owner Address 200 Wethersfield Ave., Altamonte Springs, FL 32714  
 Contact Person Steve Habery Title Operator Phone (727) 804-4228  
 This Survey Date 1/7/07 Last Survey Date 2/10/04 Last C.I. Date 10/5/05

**PWS TYPE & CLASS**

- Community  
 Non-transient Non-community  
 Non-Community

**PWS STATUS**

- Approved system with approval number & date  
 \_\_\_\_\_  
 Unapproved system

**SERVICE AREA CHARACTERISTICS**

Residential

Food Service:  Yes  No  N/A

**OPERATION & MAINTENANCE**

Certified Operator:  Yes  No  Not required  
 Operator(s) & Certification Class-Number  
Steve Habery C-8012

O & M Log:  Yes  No  Not required

Operator Visitation Frequency

Hrs/day: Required \_\_\_\_\_ Actual \_\_\_\_\_

Days/wk: Required N/A Actual see below

Non-consecutive Days?  Yes  No  N/A

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Number of Service Connections \*184

Population Served \*473 Basis \_\_\_\_\_

Average Day (from MORs) \_\_\_\_\_ gpd

Max. Day (from MORs) \_\_\_\_\_ gpd

Max-day Design Capacity \_\_\_\_\_ gpd

Comments \* Data from January 2007 MOR

\* 22 visits made in January

COMET: SITE ID \_\_\_\_\_ PROJECT ID \_\_\_\_\_

**RAW WATER SOURCE**

- GROUND; Number of Wells NONE  
 SURFACE/UDI; Source \_\_\_\_\_  
 PURCHASED from PWS ID # 6510807  
 Emergency Water Source \_\_\_\_\_  
 Emergency Water Capacity \_\_\_\_\_

**AUXILIARY POWER SOURCE**

- Yes  None  Not Required  
 Source \_\_\_\_\_

Capacity of Standby (kW) \_\_\_\_\_

Switchover:  Automatic  Manual

Standby Plan:  Yes  No

Hrs Operated Under Load \_\_\_\_\_

What equipment does it operate?

- Well pumps \_\_\_\_\_  
 High Service Pumps \_\_\_\_\_  
 Treatment Equipment \_\_\_\_\_

Satisfy 1/2 max-day demand?  Yes  No  Unk

Comments \_\_\_\_\_

**TREATMENT PROCESSES IN USE**

NO re-treatment of the water from the Holiday Gardens

What additional treatment is needed?

N/A

For control of what deficiencies?

**DISTRIBUTION SYSTEM**

Flow Measuring Device Flow Meter

Meter Size & Type \_\_\_\_\_

Backflow Prevention Devices:  Yes  No

Cross-connections none noted

Written Cross-connection Control Program: Yes

Coliform Sampling Plan:  Yes  No  N/A

Comments \_\_\_\_\_

PWS ID # 6515221  
 Date 1/7/07

**GROUND WATER SOURCE**

|   |                       |  |  |  |
|---|-----------------------|--|--|--|
| Well Number                                     | None - N/A            |  |  |  |
| Year Drilled                                    |                       |  |  |  |
| Depth Drilled                                   |                       |  |  |  |
| Drilling Method                                 |                       |  |  |  |
| Type of Grout                                   |                       |  |  |  |
| Static Water Level                              |                       |  |  |  |
| Pumping Water Level                             |                       |  |  |  |
| Design Well Yield                               |                       |  |  |  |
| Test Yield                                      |                       |  |  |  |
| Actual Yield (if different than rated capacity) |                       |  |  |  |
| Strainer  |                       |  |  |  |
| Length (outside casing)                         |                       |  |  |  |
| Diameter (outside casing)                       |                       |  |  |  |
| Material (outside casing)                       |                       |  |  |  |
| Well Contamination History                      |                       |  |  |  |
| Is inundation of well possible?                 |                       |  |  |  |
| 6' X 6' X 4" Concrete Pad                       |                       |  |  |  |
| SET<br>BACKS                                    | Septic Tank           |  |  |  |
|   | Reuse Water           |  |  |  |
|   | WW Plumbing           |  |  |  |
|   | Other Sanitary Hazard |  |  |  |
| PUMP  | Type                  |  |  |  |
|   | Manufacturer Name     |  |  |  |
|   | Model Number          |  |  |  |
|   | Rated Capacity (gpm)  |  |  |  |
|   | Motor Horsepower      |  |  |  |
| Well casing 12" above grade?                    |                       |  |  |  |
| Well Casing Sanitary Seal                       |                       |  |  |  |
| Raw Water Sampling Tap                          |                       |  |  |  |
| Above Ground Check Valve                        |                       |  |  |  |
| Fence/Housing                                   |                       |  |  |  |
| Well Vent Protection                            |                       |  |  |  |

**COMMENTS** ALL WATER (Treated) PROVIDED BY HOLIDAY GARDENS.

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**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make NONE Capacity \_\_\_\_\_ gpd  
 Chlorine Feed Rate \_\_\_\_\_  
 Avg. Amount of Cl<sub>2</sub> gas used \_\_\_\_\_ N/A  
 Chlorine Residuals: Plant \_\_\_\_\_ Remote 0.85  
 Remote tap location Rec. center hose bib  
 DPD Test Kit:  On-site  With operator  
                    None  Not Used Daily  
 Injection Points \_\_\_\_\_  
 Booster Pump Info \_\_\_\_\_  
 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 none Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Bloodworm Presence \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (H) Hydropneumatic (E) Elevated  
 (B) Bladder (C) Clearwell

| Tank Type/Number                  | NONE |  |  |
|-----------------------------------|------|--|--|
| Capacity (gal)                    |      |  |  |
| Material                          |      |  |  |
| Gravity Drain                     |      |  |  |
| By-pass Piping                    |      |  |  |
| Pressure Gauge                    |      |  |  |
| Sight Glass or Level Indicator    |      |  |  |
| Fittings for Sight Glass          |      |  |  |
| Protected Openings                |      |  |  |
| PRV/ARV                           |      |  |  |
| On/Off Pressure                   |      |  |  |
| Access Padlocked                  |      |  |  |
| Height to Bottom of Elevated Tank |      |  |  |
| Height to Max. Water Level        |      |  |  |

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**HIGH SERVICE PUMPS**

| Pump Number    | None |  |  |
|----------------|------|--|--|
| Type           |      |  |  |
| Make           |      |  |  |
| Model          |      |  |  |
| Capacity (gpm) |      |  |  |
| Motor HP       |      |  |  |
| Date Installed |      |  |  |
| Maintenance    |      |  |  |

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PWS ID # 6515221  
Date 1/7/07

| <b>COMPLIANCE MONITORING<br/>CONSECUTIVE (COMMUNITY) PUBLIC WATER SYSTEMS</b> |                                 |                        |                  |                    |                 |
|---|---------------------------------|------------------------|------------------|--------------------|-----------------|
| <b>CONTAMINANT</b>  | <b>No. Samples<br/>Required</b> | <b>Sample Location</b> | <b>Frequency</b> | <b>Sample Date</b> | <b>Due Date</b> |
| Microbiological (Bacte)   | 2                               | Distribution           | Monthly          | Monthly            | Monthly         |
| Lead and Copper   | 5                               | Home Taps per plan     | 3-years          | 2006               | 2009            |

**\* This is provided as a guide. Test results or rule changes (62-550) may affect this monitoring schedule.**

POE = Point of Entry (Samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.)

See Page 5 for description of italicized notes.

**NOTES:**

**# SAMPLES REQUIRED/SAMPLING LOCATION:**

**Note A** See Rule 62-550.515(1), F.A.C. Each system shall take four consecutive quarterly samples during its assigned year in the system's first compliance period. If no contaminant is detected, the system shall monitor annually during the next three-year compliance period. If still no contaminants are detected, systems shall take one sample during each subsequent three-year compliance period.

If the initial monitoring for contaminants listed in Rule 62-550.310(2)(b), F.A.C., was completed prior to December 31, 1992, then each system shall take one sample annually beginning January 1, 1993.

**Note B** 4 consecutive quarterly samples. Credit will be given for samples taken before January 1, 1993.

**Note C** See Rule 62-550.519, F.A.C. Compliance shall be based on the average of analyses of four consecutive quarterly samples. A maximum of two quarterly samples may be composited. Subsequent samples shall be collected once every three years.

**Note D** Contact the Southwest District's Drinking Water Program at (813) 744-6100 or contact the Florida Rural Water Association.

**Note E** Contact the Southwest District's Drinking Water Program at (813) 744-6100 to obtain an application for reduced monitoring.

**Note F** See Rule 62-550.511(4), F.A.C. A system without asbestos-containing components shall certify to the Department in writing, using DEP Form No. 62-555.910(10), that it is asbestos free. Certification shall satisfy subsections (1), (2), and (3) of the referenced rule, and shall be submitted each nine-year compliance cycle during the specified year the system is required to monitor.

**Note G** See Rule 62-550.521(4), F.A.C. Systems serving less than 150 service connections and serving fewer than 350 persons should notify the Department, by submitting DEP Form No. 62-555.910(11), that their system is available for testing. Normally, these small systems will not be required to monitor for UOCs. Do not send such samples to the Department unless required to do so by the Department.

**Note H** First quarter samples shall be representative of each well. Subsequent samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.

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**FREQUENCY:**

**Note 1** First year of each three-year compliance period (calendar years 1993, 1996, 1999, etc.)

**Note 2** Second year of each three-year compliance period (calendar years 1994, 1997, 2000, etc.)

**Note 3** Third year of each three-year compliance period (calendar years 1995, 1998, 2001, etc.)

**Note 4** First year of the first three-year compliance period (i.e. calendar year 1993)

**Note 5** Second year of the first three-year compliance period (i.e. calendar year 1994)

**Note 6** Third year of the first three-year compliance period (i.e. calendar year 1995)

**Note 7** First year of each nine-year compliance cycle (calendar years 1993, 2002, etc.)

**Note 8** Second year of each nine-year compliance cycle (calendar years 1994, 2003, etc.)

**Note 9** Third year of each nine-year compliance cycle (calendar years 1995, 2004, etc.)

PWS ID # 6515221  
Date 1/7/07

| MONITORING VIOLATIONS | MCL VIOLATIONS |
|-----------------------|----------------|
|                       |                |
|                       |                |
|                       |                |
|                       |                |
|                       |                |
|                       |                |

**DEFICIENCIES:**

No deficiencies at time of inspection.

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Inspector [Signature]

Title Env. Specialist II

Date 1/27/07

Approved by [Signature]

Title Env. Specialist III

Date 1/27/07



# UTILITIES, INC. OF FLORIDA

AND AFFILIATED COMPANIES  
200 WEATHERSFIELD AVENUE  
ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:  
2335 Sanders Road  
Northbrook, Illinois 60062  
Telephone: 847-498-6440

Telephone: 407-869-1919  
Florida: 800-272-1919  
Fax: 407-869-6961  
[florida@uiwater.com](mailto:florida@uiwater.com)

July 3, 2007

Mr. Edward Watson  
FDEP – Southwest District  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926

RE: Sanitary Survey Reports  
Buena Vista Manor PWS# 6515221  
Buena Vista Trailer Park PWS# 6510117  
Orangewood S/D PWS# 6511311

Dear Mr. Watson:

Thank you for forwarding the above referenced Sanitary Survey Reports to our office. There were several errors regarding facility information that I would like to point out for the Department's records.

## **Orangewood**

The Regional Director's title is missing from the owner's name, Mr. Patrick Flynn.

### **Auxiliary Power Source**

"High service pumps" is checked for equipment that the auxiliary power source operates. There are no High Service Pumps at these facilities.

### **Buena Vista Trailer Park**

#### **Operation & Maintenance**

Keith Schneider C-8462, Jack Adkins C-13019 & Tony Cardinal C-8492 are operators for these facilities who are not listed.

### **Raw Water Source**

Emergency Water Source is checked describing Aloha Gardens as the source. There is no Emergency raw water source for this system.

Emergency Water Capacity is described as from PCUD West. This is also incorrect.

Mr. Edward Wilson  
Sanitary Surveys  
Buena Vista Manor, Buena Vista MHP, Orangewood  
Page Two

**Auxiliary Power Source**

Comments section describes an interconnect to Pasco Co. via Aloha Util. This is incorrect. There is an interconnect with the Orangewood system. PWS 6511311.

**Buena Vista Manor**

Steve Habery's phone information is incorrect. The phone number is (727) 934-9137.

**Operation & Maintenance**

Keith Schneider C-8462, Jack Adkins C-13019 & Tony Cardinal C-8492 are operators for these facilities who are not listed.

**Raw Water Source**

The purchased PWS ID# is 6511311 (Orangewood) not 6510807.

**Treatment Processes in Use**

No re-treatment of the water from the Orangewood S/D, not Holiday Gardens.

**Distribution System**

There is no flow measuring device.

**Comments**

All water is provided by Orangewood Subdivision, not Holiday Gardens.

Please update your records to reflect these corrections.

If you should have any questions, or require further information, please do not hesitate to contact me at (407) 869-8588, ext. 234 or Email at [slhaws@uiwater.com](mailto:slhaws@uiwater.com).

Sincerely,

UTILITIES, INC. OF FLORIDA

  
Scotty L. Haws  
Regional Compliance Manager

EC: Patrick C. Flynn, Regional Director  
Mike Wilson, Regional Manager  
Lee Neal, Area Manager

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sobe  
Secretary

April 17, 2009

Mr. Patrick Flynn  
Utilities, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Re: Sanitary Survey Report  
Summertree  
PWS-ID No. 651-1423  
Pasco County

Dear Mr. Flynn:

Enclosed please find a copy of the Sanitary Survey Report for the above-referenced potable water system. On page two of the report you will find a list of deficiencies that were noted during the recent inspection, along with recommended corrective action.

You are requested to correct all listed deficiencies, as recommended, and to notify this office within 30 days, in writing, of your action.

If you have any questions or concerns, please contact me at (813) 632-7600, extension 317 or at [Margie.DeBerry@dep.state.fl.us](mailto:Margie.DeBerry@dep.state.fl.us).

Regards,

Margie DeBerry  
Environmental Specialist  
Drinking Water Section

MD/dsm

Enclosure

**SANITARY SURVEY REPORT - Small Systems - Chlorine/Aeration**

**SURVEY**  
 Water system: SUMMITREE System PWS #: 6511423 Date of survey: 03/27/2009  
 Inspector name: MARGIE DEBERRY Person(s) contacted: LEE NEAL  
 System type: C Population: 2650 Connections: 1149 Design capacity: 2484000 Storage capacity: 27000

**SYSTEM**  
 System address: UTILITY OFFICE: 2418 ASCADIA ROAD City: HOLIDAY State: FL Zip: 34690  
 System phone: 727-934-9137 Cell: \_\_\_\_\_  
 Fax number: 727-934-2208 Email: orangewood@uiwater.com

**OWNER**  
 Owner name: UTILITIES INC. OF FLORIDA (ATTN: PATRICK FLYNN) Owner title: OWNER  
 Owner address: 200 WEATHERSFIELD AVENUE City: ALTAIR SPRINGS State: FL Zip: 32714  
 Owner phone: 407-869-1919 Cell: \_\_\_\_\_  
 Fax number: 407-869-6961 Email: p.c.flynn@utilitiesinc-usa.com

**OPERATOR**  
 Operator required?  Yes  No (If 'No', Operator sections not applicable) Operator class & cert. number: C 8012 C 6493  
 Operator name: STEVE HASEBY TONY CARDINAL Phone: 727-934-9137  
 Fax number: 727-934-2208 Email: orangewood@uiwater.com

| SOURCE - WELL INFORMATION                      | WELL ID   |        |            |         |
|--|---|--------|------------|---------|
|  | Well 1  | Well 2 | Well 13    | Well 17 |
| All openings sealed? (Pack/conduit/openings)   | Yes   | Yes    | Yes        | 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 2" hydrant/cou)         | Yes   | Yes    | Yes        | Yes     |
| Flow measurable? (if applicable, GPM @ 65)     | Yes   | Yes    | Yes        | Yes     |
| Flow meter accuracy checked?                   | Yes *   | Yes *  | Yes *      | *       |
| 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 organochlorine)      | Yes   | Yes    | Yes        |         |
| Chlorinator flow proportionate?                | Yes   | Yes    | Yes        |         |
| Treated sample tap provided?                   | Yes   | Yes    | Yes        |         |
| TREATMENT                                      | Cl solution strength?   | 10.5%  | 10.5%      | 10.5%   |
|  | Solution tank compliant? (covered/elec)   | Yes    | Yes        | Yes     |
|  | Antisiphon protection compliant?  | Yes    | Yes        | Yes     |
| GAS O.   | Safety: (Gloves/Apron/Eyewash/et)   | Yes    | Yes        | Yes     |
|  | Cl room compliant? (sepa vent/exhaust)  | N/A    | N/A        | N/A     |
|  | Scales compliant? (installed/functional)  | N/A    | N/A        | N/A     |
| AGRI   | Safety: (SCBA/Gloves/Ammonia)   | N/A    | N/A        | N/A     |
|  | Choose type: "X" box below if not compliant N/A<br><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 |        |            |         |
|  | Flushing program compliant?   |        | Yes        |         |
| DISTRIBUTION                                   | Valve maintenance compliant?  |        | Yes        |         |
|  | Distribution PSI compliant? (> 20 PSI)  |        | Yes        |         |
|  | Chlorine residual above 0.6 mg/L?   |        | Yes        |         |

|                                      |   |                     |
|--------------------------------------|---|---------------------|
| STORAGE FACILITIES                   | 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)   | No/See Deficiencies |
|                                      | Washouts compliant? (every 5 yrs)   | No/See Deficiencies |
| HYDRO                                | Storage capacity compliant? (annual)  |                     |
|                                      | APPURTENANCES: "X" box below if not compliant.<br><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 |                     |
|                                      | APPURTENANCES: "X" box below if not compliant N/A.<br><input type="checkbox"/> Hatch <input type="checkbox"/> Vent <input type="checkbox"/> Overflow <input type="checkbox"/> Drain <input type="checkbox"/> Bypass <input type="checkbox"/> Compliant          |                     |
| PUMP CONTROLS                        | Manual or automatic controls?   | Automatic           |
|                                      | On/Off pressure of pumps?   | See Remarks         |
|                                      | High Service Pumps functional?  | N/A                 |
| MONITORING                           | HSP capacity compliant?   | N/A                 |
|                                      | Chlorine test kit compliant?  | Yes                 |
|                                      | Chlorine grab sampling compliant?   | Yes                 |
| MANAGEMENT                           | Bact sampling compliant?  | Yes                 |
|                                      | Chemical sampling compliant?  | Yes                 |
|                                      | Lead/copper sampling compliant? (ann)   | Yes                 |
| OPERATOR                             | DBP monitoring compliant? (ann)   | Yes                 |
|                                      | MONITORING PLANS: "X" box below if not compliant<br><input type="checkbox"/> Bacteriological <input type="checkbox"/> Disinfection By-Products (ann) <input type="checkbox"/> Lead & Copper (ann)   |                     |
|                                      | NSF: "X" box below if not compliant<br><input type="checkbox"/> Treatment Chemicals/Components <input type="checkbox"/> Storage <input type="checkbox"/> Pipe <input type="checkbox"/> New Meters   |                     |
| CCC Plan Implemented?                | Yes   |                     |
| Record keeping compliant?            | Yes   |                     |
| Security measures compliant?         | Yes   |                     |
| Plant category and type?             | Cat. V / Class C  |                     |
| Operator visits compliant?           | Yes   |                     |
| Plant checked 5 days/week? (ann/5yr) | Yes   |                     |
| MORs submittal compliant?            | Yes   |                     |

| FIELD SAMPLING RESULTS | Plant Cl (mg/L) pH | See comments / N/A | Distributor Cl (mg/L) pH | T (1.80), F (0.00) / N/A |
|------------------------|--------------------|--------------------|--------------------------|--------------------------|
|------------------------|--------------------|--------------------|--------------------------|--------------------------|

**TECHNICAL ASSISTANCE PROVIDERS (TAP) RECOMMENDED?**  Yes (see enclosed TAP information)  No TAP recommended at this time

COMMENTS: \* See Recommendations \*\* Chloramines (NO solution strength 20.6%) See Remarks  
 Plant Chlorine Residuals -> Well 1: T(2.95), F(0.11); Well 2: T(1.71), F(0.90); Wells 13/17: T(2.70), F(0.68)

Please provide any missing information or corrections to the Department.

**DEFICIENCIES****DEFICIENCY: STORAGE TANK INSPECTIONS OVERDUE**

Tank inspection and cleaning records were not available upon inspection. Please ensure the storage tanks are inspected by the next annual inspection in accordance with Rule 62-555.350(2), F.A.C. and keep records of such per Rule 62-555.350(12)(c), F.A.C.

**Rule 62-555.350(2), F.A.C.**

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida.

**Rule 62-555.350(12)(c), F.A.C.**

(c) All suppliers of water shall keep records documenting that their finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, have been cleaned and inspected during the past five years in accordance with subsection 62-555.350(2), F.A.C.

**REMARKS AND RECOMMENDATIONS****Additional Requirements for Systems with a population >350**

**Emergency Response Plan (ERP) (62-555.350(15), F.A.C.):** An ERP is located on site at Well 2. The plan is also on file with the Department.

**Standby Power Requirement (62-555.320(14), F.A.C.):** A generator is located at the 13/17 Plant. The generator will run the plant and Well 13. A generator is connected to Well 2, but it will only run the well and not the plant. An auxiliary power plan (2001) is on file with the Department.

**Up-to-date Distribution System Map (62-555.350(14), F.A.C.):** Distribution maps are located on site at Well 2.

**Remarks**

- System Address (Plants): Well 1 – 11128 State Road 52, New Port Richey, FL 34654  
Well 2 – NW of Clubhouse (Paradise Point Way)  
Well 13/Well 17 – Cocowood Drive (Well 17 – Pear Tree Drive)
- On/Off Pressure of Pumps: Well 1 – 52/60 Well 2 – 56/63 Well 13 – 48/58 Well 17 – 30/45
- Chloramines: This system will be switching from aqueous ammonia to ammonium sulfate in the near future. The Department was previously notified.
- ORP ChemLogic probes to monitor chlorine residuals and auto dialers/alarms are located at all three plants.

**Recommendations**

- Pursuant to Rule 62-555.350(2), F.A.C., finished-drinking water meters should be checked for accuracy. Please submit to the Department or provide on-site, documentation showing that the flow meter has been checked for accuracy or calibrated.

**Rule References****Rule 62-555.350(2), F.A.C.**

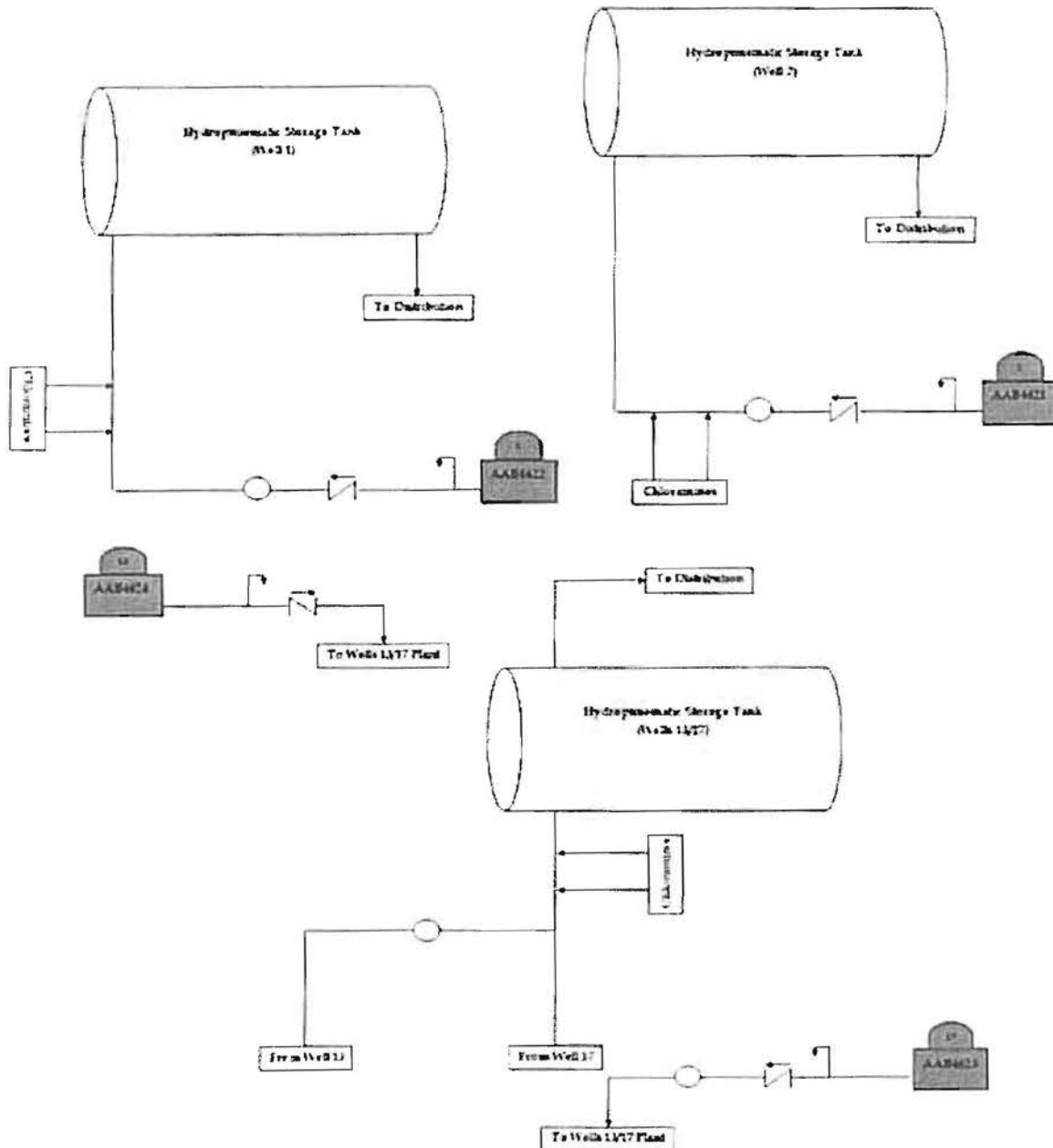
(2) Suppliers of water shall keep all necessary public water system components in operation and shall maintain such components in good operating condition so the components function as intended. Preventive maintenance on electrical or mechanical equipment – including exercising of auxiliary power sources, checking the calibration of finished-drinking-water meters at treatment plants, testing of air or pressure relief valves for hydropneumatic tanks, and exercising of isolation valves – 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; however, in no case shall auxiliary power sources be run under load less frequently than monthly.



Reminders

- 2009 is the large compliance monitoring year for this system. Please refer to the attached compliance monitoring schedule for requirements.
- 2008 Consumer Confidence Reports - Your community water system is required to prepare and provide to your customers, an annual Consumer Confidence Report (CCR) in accordance with Rule 62-550.824, Florida Administrative Code. This report must be delivered, to both customers and the Department, by July 1, 2009, and must be based on updated analytical results obtained from monitoring performed during the calendar year 2008. The CCR certification of Delivery must be submitted to the Department by August 10, 2009.

SYSTEM SCHEMATIC



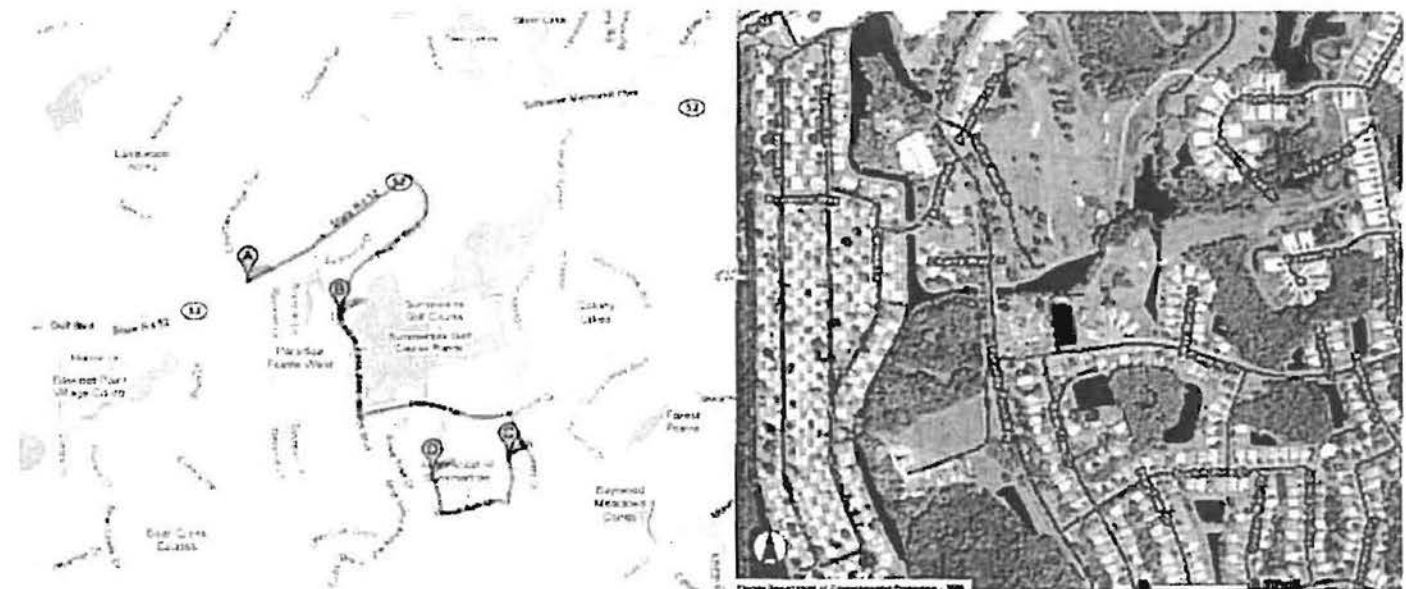




**TECHNICAL ASSISTANCE PROVIDERS**

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

**MAPS OR DIRECTIONS TO SYSTEM (text and/or graphics)**

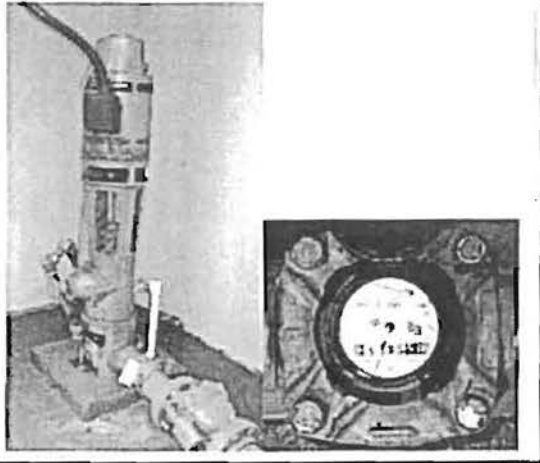


Take State Road 54 West to the Suncoast Parkway North. Head North to State Road 52 and exit. Make a left on State Road 52 and go West approximately 4.5 miles. Make a left onto Paradise Point Way. Well 2 is located on the right, northwest of the Summertree clubhouse.

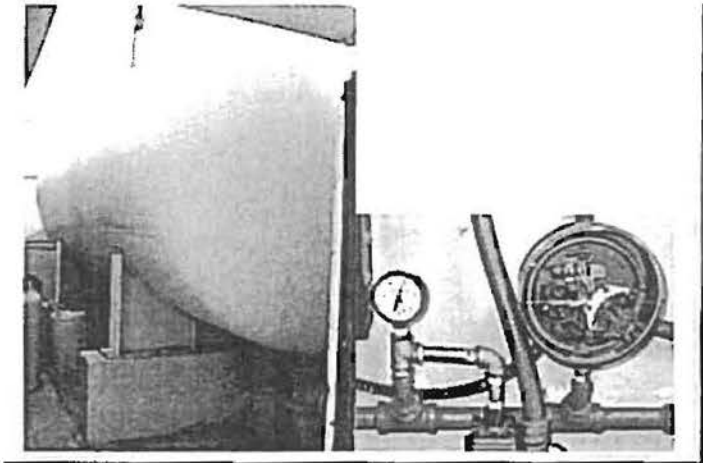


DIGITAL PHOTOS

1. Type of Camera Used: Canon A530 5.0 Mega Pixels
2. Digital Recording Media: Transcend 1 GB SD Card
3. Were the photos altered?: (Yes or No) Yes If yes, explain: Cropped
4. Photographer: Margie DeBerry



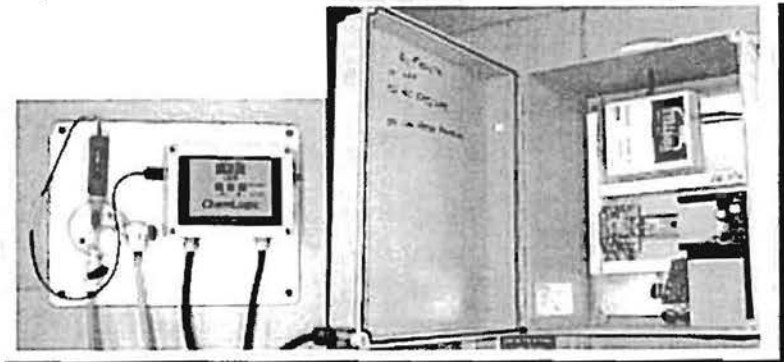
Well 1 - FLUWID# AAB1622  
BackpMeter Flow Meter 4"



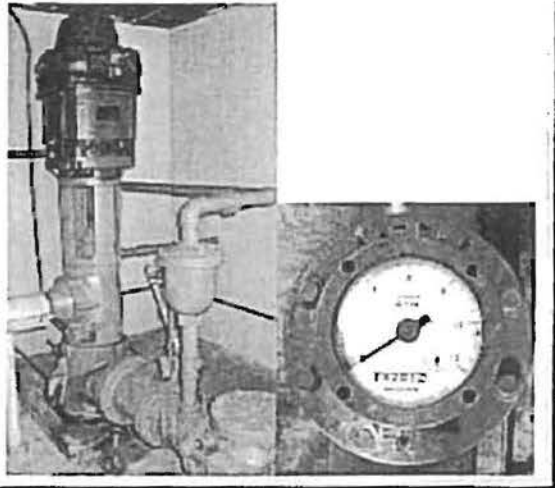
Well 1 - Hydro-pneumatic Storage Tank:  
Pressure Gauge



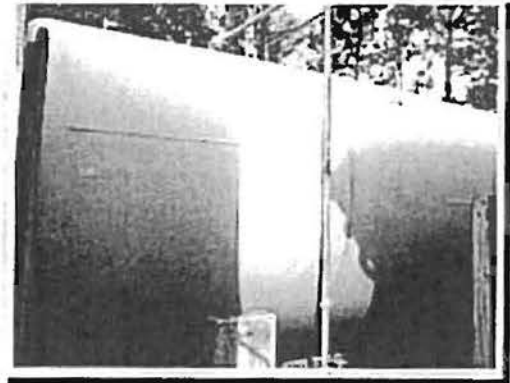
Well 1 - Chloramine Treatment  
NaClO - Sterner 40 GPD; NH<sub>3</sub> - Chem-Tech 15 GPD x2



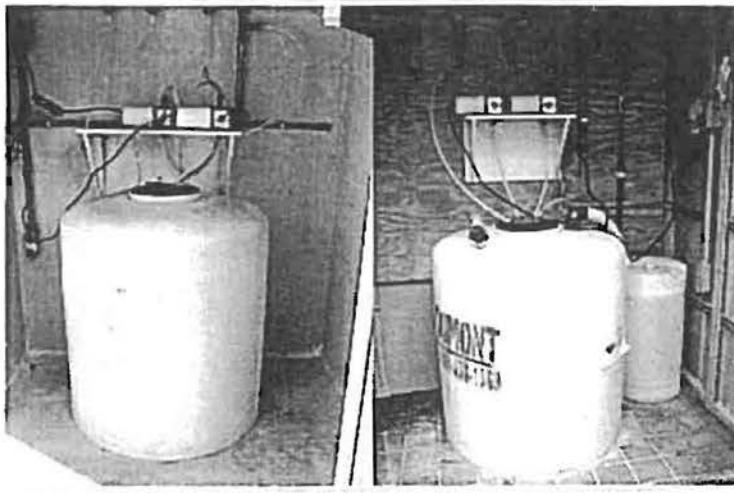
Well 1 - ORP ChemLogic Probe; Auto Dialer



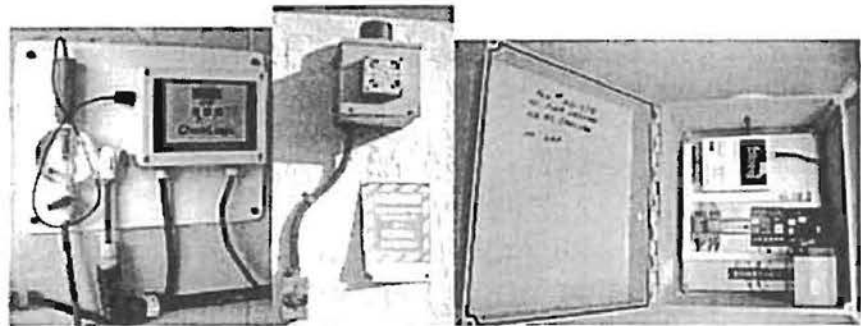
Well 2 - FLUWID# ARB4621  
Water Specialties Flow Meter 6"



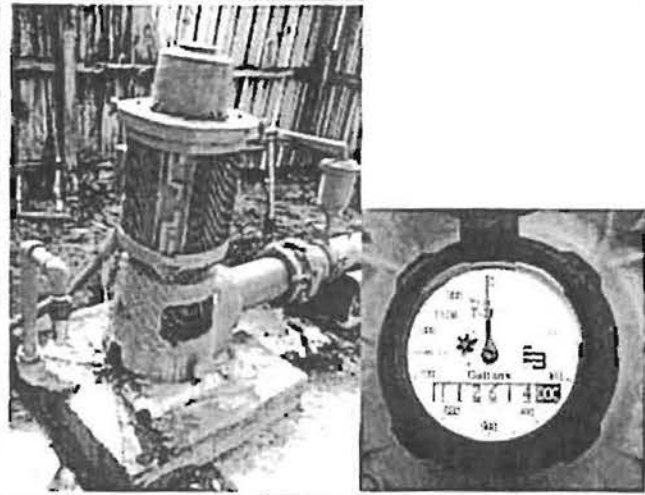
Well 2 - Hydro-pneumatic  
Storage Tank



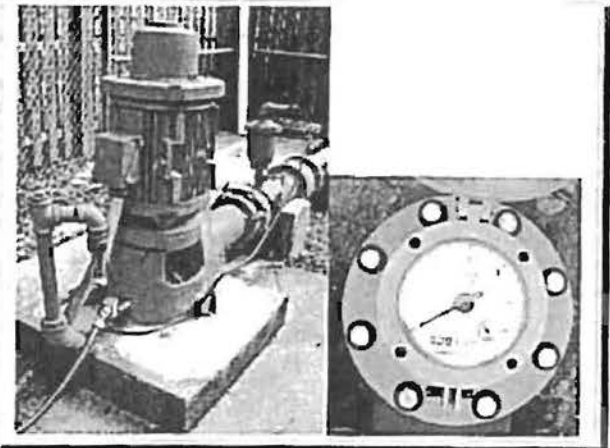
Well 2 - Chloramine Treatment  
NaClO - Chem-Tech 30 GPD x2; NH<sub>2</sub> - Chem-Tech 15 GPD x2



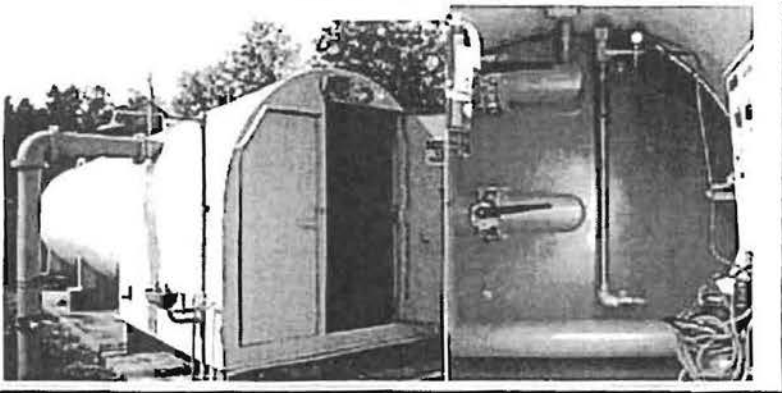
Well 2 - GRP ChemLogic Probe; Auto Dialer/Alarm



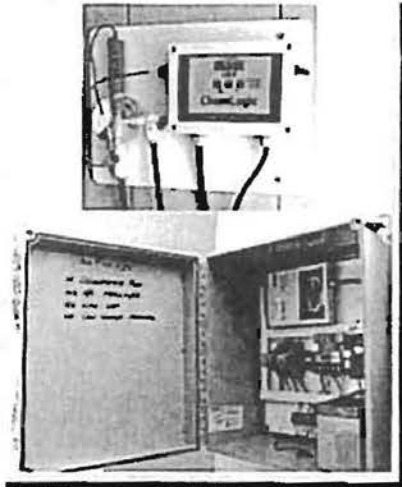
Well 13 - FLUWID# AAB4624  
Badger Meter Flow Meter 6"



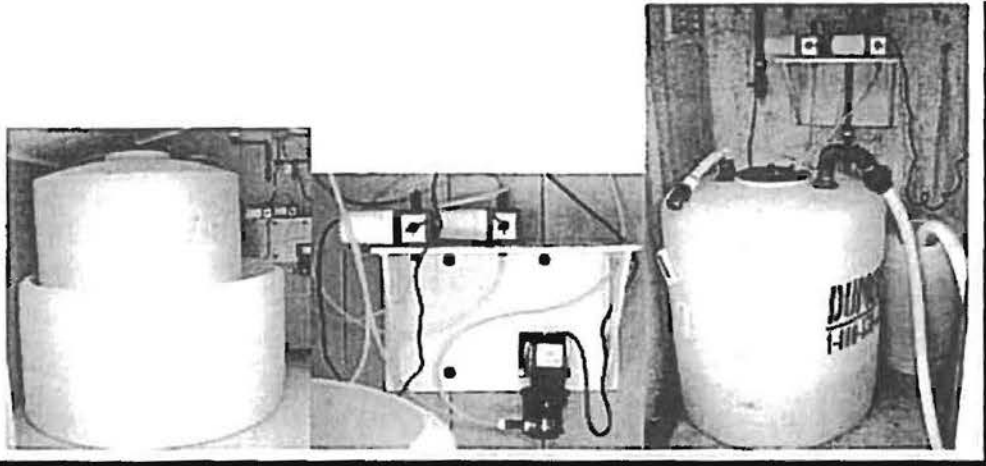
Well 17 - FLUWID# AAB4623  
Water Specialties Flow Meter



Wells 13/17 - Hydro-pneumatic Storage Tank and  
Appertenances



Wells 13/17 - ORP  
ChemLogic Probe;  
Auto Dialer/Alarm



Wells 13/17 - Chloramine Treatment  
NaClO - Chem-Tech 30 GPD x2, Sterner 40 GPD  
NH<sub>3</sub> - Chem-Tech 15 GPD x2



Well 2 - Generator



Wells 13/17 - Generator

INSPECTOR'S SIGNATURE *M. J. ...* TITLE *ES II* DATE: April 16, 2009

REVIEWED BY *...* TITLE *...* DATE: April 16, 2009

**SMALL WATER SYSTEM SANITARY SURVEY REPORT - COMPLIANCE MONITORING ADDENDUM**

Form can be optionally used to aid systems with upcoming sampling.

| <b>COMPLIANCE MONITORING<br/>COMMUNITY PUBLIC WATER SYSTEMS</b> |                           |                            |                              |                    |                  |
|---|---------------------------|----------------------------|------------------------------|--------------------|------------------|
| <b>CONTAMINANT</b>  | <b># Samples Required</b> | <b>Sampling Location</b>   | <b>Frequency</b>             | <b>Sample Date</b> | <b>Due Date</b>  |
| Microbiological (Bacte)   | 1                         | Each well                  | Monthly                      | Monthly            | Monthly          |
|   | 3                         | Distribution               | Monthly                      | Monthly            | Monthly          |
| Volatile Organics   | 1/POE<br>(Note A)         | (Note G)                   | 3 years<br>(Notes A, 2)      | 2009               | 2009             |
| Synthetic Organics  | 1/POE                     | (Note G)                   | Annually<br>(Note 2)         | 2009               | 2009             |
| Nitrate & Nitrite (as N)  | 1                         | Each POE                   | Annually                     | 2009               | 2009             |
| Inorganics  | 1                         | Each POE                   | 3 years<br>(Note 2)          | 2009               | 2009             |
| Asbestos  | 1<br>(Note F)             | Distribution               | 9 years<br>(Note 3)          | 2012 or Waiver     |                  |
| Secondaries   | 1                         | Each POE                   | 3 years<br>(Note 2)          | 2009               | 2009             |
| Radionuclides   | (Note C)                  | Each POE                   | 3, 6, or 9 years<br>(Note 2) | 2009               | 2009             |
| Lead and Copper   | 10<br>(Note D)            | Distribution (Indoor Taps) | (Note 7)                     | June-Sept 2009     | October 10, 2009 |
| Disinfection By-Products  | 1/plant                   | Max Res Time               | 3 years<br>(Note 7)          | July-Sept 2009     | October 10, 2009 |

POE = Point of Entry (Samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.)

Schedule is modified version of the Central District's Compliance Monitoring Table  
Last updated 4/16/2009 7:00:00 PM

## **SMALL WATER SYSTEM SANITARY SURVEY REPORT - COMPLIANCE MONITORING ADDENDUM**

Form can be optionally used to aid systems with upcoming sampling.

- Note A** See Rule 62-550.515(1), F.A.C. Each system shall take four consecutive quarterly samples during its assigned year in the system's first compliance period. If no contaminant is detected, the system shall monitor annually during the next three-year compliance period. If still no contaminants are detected, systems shall take one sample during each subsequent three-year compliance period.
- Note B** 4 consecutive quarterly samples for the first year of operation. Credit will be given for samples taken before January 1, 1993. After initial sampling may go to triennial sampling in 2<sup>nd</sup> year of a 3 year compliance period.
- Note C** See Rule 62-550.519, F.A.C
- Note D** Contact the Southwest District/County Drinking Water Program at (813) 632-7600 or contact the Florida Rural Water Association.
- Note E** Contact Margie DeBerry, Environmental Specialist of FDEP – Southwest District at (813) 632-7600, extension 317 to obtain an application for reduced monitoring or visit <http://www.dep.state.fl.us/water/drinkingwater/forms.htm>.
- Note F** See Rule 62-550.511(4), F.A.C. A system without asbestos-containing components shall certify to the Department in writing, using DEP Form No. 62-555.910(10), that it is asbestos free. Certification shall satisfy subsections (1), (2), and (3) of the referenced rule, and shall be submitted each nine-year compliance cycle during the specified year the system is required to monitor.
- Note G** First quarter samples shall be representative of each well. Subsequent samples shall be taken at each entry point to the distribution system that is representative of each source after treatment.
- Note 1** First year of each three-year compliance period (calendar years 2005, 2008, 2011, etc.)
- Note 2** Second year of each three-year compliance period (calendar years 2006, 2009, 2012, etc.)
- Note 3** First year of each nine-year compliance cycle (calendar years 2005, 2008, etc.)
- Note 4** Second year of each nine-year compliance cycle (calendar years 2006, 2009, etc.)
- Note 5** Third year of each 3-year compliance period (2007, 2010, 2013, etc)
- Note 6** Third year of each nine-year compliance cycle (2004, 2013, etc)
- Note 7** Requirements vary. Please contact your local District/County office for specific information.



**SMALL WATER SYSTEM SANITARY SURVEY REPORT - COMPLIANCE MONITORING ADDENDUM**

Form can be optionally used to aid systems with upcoming sampling.

PWS ID # 651-1423  
Date 3/27/2009

| MONITORING VIOLATIONS | MCL VIOLATIONS |
|-----------------------|----------------|
| None                  | None           |
|                       |                |
|                       |                |
|                       |                |
|                       |                |



May 13, 2009

Ms. Margie DeBerry  
FDEP - Southwest District  
Drinking Water Section  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926

RE: Sanitary Survey Report  
Summertree  
PWS ID# 6511423  
Pasco County

Dear Ms. DeBerry:

Our office is in receipt of the Department's letter dated April 17, 2009 in regard to the above referenced system.

The Department's comments are reiterated in bold with the utility's response immediately following.

**Storage Tank Inspections Overdue. Tank inspection and cleaning records were not available upon inspection. Please ensure the storage tanks are inspected by the next annual inspection in accordance with Rule 62-555.350(2), F.A.C. and keep records of such per Rule 62-555.350(12)(c), F.A.C.**

Original tank inspections and cleaning were performed in April, 2004 by Liquid Engineering, Inc. Inspection and cleaning of the storage tanks is scheduled to begin in July, 2009.

**Pursuant to Rule 62-555.350(2), F.A.C., finished drinking water meters should be checked for accuracy. Please submit to the Department or provide on-site documentation showing that the flow meter has been checked for accuracy or calibrated.**

All WTP flow meters were checked for accuracy on March 10, 2009. ( Please see the attached). The flow meter for wells No. 1 and 2 were discovered to be inaccurate and are scheduled for repair/replacement within the next 30 days.

a Utilities, Inc. company Utilities, Inc. of Florida

200 Weathersfield Ave. • Altamonte Springs, FL 32714-4027 • P:407-869-1919 • F:407-869-6961 • [www.uwater.com](http://www.uwater.com)

Ms. Margie DeBerry  
Summertree PWS ID# 6511423  
Page Two

If you should have any questions, please do not hesitate to contact me at (407) 869-8588, ext. 234 or via email at [slhaws@uiwater.com](mailto:slhaws@uiwater.com).

Sincerely,

UTILITIES, INC. OF FLORIDA

  
Scotty L. Haws  
Regional Compliance & Safety Manager

EC: Patrick C. Flynn, Regional Director  
Mike Wilson, Regional Manager  
Lee Neal, Area Manager

FLOW METER ACCURACY RECORD  
FLORIDA RURAL WATER ASSOCIATION  
2970 WELLINGTON CR. W. STE. 101  
TALLAHASSEE, FLORIDA 32308

SYSTEM NAME: Summer Tree  
SYSTEM ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

CONSUMPTIVE USE PERMIT NUMBER: \_\_\_\_\_  
PERMITTEE NAME: Summer Tree  
DATE OF PERMIT ISSUANCE: \_\_\_\_\_  
PUMP CAPACITY: \_\_\_\_\_ GPM  
METER MODEL: \_\_\_\_\_  
DISCHARGE PIPE DIAMETER: 6"  
DATE OF LAST METER TEST: N/A  
NAME OF PERSON PERFORMING TEST: Donnie Morrison  
METHOD OR EQUIPMENT USED FOR TEST: Polysonics Transit/Time Flowmeter  
DATE OF THIS METER TEST: 3/5/02009

LOCATION: Well ~~101~~ /  
PUMP NUMBER: 1  
SERIAL NUMBER ON METER: 20061925-06

|   |                 |                        |
|---|-----------------|------------------------|
| INITIAL METER READING AT START OF TEST:   | <u>34147300</u> |                        |
| FINAL METER READING AT END OF TEST:       | <u>34147800</u> | Total Gals. <u>500</u> |
| INITIAL READING ON CALIBRATED TEST METER: | <u>26</u>       |                        |
| FINAL READING ON CALIBRATED TEST METER:   | <u>592</u>      | Total Gals. <u>366</u> |

AVERAGE % OF ERROR BETWEEN FLOWMETER TESTED AND CALIBRATED TEST METER: -11.7 %

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME OF PERSON COMPLETING THIS FORM: Donnie Morrison  
COMPANY NAME: FLORIDA RURAL WATER ASSOCIATION  
DAYTIME TELEPHONE: (850)668-2746

SIGNATURE: \_\_\_\_\_ DATE: 3/102009

FLOW METER ACCURACY RECORD  
FLORIDA RURAL WATER ASSOCIATION  
2970 WELLINGTON CR. W. STE. 101  
TALLAHASSEE, FLORIDA 32308

SYSTEM NAME: Summer Tree  
SYSTEM ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

CONSUMPTIVE USE PERMIT NUMBER: \_\_\_\_\_  
PERMITTEE NAME: Summer Tree LOCATION: Well #2  
DATE OF PERMIT ISSUANCE: \_\_\_\_\_ PUMP NUMBER: 1  
PUMP CAPACITY: \_\_\_\_\_ GPM SERIAL NUMBER ON METER: \_\_\_\_\_  
METER MODEL: water specialties  
DISCHARGE PIPE DIAMETER: 6"  
DATE OF LAST METER TEST: NA  
NAME OF PERSON PERFORMING TEST: Dennie Morrison  
METHOD OR EQUIPMENT USED FOR TEST: Polyscience Transit Time Flowmeter  
DATE OF THIS METER TEST: 3/5/02009

|   |                  |            |             |
|---|------------------|------------|-------------|
| INITIAL METER READING AT START OF TEST:   | <u>140011000</u> | Total Gals | <u>1000</u> |
| FINAL METER READING AT END OF TEST:       | <u>140012000</u> |            |             |
| INITIAL READING ON CALIBRATED TEST METER: | <u>300</u>       |            |             |
| FINAL READING ON CALIBRATED TEST METER:   | <u>1569</u>      | Total Gals | <u>1269</u> |

AVERAGE % OF ERROR BETWEEN FLOWMETER TESTED AND CALIBRATED TEST METER: -21.2 %

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME OF PERSON COMPLETING THIS FORM: Dennie Morrison  
COMPANY NAME: FLORIDA RURAL WATER ASSOCIATION  
DAYTIME TELEPHONE: (850)668-2746

SIGNATURE: \_\_\_\_\_

DATE: 3/10/2009

FLOW METER ACCURACY RECORD  
FLORIDA RURAL WATER ASSOCIATION  
2970 WELLINGTON CR. W. STE. 101  
TALLAHASSEE, FLORIDA 32308

SYSTEM NAME: Summer Tree  
SYSTEM ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CONSUMPTIVE USE PERMIT NUMBER: \_\_\_\_\_  
PERMITTEE NAME: Summer Tree LOCATION: Well #13  
DATE OF PERMIT ISSUANCE: \_\_\_\_\_ PUMP NUMBER: 1  
PUMP CAPACITY: \_\_\_\_\_ GPM SERIAL NUMBER ON METER: 33475887  
METER MODEL: Radco  
DISCHARGE PIPE DIAMETER: 6"  
DATE OF LAST METER TEST: NA  
NAME OF PERSON PERFORMING TEST: Donnie Morrison  
METHOD OR EQUIPMENT USED FOR TEST: Pulsometer Transit Time Flowmeter  
DATE OF THIS METER TEST: 3/5/02009

|   |                 |             |            |
|---|-----------------|-------------|------------|
| INITIAL METER READING AT START OF TEST:   | <u>11086100</u> | Total Gals. | <u>000</u> |
| FINAL METER READING AT END OF TEST:       | <u>11087100</u> |             |            |
| INITIAL READING ON CALIBRATED TEST METER: | <u>23</u>       | Total Gals. | <u>986</u> |
| FINAL READING ON CALIBRATED TEST METER:   | <u>989</u>      |             |            |

AVERAGE % OF ERROR BETWEEN FLOWMETER TESTED AND CALIBRATED TEST METER: 3.5 %

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME OF PERSON COMPLETING THIS FORM: Donnie Morrison  
COMPANY NAME: FLORIDA RURAL WATER ASSOCIATION  
DAYTIME TELEPHONE: (850)868-2746

SIGNATURE: \_\_\_\_\_ DATE: 3/10/2009

FLOW METER ACCURACY RECORD  
FLORIDA RURAL WATER ASSOCIATION  
3970 WELLINGTON CR. W. STE. 101  
TALLAHASSEE, FLORIDA 32308

SYSTEM NAME: Summer Tree  
SYSTEM ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CONSUMPTIVE USE PERMIT NUMBER: \_\_\_\_\_  
PERMITTEE NAME: Summer Tree  
DATE OF PERMIT ISSUANCE: \_\_\_\_\_  
PUMP CAPACITY: \_\_\_\_\_ GPM  
METER MODEL: \_\_\_\_\_  
DISCHARGE PIPE DIAMETER: 6"  
DATE OF LAST METER TEST: N/A  
NAME OF PERSON PERFORMING TEST: Donnie Morrison  
METHOD OR EQUIPMENT USED FOR TEST: Palsonics Transit Time Flowmeter  
DATE OF THIS METER TEST: 3/5/02009

LOCATION: Well #17  
PUMP NUMBER: 1  
SERIAL NUMBER ON METER: 2006182646

|   |               |             |             |
|---|---------------|-------------|-------------|
| INITIAL METER READING AT START OF TEST:   | <u>481000</u> | Total Gals. | <u>1200</u> |
| FINAL METER READING AT END OF TEST:       | <u>482000</u> | Total Gals. | <u>1948</u> |
| INITIAL READING ON CALIBRATED TEST METER: | <u>103</u>    |             |             |
| FINAL READING ON CALIBRATED TEST METER:   | <u>1151</u>   |             |             |

AVERAGE % OF ERROR BETWEEN FLOWMETER TESTED AND CALIBRATED TEST METER: -4.6 %

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME OF PERSON COMPLETING THIS FORM: Donnie Morrison  
COMPANY NAME: FLORIDA RURAL WATER ASSOCIATION  
DAYTIME TELEPHONE: (850)668-2746

SIGNATURE: \_\_\_\_\_ DATE: 3/10/2009



**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Pasco County**

**25-30.440 (6)  
PERMITS**

**Test Year Ended December 31, 2008**

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# Department of Environmental Protection

Jeb Bush  
Governor

Southwest District  
3804 Coconut Palm Drive  
Tampa, Florida 33619-1352

Colleen M. Castile  
Secretary

February 22, 2005

In the Matter of an  
Application for Permit by:

Utilities, Inc. of Florida  
Patrick Flynn, Regional Director  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Project: Orangewood Disinfection Conversion  
Permit No. 0081396-003-WC/MC  
Orangewood WTP, PWS No. 6511311  
Pasco County

## NOTICE OF PERMIT ISSUANCE

Enclosed is Permit Number 0081396-003-WC/MC to construct a water plant modification, issued pursuant to Section(s) 403.087(1), Florida Statutes (F.S.).

A person whose substantial interests are affected by this permit may petition for an administrative proceeding (hearing) in accordance with Section 120.57, F.S. The petition must contain the information set forth below and must be filed (received) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000, within 14 days of receipt of this Permit. Petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. Failure to file a petition within this time period shall constitute a waiver of any right such person may have to request an administrative determination (hearing) under Section 120.57, F.S.

The Petition shall contain the following information;

- (a) The name, address, and telephone number of each petitioner, the applicant's name and address, the Department Permit File Number and the county in which the project is proposed;
- (b) A statement of how and when each petitioner received notice of the Department's action or proposed action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department's action or proposed action;
- (d) A statement of the material facts disputed by Petitioner, if any;
- (e) A statement of facts which petitioner contends warrant reversal or modification of the Department's action or proposed action;
- (f) A statement of which rules or statutes petitioner contends require reversal or modification of the Department's action or proposed action; and

PERMITTEE: Utilities, Inc. of Florida  
PROJECT: Orangewood Disinfection Conversion

PERMIT No.: 0081396-003-WC/MC

- (g) A statement of the relief sought by petitioner, stating precisely the action petitioner wants the Department to take with respect to the Department's action or proposed action.

If a petition is filed, the administrative hearing process is designed to formulate agency action. Accordingly, the Department's final action may be different from the position taken by it in this permit. Persons whose substantial interests will be affected by any decision of the Department with regard to the application have the right to petition to become a party to the proceeding. The petition must conform to the requirements specified above and be filed (received) within 14 days of receipt of this notice in the Office of General Counsel at the above address of the Department. Failure to petition within the allowed time frame constitutes a waiver of any right such person has to request a hearing under Section 120.57, F.S., and to participate as a party to this proceeding. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-5.207, F.A.C.

This permit is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above paragraphs or unless a request for extension of time in which to file a petition is filed within the time specified for filing a petition and conforms to Rule 62-103.070, F.A.C. Upon timely filing of a petition or a request for an extension of time this permit will not be effective until further Order of the Department.

When the Order (Permit) is final, any party to the Order has the right to seek judicial review of the Order pursuant to Section 120.68, F.S., by the filing of a Notice of Appeal pursuant to Rule 9.110, Florida Rules of Appellate procedure, with the Clerk of the Department in the Office of General Counsel, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000; and by filing a copy of the Notice of Appeal accompanied by the applicable filing fees with the appropriate District Court of Appeal. The Notice of Appeal must be filed within 30 days from the date the Final Order is filed with the Clerk of the Department.

Executed in Tampa, Florida.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION  
DRINKING WATER PROGRAM



Deborah A. Getzoff  
District Director  
Southwest District

DAG/sk

PERMITTEE: Utilities, Inc. of Florida  
PROJECT: Orangewood Disinfection Conversion

PERMIT No.: 0081396-003-WC/MC

CERTIFICATE OF SERVICE

This is to certify that this NOTICE OF PERMIT and all copies were mailed before the close of business on February 22, 2005 to the listed persons.

Clerk Stamp

FILING AND ACKNOWLEDGMENT

FILED, on this date, pursuant to §120.52, Florida Statutes, with the designated Department Clerk, receipt of which is hereby acknowledged.

Helene Steirley      2-22-05  
(Clerk)                                      (Date)

Enclosure

cc: Mark A. Veenstra, P.E., [McKim & Creed, PA]  
Ed Watson, [FDEP]

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# Department of Environmental Protection

Jeb Bush  
Governor

Southwest District  
3804 Coconut Palm Drive  
Tampa, Florida 33619-1352

Colleen M. Castille  
Secretary

## PERMITTEE

Utilities, Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, Florida 32714

Attn: Patrick Flynn  
Regional Director

## PERMIT/CERTIFICATION

PWS ID. No.: 6511423  
Permit Number: 0149703-008-WC/MC  
Date of Issue: February 22, 2005  
Expiration Date: February 21, 2010  
County: Pasco  
Lat/Long: NA  
Sect/Town/Range: N/A  
Project: Summertree Disinfection Conversion

This permit is issued under the provisions of Chapter 403, Florida Statutes (F.S.) and Florida Administrative Code (F.A.C.) Rules 62-555 and 62-4. The above named permittee is hereby authorized to perform the work or operate the facility shown on the application and approved drawing(s), plans, and other documents, attached hereto or on file with the department and made a part hereof and specifically described as follows:

Replacement of the existing gas chlorination system with a sodium hypochlorite system at all of the system's wells. The water plant modification shall be constructed in accordance with the plans and specifications prepared by Mark A. Veenstra, P.E., [McKim & Creed, PA].

Location: Summertree wells 1, 2, 13 and 17, in Pasco County, Florida.

### Specific Conditions:

1. All construction must be in accordance with this permit. Before commencing work on project changes for which a construction permit modification is required per 62-555.536(1), the permittee shall submit to the Department a written request for a permit modification. Each such request shall be accompanied by one copy of a revised construction permit application, the proper processing fee and one copy of either a revised preliminary design report or revised drawings, specifications and design data. [F.A.C. Rule 62-555.536]
2. Permitted construction or alteration of a public water system may not be placed into service until a letter of clearance has been issued by this Department. [F.A.C. Rule 62-555.345]
3. Permitted construction or alteration of public water supply systems must be supervised during construction by a professional engineer registered in the State of Florida if the project was designed under the responsible charge of a professional engineer licensed in the State of Florida. The permittee must retain the service of an engineer registered in the State to

observe that construction of the project is in accordance with the engineering plans and specifications as submitted in support of the application for this permit. [F.A.C. Rule 62-555.520(3)]


4. A letter of clearance may be issued by this Department once the following items have been submitted:
  - a. Complete and fully executed form "Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components into Operation", DEP Form 62-555.900(9) effective August 28, 2003 [F.A.C. Rule 62-555.345(1)];
  - b. The portion of record drawings showing deviations from DEP construction permit, including the approved preliminary design report or drawings and specifications, if there are any deviations from said permit. (Note that it is necessary to submit a copy of only the portion of record drawings showing deviations and not a complete set of record drawings) [F.A.C. Rule 62-555.345(1)(a)];
5. The permittee must instruct the engineer of record to request system clearance from the Department within sixty (60) days of completion of construction, testing and disinfecting the system. Bacteriological test results shall be considered unacceptable if the test were completed more than 60 days before the Department received the results. [F.A.C. Rule 62-555.340(2)(c)]
6. If historical or archaeological artifacts, such as Indian canoes, are discovered at any time within the project site the permittee shall immediately notify the district office and the Bureau of Historic Preservation, Division of Archives, History and Records Management, R.A. Gray Building, Tallahassee, Florida 32301, telephone number (850) 487-2073.
7. The supplier of water must operate and maintain this facility in accordance with the requirements of F.A.C. Rule 62-555.350 and the applicable standards in 62-550.
8. The permittee shall be aware of and operate under the attached "General Conditions". General conditions are binding upon the permittee and enforceable pursuant to Chapter 403, F.S. [F.A.C. Rule 62-555.533(1)]
9. If unanticipated delays will cause project completion to extend beyond the expiration date of this permit, the permittee shall submit to the Department a request to extend the expiration date of this permit including the appropriate processing fee. This request shall specify the reasons for the delay and shall be submitted to the Department for approval prior to the expiration date of this permit. Note that no specific construction permit shall be extended so as to remain in effect longer than five years. [F.A.C. Rule 62-555.536(4)]
10. All water main pipe, including fittings shall be color coded or marked using blue as a predominant color to differentiate drinking water from reclaimed or other water in accordance with F.A.C. Rule 62-555.320(21)(b) 3.



11. Persons proposing to transfer this permit prior to the project being approved or cleared by the Department for placement into permanent operation shall complete DEP Form 62-555.900(8) effective August 28, 2003 and submit to the Department along with the proper processing fee. [F.A.C. Rule 62-555.536]
  
12. The permittee must ensure that all components that will be installed under this project and that will come into contact with drinking water or drinking water treatment chemicals conform to one of the following:
  - a. NSF International Standard 61 as adopted in Rule 62-555.335, F.A.C.;
  - b. NSF International Standard 42, 44, 53, 55, 58, or 62 as adopted in Rule 62-555.335, F.A.C.;
  - c. Section 6 of NSF International Standard 14 as adopted in Rule 62-555.335, F.A.C.;
  - d. The Food and Drug Administration's regulations for indirect food additives as contained in the April 1, 2002, revision of 121 CFR Parts 174 through 189.

[F.A.C. Rule 62-555.320(3)(b)]

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION  
DRINKING WATER PROGRAM

  
\_\_\_\_\_  
Deborah A. Getzoff  
District Director  
Southwest District

DAG/sk

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Pasco County**

**25-30.440 (7)  
NOTICES**

**Test Year Ended December 31, 2008**

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Pasco County**

**25-30.440 (8)**

**FIELD EMPLOYEES**

**Test Year Ended December 31, 2008**

**State of Florida**

**Department of Environmental Protection**

**ISSUED: 3/25/2009**

**LICENSE NO.: 8527**

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

**VALID UNTIL: 4/30/2011**

**STEPHEN J HABERY**

**CHARLIE CRIST**

**GOVERNOR**

**DISPLAY IS REQUIRED BY LAW.**

**MICHAEL W. SOL**

**SECRETARY**

**State of Florida**

**Department of Environmental Protection**

**ISSUED: 3/25/2009**

**LICENSE NO.: 8012**

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

**VALID UNTIL: 4/30/2011**

**STEPHEN J HABERY**

**CHARLIE CRIST**

**GOVERNOR**

**DISPLAY IS REQUIRED BY LAW**

**MICHAEL W. SOL**

**SECRETARY**

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 009509

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

VALID UNTIL: 4/30/2011

STEVEN L. PFOUTS

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 014204

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

VALID UNTIL: 4/30/2011

STEVEN L. PFOUTS

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/22/2009

LICENSE NO.: 008122

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

VALID UNTIL: 4/30/2011

DANIEL SCOTT ANDERSON

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 007141

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

VALID UNTIL: 4/30/2011

DANIEL SCOTT ANDERSON

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

**State of Florida**  
**Department of Environmental Protection**

**ISSUED: 1/28/2009**

**LICENSE NO.: 0014846**

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

**VALID UNTIL: 4/30/2011**

**ELISA MATARLO WILLIAMS**

**CHARLIE CRIST**

**MICHAEL W. SOLE**

**GOVERNOR**

**DISPLAY IS REQUIRED BY LAW**

**SECRETARY**

PAGE 01

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**State of Florida**

Department of Environmental Protection  
OPERATOR CERTIFICATION PROGRAM  
2600 BLAIR STONE ROAD, N.S. 33506  
TALLAHASSEE, FLORIDA 32399-2400  
(850)245-7500



ELISA MATARLO WILLIAMS  
2549 GRASSY POINT DR UNIT 103  
LAKE MARY, FL 32746-6518

**State of Florida**  
Department of Environmental Protection

LICENSE NO.: 014187      DATE ISSUED: 4/16/2009  
CLASS C WASTEWATER TREATMENT PLANT OPERATOR  
ELISA MATARLO WILLIAMS  
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA  
STATUTES  
VALID UNTIL: 4/30/2011

**State of Florida**  
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 014187

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

VALID UNTIL: 4/30/2011

**ELISA MATARLO WILLIAMS**

**CHARLIE CRIST**  
GOVERNOR

**DISPLAY IS REQUIRED BY LAW**

**MICHAEL W. SOLE**  
SECRETARY



UIF RATE CASE - 2008 EMPLOYEE LICENSE INFORMATION

| Last Name | First Name/MI      | Title         | System(s)  | Classification                 | Type | Description   | Type | Description  |
|-----------|--------------------|---------------|--|--------------------------------|------|---|------|--|
| Anderson  | Daniel S.          | Lead Operator | Crownwood  | Class A DWTPO<br>Class A WWTPO | A    | Class A Drinking Water Treatment Plant Operator - FDEP (0007141<br>4/30/11) | A    | Class A WW Treatment Plant Operator - FDEP (0006490 4/30/11) |
| Habery    | Stephen (Steve) J. | Lead Operator | Orangewood<br>Buena Vista MHP<br>Buena Vista Manor L/S<br>Summertree<br>Summertree L/S   | Class C DWTPO<br>Class C WWTPO | C    | Class C Drinking Water Treatment Plant Operator - FDEP (0008012<br>4/30/11) | C    | Class C WW Treatment Plant Operator - FDEP (0008527 4/30/11) |
| Pfouts    | Steven L.          | Lead Operator | Golden Hills   | Class C DWTPO<br>Class B WWTPO | C    | Class C Drinking Water Treatment Plant Operator - FDEP (0014204<br>4/30/11) | B    | Class B WW Treatment Plant Operator - FDEP (0009509 4/30/11) |
| Williams  | Elisa M.           | Lead Operator | Weathersfield<br>Oakland Shores<br>Little Wekiva<br>Park Ridge<br>Phillips<br>Crystal Lake<br>Ravenna Park<br>Jansen<br>Crescent Heights<br>Davis Shores | Class C DWTPO<br>Class C WWTPO | C    | Class B Drinking water Treatment Plant Operator - FDEP 0014846 4/30/11      | C    | Class C WW Treatment Plant Operator - FDEP 0014187 4/30/11   |



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



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

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



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



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

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



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



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

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



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





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

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



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



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

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



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

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



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

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



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



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

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



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

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



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



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| <b>COMPUTER SKILLS</b>         | Required: MS Word, Excel; ability to learn internal software programs<br>Preferred: PowerPoint, Outlook and Explorer  |
| <b>ADDITIONAL SKILLS</b>       | <ul style="list-style-type: none"> <li>▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to provide for safe working conditions for fellow workers.</li> <li>▪ Must have ability to effectively communicate with other employees and the public.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to motivate others in the pursuit of Company goals.</li> </ul> |
| <b>EDUCATION</b>               | Required: Bachelor's degree in Business, Engineering, Environmental Science or similar field, or a combination of education and experience.<br>Preferred: Completion of multiple utility industry related courses, seminars, management and/or supervisory training.  |
| <b>CERTIFICATIONS/LICENSES</b> | Required: Must maintain a valid driver's license.<br>Preferred: Ability to hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment.  |
| <b>EXPERIENCE</b>              | Requires a minimum of 7 years progressive experience working in utility management or the utility industry. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.   |
| <b>PHYSICAL DEMANDS</b>        | Light to moderate physical activity; requires normal hearing and vision.  |
| <b>EQUIPMENT USED</b>          | PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.  |
| <b>TRAVEL REQUIRED</b>         | Within region.  |
| <b>ADDITIONAL COMMENTS</b>     | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.   |
| <b>CONTACT INFORMATION</b>     |   |

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





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

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



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

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| <b>JOB TITLE</b>                   | Accounts Payable/Receivable Clerk   |
| <b>DEPARTMENT</b>                  | Operations - BioTech  |
| <b>STATUS</b>                      | Non-Exempt  |
| <b>SUPERVISOR'S TITLE</b>          | Regional Vice President   |
| <b>JOB SUMMARY</b>                 | Maintains accounts payable and receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.   |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Processes AP and AR for BioTech.</li> <li>▪ Performs data entry of AP and AR invoices and journal entries.</li> <li>▪ Enters and posts daily cash receipts.</li> <li>▪ Accepts vendor payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling.</li> <li>▪ Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each.</li> <li>▪ Endorses checks daily with proper endorsing equipment.</li> <li>▪ Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions.</li> <li>▪ Contacts vendors with payment discrepancies and/or to verify remittance information.</li> <li>▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment.</li> <li>▪ Researches and processes payment related items..</li> <li>▪ Responds to vendor and staff inquiries and answers AP/AR related questions.</li> <li>▪ Maintains AP/AR reports, spreadsheets and files.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ Prepares analysis of accounts as required.</li> <li>▪ Assists with receiving checks, processing utility invoices, proofing AP/AR and filing journal entries.</li> <li>▪ Assembles and processes overnight shipments, as needed.</li> <li>▪ Performs other related duties as assigned.</li> </ul>   |
| <b>COMPUTER SKILLS</b>             | <p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: JD Edwards, CC&amp;B, Outlook, Internet Explorer</p>   |
| <b>ADDITIONAL SKILLS</b>           | <ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Maintains confidentiality.</li> </ul>   |
| <b>EDUCATION</b>                   | <p>Required: HS Diploma or GED</p> <p>Preferred: Associate's Degree or equivalent</p>   |



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| <b>CERTIFICATIONS/LICENSES</b> | Required: Valid Driver's License, safe driving record and proof of valid insurance.   |
| <b>EXPERIENCE</b>              | 2 - 3 years related experience and/or training. Requires general knowledge of accounts receivable and bookkeeping skills.                 |
| <b>PHYSICAL DEMANDS</b>        | Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.                     |
| <b>EQUIPMENT USED</b>          | PC and/or laptop, endorsing machine, copy/fax/scan machine, telephone and other general office equipment.                                 |
| <b>ADDITIONAL COMMENTS</b>     | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired. |
| <b>CONTACT INFORMATION</b>     |   |

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| <b>JOB TITLE</b>                   | Accounts Receivable Clerk  |
| <b>DEPARTMENT</b>                  | Operations   |
| <b>STATUS</b>                      | Non-Exempt   |
| <b>SUPERVISOR'S TITLE</b>          | Regional Office Manager  |
| <b>JOB SUMMARY</b>                 | Maintains accounts receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.  |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Processes AR for multiple states.</li> <li>▪ Performs data entry of AR invoices, journal entries, cash book entries and customer address/contact information changes.</li> <li>▪ Enters and posts daily cash receipts.</li> <li>▪ Accepts customer payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling.</li> <li>▪ Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each.</li> <li>▪ Endorses checks daily with proper endorsing equipment.</li> <li>▪ Prepares daily cash deposits and delivers to banks; obtains receipt of all bank transactions.</li> <li>▪ Contacts customers with payment discrepancies and/or to verify remittance information.</li> <li>▪ Reviews customer accounts with customers and Regional Office Manager.</li> <li>▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment.</li> <li>▪ Researches and processes payment related items..</li> <li>▪ Responds to customer and regional staff inquiries and answers AR questions related to processed payments.</li> <li>▪ Prepares written notification to customers when payment cannot be processed for various reasons.</li> <li>▪ Forwards all customer correspondence to branch offices daily.</li> <li>▪ Maintains AR reports, spreadsheets and files.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ Prepares analysis of accounts as required.</li> <li>▪ Assists with receiving checks, processing utility invoices, proofing AR and filing journal entries.</li> <li>▪ Assembles and processes overnight shipments, as needed.</li> <li>▪ Performs other related duties as assigned.</li> </ul>   |
| <b>COMPUTER SKILLS</b>             | <p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: JD Edwards, CC&amp;B, Outlook, Internet Explorer</p>  |
| <b>ADDITIONAL SKILLS</b>           | <ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> </ul>   |



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|                         | <ul style="list-style-type: none"><li>▪ Reliable, self-motivated and well organized.</li><li>▪ Strong written and verbal communication skills.</li><li>▪ Maintains confidentiality.</li></ul> |
| EDUCATION               | Required: HS Diploma or GED<br>Preferred: Associate's Degree or equivalent  |
| CERTIFICATIONS/LICENSES | Required: Valid Driver's License, safe driving record and proof of valid insurance.   |
| EXPERIENCE              | 2 - 3 years related experience and/or training. Requires general knowledge of accounts receivable and bookkeeping skills.   |
| PHYSICAL DEMANDS        | Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.   |
| EQUIPMENT USED          | PC and/or laptop, endorsing machine, copy/fax/scan machine, telephone and other general office equipment.   |
| ADDITIONAL COMMENTS     | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.   |
| CONTACT INFORMATION     |   |

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





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

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| <b>JOB TITLE</b>                   | <b>Regional Office Manager</b>   |
| <b>DEPARTMENT</b>                  | Operations   |
| <b>STATUS</b>                      | Exempt   |
| <b>SUPERVISOR'S TITLE</b>          | Regional Director  |
| <b>JOB SUMMARY</b>                 | Responsible for overall regional office activities, including customer service, accounts receivable, phone reception, mail, purchasing requests and assisting local facilities.  |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Manages customer service team and regional office staff; hires, directs, evaluates, promotes and disciplines subordinate employees.</li> <li>▪ Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level.</li> <li>▪ Addresses disciplinary and/or performance problems according to Company policy.</li> <li>▪ Oversees and coordinates overall administrative activities for the regional offices.</li> <li>▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary.</li> <li>▪ Maintains effective customer service and resolves escalated customer calls.</li> <li>▪ Provides training to regional office staff and CSR's in the areas of billing, tariff compliance, rate case preparation, reporting and customer service.</li> <li>▪ Maintains tap records, tracks Rule 9 apportionments and sewer deposits, and requests reapportionment refunds from Corporate.</li> <li>▪ Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain a professional image.</li> <li>▪ Supervises the maintenance of office areas and premises.</li> <li>▪ Informs management by reviewing and analyzing special reports, summarizing information and identifying trends.</li> <li>▪ Negotiates the purchase of office supplies and equipment for the regional office staff in accordance with company purchasing policies and budgetary restrictions.</li> <li>▪ Supervises the maintenance of office equipment, including copy/fax machines, etc.</li> <li>▪ Provides continual evaluation of processes and procedures; evaluates existing systems and tools and provides feedback for future improvements.</li> <li>▪ Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives.</li> <li>▪ Responsible for suggesting methods to improve area operations, efficiency and service to customers</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ May serve as liaison between Public Utilities Commission and regional office regarding customer service issues; maintains files for commercial</li> </ul>   |



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|                            | <p>and developer agreements.</p> <ul style="list-style-type: none"> <li>• Follows pre-established guidelines in emergency situations.</li> <li>▪ Participates in special projects as needed.</li> <li>▪ Performs other duties as assigned.</li> </ul>   |
| <b>COMPUTER SKILLS</b>     | <p>Required: MS Word, Excel, Outlook<br/>         Preferred: Internet Explorer, JD Edwards, CC&amp;B, AccuTerm</p>  |
| <b>ADDITIONAL SKILLS</b>   | <ul style="list-style-type: none"> <li>▪ Maintains high level of confidentiality.</li> <li>▪ Communicates clearly and effectively, both verbally and in writing.</li> <li>▪ Ability to coach employees through complex, difficult and emotional issues.</li> <li>▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Ability to delegate responsibility and authority to maximize use of employees' skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality; detail oriented.</li> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to work equally well in a leadership role, within a team environment and independently.</li> <li>▪ Ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to promote positive morale and teamwork among staff while maintain a professional work environment.</li> <li>▪ Ability to specify goals and effectively achieve them.</li> <li>▪ Ability to provide vision and leadership.</li> </ul> |
| <b>EDUCATION</b>           | <p>Associates Degree in Accounting, Business Administration or other business related field is preferred.</p>   |
| <b>EXPERIENCE</b>          | <p>Requires a minimum of 5 years experience in customer service or administrative services related area. Familiar with standard concepts, practices and procedures related to customer service. 3 years of previous supervisory experience is preferred. Experience in a public utility customer service work is highly desirable.</p>  |
| <b>PHYSICAL DEMANDS</b>    | <p>Light to moderate physical activity, ability to lift approximately 15-20 lbs.; requires normal hearing and vision</p>  |
| <b>EQUIPMENT USED</b>      | <p>Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>  |
| <b>TRAVEL REQUIRED</b>     | <p>Occasional travel may be required.</p>   |
| <b>ADDITIONAL COMMENTS</b> | <p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>  |
| <b>CONTACT INFORMATION</b> |   |

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



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



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

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| <b>JOB TITLE</b>                   | <b>Regional Business Operations Manager</b>   |
| <b>DEPARTMENT</b>                  | Operations  |
| <b>STATUS</b>                      | Exempt  |
| <b>SUPERVISOR'S TITLE</b>          | Regional Vice President   |
| <b>JOB SUMMARY</b>                 | Provides analytical and business support to the Regional Vice President, including cash maintenance and planning, etc. Works with Regional Director and Regional staff to assure continuity of processes, goals and vision of Utilities, Inc.   |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Directs the annual regional financial budgeting process, including an array of excel based statistical and financial reports, which are used internally and/or distributed to the Corporate office.</li> <li>▪ Coordinates the annual regional capital project planning effort.</li> <li>▪ Manages monthly regional capital spending and financial re-forecasting efforts, including preparing all corporate schedules.</li> <li>▪ Evaluates and reports on monthly and YTD regional financial performance results vs. budget and prior year's results.</li> <li>▪ Reviews progress of monthly capital spending to ensure regional conformity to projected budgetary goals.</li> <li>▪ Responsible for the accuracy of regional financial reporting.</li> <li>▪ Drives revenue and cost savings by effectively challenging and motivating employees.</li> <li>▪ Coordinates miscellaneous initiatives assigned to region.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ Assists in the determination of monthly regional Operations &amp; Maintenance posting validity and suggests corrective measures where necessary.</li> <li>▪ Assists with the completion of special projects for the Corporate Operations Support Team.</li> <li>▪ Performs other related duties as assigned.</li> </ul>  |
| <b>COMPUTER SKILLS</b>             | Required: MS Office, Outlook, Explorer<br>Preferred: PowerPoint, JD Edwards   |
| <b>ADDITIONAL SKILLS</b>           | <ul style="list-style-type: none"> <li>▪ Able to maintain confidential information.</li> <li>▪ Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles. Knowledge of automated financial and accounting reporting systems. Knowledge of Federal and State financial regulations. Ability to analyze financial data and prepare financial reports, statements and projections.</li> <li>▪ Exceptional analytical skills and experience interpreting a strategic vision into an operational model.</li> </ul>   |



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|                            | <ul style="list-style-type: none"> <li>▪ Excellent analytical, communication and organizational skills.</li> <li>▪ Proven ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Detail oriented.</li> <li>▪ Ability to develop and maintain effective working relationships with a wide variety of individuals.</li> </ul> |
| <b>EDUCATION</b>           | Required: Bachelor's degree in Business, Finance, Management, Accounting or similar field.<br>Preferred: MBA   |
| <b>EXPERIENCE</b>          | Minimum 3 years business and finance or accounting experience, preferably in water / wastewater utility management, with increasing levels of responsibility.  |
| <b>PHYSICAL DEMANDS</b>    | Light to moderate physical activity, requires normal hearing and vision.   |
| <b>EQUIPMENT USED</b>      | Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.  |
| <b>TRAVEL REQUIRED</b>     | Occasional travel will be required as necessary.   |
| <b>ADDITIONAL COMMENTS</b> | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.  |
| <b>CONTACT INFORMATION</b> |  |

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





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|                                    | <ul style="list-style-type: none"> <li>• Performs follow-up on all non-compliance advisories to address the specific issue and any underlying issues.</li> <li>▪ Negotiates and tracks consent orders/compliance schedules to assure timely completion and closure.</li> <li>▪ Provides reports to senior management to demonstrate compliance assurance.</li> <li>▪ Maintains files on Notice of Violations, inspection reports, etc. for all facilities and Company response.</li> <li>▪ Compiles annual Consumer Confidence Report and any customer notifications regarding water quality.</li> <li>▪ Acts as liaison to Corporate Compliance &amp; Safety Coordinator to implement standardized practices, policies and procedures.</li> <li>▪ Stays abreast of upcoming regulations and works with Operations Support team to evaluate their impact on UI operations and capital planning.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ Performs employee job safety observations as needed.</li> <li>▪ Conducts or assists managers with New Employee Safety Orientation for all new hires prior to entering the workplace.</li> <li>▪ Assists managers with general and specific security concerns.</li> <li>▪ Ensures that all documents regarding the safety program are completed and filed appropriately.</li> <li>▪ Performs other related duties as assigned.</li> </ul>  |
| <b>COMPUTER SKILLS</b>             | <p>Required: MS Word, Excel<br/> Preferred: PowerPoint, Outlook and Explorer</p>   |
| <b>ADDITIONAL SKILLS</b>           | <ul style="list-style-type: none"> <li>▪ Strong written and verbal communication skills; previous public speaking experience required.</li> <li>▪ Excellent analytical, communication and organizational skills.</li> <li>▪ Proven ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Relies on previous experience and judgment to plan and accomplish goals.</li> </ul>  |
| <b>EDUCATION</b>                   | <p>Required: Bachelors degree in Environmental Health Sciences, Safety or related field, or the equivalent in related work experience demonstrating the ability to manage compliance and safety programs, as well as incident investigations.</p>  |
| <b>CERTIFICATIONS/LICENSES</b>     | <p>Required: Valid driver's license<br/> Preferred: Certified Safety Professional, OSHA 30-hour course, Operator certification(s) in water and/or wastewater</p>   |
| <b>EXPERIENCE</b>                  | <p>Requires a minimum of 5 year regulatory compliance and/or safety experience and an in-depth and up-to-date knowledge of relevant codes and standards associated with regulatory agencies such as OSHA, EPA, etc. One or more years of experience in environmental health and safety, or the equivalent in related work experience, demonstrating experience in aggressive worker's compensation claims management is preferred.</p>   |
| <b>PHYSICAL DEMANDS</b>            | <p>Light to moderate physical activity, requires normal hearing and vision.</p>  |



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| <b>EQUIPMENT USED</b>      | Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.                                    |
| <b>TRAVEL REQUIRED</b>     | Frequent travel may be required.  |
| <b>ADDITIONAL COMMENTS</b> | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired. |
| <b>CONTACT INFORMATION</b> |   |

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



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

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| <b>JOB TITLE</b>                   | <b>Lead Customer Service Representative</b>  |
| <b>DEPARTMENT</b>                  | Operations   |
| <b>STATUS</b>                      | Non-exempt   |
| <b>SUPERVISOR'S TITLE</b>          | Customer Service Supervisor  |
| <b>JOB SUMMARY</b>                 | Responsible for assisting the Customer Service Supervisor with daily responsibilities, including leading a team of CSR's, OJT training, new-hire training and performance feedback. Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under limited supervision.  |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Answers all incoming calls from customers and resolves billing and service issues.</li> <li>▪ Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints.</li> <li>▪ Acts as primary point of contact for department in the absence of Customer Service Supervisor.</li> <li>▪ Approves CSR adjustments on a daily basis, prior to posting.</li> <li>▪ Oversees the maintenance of files for customer correspondence, legal notices, reports and other records.</li> <li>▪ Tracks all reporting and filing for the department.</li> <li>▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.</li> </ul>   |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ Assists supervisor in resolving escalated customer calls and complex issues.</li> <li>▪ Oversees bank deposits.</li> <li>▪ Opens and closes customer accounts.</li> <li>▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues.</li> <li>▪ Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible.</li> <li>▪ Processes customer payments and maintains the requisite financial tracking systems.</li> <li>▪ Initiates and terminates service as required.</li> <li>▪ Reviews various billing reports to resolve issues prior to billing.</li> <li>▪ Reviews receivable shut-off reports and takes appropriate action.</li> <li>▪ Files liens where appropriate.</li> <li>▪ Applies tariffs for the areas assigned.</li> <li>▪ May scan customer payments</li> <li>▪ Performs other duties as assigned.</li> </ul> |



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| <b>COMPUTER SKILLS</b>     | Required: MS Word, Excel<br>Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm   |
| <b>ADDITIONAL SKILLS</b>   | <ul style="list-style-type: none"> <li>• Ability to work independently and under limited supervision.</li> <li>▪ Ability to successfully research and resolve customer issues with minimal assistance.</li> <li>▪ Demonstrates initiative to take on new tasks.</li> <li>▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency.</li> <li>▪ Friendly, customer service focus.</li> <li>• Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to multitask in a fast-paced environment.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Detail oriented.</li> <li>• Ability to work within a team environment, as well as independently.</li> <li>▪ Maintains high level of confidentiality.</li> </ul> |
| <b>EDUCATION</b>           | Required: HS Diploma or GED<br>Preferred: Associates Degree in accounting, business administration or other business related field   |
| <b>EXPERIENCE</b>          | 3 - 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on experience and judgment to plan and accomplish goals.   |
| <b>PHYSICAL DEMANDS</b>    | Light to moderate physical activity, requires normal hearing and vision.   |
| <b>EQUIPMENT USED</b>      | PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.   |
| <b>ADDITIONAL COMMENTS</b> | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.  |
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| <b>JOB TITLE</b>                   | Customer Service Representative I  |
| <b>DEPARTMENT</b>                  | Operations   |
| <b>STATUS</b>                      | Non-exempt   |
| <b>SUPERVISOR'S TITLE</b>          | Customer Service Supervisor  |
| <b>JOB SUMMARY</b>                 | Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under direct supervision.   |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Answers all incoming calls from customers and resolves billing and service issues.</li> <li>▪ Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; forwards complex issues on to CSR II, Lead CSR or supervisor.</li> <li>▪ Opens and closes customer accounts.</li> <li>▪ Reviews customer correspondence.</li> <li>▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues.</li> <li>▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.</li> <li>▪ Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible.</li> <li>▪ Processes customer payments and maintains the requisite financial tracking systems.</li> <li>▪ Initiates and terminates service as requested.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ Assists with account adjustments as necessary.</li> <li>▪ Scans customer payments.</li> <li>▪ Performs other duties as assigned.</li> </ul>   |
| <b>COMPUTER SKILLS</b>             | Required: MS Word, Excel<br>Preferred: Outlook and Explorer  |
| <b>ADDITIONAL SKILLS</b>           | <ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Ability to multitask in a fast-paced environment.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Detail oriented.</li> </ul>  |



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

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





|                                    |   |
|------------------------------------|---|
| <b>JOB TITLE</b>                   | <b>Customer Service Representative II</b>   |
| <b>DEPARTMENT</b>                  | Operations  |
| <b>STATUS</b>                      | Non-exempt  |
| <b>SUPERVISOR'S TITLE</b>          | Customer Service Supervisor   |
| <b>JOB SUMMARY</b>                 | Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under general supervision.   |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>▪ Answers all incoming calls from customers and resolves billing and service issues.</li> <li>▪ Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; responds to escalated calls from CSR; forwards complex issues on to Lead CSR or supervisor.</li> <li>• Opens and closes customer accounts.</li> <li>• Reviews customer correspondence.</li> <li>▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues.</li> <li>▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.</li> <li>▪ Requests shut off door tags and issues shut off Service Orders for non-payment; makes payment arrangements when possible.</li> <li>▪ Processes customer payments and maintains the requisite financial tracking systems.</li> <li>▪ Initiates and terminates service as required.</li> <li>▪ Reviews various billing reports to resolve issues prior to billing.</li> <li>▪ Reviews receivable shut-off reports and takes appropriate action.</li> <li>▪ Files liens where appropriate.</li> <li>▪ Applies tariffs for the areas assigned.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ May be required to make bank deposits.</li> <li>▪ Assists with account adjustments as necessary.</li> <li>▪ Scans customer payments.</li> <li>▪ Performs other duties as assigned.</li> </ul>  |
| <b>COMPUTER SKILLS</b>             | Required: MS Word, Excel,<br>Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm   |
| <b>ADDITIONAL SKILLS</b>           | <ul style="list-style-type: none"> <li>▪ Ability to work independently and under limited supervision.</li> <li>▪ Ability to successfully research and resolve customer issues with some assistance.</li> <li>• Demonstrates initiative to take on new tasks.</li> </ul>   |



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

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|                                    |  |
|------------------------------------|--|
| <b>JOB TITLE</b>                   | Customer Service Supervisor  |
| <b>DEPARTMENT</b>                  | Operations   |
| <b>STATUS</b>                      | Exempt   |
| <b>SUPERVISOR'S TITLE</b>          | Customer Care Manager  |
| <b>JOB SUMMARY</b>                 | Responsible for providing quality and efficient customer service to customers through the daily management of a team of employees, including hiring, motivating, recognition and rewarding, coaching, counseling, training and problem solving. This position will serve as the primary contact for problem resolution and information gathering regarding customer inquiries.   |
| <b>ESSENTIAL FUNCTIONS</b>         | <ul style="list-style-type: none"> <li>■ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary.</li> <li>▪ Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner.</li> <li>■ Responsible for scheduling customer service representative work schedules.</li> <li>▪ Monitors appropriate usage of overtime by the customer service staff and follows policy regarding overtime.</li> <li>▪ Ensures employees receive appropriate training and other resources to perform their jobs.</li> <li>■ Analyzes monthly Customer Service reports from Corporate; creates reports as requested.</li> <li>▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports.</li> <li>▪ Evaluates the Customer Service Department's effectiveness by reviewing daily, weekly and monthly reports.</li> <li>▪ Maintains commercial and developer agreements, tap records, Rule 9 apportionments and sewer deposits; requests Rule 9 reapportionment refund from Corporate.</li> <li>▪ Conducts monthly audits of monetary transactions.</li> <li>▪ Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level.</li> <li>▪ Addresses disciplinary and/or performance problems according to Company policy.</li> <li>▪ Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives.</li> <li>▪ Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to customers.</li> <li>▪ Resolves escalated customer calls and complex service issues.</li> </ul> |
| <b>ADDITIONAL RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>▪ May assist with maintaining contact with State public utilities commissions for the region.</li> <li>▪ Periodically monitors the interaction between CSR's and customers to ensure quality control. Give direction and makes recommendations as necessary.</li> </ul>   |



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

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Utilities, Inc. of Florida

| Employee              | Job Title                           | Job Descriptions   | ERC Methodology   |
|-----------------------|-------------------------------------|--|---|
| Anderson, Daniel      | Operator                            | *Please see attached job descriptions for duties performed | * Allocation method for all employees is based on ERCs. Employee salary allocations by employee are attached. Please note Patrick Flynn's salary allocation is based off the FL ERC count, and John Bonagura's, Scotty Haws's, Rick Durham's, and all customer service salary's (1) allocations are based off the FL and South ERC Count. |
| Bailey, Alan          | Operator                            |  |   |
| Biasco, Christopher   | Meter Reader                        |  |   |
| Bonagura, John        | Business Manager                    |  |   |
| Brown, Donna          | Meter Reader                        |  |   |
| Callahan, Robert      | Operator                            |  |   |
| Cardinal, Anthony     | Operator                            |  |   |
| Carver, Nathaniel     | Project Manager                     |  |   |
| Chard, Ronald         | Cross Connection Specialist         |  |   |
| Coffee Jr, John       | Operator                            |  |   |
| Cooper, Robert        | Operator                            |  |   |
| Durham, Rick          | Regional Vice President             |  |   |
| Ebert, Shawn          | Field Technician                    |  |   |
| Eubanks, Brian        | Operator                            |  |   |
| Finch, Allan          | Operator                            |  |   |
| Finch, Jeffrey        | Lead Operator                       |  |   |
| Flynn, Patrick        | Regional Director                   |  |   |
| Galarza, Richard      | Field Technician                    |  |   |
| Gentiluoci, Domenic   | Area Manager                        |  |   |
| Gongre, Bryan         | Regional Manager                    |  |   |
| Habery, Stephen       | Lead Operator                       |  |   |
| Haws, Scotty          | Safety Manager                      |  |   |
| Hogue, Raymond        | Operator                            |  |   |
| Hollister, Jimmie     | Field Technician                    |  |   |
| Keys, Thomas          | Lead Operator                       |  |   |
| Leard, Mark           | Field Technician                    |  |   |
| Lorenzo, Alexander    | Operator                            |  |   |
| Marinelli, John       | Field Supervisor                    |  |   |
| McPhee, Alison        | Lead Operator                       |  |   |
| Morrell, Matthew      | Field Technician                    |  |   |
| Neal, William         | Area Manager                        |  |   |
| Overton, Michael      | Field Technician                    |  |   |
| Parrish, Raymond      | Operator                            |  |   |
| Pernington, Jonathan  | Field Technician                    |  |   |
| Phillips, Christopher | Operator                            |  |   |
| Pinder, Jeffrey       | Field Supervisor                    |  |   |
| Remigio, Roberto      | Meter Reader                        |  |   |
| Richardson, James     | Operator                            |  |   |
| Schneider, Keith      | Operator                            |  |   |
| Schwades, Charles     | Area Manager                        |  |   |
| Shue, Mickey          | Field Technician                    |  |   |
| Sillitoe, Terry       | Operator (PT)                       |  |   |
| Smith, Donald         | Field Technician                    |  |   |
| Stewart, Malcolm      | Area Manager                        |  |   |
| Swegheimer, James     | Operator                            |  |   |
| Tzareff, Paul         | Field Technician                    |  |   |
| Vanmeter Jr, Nathan   | Lead Operator                       |  |   |
| White, Ronald         | Field Supervisor                    |  |   |
| Wierzbicki, Anthony   | Project Manager                     |  |   |
| Wilson, Michael       | Regional Manager                    |  |   |
| Worrell, David        | Operator                            |  |   |
| Wright, Thomas        | Field Technician                    |  |   |
| Abbott, Loretta       | Office Clerk (1)                    |  |   |
| Bennett, Kimberly     | Customer Service Representative (1) |  |   |
| Caballos, Isabel      | Customer Service Representative (1) |  |   |
| Chandler, Matthew     | Accounts Receivable Clerk (1)       |  |   |
| Christian, Elise      | Customer Service Representative (1) |  |   |
| Dipasquale, Susan     | Staff Assistant (1)                 |  |   |
| Hanks, Peggy          | Office Clerk (1)                    |  |   |
| Mayski, Lorie         | Customer Service Representative (1) |  |   |
| Loeffel, Lesanne      | Customer Service Representative (1) |  |   |
| Noell, Sandra         | Office Clerk (1)                    |  |   |
| Patricio, Reginald    | Accounts Receivable Clerk (1)       |  |   |
| Raponi, Ann           | Office Clerk (1)                    |  |   |
| Sasic, Karan          | Office Manager (1)                  |  |   |
| Sillitoe, Jacqueline  | Customer Service Representative (1) |  |   |
| Trovinger, Ferrellyn  | Accounts Payable Clerk (1)          |  |   |

ERC COUNT 12/08  
 FLORIDA AND SOUTH REGIONS

w/p d-1

| State   | Company | Business Unit | ERC      | % to Total Florida/South |                   |                |
|---------|---------|---------------|----------|--------------------------|-------------------|----------------|
| Florida | 00241   | 241100        | 2,093.2  | 2.23%                    | 2.23%             | Tierra Verde   |
|         | 00242   | 242100        | 130.7    | 0.14%                    |                   |                |
|         | 00242   | 242101        | 130.7    | 0.14%                    | 0.28%             | Lake Placid    |
|         | 00245   | 245100        | 7,545.9  | 8.04%                    |                   |                |
|         | 00245   | 245101        | 1,065.0  | 1.14%                    | 9.18%             | Alafaya        |
|         | 00246   | 246100        | 1,745.0  | 1.86%                    | 1.86%             | Longwood       |
|         | 00248   | 248100        | 1,247.0  | 1.33%                    |                   |                |
|         | 00248   | 248101        | 1,145.5  | 1.22%                    | 2.55%             | Cypress Lakes  |
|         | 00249   | 249100        | 1,602.6  | 1.71%                    |                   |                |
|         | 00249   | 249101        | 908.0    | 0.97%                    | 2.68%             | Eagle Ridge    |
|         | 00250   | 250100        | 3,355.0  | 3.58%                    | 3.58%             | Mid-County     |
|         | 00251   | 251100        | 66.0     | 0.07%                    |                   |                |
|         | 00251   | 251101        | 43.0     | 0.05%                    |                   |                |
|         | 00251   | 251102        | 3,065.1  | 3.27%                    |                   |                |
|         | 00251   | 251103        | 2,966.8  | 3.16%                    |                   |                |
|         | 00251   | 251106        | 5,684.5  | 6.06%                    | 12.60%            | LUSI           |
|         | 00252   | 252106        | 1,788.3  | 1.91%                    |                   |                |
|         | 00252   | 252107        | 162.0    | 0.17%                    |                   |                |
|         | 00252   | 252125        | 1,225.0  | 1.31%                    |                   |                |
|         | 00252   | 252126        | 1,023.0  | 1.09%                    | 4.48%             | UIF - Pasco    |
|         | 00252   | 252110        | 1,174.0  | 1.25%                    |                   |                |
|         | 00252   | 252111        | 1,160.5  | 1.24%                    |                   |                |
|         | 00252   | 252113        | 225.5    | 0.24%                    |                   |                |
|         | 00252   | 252114        | 61.0     | 0.07%                    |                   |                |
|         | 00252   | 252115        | 102.0    | 0.11%                    |                   |                |
|         | 00252   | 252116        | 77.0     | 0.08%                    |                   |                |
|         | 00252   | 252117        | 171.0    | 0.18%                    |                   |                |
|         | 00252   | 252118        | 345.0    | 0.37%                    |                   |                |
|         | 00252   | 252119        | 245.0    | 0.26%                    |                   |                |
|         | 00252   | 252121        | 224.5    | 0.24%                    |                   |                |
|         | 00252   | 252122        | 250.5    | 0.27%                    | 4.30%             | UIF - Seminole |
|         | 00252   | 252123        | 260.5    | 0.28%                    |                   |                |
|         | 00252   | 252124        | 43.0     | 0.05%                    | 0.32%             | UIF - Orange   |
|         | 00252   | 252128        | 433.3    | 0.46%                    | 0.46%             | UIF - Pinellas |
|         | 00252   | 252129        | 532.1    | 0.57%                    |                   |                |
|         | 00252   | 252130        | 78.8     | 0.08%                    | 0.65%             | UIF - Marion   |
|         | 00253   | 253101        | 1,104.7  | 1.18%                    |                   |                |
|         | 00253   | 253102        | 1,030.2  | 1.10%                    | 2.28%             | Miles Grant    |
|         | 00254   | 254100        | 197.0    | 0.21%                    |                   |                |
|         | 00254   | 254101        | 742.5    | 0.79%                    | 1.00%             | ACME           |
|         | 00255   | 255100        | 11,797.7 | 12.58%                   |                   |                |
|         | 00255   | 255101        | 9,158.0  | 9.76%                    |                   |                |
|         | 00255   | 255102        | 4.0      | 0.00%                    | 22.34%            | Sanlando       |
|         | 00256   | 256100        | 1,083.9  | 1.16%                    | 1.16%             | Sandalhaven    |
|         | 00257   | 257100        | 242.0    | 0.26%                    |                   |                |
|         | 00257   | 257101        | 241.0    | 0.26%                    | 0.51%             | Bayside        |
|         | 00259   | 259100        | 781.1    | 0.83%                    |                   |                |
|         | 00259   | 259101        | 760.7    | 0.81%                    | 1.64%             | Labrador       |
|         | 00260   | 260100        | 1,465.0  | 1.56%                    |                   |                |
|         | 00260   | 260101        | 1,247.0  | 1.33%                    | 2.89%             | Pennbrooke     |
| 00261   | 261100  | 195.2         | 0.21%    |                          |                   |                |
| 00261   | 261101  | 167.2         | 0.18%    | 0.39%                    | Hutchinson Island |                |

|           |       |        |                 |                |                |             |
|-----------|-------|--------|-----------------|----------------|----------------|-------------|
|           | 00262 | 262100 | 203.8           | 0.22%          |                |             |
|           | 00262 | 262101 | 171.0           | 0.18%          | 0.40%          | Sandy Creek |
| Louisiana | 00356 | 356102 | 511.0           | 0.54%          |                |             |
|           | 00356 | 356103 | 493.0           | 0.53%          |                |             |
|           | 00356 | 356105 | 2,101.7         | 2.24%          |                |             |
|           | 00356 | 356106 | 2,069.9         | 2.21%          |                |             |
|           | 00356 | 356108 | 672.7           | 0.72%          |                |             |
|           | 00356 | 356109 | 661.8           | 0.71%          |                |             |
|           | 00356 | 356111 | 672.5           |                | 0.72%          |             |
|           | 00356 | 356112 | 668.5           | 0.71%          |                |             |
|           | 00356 | 356114 | 386.5           | 0.41%          |                |             |
|           | 00356 | 356115 | 363.0           | 0.39%          |                |             |
|           | 00356 | 356117 | 556.4           | 0.59%          |                |             |
|           | 00356 | 356118 | 534.6           | 0.57%          |                |             |
|           | 00356 | 356120 | 49.5            | 0.05%          |                |             |
|           | 00356 | 356121 | 47.8            | 0.05%          |                |             |
|           | 00356 | 356122 | 41.8            | 0.04%          |                |             |
|           | 00356 | 356124 | 161.0           | 0.17%          |                |             |
|           | 00356 | 356125 | 158.0           | 0.17%          |                |             |
|           | 00356 | 356127 | 105.0           |                | 0.11%          | 10.93% LWS  |
|           | 00357 | 357101 | 4,575.8         | 4.88%          |                |             |
|           | 00357 | 357102 | 4,265.4         | 4.55%          |                |             |
|           | 00357 | 357104 | 940.8           | 1.00%          |                |             |
|           | 00357 | 357105 | 811.8           | 0.87%          | 11.29%         | UIL         |
|           |       |        | <b>93,816.5</b> | <b>100.00%</b> | <b>100.00%</b> |             |

| <u>State</u> | <u>Company</u> | <u>Business Unit</u> | <u>ERC</u> | <u>% to Total Florida</u> |                      |
|--------------|----------------|----------------------|------------|---------------------------|----------------------|
| Florida      | 00241          | 241100               | 2,093.2    | 2.87%                     | 2.87% Tierra Verde   |
|              | 00242          | 242100               | 130.7      | 0.18%                     |                      |
|              | 00242          | 242101               | 130.7      | 0.18%                     | 0.36% Lake Placid    |
|              | 00245          | 245100               | 7,545.9    | 10.34%                    |                      |
|              | 00245          | 245101               | 1,065.0    | 1.46%                     | 11.80% Alafaya       |
|              | 00246          | 246100               | 1,745.0    | 2.39%                     | 2.39% Longwood       |
|              | 00248          | 248100               | 1,247.0    | 1.71%                     |                      |
|              | 00248          | 248101               | 1,145.5    | 1.57%                     | 3.28% Cypress Lakes  |
|              | 00249          | 249100               | 1,602.6    | 2.20%                     |                      |
|              | 00249          | 249101               | 908.0      | 1.24%                     | 3.44% Eagle Ridge    |
|              | 00250          | 250100               | 3,355.0    | 4.60%                     | 4.60% Mid-County     |
|              | 00251          | 251100               | 66.0       | 0.09%                     |                      |
|              | 00251          | 251101               | 43.0       | 0.06%                     |                      |
|              | 00251          | 251102               | 3,065.1    | 4.20%                     |                      |
|              | 00251          | 251103               | 2,966.8    | 4.07%                     |                      |
|              | 00251          | 251106               | 5,684.5    | 7.79%                     | 16.21% LUSI          |
|              | 00252          | 252106               | 1,788.3    | 2.45%                     |                      |
|              | 00252          | 252107               | 162.0      | 0.22%                     |                      |
|              | 00252          | 252125               | 1,225.0    | 1.68%                     |                      |
|              | 00252          | 252126               | 1,023.0    | 1.40%                     | 5.75% UIF - Pasco    |
|              | 00252          | 252110               | 1,174.0    | 1.61%                     |                      |
|              | 00252          | 252111               | 1,160.5    | 1.59%                     |                      |
|              | 00252          | 252113               | 225.5      | 0.31%                     |                      |
|              | 00252          | 252114               | 61.0       | 0.08%                     |                      |
|              | 00252          | 252115               | 102.0      | 0.14%                     |                      |
|              | 00252          | 252116               | 77.0       | 0.11%                     |                      |
|              | 00252          | 252117               | 171.0      | 0.23%                     |                      |
|              | 00252          | 252118               | 345.0      | 0.47%                     |                      |
|              | 00252          | 252119               | 245.0      | 0.34%                     |                      |
|              | 00252          | 252121               | 224.5      | 0.31%                     |                      |
|              | 00252          | 252122               | 250.5      | 0.34%                     | 5.53% UIF - Seminole |
|              | 00252          | 252123               | 260.5      | 0.36%                     |                      |
|              | 00252          | 252124               | 43.0       | 0.06%                     | 0.42% UIF - Orange   |
|              | 00252          | 252128               | 433.3      | 0.59%                     | 0.59% UIF - Pinellas |
|              | 00252          | 252129               | 532.1      | 0.73%                     |                      |
|              | 00252          | 252130               | 78.8       | 0.11%                     | 0.84% UIF - Marion   |
|              | 00253          | 253101               | 1,104.7    | 1.51%                     |                      |
|              | 00253          | 253102               | 1,030.2    | 1.41%                     | 2.93% Miles Grant    |
|              | 00254          | 254100               | 197.0      | 0.27%                     |                      |
|              | 00254          | 254101               | 742.5      | 1.02%                     | 1.29% ACME           |
|              | 00255          | 255100               | 11,797.7   | 16.17%                    |                      |
|              | 00255          | 255101               | 9,158.0    | 12.55%                    |                      |
|              | 00255          | 255102               | 4.0        | 0.01%                     | 28.72% Sanlando      |
|              | 00256          | 256100               | 1,083.9    | 1.49%                     | 1.49% Sandalhaven    |
|              | 00257          | 257100               | 242.0      | 0.33%                     |                      |
|              | 00257          | 257101               | 241.0      | 0.33%                     | 0.66% Bayside        |



|       |        |                 |                |                         |
|-------|--------|-----------------|----------------|-------------------------|
| 00259 | 259100 | 781.1           | 1.07%          |                         |
| 00259 | 259101 | 760.7           | 1.04%          | 2.11% Labrador          |
| 00260 | 260100 | 1,465.0         | 2.01%          |                         |
| 00260 | 260101 | 1,247.0         | 1.71%          | 3.72% Pennbrooke        |
| 00261 | 261100 | 195.2           | 0.27%          |                         |
| 00261 | 261101 | 167.2           | 0.23%          | 0.50% Hutchinson Island |
| 00262 | 262100 | 203.8           | 0.28%          |                         |
| 00262 | 262101 | 171.0           | 0.23%          | 0.51% Sandy Creek       |
|       |        | <u>72,968.0</u> | <u>100.00%</u> | <u>100.00%</u>          |

ERC COUNT 12/08  
FLORIDA FIELD EMPLOYEES

w/p d-3

| <u>Neal, William</u>      | <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|---------------------------|----------------------------|---|----------------------|----------------------------|----------------|
| 241100                    | Tierra Verde               | S | 2,093.2              | 14.07%                     | 14.07%         |
| 248100                    | Cypress Lakes              | W | 1,247.0              | 8.38%                      |                |
| 248101                    | Cypress Lakes              | S | 1,145.5              | 7.70%                      | 16.09%         |
| 250100                    | Mid-County                 | S | 3,355.0              | 22.56%                     | 22.56%         |
|                           | Utilities, Inc. of Florida |   |                      |                            |                |
| 252106                    | Orangewood                 | W | 1,788.3              | 12.02%                     |                |
| 252107                    | Orangewood                 | S | 162.0                | 1.09%                      |                |
| 252125                    | Summertree                 | W | 1,225.0              | 8.24%                      |                |
| 252126                    | Summertree                 | S | 1,023.0              | 6.88%                      |                |
| 252128                    | Lake Tarpon                | W | 433.3                | 2.91%                      | 31.14%         |
| 257100                    | Bayside                    | W | 242.0                | 1.63%                      |                |
| 257101                    | Bayside                    | S | 241.0                | 1.62%                      | 3.25%          |
| 259100                    | Labrador                   | W | 781.1                | 5.25%                      |                |
| 259101                    | Labrador                   | S | 760.7                | 5.12%                      | 10.37%         |
| 262100                    | Sandy Creek                | W | 203.8                | 1.37%                      |                |
| 262101                    | Sandy Creek                | S | 171.0                | 1.15%                      | 2.52%          |
|                           |                            |   | <u>14,871.9</u>      | <u>100.00%</u>             | <u>100.00%</u> |
|                           |                            |   |                      |                            |                |
| <u>Finchirsh, Jeffrey</u> | <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
| 241100                    | Tierra Verde               | S | 2,093.2              | 31.13%                     | 31.13%         |
|                           | Utilities, Inc. of Florida |   |                      |                            |                |
| 252106                    | Orangewood                 | W | 1,788.3              | 26.59%                     |                |
| 252107                    | Orangewood                 | S | 162.0                | 2.41%                      |                |
| 252125                    | Summertree                 | W | 1,225.0              | 18.22%                     |                |
| 252126                    | Summertree                 | S | 1,023.0              | 15.21%                     |                |
| 252128                    | Lake Tarpon                | W | 433.3                | 6.44%                      | 68.87%         |
|                           |                            |   | <u>6,724.8</u>       | <u>100.00%</u>             | <u>100.00%</u> |
|                           |                            |   |                      |                            |                |
| <u>Stewart, Malcolm</u>   | <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
| 242100                    | Lake Placid                | W | 130.7                | 3.39%                      |                |
| 242101                    | Lake Placid                | S | 130.7                | 3.39%                      | 6.78%          |
| 249100                    | Eagle Ridge                | S | 1,602.6              | 41.56%                     |                |
| 249101                    | Eagle Ridge                | S | 908.0                | 23.55%                     | 65.11%         |
| 256100                    | Sandalhaven                | S | 1,083.9              | 28.11%                     | 28.11%         |
|                           |                            |   | <u>3,855.9</u>       | <u>100.00%</u>             | <u>100.00%</u> |
|                           |                            |   |                      |                            |                |
| <u>Chard, Ronald</u>      | <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
| 242100                    | Lake Placid                | W | 130.7                | 0.71%                      |                |
| 242101                    | Lake Placid                | S | 130.7                | 0.71%                      | 1.42%          |
| 248100                    | Cypress Lakes              | W | 1,247.0              | 6.78%                      |                |
| 248101                    | Cypress Lakes              | S | 1,145.5              | 6.23%                      | 13.01%         |
| 249100                    | Eagle Ridge                | S | 1,602.6              | 8.71%                      |                |
| 249101                    | Eagle Ridge                | S | 908.0                | 4.94%                      | 13.65%         |
| 250100                    | Mid-County                 | S | 3,355.0              | 18.24%                     | 18.24%         |
|                           | Utilities, Inc. of Florida |   |                      |                            |                |
| 252106                    | Orangewood                 | W | 1,788.3              | 9.72%                      |                |
| 252107                    | Orangewood                 | S | 162.0                | 0.88%                      |                |
| 252125                    | Summertree                 | W | 1,225.0              | 6.66%                      |                |
| 252126                    | Summertree                 | S | 1,023.0              | 5.56%                      |                |

|                    |   |                 |                |                |
|--------------------|---|-----------------|----------------|----------------|
| 252128 Lake Tarpon | W | 433.3           | 2.36%          | 25.18%         |
| 253101 Miles Grant | W | 1,104.7         | 6.01%          |                |
| 253102 Miles Grant | S | 1,030.2         | 5.60%          | 11.61%         |
| 256100 Sandalhaven | S | 1,083.9         | 5.89%          | 5.89%          |
| 257100 Bayside     | W | 242.0           | 1.32%          |                |
| 257101 Bayside     | S | 241.0           | 1.31%          | 2.63%          |
| 259100 Labrador    | W | 781.1           | 4.25%          |                |
| 259101 Labrador    | S | 760.7           | 4.14%          | 8.38%          |
|                    |   | <u>18,394.7</u> | <u>100.00%</u> | <u>100.00%</u> |

**Wilson, Michael**

| <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|----------------------------|---|----------------------|----------------------------|----------------|
| 242100 Lake Placid         | W | 130.7                | 0.68%                      |                |
| 242101 Lake Placid         | S | 130.7                | 0.68%                      | 1.37%          |
| 248100 Cypress Lakes       | W | 1,247.0              | 6.52%                      |                |
| 248101 Cypress Lakes       | S | 1,145.5              | 5.99%                      | 12.51%         |
| 249100 Eagle Ridge         | S | 1,602.6              | 8.38%                      |                |
| 249101 Eagle Ridge         | S | 908.0                | 4.75%                      | 13.12%         |
| 250100 Mid-County          | S | 3,355.0              | 17.54%                     | 17.54%         |
| Utilities, Inc. of Florida |   |                      |                            |                |
| 252106 Orangewood          | W | 1,788.3              | 9.35%                      |                |
| 252107 Orangewood          | S | 162.0                | 0.85%                      |                |
| 252125 Summertree          | W | 1,225.0              | 6.40%                      |                |
| 252126 Summertree          | S | 1,023.0              | 5.35%                      |                |
| 252128 Lake Tarpon         | W | 433.3                | 2.26%                      | 24.21%         |
| 253101 Miles Grant         | W | 1,104.7              | 5.77%                      |                |
| 253102 Miles Grant         | S | 1,030.2              | 5.38%                      | 11.16%         |
| 256100 Sandalhaven         | S | 1,083.9              | 5.67%                      | 5.67%          |
| 257100 Bayside             | W | 242.0                | 1.26%                      |                |
| 257101 Bayside             | S | 241.0                | 1.26%                      | 2.52%          |
| 259100 Labrador            | W | 781.1                | 4.08%                      |                |
| 259101 Labrador            | S | 760.7                | 3.98%                      | 8.06%          |
| 261100 Hutchinson Island   | W | 195.2                | 1.02%                      |                |
| 261101 Hutchinson Island   | S | 167.2                | 0.87%                      | 1.89%          |
| 262100 Sandy Creek         | W | 203.8                | 1.07%                      |                |
| 262101 Sandy Creek         | S | 171.0                | 0.89%                      | 1.96%          |
|                            |   | <u>19,131.9</u>      | <u>100.00%</u>             | <u>100.00%</u> |

**Worrell, David**

| <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|----------------------------|---|----------------------|----------------------------|----------------|
| 241100 Tierra Verde        | S | 2,093.2              | 20.77%                     | 20.77%         |
| 250100 Mid-County          | S | 3,355.0              | 33.28%                     | 33.28%         |
| Utilities, Inc. of Florida |   |                      |                            |                |
| 252106 Orangewood          | W | 1,788.3              | 17.74%                     |                |
| 252107 Orangewood          | S | 162.0                | 1.61%                      |                |
| 252125 Summertree          | W | 1,225.0              | 12.15%                     |                |
| 252126 Summertree          | S | 1,023.0              | 10.15%                     |                |
| 252128 Lake Tarpon         | W | 433.3                | 4.30%                      | 45.95%         |
|                            |   | <u>10,079.8</u>      | <u>100.00%</u>             | <u>100.00%</u> |

**Anderson, Daniel**

| <u>System</u>              |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |        |
|----------------------------|---|----------------------|----------------------------|--------|
| Utilities, Inc. of Florida |   |                      |                            |        |
| 252129 Golden Hills        | W | 532.1                | 16.01%                     |        |
| 252130 Golden Hills        | S | 78.8                 | 2.37%                      | 18.38% |

|                   |   |                |                |                |
|-------------------|---|----------------|----------------|----------------|
| 260100 Pennbrooke | W | 1,465.0        | 44.09%         |                |
| 260101 Pennbrooke | S | 1,247.0        | 37.53%         | 81.62%         |
|                   |   | <u>3,322.9</u> | <u>100.00%</u> | <u>100.00%</u> |

Bailey, Alan  
Brown, Donna  
Finch, Allan  
Keys, Eugene  
Lorenzo, Alexander  
Swezheimer, James  
Tzareff, Paul

System

ERC Count (1) Percentage to Total

|                 |   |                 |                |                |
|-----------------|---|-----------------|----------------|----------------|
| 255100 Sanlando | W | 11,797.7        | 56.29%         |                |
| 255101 Sanlando | S | 9,158.0         | 43.69%         |                |
| 255102 Sanlando | R | 4.0             | 0.02%          | 100.00%        |
|                 |   | <u>20,959.7</u> | <u>100.00%</u> | <u>100.00%</u> |

Blasco, Christopher  
Richardson, James  
Schwades, Charles  
Smith, Donald  
White, Donald

System

ERC Count (1) Percentage to Total

|                            |     |                 |                |                |
|----------------------------|-----|-----------------|----------------|----------------|
| LUSI                       |     |                 |                |                |
| 251100 Four Lakes          | W   | 66.0            | 0.42%          |                |
| 251101 Lake Saunders       | W   | 43.0            | 0.27%          |                |
| 251102 South               | W   | 3,065.1         | 19.29%         |                |
| 251103 South               | S   | 2,966.8         | 18.67%         |                |
| 251106 North               | W   | 5,684.5         | 35.77%         | 74.42%         |
| Utilities, Inc. of Florida |     |                 |                |                |
| 252129 Golden Hills        | W   | 532.1           | 3.35%          |                |
| 252130 Golden Hills        | S   | 78.8            | 0.50%          | 3.84%          |
| 254101 ACME                | N R | 742.5           | 4.67%          | 4.67%          |
| 260100 Pennbrooke          | W   | 1,465.0         | 9.22%          |                |
| 260101 Pennbrooke          | S   | 1,247.0         | 7.85%          | 17.07%         |
|                            |     | <u>15,890.8</u> | <u>100.00%</u> | <u>100.00%</u> |

Callahan, Robert  
Cooper, Robert  
Ebert, Shawn  
Galarza, Richard  
Hollister, Jimmie  
Leard, Mark  
Learned, Scott  
Marinelli, John  
Morrell, Matthew  
Pennington, Jonathan  
Pinder, Jeffrey  
Shue, Mickey  
Wright, Thomas

System

ERC Count (1) Percentage to Total

|                            |   |         |        |        |
|----------------------------|---|---------|--------|--------|
| 245100 Alafaya             | S | 7,545.9 | 21.16% |        |
| 245101 Alafaya             | R | 1,065.0 | 2.99%  | 24.15% |
| 246100 Longwood            | S | 1,745.0 | 4.89%  | 4.89%  |
| Utilities, Inc. of Florida |   |         |        |        |
| 252110 Weathersfield       | W | 1,174.0 | 3.29%  |        |
| 252111 Weathersfield       | S | 1,160.5 | 3.25%  |        |
| 252113 Oakland Shores      | W | 225.5   | 0.63%  |        |
| 252114 Little Wekiva       | W | 61.0    | 0.17%  |        |
| 252115 Park Ridge          | W | 102.0   | 0.29%  |        |
| 252116 Phillips            | W | 77.0    | 0.22%  |        |
| 252117 Crystal Lake        | W | 171.0   | 0.48%  |        |
| 252118 Ravenna Park        | W | 345.0   | 0.97%  |        |
| 252119 Ravenna Park        | S | 245.0   | 0.69%  |        |
| 252121 Bear Lake Manor     | W | 224.5   | 0.63%  |        |

|                         |   |                 |                |                |
|-------------------------|---|-----------------|----------------|----------------|
| 252122 Jansen           | W | 250.5           | 0.70%          |                |
| 252123 Crescent Heights | W | 260.5           | 0.73%          |                |
| 252124 Davis Shores     | W | 43.0            | 0.12%          | 12.17%         |
| 255100 Sanlando         | W | 11,797.7        | 33.09%         |                |
| 255101 Sanlando         | S | 9,158.0         | 25.68%         |                |
| 255102 Sanlando         | R | 4.0             | 0.01%          | 58.78%         |
|                         |   | <u>35,655.1</u> | <u>100.00%</u> | <u>100.00%</u> |

Cardinal, Anthony  
Habery, Stephen  
Schneider, Keith

|                            | <u>System</u> |  | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|----------------------------|---------------|--|----------------------|----------------------------|----------------|
| Utilities, Inc. of Florida |               |  |                      |                            |                |
| 252106 Orangewood          | W             |  | 1,788.3              | 38.61%                     |                |
| 252107 Orangewood          | S             |  | 162.0                | 3.50%                      |                |
| 252125 Summertree          | W             |  | 1,225.0              | 26.45%                     |                |
| 252126 Summertree          | S             |  | 1,023.0              | 22.09%                     |                |
| 252128 Lake Tarpon         | W             |  | 433.3                | 9.36%                      | 100.00%        |
|                            |               |  | <u>4,631.6</u>       | <u>100.00%</u>             | <u>100.00%</u> |

Carver, Nathaniel

|                            | <u>System</u> |  | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|----------------------------|---------------|--|----------------------|----------------------------|----------------|
| 245100 Alafaya             | S             |  | 7,545.9              | 14.85%                     |                |
| 245101 Alafaya             | R             |  | 1,065.0              | 2.10%                      | 16.95%         |
| 246100 Longwood            | S             |  | 1,745.0              | 3.43%                      | 3.43%          |
| LUSI                       |               |  |                      |                            |                |
| 251100 Four Lakes          | W             |  | 66.0                 | 0.13%                      |                |
| 251101 Lake Saunders       | W             |  | 43.0                 | 0.08%                      |                |
| 251102 South               | W             |  | 3,065.1              | 6.03%                      |                |
| 251103 South               | S             |  | 2,966.8              | 5.84%                      |                |
| 251106 North               | W             |  | 5,684.5              | 11.19%                     | 23.28%         |
| Utilities, Inc. of Florida |               |  |                      |                            |                |
| 252110 Weathersfield       | W             |  | 1,174.0              | 2.31%                      |                |
| 252111 Weathersfield       | S             |  | 1,160.5              | 2.28%                      |                |
| 252113 Oakland Shores      | W             |  | 225.5                | 0.44%                      |                |
| 252114 Little Wekiva       | W             |  | 61.0                 | 0.12%                      |                |
| 252115 Park Ridge          | W             |  | 102.0                | 0.20%                      |                |
| 252116 Phillips            | W             |  | 77.0                 | 0.15%                      |                |
| 252117 Crystal Lake        | W             |  | 171.0                | 0.34%                      |                |
| 252118 Ravenna Park        | W             |  | 345.0                | 0.68%                      |                |
| 252119 Ravenna Park        | S             |  | 245.0                | 0.48%                      |                |
| 252121 Bear Lake Manor     | W             |  | 224.5                | 0.44%                      |                |
| 252122 Jansen              | W             |  | 250.5                | 0.49%                      |                |
| 252123 Crescent Heights    | W             |  | 260.5                | 0.51%                      |                |
| 252124 Davis Shores        | W             |  | 43.0                 | 0.08%                      |                |
| 252129 Golden Hills        | W             |  | 532.1                | 1.05%                      |                |
| 252130 Golden Hills        | S             |  | 78.8                 | 0.16%                      | 9.74%          |
| 255100 Sanlando            | W             |  | 11,797.7             | 23.22%                     |                |
| 255101 Sanlando            | S             |  | 9,158.0              | 18.03%                     |                |
| 255102 Sanlando            | R             |  | 4.0                  | 0.01%                      | 41.26%         |
| 260100 Pennbrooke          | W             |  | 1,465.0              | 2.88%                      |                |
| 260101 Pennbrooke          | S             |  | 1,247.0              | 2.45%                      | 5.34%          |
|                            |               |  | <u>50,803.4</u>      | <u>100.00%</u>             | <u>100.00%</u> |

Coffee Jr., John

|                            | <u>System</u> |  | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |  |
|----------------------------|---------------|--|----------------------|----------------------------|--|
| Utilities, Inc. of Florida |               |  |                      |                            |  |
| 252110 Weathersfield       | W             |  | 1,174.0              | 4.64%                      |  |
| 252111 Weathersfield       | S             |  | 1,160.5              | 4.59%                      |  |
| 252113 Oakland Shores      | W             |  | 225.5                | 0.89%                      |  |
| 252114 Little Wekiva       | W             |  | 61.0                 | 0.24%                      |  |
| 252115 Park Ridge          | W             |  | 102.0                | 0.40%                      |  |
| 252116 Phillips            | W             |  | 77.0                 | 0.30%                      |  |
| 252117 Crystal Lake        | W             |  | 171.0                | 0.68%                      |  |
| 252118 Ravenna Park        | W             |  | 345.0                | 1.36%                      |  |

|        |                  |   |                 |                |                |
|--------|------------------|---|-----------------|----------------|----------------|
| 252119 | Ravenna Park     | S | 245.0           | 0.97%          |                |
| 252121 | Bear Lake Manor  | W | 224.5           | 0.89%          |                |
| 252122 | Jansen           | W | 250.5           | 0.99%          |                |
| 252123 | Crescent Heights | W | 260.5           | 1.03%          |                |
| 252124 | Davis Shores     | W | 43.0            | 0.17%          | 17.15%         |
| 255100 | Sanlando         | W | 11,797.7        | 46.63%         |                |
| 255101 | Sanlando         | S | 9,158.0         | 36.20%         |                |
| 255102 | Sanlando         | R | 4.0             | 0.02%          | 82.85%         |
|        |                  |   | <u>25,299.2</u> | <u>100.00%</u> | <u>100.00%</u> |

**Eubanks, Brian**

|                            | <u>System</u> |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|----------------------------|---------------|---|----------------------|----------------------------|----------------|
| LUSI                       |               |   |                      |                            |                |
| 251100                     | Four Lakes    | W | 66.0                 | 0.44%                      |                |
| 251101                     | Lake Saunders | W | 43.0                 | 0.28%                      |                |
| 251102                     | South         | W | 3,065.1              | 20.23%                     |                |
| 251103                     | South         | S | 2,966.8              | 19.59%                     |                |
| 251106                     | North         | W | 5,684.5              | 37.53%                     | 78.06%         |
| Utilities, Inc. of Florida |               |   |                      |                            |                |
| 252129                     | Golden Hills  | W | 532.1                | 3.51%                      |                |
| 252130                     | Golden Hills  | S | 78.8                 | 0.52%                      | 4.03%          |
| 260100                     | Pennbrooke    | W | 1,465.0              | 9.67%                      |                |
| 260101                     | Pennbrooke    | S | 1,247.0              | 8.23%                      | 17.90%         |
|                            |               |   | <u>15,148.3</u>      | <u>100.00%</u>             | <u>100.00%</u> |

**Gentilucci, Domenic**

|                            | <u>System</u> |     | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|----------------------------|---------------|-----|----------------------|----------------------------|----------------|
| 245100                     | Alafaya       | S   | 7,545.9              | 16.60%                     |                |
| 245101                     | Alafaya       | R   | 1,065.0              | 2.34%                      | 18.94%         |
| LUSI                       |               |     |                      |                            |                |
| 251100                     | Four Lakes    | W   | 66.0                 | 0.15%                      |                |
| 251101                     | Lake Saunders | W   | 43.0                 | 0.09%                      |                |
| 251102                     | South         | W   | 3,065.1              | 6.74%                      |                |
| 251103                     | South         | S   | 2,966.8              | 6.53%                      |                |
| 251106                     | North         | W   | 5,684.5              | 12.50%                     | 26.01%         |
| Utilities, Inc. of Florida |               |     |                      |                            |                |
| 252129                     | Golden Hills  | W   | 532.1                | 1.17%                      |                |
| 252130                     | Golden Hills  | S   | 78.8                 | 0.17%                      | 1.34%          |
| 255100                     | Sanlando      | W   | 11,797.7             | 25.95%                     |                |
| 255101                     | Sanlando      | S   | 9,158.0              | 20.14%                     |                |
| 255102                     | Sanlando      | R   | 4.0                  | 0.01%                      | 46.10%         |
| 254101                     | ACME          | N R | 742.5                | 1.63%                      | 1.63%          |
| 260100                     | Pennbrooke    | W   | 1,465.0              | 3.22%                      |                |
| 260101                     | Pennbrooke    | S   | 1,247.0              | 2.74%                      | 5.97%          |
|                            |               |     | <u>45,461.4</u>      | <u>100.00%</u>             | <u>100.00%</u> |

**Gongre, Brian**

|                            | <u>System</u> |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |        |
|----------------------------|---------------|---|----------------------|----------------------------|--------|
| 245100                     | Alafaya       | S | 7,545.9              | 14.64%                     |        |
| 245101                     | Alafaya       | R | 1,065.0              | 2.07%                      | 16.71% |
| 246100                     | Longwood      | S | 1,745.0              | 3.39%                      | 3.39%  |
| LUSI                       |               |   |                      |                            |        |
| 251100                     | Four Lakes    | W | 66.0                 | 0.13%                      |        |
| 251101                     | Lake Saunders | W | 43.0                 | 0.08%                      |        |
| 251102                     | South         | W | 3,065.1              | 5.95%                      |        |
| 251103                     | South         | S | 2,966.8              | 5.76%                      |        |
| 251106                     | North         | W | 5,684.5              | 11.03%                     | 22.94% |
| Utilities, Inc. of Florida |               |   |                      |                            |        |
| 252110                     | Weathersfield | W | 1,174.0              | 2.28%                      |        |
| 252111                     | Weathersfield | S | 1,160.5              | 2.25%                      |        |

|                         |     |                 |                |                |
|-------------------------|-----|-----------------|----------------|----------------|
| 252113 Oakland Shores   | W   | 225.5           | 0.44%          |                |
| 252114 Little Wekiva    | W   | 61.0            | 0.12%          |                |
| 252115 Park Ridge       | W   | 102.0           | 0.20%          |                |
| 252116 Phillips         | W   | 77.0            | 0.15%          |                |
| 252117 Crystal Lake     | W   | 171.0           | 0.33%          |                |
| 252118 Ravenna Park     | W   | 345.0           | 0.67%          |                |
| 252119 Ravenna Park     | S   | 245.0           | 0.48%          |                |
| 252121 Bear Lake Manor  | W   | 224.5           | 0.44%          |                |
| 252122 Jansen           | W   | 250.5           | 0.49%          |                |
| 252123 Crescent Heights | W   | 260.5           | 0.51%          |                |
| 252124 Davis Shores     | W   | 43.0            | 0.08%          |                |
| 252129 Golden Hills     | W   | 532.1           | 1.03%          |                |
| 252130 Golden Hills     | S   | 78.8            | 0.15%          | 9.60%          |
| 254101 ACME             | N R | 742.5           | 1.44%          | 1.44%          |
| 255100 Sanlando         | W   | 11,797.7        | 22.89%         |                |
| 255101 Sanlando         | S   | 9,158.0         | 17.77%         |                |
| 255102 Sanlando         | R   | 4.0             | 0.01%          | 40.66%         |
| 260100 Pennbrooke       | W   | 1,465.0         | 2.84%          |                |
| 260101 Pennbrooke       | S   | 1,247.0         | 2.42%          | 5.26%          |
|                         |     | <u>51,545.9</u> | <u>100.00%</u> | <u>100.00%</u> |

Hogue, Raymond

|                 |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|-----------------|---|----------------------|----------------------------|----------------|
| 245100 Alafaya  | S | 7,545.9              | 25.52%                     |                |
| 245101 Alafaya  | R | 1,065.0              | 3.60%                      | 29.12%         |
| 255100 Sanlando | W | 11,797.7             | 39.90%                     |                |
| 255101 Sanlando | S | 9,158.0              | 30.97%                     |                |
| 255102 Sanlando | R | 4.0                  | 0.01%                      | 70.88%         |
|                 |   | <u>29,570.6</u>      | <u>100.00%</u>             | <u>100.00%</u> |

McPhee, Allison

|                   |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |                |
|-------------------|---|----------------------|----------------------------|----------------|
| 260100 Pennbrooke | W | 1,465.0              | 54.02%                     |                |
| 260101 Pennbrooke | S | 1,247.0              | 45.98%                     | 100.00%        |
|                   |   | <u>2,712.0</u>       | <u>100.00%</u>             | <u>100.00%</u> |

Overton, Michael

|                      |   | <u>ERC Count (1)</u> | <u>Percentage to Total</u> |        |
|----------------------|---|----------------------|----------------------------|--------|
| 245101 Alafaya       | R | 1,065.0              | 4.51%                      | 4.51%  |
| LUSI                 |   |                      |                            |        |
| 251100 Four Lakes    | W | 66.0                 | 0.28%                      |        |
| 251101 Lake Saunders | W | 43.0                 | 0.18%                      |        |
| 251106 North         | W | 5,684.5              | 24.10%                     | 24.56% |

Utilities, Inc. of Florida

|                         |   |                 |                |                |
|-------------------------|---|-----------------|----------------|----------------|
| 252110 Weathersfield    | W | 1,174.0         | 4.98%          |                |
| 252113 Oakland Shores   | W | 225.5           | 0.96%          |                |
| 252114 Little Wekiva    | W | 61.0            | 0.26%          |                |
| 252115 Park Ridge       | W | 102.0           | 0.43%          |                |
| 252116 Phillips         | W | 77.0            | 0.33%          |                |
| 252117 Crystal Lake     | W | 171.0           | 0.72%          |                |
| 252118 Ravenna Park     | W | 345.0           | 1.46%          |                |
| 252121 Bear Lake Manor  | W | 224.5           | 0.95%          |                |
| 252122 Jansen           | W | 250.5           | 1.06%          |                |
| 252123 Crescent Heights | W | 260.5           | 1.10%          |                |
| 252124 Davis Shores     | W | 43.0            | 0.18%          |                |
| 252129 Golden Hills     | W | 532.1           | 2.26%          | 14.69%         |
| 255100 Sanlando         | W | 11,797.7        | 50.01%         |                |
| 255102 Sanlando         | R | 4.0             | 0.02%          | 50.03%         |
| 260100 Pennbrooke       | W | 1,465.0         | 6.21%          | 6.21%          |
|                         |   | <u>23,591.3</u> | <u>100.00%</u> | <u>100.00%</u> |

Parrish, Raymond

System

ERC Count (1) Percentage to Total

|                                     |                         |                            |                             |                                   |         |
|-------------------------------------|-------------------------|----------------------------|-----------------------------|-----------------------------------|---------|
|                                     |                         | LUSI                       |                             |                                   |         |
|                                     | 251100 Four Lakes       | W                          | 66.0                        | 0.45%                             |         |
|                                     | 251101 Lake Saunders    | W                          | 43.0                        | 0.30%                             |         |
|                                     | 251102 South            | W                          | 3,065.1                     | 21.08%                            |         |
|                                     | 251103 South            | S                          | 2,966.8                     | 20.41%                            |         |
|                                     | 251106 North            | W                          | 5,684.5                     | 39.10%                            | 81.34%  |
|                                     | 260100 Pennbrooke       | W                          | 1,465.0                     | 10.08%                            |         |
|                                     | 260101 Pennbrooke       | S                          | 1,247.0                     | 8.58%                             | 18.66%  |
|                                     |                         |                            | 14,537.4                    | 100.00%                           | 100.00% |
| <b><u>Phillips, Christopher</u></b> | <b><u>System</u></b>    |                            | <b><u>ERC Count (1)</u></b> | <b><u>Percentage to Total</u></b> |         |
|                                     | 245100 Alafaya          | S                          | 7,545.9                     | 56.78%                            |         |
|                                     | 245101 Alafaya          | R                          | 1,065.0                     | 8.01%                             | 64.79%  |
|                                     | 246100 Longwood         | S                          | 1,745.0                     | 13.13%                            | 13.13%  |
|                                     |                         | Utilities, Inc. of Florida |                             |                                   |         |
|                                     | 252110 Weathersfield    | W                          | 1,174.0                     | 8.83%                             |         |
|                                     | 252113 Oakland Shores   | W                          | 225.5                       | 1.70%                             |         |
|                                     | 252114 Little Wekiva    | W                          | 61.0                        | 0.46%                             |         |
|                                     | 252115 Park Ridge       | W                          | 102.0                       | 0.77%                             |         |
|                                     | 252116 Phillips         | W                          | 77.0                        | 0.58%                             |         |
|                                     | 252117 Crystal Lake     | W                          | 171.0                       | 1.29%                             |         |
|                                     | 252118 Ravenna Park     | W                          | 345.0                       | 2.60%                             |         |
|                                     | 252121 Bear Lake Manor  | W                          | 224.5                       | 1.69%                             |         |
|                                     | 252122 Jansen           | W                          | 250.5                       | 1.88%                             |         |
|                                     | 252123 Crescent Heights | W                          | 260.5                       | 1.96%                             |         |
|                                     | 252124 Davis Shores     | W                          | 43.0                        | 0.32%                             | 22.08%  |
|                                     |                         |                            | 13,289.9                    | 100.00%                           | 100.00% |
| <b><u>Remigio, Robert</u></b>       | <b><u>System</u></b>    |                            | <b><u>ERC Count (1)</u></b> | <b><u>Percentage to Total</u></b> |         |
|                                     | 255100 Sanlando         | W                          | 11,797.7                    | 99.97%                            |         |
|                                     | 255102 Sanlando         | R                          | 4.0                         | 0.03%                             | 100.00% |
|                                     |                         |                            | 11,801.7                    | 100.00%                           | 100.00% |
| <b><u>Sillitoe, Terry</u></b>       | <b><u>System</u></b>    |                            | <b><u>ERC Count (1)</u></b> | <b><u>Percentage to Total</u></b> |         |
|                                     |                         | Utilities, Inc. of Florida |                             |                                   |         |
|                                     | 252110 Weathersfield    | W                          | 1,174.0                     | 8.14%                             |         |
|                                     | 252113 Oakland Shores   | W                          | 225.5                       | 1.56%                             |         |
|                                     | 252114 Little Wekiva    | W                          | 61.0                        | 0.42%                             |         |
|                                     | 252115 Park Ridge       | W                          | 102.0                       | 0.71%                             |         |
|                                     | 252116 Phillips         | W                          | 77.0                        | 0.53%                             |         |
|                                     | 252117 Crystal Lake     | W                          | 171.0                       | 1.19%                             |         |
|                                     | 252118 Ravenna Park     | W                          | 345.0                       | 2.39%                             |         |
|                                     | 252121 Bear Lake Manor  | W                          | 224.5                       | 1.56%                             |         |
|                                     | 252122 Jansen           | W                          | 250.5                       | 1.74%                             | 18.23%  |
|                                     | 255100 Sanlando         | W                          | 11,797.7                    | 81.77%                            | 81.77%  |
|                                     |                         |                            | 14,428.2                    | 100.00%                           | 100.00% |
| <b><u>Vanmeter Jr, Nathan</u></b>   | <b><u>System</u></b>    |                            | <b><u>ERC Count (1)</u></b> | <b><u>Percentage to Total</u></b> |         |
|                                     | 246100 Longwood         | S                          | 1,745.0                     | 100.00%                           | 100.00% |
|                                     |                         |                            | 1,745.0                     | 100.00%                           | 100.00% |
| <b><u>Weirzbicki, Anthony</u></b>   | <b><u>System</u></b>    |                            | <b><u>ERC Count (1)</u></b> | <b><u>Percentage to Total</u></b> |         |
|                                     | 242100 Lake Placid      | W                          | 130.7                       | 0.77%                             |         |
|                                     | 242101 Lake Placid      | S                          | 130.7                       | 0.77%                             | 1.54%   |
|                                     | 248100 Cypress Lakes    | W                          | 1,247.0                     | 7.34%                             |         |
|                                     | 248101 Cypress Lakes    | S                          | 1,145.5                     | 6.74%                             | 14.08%  |
|                                     | 249100 Eagle Ridge      | S                          | 1,602.6                     | 9.43%                             |         |
|                                     | 249101 Eagle Ridge      | S                          | 908.0                       | 5.34%                             | 14.77%  |
|                                     | 250100 Mid-County       | S                          | 3,355.0                     | 19.74%                            | 19.74%  |



| Utilities, Inc. of Florida |                   |   |                 |                |                |
|----------------------------|-------------------|---|-----------------|----------------|----------------|
| 252106                     | Orangewood        | W | 1,788.3         | 10.52%         |                |
| 252107                     | Orangewood        | S | 162.0           | 0.95%          |                |
| 252125                     | Summertree        | W | 1,225.0         | 7.21%          |                |
| 252126                     | Summertree        | S | 1,023.0         | 6.02%          |                |
| 252128                     | Lake Tarpon       | W | 433.3           | 2.55%          | 27.25%         |
| 256100                     | Sandalhaven       | S | 1,083.9         | 6.38%          | 6.38%          |
| 257100                     | Bayside           | W | 242.0           | 1.42%          |                |
| 257101                     | Bayside           | S | 241.0           | 1.42%          | 2.84%          |
| 259100                     | Labrador          | W | 781.1           | 4.60%          |                |
| 259101                     | Labrador          | S | 760.7           | 4.48%          | 9.07%          |
| 261100                     | Hutchinson Island | W | 195.2           | 1.15%          |                |
| 261101                     | Hutchinson Island | S | 167.2           | 0.98%          | 2.13%          |
| 262100                     | Sandy Creek       | W | 203.8           | 1.20%          |                |
| 262101                     | Sandy Creek       | S | 171.0           | 1.01%          | 2.21%          |
|                            |                   |   | <u>16,997.0</u> | <u>100.00%</u> | <u>100.00%</u> |

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Pasco County**

**25-30.440 (9)  
VEHICLES**

**Test Year Ended December 31, 2008**

Vehicle Schedule

Company: Utilities, Inc of Florida; Pasco County

Docket No.: 090402-WS

Test Year Ended: December 31, 2008

| <u>Vehicle #</u> | <u>Year</u> | <u>Model</u>            | <u>Serial Number</u> | <u>Driver</u>       | <u>Position</u>             | <u>Vehicle Price</u> | <u>Allocation Method</u> |
|------------------|-------------|-------------------------|----------------------|---------------------|-----------------------------|----------------------|--------------------------|
| 436              | 2004        | CHEV TRUCK C15 FULL     | 1GCEC14X24Z201474    | Worrell, David      | Operator                    | 18,847.25            | ERCS                     |
| 453              | 2004        | CHEV SILVERADO LS 1500  | 2GCEC19T341374628    | Wierzbicki, Anthony | Project Manager             | 23,157.56            | ERCS                     |
| 512              | 2005        | CHEV TAHOE 2WD          | 1GNEC13T85R119267    | Flynn, Patrick      | Regional Director           | 53,357.93            | ERCS                     |
| 637              | 2006        | CHEV TRUCK C15 FULL     | 1GCEC14V96E197609    | Finehirsh, Jeffrey  | Lead Operator               | 19,786.51            | ERCS                     |
| 649              | 2006        | CHEV TRAILBLAZER LS     | 1GNNT13SX62176280    | Sudduth, Donald     | Business Director           | 29,748.89            | ERCS                     |
| 650              | 2006        | CHEV TAHOE LS           | 1GNEK13TX6R148941    | Durham, Rick        | Regional Vice President     | 32,505.83            | ERCS                     |
| 657              | 2006        | CHEV TRUCK C15 FULL     | 3GCEC14V76G203528    | Cardinal, Anthony   | Operator                    | 19,968.48            | ERCS                     |
| 671              | 2006        | FORD RANGER             | 1FTYR10D96PA83834    | Schneider, Keith    | Operator                    | 13,318.15            | ERCS                     |
| 728              | 2007        | CHEV TRAILBLAZER        | 1GNDS13S672194103    | Wilson, Michael     | Regional Manager            | 28,711.49            | ERCS                     |
| 729              | 2007        | CHEV TRAILBLAZER        | 1GNDS13S572108957    | Haws, Scotty        | Safety Manager              | 29,355.64            | ERCS                     |
| 741              | 2007        | CHEV SILVERADO          | 3GCEC14X07G242657    | Habery, Stephen     | Lead Operator               | 16,707.40            | ERCS                     |
| 803              | 2008        | CHEV COLORADO EXT CAB 2 | 1GCCS19E888113719    | Chard, Ronald       | Cross Connection Specialist | 17,962.31            | ERCS                     |
| 825              | 2008        | CHEV SILVERADO          | 2GCEC19C281204055    | Neal, William       | Area Manager                | 22,388.38            | ERCS                     |

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Pasco County**

**25-30.440 (10)**

**CUSTOMER COMPLAINTS**

**Test Year Ended December 31, 2008**

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

SUBDIVISION :. 00613  
ROUTE :. 1  
SERVICE ORDER# :. 258398  
ACCOUNT# :. 006130010354  
CUSTOMER NAME :. BOYLE, JAMES  
SERVICE ADDRESS :. 5125 BOTANY DR  
EDATE :. 01/14/08  
TYPE :. 30  
COMMENT :. Customer has sediment in water. Bad taste to water as well. Please  
Resolve. Dispatched to Steve H.  
RESOLUTION :. 1/14/08-READ 93940-CL2 AT HOSE BIB 2.5 CLEAR WATER. NO SEDIMENT  
. SPOKE TO CUSTOMER.  
RDATE :. 01/14/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 260558  
ACCOUNT# :. 006150008291  
CUSTOMER NAME :. BURNS, DIANE  
SERVICE ADDRESS :. 2013 HOLIDAY DR  
EDATE :. 01/21/08  
TYPE :. 26  
COMMENT :. Line break due to us installing line in street.  
RESOLUTION :. 1/21/08-READ 434160-Contractors working on main has a new service  
lateral leak. Contractors notified and repaired. Customer impressed  
with fast response.  
RDATE :. 01/21/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 260705  
ACCOUNT# :. 006150008241  
CUSTOMER NAME :. LINDLEY, ONNA  
SERVICE ADDRESS :. 2043 HOLIDAY DR  
EDATE :. 01/21/08  
TYPE :. 26

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

COMMENT :. Need resolution for this after hours call to answering service 1/19/08.  
The water line is leaking and there is not way to shut off. 12:26PM

RESOLUTION :. 1/22/08-read unavailable due to meter installed backwards by  
contractor. Customer severed old service that was still active.  
Contractor repaired.

RDATE :. 01/22/08

SUBDIVISION :. 00615  
ROUTE :. 1  
SERVICE ORDER# :. 266287  
ACCOUNT# :. 006150010761  
CUSTOMER NAME :. GEORGE, OBERT  
SERVICE ADDRESS:.. 4037 REGGIE DR  
EDATE :. 02/08/08  
TYPE :. 26  
FOPER :.

COMMENT :. Need resolution for this after hours call to answering service 2/5/08.  
5:14PM-Water main break customers side of the meter.

RESOLUTION :. 2/6/08-Job completed by Kens Bush Hog Co. to do repair.

RDATE :. 02/11/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 282249  
ACCOUNT# :. 006150007651  
CUSTOMER NAME :. CLINE, ARBARA  
SERVICE ADDRESS:.. 2136 KEPNER DR  
EDATE :. 04/01/08  
TYPE :. 26

COMMENT :. Repair leak. Read and inform office if registered on customer's side or  
company's side. Paged to Steve H.

RESOLUTION :. 4/1/08-READ 85870-Repaired on company side, did not register on meter.

RDATE :. 04/01/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 283873  
ACCOUNT# :. 006150008265  
CUSTOMER NAME :. KAY, PATRICK  
SERVICE ADDRESS:.. 2031 HOLIDAY DR  
EDATE :. 04/07/08  
TYPE :. 26  
FOPER :.

COMMENT :. Need resolution for this after hrs call to answering service 4/5/08  
. 11:56AM-Tree branch fell and broke pipe.

RESOLUTION :. 4/5/08-READ 174250-Break was on customers side.  
. TC/DB

RDATE :. 04/05/08

SUBDIVISION :. 00615  
ROUTE :. 7  
SERVICE ORDER# :. 286831  
ACCOUNT# :. 006150004532  
CUSTOMER NAME :. DEMERTZIS, DORA G  
SERVICE ADDRESS:.. 2142 PLEASURE DR  
EDATE :. 04/15/08  
TYPE :. 26

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

COMMENT :. Robert with Taylor Made Homes (352) 628-7577 called saying a  
subcontractor broke a water main at this address. Water is shooting 2'  
into the air. PAGED TO STEVE HABERY @ 12:31 PM

RESOLUTION :. 4/15/08-READ 152990-Did not go thru meter. Phoned Kens Bush Hog to  
repair leak.

RDATE :. 04/15/08

SUBDIVISION :. 00615  
ROUTE :. 6  
SERVICE ORDER# :. 298701  
ACCOUNT# :. 006150006022  
CUSTOMER NAME :. MICHAEL, CLINTON W  
SERVICE ADDRESS:.. 2108 ROSELAWN DR  
EDATE :. 05/21/08  
TYPE :. 26  
COMMENT :. Need resolution for this after hrs call to answering service 5/20/08.  
12:16AM-WATER MAIN BREAK

RESOLUTION :. 5/22/08-READ 14700-Repaired service line at meter

RDATE :. 05/22/08

SUBDIVISION :. 00615  
ROUTE :. 6  
SERVICE ORDER# :. 299295  
ACCOUNT# :. 006150005794  
CUSTOMER NAME :. LIGHTON, ETTIE  
SERVICE ADDRESS:.. 2109 SPECK DR  
EDATE :. 05/22/08  
TYPE :. 26  
COMMENT :. After hours call was from neighbor 2108 Speck. This customer did not  
phone water main break in.

RESOLUTION :. 5/22/08-READ 14700-Repaired service line at meter.

RDATE :. 05/22/08

SUBDIVISION :. 00615  
ROUTE :. 7  
SERVICE ORDER# :. 282018  
ACCOUNT# :. 006150004702  
CUSTOMER NAME :. SILLS, AMES C  
SERVICE ADDRESS:.. 2011 PLEASURE DR  
EDATE :. 03/31/08  
TYPE :. 27

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

COMMENT :.. Customer says that line is rusted (our service line, back of meter at Main water line) and is seeping water and is on the verge of breaking.  
DISPATCHED CALL TO STEVE H

RESOLUTION :.. 5/2/08-READ 798588-Leak before meter-installed a new meter-leak repaired.

RDATE :.. 05/02/08

SUBDIVISION :.. 00615  
ROUTE :.. 7  
SERVICE ORDER# :.. 267301  
ACCOUNT# :.. 006150006121  
CUSTOMER NAME :.. PARRISH, AROLD  
SERVICE ADDRESS:.. 2015 LULLABY DR  
EDATE :.. 02/11/08  
TYPE :.. 28  
FOPER :..  
COMMENT :.. Low pressure-please have someone phone this customer on when water lines will be installed to increase his pressure per letter sent in mail.

RESOLUTION :.. 2/12/08-READ 105480-Phoned customer. Told him our findings.

RDATE :.. 02/12/08

SUBDIVISION :.. 00615  
ROUTE :.. 5  
SERVICE ORDER# :.. 288641  
ACCOUNT# :.. 006150003741  
CUSTOMER NAME :.. FENIMORE, ENNIE  
SERVICE ADDRESS:.. 1934 SPECK DR  
EDATE :.. 04/21/08  
TYPE :.. 28  
COMMENT :.. Low pressure plumber said it is due to our connection at meter. Read And do repair. Inform customer or tag of findings.

RESOLUTION :.. 4/21/08-Cleaned out meter. Good pressure. Also installed meter TAOL For plumber and tagged door with findings.

RDATE :.. 04/21/08

SUBDIVISION :.. 00615  
ROUTE :.. 7  
SERVICE ORDER# :.. 291187  
ACCOUNT# :.. 006150005286  
CUSTOMER NAME :.. ROBERTO, RAUL  
SERVICE ADDRESS:.. 2122 HOYLE DR  
EDATE :.. 04/28/08  
TYPE :.. 28  
FOPER :..  
COMMENT :.. Low water pressure.

RESOLUTION :.. 4/27/08-READ 184610-PSI good at house.

RDATE :.. 04/27/08

SUBDIVISION :.. 00615  
ROUTE :.. 3  
SERVICE ORDER# :.. 255859  
ACCOUNT# :.. 006150000431  
CUSTOMER NAME :.. WHITE, VICTOR  
SERVICE ADDRESS:.. 4317 BUENA VISTA LN  
EDATE :.. 01/07/08  
TYPE :.. 29  
COMMENT :.. Brown water. Paged to Steve H. Contractors in area. They may have done something. Also bring Iron Out for clothes in washer. 10:30AM



**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

RESOLUTION :. 1/7/08-Water clear at hose bib. Spoke to customer. The water is clear  
inside house. Gave Iron Out.  
RDATE :. 01/07/08

SUBDIVISION :. 00615  
ROUTE :. 5  
SERVICE ORDER# :. 258313  
ACCOUNT# :. 006150002771  
CUSTOMER NAME :. HAVEN, AMES  
SERVICE ADDRESS:. 1745 PLEASURE DR  
EDATE :. 01/14/08  
TYPE :. 29  
FOPER :.  
COMMENT :. Please obtain reading and flush hydrant due to brown water.  
. PAGED TO STEVE H  
RESOLUTION :. 1/14/08-READ 40-Flushed hydrant-gave Iron Out to customer.  
RDATE :. 01/14/08

SUBDIVISION :. 00615  
ROUTE :. 5  
SERVICE ORDER# :. 261190  
ACCOUNT# :. 006150002451  
CUSTOMER NAME :. BROWNING, LIZABETH  
SERVICE ADDRESS:. 1836 PLEASURE DR  
EDATE :. 01/22/08  
TYPE :. 29  
FOPER :.  
COMMENT :. Yellow water from our break and will not clear up and has run for some  
Time. Paged to Jack, 4:06PM  
RESOLUTION :. 1/22/08-READ 6210-Customer is under a boil water notice from a new main  
. replacement. Explained to customer that water was off and then turned  
on and then stirred up the line. Water needs to settle come.  
RDATE :. 01/22/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 267249  
ACCOUNT# :. 006150008375  
CUSTOMER NAME :. CHESNEY, CHRIS  
SERVICE ADDRESS:. 2050 HOLIDAY DR  
EDATE :. 02/11/08  
TYPE :. 29  
COMMENT :. Water brown with air pockets.  
RESOLUTION :. 2/12/08-READ 592720-Flushed hydro tank by house to clear water.  
RDATE :. 02/12/08

SUBDIVISION :. 00615  
ROUTE :. 4  
SERVICE ORDER# :. 272132  
ACCOUNT# :. 006150001562  
CUSTOMER NAME :. MIRON, RICHARD  
SERVICE ADDRESS:. 4321 MORLOCK LN  
EDATE :. 02/27/08  
TYPE :. 29  
COMMENT :. Customer called in brown water complaint. PAGED TO STEVE H  
RESOLUTION :. 2/27/08 READ 72660-Water clear at hose bib, spoke to customer.  
RDATE :. 02/27/08

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

SUBDIVISION :. 00615  
ROUTE :. 4  
SERVICE ORDER# :. 298206  
ACCOUNT# :. 006150009231  
CUSTOMER NAME :. PALENSAR, FRES  
SERVICE ADDRESS :. 4040 KIBLER LN  
EDATE :. 05/20/08  
TYPE :. 29  
COMMENT :. Red water.  
RESOLUTION :. 5/21/08-READ 113910-Clear at meter. Spoke with customer.  
RDATE :. 05/21/08

SUBDIVISION :. 00615  
ROUTE :. 3  
SERVICE ORDER# :. 255847  
ACCOUNT# :. 006150008651  
CUSTOMER NAME :. STEWART, ILLY  
SERVICE ADDRESS :. 1841 MELODY DR  
EDATE :. 01/07/08  
TYPE :. 33  
COMMENT :. Customer called requesting lawn repair after we changed out his  
meter. Customer said we left a line uncovered. Please clean up the  
area.

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park**  
**Service Orders and Resolutions 01/01/2008 to 05/31/2008**

RESOLUTION :. 1/8/07-READ 79010-EXTENDED PHONED CONTRACTOR- TO 1/15/08 PER SH/DB  
. Blocks need to be put back. 1/15/08-COMPLETED JOB.  
. SH./DB  
RDATE :. 01/15/08

SUBDIVISION :. 00615  
ROUTE :. 5  
SERVICE ORDER# :. 258942  
ACCOUNT# :. 006150003471  
CUSTOMER NAME :. PETERSON, ALAN  
SERVICE ADDRESS :. 1744 HOYLE DR  
EDATE :. 01/16/08  
TYPE :. 33  
COMMENT :. Customer called in complaining that yard and flower bed were destroyed  
when their meter was replaced by Kens Bush Hog. Please go by and check  
this out. Speak with customer or tag door. Paged to Steve H.

RESOLUTION :. 1/17/08-Contractor spoke to customer said it is okay.  
RDATE :. 01/17/08

SUBDIVISION :. 00615  
ROUTE :. 1  
SERVICE ORDER# :. 261098  
ACCOUNT# :. 006150010331  
CUSTOMER NAME :. LAKENAN, ROBERT  
SERVICE ADDRESS :. 4043 IRONWARE DR  
EDATE :. 01/22/08  
TYPE :. 33  
COMMENT :. Customer called saying she wants the gravel put back that was recently  
removed by our company. She said there is sand where the gravel used to  
be.

RESOLUTION :. 1/23/08-Phoned customer. Informed them the contractor has not completed  
this job. They will be back to restore yard when they have completed  
this.  
RDATE :. 01/23/08

SUBDIVISION :. 00615  
ROUTE :. 8  
SERVICE ORDER# :. 262854  
ACCOUNT# :. 006150003971  
CUSTOMER NAME :. HALL, NITA  
SERVICE ADDRESS :. 1935 SPECK DR  
EDATE :. 01/28/08  
TYPE :. 33  
COMMENT :. Customer called wanting someone to come out in the morning between 8am  
and noon to speak with him regarding his lawn which needs to be  
repaired due to our staff doing some work there. Please check the lawn  
and speak with customer.

RESOLUTION :. Contractor spoke with customer. Contractor repaired and replaced parts  
of the customers lawn.  
RDATE :. 01/28/08

SUBDIVISION :. 00615  
ROUTE :. 5  
SERVICE ORDER# :. 291574  
ACCOUNT# :. 006150003101  
CUSTOMER NAME :. TICKNOR, R ROBERT  
SERVICE ADDRESS :. 1909 SHADY COVE DR  
EDATE :. 04/29/08  
TYPE :. 33

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

COMMENT :. There is a sinkhole by the power pole where we put in new water line.  
. He and his neighbor have been filling in but he will be gone for the  
. summer and asked that we keep an eye on it.  
RESOLUTION :. 4/30/08-READ 49960-Will keep an eye on it.  
RDATE :. 04/30/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 266028  
ACCOUNT# :. 006150006571  
CUSTOMER NAME :. YOUNG, EORGE  
SERVICE ADDRESS:.. 2109 ORANGE DR  
EDATE :. 02/07/08  
TYPE :. 40  
COMMENT :. Please repair lawn-seed or sod needs to be put around meter area.  
. Section was dug up for change out per customer request.  
RESOLUTION :. 2/8/08-Contractor repaired today.  
. SH/DB  
RDATE :. 02/08/08

SUBDIVISION :. 00615  
ROUTE :. 1  
SERVICE ORDER# :. 263251  
ACCOUNT# :. 006150010581  
CUSTOMER NAME :. CALLAGHAN, ERAUD  
SERVICE ADDRESS:.. 4109 CLUSTER DR  
EDATE :. 01/29/08  
TYPE :. 43  
COMMENT :. Customer reported not water. Paged Steve H.  
RESOLUTION :. R=Water was on.  
RDATE :. 01/29/08

SUBDIVISION :. 00615  
ROUTE :. 2  
SERVICE ORDER# :. 266324  
ACCOUNT# :. 006150008401  
CUSTOMER NAME :. ALAM, ASHIDA  
SERVICE ADDRESS:.. 2116 HOLIDAY DR

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

EDATE            :.. 02/08/08  
TYPE             :.. 43  
COMMENT          :.. Customer has not water nor does her neighbor since last night.  
                  :.. Per Steve H we did have a compressor go out so he will go by to check  
                  :.. Customer's valve is on.  
RESOLUTION      :.. 2/8/08-READ 647145-Valve off at meter. Turned on.  
RDATE           :.. 02/08/08

SUBDIVISION     :.. 00615  
ROUTE            :.. 3  
SERVICE ORDER# :.. 278986  
ACCOUNT#        :.. 006150008672  
CUSTOMER NAME   :.. LAND, AMAR  
SERVICE ADDRESS:.. 1851 MELODY DR  
EDATE           :.. 03/20/08  
TYPE            :.. 43  
COMMENT          :.. No water, dispatched to Steve H.  
RESOLUTION      :.. 3/20/08-Water was on when operator arrived.  
RDATE           :.. 03/20/08

SUBDIVISION     :.. 00615  
ROUTE            :.. 1  
SERVICE ORDER# :.. 287051  
ACCOUNT#        :.. 006150009941  
CUSTOMER NAME   :.. JAQUEZ, LAURIE  
SERVICE ADDRESS:.. 4004 SCARLET MAPLE DR  
EDATE           :.. 04/16/08  
TYPE            :.. 43  
FOPER           :..  
COMMENT          :.. Customer has no water - dispatched to Tony C.  
RESOLUTION      :.. 4/16/08-READ 1053970-On at meter.  
RDATE           :.. 04/16/08

SUBDIVISION     :.. 00615  
ROUTE            :.. 5  
SERVICE ORDER# :.. 254429  
ACCOUNT#        :.. 006150003081  
CUSTOMER NAME   :.. BOTDORF, FERN  
SERVICE ADDRESS:.. 1925 SHADY COVE DR  
EDATE           :.. 01/02/08  
TYPE            :.. 47  
COMMENT          :.. Customer says that meter lines are leaking and broken. Dispatched to  
                  :.. Steve H.  
RESOLUTION      :.. 1/2/08-READ 6180-Customer spigot leaking, not our property. She tried  
                  :.. to blame meter relocation for leak. Told here relocation of meter  
                  :.. would not affect washer inside spigot.  
RDATE           :.. 01/02/08

SUBDIVISION     :.. 00629  
ROUTE            :.. 629  
SERVICE ORDER# :.. 274093  
ACCOUNT#        :.. 006290004376  
CUSTOMER NAME   :.. LAVALLEE, DOLORES  
SERVICE ADDRESS:.. 4626 ABDELLA LN  
EDATE           :.. 03/04/08  
COMMENT          :.. Customer has brown water. Dispatched to Steve H.  
RESOLUTION      :.. 3/4/08-READ 43700-Water clear at hose bib. Spoke to customer to flush  
                  :.. inside.  
RDATE           :.. 03/04/08

**Orangewood-Buena Vista Manor-Buena Vista Trailer Park  
Service Orders and Resolutions 01/01/2008 to 05/31/2008**

**Pasco County - Orangewood  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 307 MR Route : F35 FA ID : 0343800425  
Account # : 0343800000 Customer Name : STEWART, ALLIE C Phone #: (727) 804-7890  
Address : 4736 DARLINGTON RD CSR: Lyn Paulk Operator : Jeffrey Finehirsh  
Entry Date : 10/14/2008 9:25:44AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called saying we are not reading his meter. He said no one has been there. Check the meter and reread the meter. Knock on the door and speak with the grandmother.  
Due Date : 10/15/2008 12:00:00 AM Resolution Date :10/15/2008 9:00:00AM FA Status: Completed  
Resolution : Obtained read. No leaks and spoke with the customer.

Sub Division : 307 MR Route : F35 FA ID : 0346800934  
Account # : 0346800000 Customer Name : MYALIK, ALEXI Phone #: (727) 207-1858  
Address : 4705 TROPICAL LN CSR: Jacqueline Sillitoe Operator : Keith Schneider  
Entry Date : 12/24/2008 9:58:29AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Low water pressure. Dispatched to Keith S. 12/24  
Due Date : 12/24/2008 12:00:00AM Resolution Date : 12/29/2008 12:00:00AM FA Status: Completed  
Resolution : Water on

Sub Division : 307 MR Route : F35 FA ID : 0896800272  
Account # : 0896800000 Customer Name : THEODOROU, MARY Phone #: (727) 942-0563  
Address : 4635 TARAY LN CSR: Kimberly Bennett Operator : Stephen Habrey  
Entry Date : 6/6/2008 11:01:18AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Remove remote meter. Able to read ground meter for monthly billing.  
Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/9/2008 9:57:00AM FA Status: Completed  
Resolution : Removed remote meter. We are now able to read right off meter.

Sub Division : 307 MR Route : F35 FA ID : 2134800425  
Account # : 2134800000 Customer Name : HOLLAND, TIMOTHY J Phone #: (727) 937-5632  
Address : 4904 DARLINGTON RD CSR: Kimberly Bennett Operator : Keith Schneider  
Entry Date : 12/8/2008 3:30:45PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer called due to odor in water once heated. Talk with customer of problem. His is having new hot water tank and thought this would resolve problem.  
Due Date : 12/9/2008 6:00:00PM Resolution Date : 12/9/2008 12:00:00AM FA Status: Completed  
Resolution : Spoke with customer. He replaced hot water tank and it helped problem.

Sub Division : 307 MR Route : F35 FA ID : 2575800088  
Account # : 5750478023 Customer Name : SONNENBERG, TERENCE Phone #: (727) 687-6807  
Address : 2533 SWEETWOOD DR CSR: Jacqueline Sillitoe Operator : Anthony Cardinal  
Entry Date : 6/20/2008 8:53:59AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Customer has low water pressure. Dispatched to Tony C 06/20/08  
Due Date : 6/20/2008 12:00:00AM Resolution Date : 6/20/2008 10:10:00AM FA Status: Completed

**Pasco County - Orangewood  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

**Resolution : Pressure is okay, 44psi, talked with customer. 6/20/08**

**Sub Division : 307 MR Route : F35 FA ID : 3117710516**  
**Account # : 3117710000 Customer Name : HOLIDAY MEDICAL CENTER Phone #: (813) 938-2474**  
**Address : 2445 GRANDIN ST CSR: Florida Temp 2 Operator : Anthony Cardinal**  
**Entry Date : 7/23/2008 11:28:20AM SO Type: M-SIO Request Type: General Investigation**  
**Instructions : Customer states no water incoming. Paged to Steve H. 7/23/08**  
**Due Date : 7/23/2008 12:00:00AM Resolution Date : 7/24/2008 10:20:00AM FA Status: Completed**  
**Resolution : Leak was repaired by contractor that broke line.**

**Sub Division : 307 MR Route : F35 FA ID : 3583800465**  
**Account # : 4583800000 Customer Name : FRANCIS, SAMUEL Phone #: (314) 825-7961**  
**Address : 4730 FOOTHILL DR CSR: Matthew Chandler Operator : Jeffrey Finehirsh**  
**Entry Date : 10/15/2008 2:42:44PM SO Type: M-SIO Request Type: Discolored Water**  
**Instructions : Customer is having brown water and water taste issues. Please check out and speak with customer.**  
**Due Date : 10/16/2008 12:00:00AM Resolution Date : 10/16/2008 8:30:00AM FA Status: Completed**  
**Resolution : Nobody home at time of arrival, no dirty water visible, CL2=1.8, tagged door with findings and suggestions.**

**Sub Division : 307 MR Route : F35 FA ID : 3583800351**  
**Account # : 4583800000 Customer Name : FRANCIS, SAMUEL Phone #: (314) 825-7961**  
**Address : 4730 FOOTHILL DR CSR: Jacqueline Sillitoe Operator : Jeffrey Finehirsh**  
**Entry Date : 8/4/2008 8:14:21AM SO Type: M-SIO Request Type: General Investigation**  
**Instructions : Check meter readings indicate 0 gallons used. Home fully occupied. Resident questioning why usage not being recorded. Please advise resident via tag and office.**  
**Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/5/2008 9:20:00AM FA Status: Completed**  
**Resolution : Ran 10 gallons through meter. Meter registered every gallon. No problems with the meter.**

**Sub Division : 307 MR Route : F35 FA ID : 4337800142**  
**Account # : 4337800000 Customer Name : CHARNISKY, ANKA Phone #:**  
**Address : CSR: Lorie Mayeski Operator : Stephen Habrey**  
**Entry Date : 11/10/2008 2:35:46PM SO Type: M-SIO Request Type: Water Service Line Break**  
**Instructions : Customer called and stated there is a water line break at meter between meter and street. The meter box is full of water. Please investigate. 11-10-08**  
**Due Date : 11/10/2008 6:00:00PM Resolution Date : 11/10/2008 4:45:00PM FA Status: Completed**  
**Resolution : Replaced leaking shut off valve.**

**Sub Division : 307 MR Route : F35 FA ID : 5323800817**  
**Account # : 5323800000 Customer Name : WELLS, MICHAEL Phone #: (727) 937-7001**  
**Address : 4707 TRAFFORD RD CSR: Leanne Loeffel Operator : Jeffrey Finehirsh**  
**Entry Date : 10/14/2008 1:15:20PM SO Type: M-SIO Request Type: General Investigation**



**Pasco County - Orangewood  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Instructions : Customer states his meter is hard for him to read because of the condition of the glass cover. Please check it out and determine if it needs to be replaced. Tag door with findings.

Due Date : 10/15/2008 12:00:00AM Resolution Date : 10/15/2008 9:30:00AM FA Status: Completed

Resolution : Meter lens scratched but readable; showed to customer.

Sub Division : 307 MR Route : F35 FA ID : 5425910114  
Account # : 5943060338 Customer Name : WOLLINKA & WOLLIKA Phone #: (727) 937-4177  
Address : 4705 ABDELLA LN CSR: Florida Temp 2 Operator : Keith Schneider  
Entry Date : 9/18/2008 11:21:40AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer says there is no water at residence. Service was started on 9-2. Please check for them.  
9/18/08

Due Date : 9/19/2008 12:00:00AM Resolution Date : 9/19/2008 12:00:00AM FA Status: Completed

Resolution : Water on. Valve on east side of house needs to be turned on.

Sub Division : 307 MR Route : F35 FA ID : 5917710194  
Account # : 5917710000 Customer Name : MURSULI, JUAN Phone #: (727) 938-1570  
Address : 2610 US HWY 19 CSR: Matthew Chandler Operator : Jeffrey Finehirsh  
Entry Date : 10/29/2008 1:51:41PM SO Type: M-SIO Request Type: General Investigation

Instructions : Reads are very low. Is meter working properly?

Due Date : 10/30/2008 6:00:00PM Resolution Date : 10/30/2008 9:00:00AM FA Status: Completed

Resolution : Location is a used car lot, with no cars on lot. Appears to be occupied. Meter registered my use properly.  
Seems okay.

Sub Division : 307 MR Route : F35 FA ID : 6595800238  
Account # : 6595800000 Customer Name : MICHAELS, KELLEY Phone #: (727) 810-0826  
Address : 2553 CHANCERY DR CSR: Lorie Mayeski Operator : Jeffrey Finehirsh  
Entry Date : 10/20/2008 11:18:11AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called stated that read is too high. Please reread meter. Check thoroughly for leaks in, at and around meter. Also check lead indicator on meter. Leave thorough comments for reply and also leave tag with findings on door. 10-20-08

Due Date : 10/21/2008 11:59:00PM Resolution Date : 10/21/2008 10:00:00AM FA Status: Completed

Resolution : Absolutely no leaks before, at, or after meter. Tagged door.

Sub Division : 307 MR Route : F35 FA ID : 7667800478  
Account # : 7667800000 Customer Name : FILIPPONE, ANTHONY Phone #: (727) 937-3404  
Address : 2407 COOL RD CSR: Jacqueline Sillitoe Operator : Stephen Habrey  
Entry Date : 6/12/2008 3:59:17PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions : Customer says water pressure decreases when shower is in use and sink or toilet. Gate is open with brick. Close gate and remove brick from fence please. Customer would like to be contacted at 727-639-2071 Mr. Filippone, 06/12/08. He said he will check out water softener.

**Pasco County - Orangewood  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 307 MR Route : F35 FA ID : 8474800479  
Account # : 8474800000 Customer Name : IMERSON, RYAN O Phone #: (727) 944-3858  
Address : 4825 BONTON DR CSR: Jacqueline Sillitoe Operator : Keith Schneider  
Entry Date : 11/14/2008 9:34:49AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Called and said that meter is leaking badly. Dispatched Keith S. 11/14/2008  
Due Date : 11/14/2008 12:00:00AM Resolution Date : 11/14/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired leak. Leaking at meter tail on customer side but, is our fix. approx. 2000 gallons went through leak.

Sub Division : 307 MR Route : F35 FA ID : 8814800532  
Account # : 5588182315 Customer Name : STECKER, BRENDA Phone #: (727) 267-0205  
Address : 4840 TRAFFORD RD CSR: Leanne Loeffel Operator : Anthony Cardinal  
Entry Date : 9/24/2008 1:41:08PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to state she lost water pressure and water is coming out in just a dribble. Called customer and advised to check meter for a leak and we would be out in an hour or so.  
Due Date : 9/24/2008 12:00:00AM Resolution Date : 9/24/2008 3:30:00PM FA Status: Completed  
Resolution : Customers valve was off at house.

Sub Division : 307 MR Route : F35 FA ID : 8963800888  
Account # : 8963800000 Customer Name : HARRINGTON, GABRIELA W Phone #: (270) 268-1459  
Address : 4736 TRAFFORD RD CSR: Isabel Ceballos Operator : Jeffrey Finehirsh  
Entry Date : 7/28/2008 11:40:46AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions : Check meter. Customer says she's living there and there is no cons. on meter. If meter not working, please replace.  
Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/30/2008 8:40:00AM FA Status: Completed  
Resolution : Meter registering use. R-501950

Sub Division : 307 MR Route : F35 FA ID : 9314800342  
Account # : 9314800000 Customer Name : WALKER, CAROLYN Phone #: (727) 938-4556  
Address : 4835 TRAFFORD RD CSR: Leanne Loeffel Operator : Jeffrey Finehirsh  
Entry Date : 11/24/2008 11:25:08AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer has a remote meter and says the reads between the remote and the one in the ground are vastly different. Please check out both meters for accuracy. This needs to be in the AM. Knock on door for access to the yard meter.  
Due Date : 11/25/2008 6:00:00PM Resolution Date : 11/25/2008 8:00:00AM FA Status: Completed  
Resolution : Adjusted remote to match meter.

Sub Division : 307 MR Route : F35 FA ID : 9525800267  
Account # : 9525800000 Customer Name : REIN, SETH B Phone #: (727) 947-7899  
Address : 2521 TEMPLEWOOD DR CSR: Lorie Mayeski Operator : Jeffrey Finehirsh  
Entry Date : 10/15/2008 2:40:07PM SO Type: M-SIO Request Type: General Investigation

**Pasco County - Orangewood  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Instructions : Please reread meter and check for leaks in and around meter. Check leak indicator. Customer is concerned that usage is higher than normal. He received a 2 month bill, but is insistent that the meter is off. Leave findings on or tag door. 10-15-08

Due Date : 10/16/2008 9:00:00AM Resolution Date : 10/16/2008 9:00:00AM FA Status: Completed

Resolution : Meter is on and someone is living there. No leaks indicated.

Pasco County -- Buena Vista Manor (WisBar)  
Field Activity Detail Report from 06/01/2008 to 12/31/2008

Sub Division : 497 MR Route : F11 FA ID : 4015810934  
Account # : 4015810000 Customer Name: VAUGHN, GEORGE H Phone #: (727) 942-1105  
Address : 2405 STAGHORN DR CSR: Ferrellyn Trovinger Operator : Anthony Cardinal  
Entry Date : 11/4/2008 7:37:02AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Customer called complaining of low pressure. She thinks she may have a leak.  
Due Date : 11/4/2008 12:00:00AM Resolution Date : 11/4/2008 8:45:00AM FA Status: Completed  
Resolution : No leaks found. Possibly customers screens inside are clogging up. Customer stated that it has been going on for past month and getting worse.

Sub Division : 497 MR Route : F11 FA ID : 5141810949  
Account # : 5141810000 Customer Name: SIEBOLD, DONALD A Phone #: (727) 938-3944  
Address : 2509 FLINTWOOD DR CSR: Matthew Chandler Operator : Stephen Habrey  
Entry Date : 10/13/2008 2:04:19PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer called in a leak at the meter. Please check out and repair if needed. Paged to KO.  
Due Date : 10/13/2008 12:00:00AM Resolution Date : 10/13/2008 3:03:00PM FA Status: Completed  
Resolution : Leak before meter. Repaired

Sub Division : 497 MR Route : F11 FA ID : 5855810412  
Account # : 5855810000 Customer Name: GIRARD, GERALD Phone #: (727) 942-6358  
Address : 2330 BARON DR CSR: Leanne Loeffel Operator : Jeffrey Finehirsh  
Entry Date : 11/25/2008 8:03:54AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called and said he was notified by his neighbor that water was bubbling up by his meter. Please check it out and if it's the customers leak, turn off water, he is in Michigan. Call me with findings, paged to Jeff F.  
Due Date : 11/25/2008 6:00:00PM Resolution Date : 11/25/2008 8:10:00AM FA Status: Completed  
Resolution : Leak on our side, dispatched contractor.

Account # : 9831810000 Customer Name: TIRADO, SONIA Y Phone #: (813) 447-9148  
Address : 2635 FLINTWOOD DR CSR: Elise Christian Operator : Anthony Cardinal  
Entry Date : 6/27/2008 2:07:18PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called office at 3 pm to report "No Water". Please check to see why the customer does not have water. Paged to Lee N.  
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 3:05:00PM FA Status: Completed  
Resolution : Customer turned main valve off. Turned it back on and tightened packing.

**Pasco County – Buena Vista Traylor Park  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 036 MR Route : F14 FA ID : 0086810258  
Account # : 6366684571 Customer Name: Lane, Glenn E Phone #: (941) 465-5951  
Address : 1802 ORANGE DR CSR: Florida Temp 2 Operator : Jeffrey Finehirsh  
Entry Date : 7/21/2008 3:18:27PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please check meter. Customer states leak on our side of meter.  
Due Date : 7/21/2008 12:00:00AM Resolution Date : 7/22/2008 10:00:00AM FA Status: Completed  
Resolution : Leak on our side. Tightened packing nut, stopping leak. Spoke with customer. R-611590

Sub Division : 036 MR Route : F14 FA ID : 0315000190  
Account # : 2794850646 Customer Name: Kelley, Elizabeth M Phone #: (727) 847-3573  
Address : 2138 ORANGE DR CSR: Jacqueline Sillitoe Operator : Stephen Habrey  
Entry Date : 11/10/2008 8:05:29AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer says that there is a leak on our side. The meter is spinning. He says that is is where we shut it off.  
Please repair. Dispatched to Steve H.  
Due Date : 11/10/2008 12:00:00AM Resolution Date : 11/10/2008 10:39:00AM FA Status: Completed  
Resolution : Not a UI problem. Notify customer that leak is on his side.

Sub Division : 036 MR Route : F14 FA ID : 0721000883  
Account # : 0721000000 Customer Name: HINER, SHIRLEY Phone #: (574) 229-6213  
Address : 1749 HOYLE DR CSR: Matthew Chandler Operator : Jeffrey Finehirsh  
Entry Date : 8/25/2008 8:41:10AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says that water is still coming in the house even though meter is turned off. Check and repair if  
needed. Tag door with information.  
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 10:00:00AM FA Status: Completed  
Resolution : Changed valve, old one not holding.

Sub Division : 036 MR Route : F14 FA ID : 0721000064  
Account # : 0721000000 Customer Name: HINER, SHIRLEY Phone #: (574) 229-6213  
Address : 1749 HOYLE DR CSR: Matthew Chandler Operator : Anthony Cardinal  
Entry Date : 8/11/2008 3:20:15PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions : Customer broke valve on meter. Please check out and fix.  
Due Date : 8/12/2008 12:00:00AM Resolution Date : 8/12/2008 12:20:00PM FA Status: Completed  
Resolution : Repaired valve.

Sub Division : 036 MR Route : F14 FA ID : 0788810041  
Account # : 0788810000 Customer Name: DELLA VECCHIA, HENRY D Phone #: (727) 938-8146  
Address : 1942 PLEASURE DR CSR: Isabel Ceballos Operator : Stephen Habrey  
Entry Date : 11/14/2008 8:21:20AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions : Customer says recorder on fence is about to fall off. Screw was not long enough. Please check.  
Due Date : 11/17/2008 6:00:00PM Resolution Date : 11/17/2008 10:00:00AM FA Status: Completed

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Resolution : Replace with longer screws.

Sub Division : 036 MR Route : F14 FA ID : 1432000053  
Account # : 1432000000 Customer Name: TRIPP, RUSSELL Phone #: (727) 967-8095  
Address : 2132 PLEASURE DR CSR: Leanne Loeffel Operator : Keith Schneider  
Entry Date : 11/6/2008 2:34:37PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called and said he had no water. Please check it out. Thank You  
Due Date : 11/6/2008 6:00:00PM Resolution Date : 11/6/2008 12:00:00AM FA Status: Completed  
Resolution : Valve left off, turned on valve.

Sub Division : 036 MR Route : F14 FA ID : 1550100652  
Account # : 1550100000 Customer Name: DEVENA, IRA Phone #: (727) 945-1249  
Address : 4044 REGGIE DR CSR: Jacqueline Sillitoe Operator : Jeffrey Finehirsh  
Entry Date : 7/30/2008 9:06:44AM SO Type: M-SIO Request Type: General Investigation  
Instructions : PLEASE REPLACE METER VALVE. JMS 07/30  
Due Date : 7/31/2008 12:00:00AM Resolution Date : 8/6/2008 8:00:00AM FA Status: Completed  
Resolution : Replaced valve, left valve on.

Sub Division : 036 MR Route : F14 FA ID : 1550100477  
Account # : 1550100000 Customer Name: DEVENA, IRA Phone #: (727) 945-1249  
Address : 4044 REGGIE DR CSR: Florida Temp 2 Operator : Stephen Habrey  
Entry Date : 7/30/2008 7:18:38AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please shut off water at meter. Neighbor called to report a leak. Contact Mr. Gray at (727) 942-4282.  
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 11:00:00AM FA Status: Completed  
Resolution : Valve not holding. Customer will call to set up a time to replace.

Sub Division : 036 MR Route : F14 FA ID : 1576810070  
Account # : 8850889391 Customer Name: LAWSON, GRICIA Phone #: (727) 942-1745  
Address : 1826 ORANGE DR CSR: Florida Temp 2 Operator : Jeffrey Finehirsh  
Entry Date : 8/25/2008 7:47:40AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer states sand in water. Please check.  
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 9:32:00AM FA Status: Completed  
Resolution : No sand at outside hose bib. CI2-2.2. Tagged door with findings.

Sub Division : 036 MR Route : F14 FA ID : 1621100803  
Account # : 1621100000 Customer Name: LEAS, RICHARD Phone #: (727) 856-3023  
Address : 1710 HOLIDAY DR CSR: Ferrellyn Trovinger Operator : Anthony Cardinal  
Entry Date : 8/12/2008 12:52:01PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions : Mr. Leas called stating we have the meters switched at 1710 Holiday and 1708 Holiday. Please verify which meter goes with which address.

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Due Date : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 9:25:00AM FA Status: Completed

Resolution : Meters are switched. 1710 holiday meter read is 113580. Meter read for 1708 holiday is 121560

Sub Division : 036 MR Route : F14 FA ID : 1691000692  
Account # : 1691000000 Customer Name: IRVINE, DONALD Phone #: (727) 945-9345  
Address : 4038 BUENA VISTA LN CSR: Leanne Loeffel Operator : Jeffrey Finehirsh  
Entry Date : 8/26/2008 12:55:50PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Water meter cover missing. Please repair. 08/26/2008  
Due Date : 8/27/2008 12:00:00AM Resolution Date : 8/27/2008 8:30:00AM FA Status: Completed  
Resolution : Replaced lid.

Sub Division : 036 MR Route : F14 FA ID : 2006810868  
Account # : 9306134078 Customer Name: Liske, Margaret L Phone #: (727) 457-0610  
Address : 1913 HESS DR CSR: Isabel Ceballos Operator : Jeffrey Finehirsh  
Entry Date : 8/12/2008 7:59:32AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Neighbor at 1907 Hess. No one is home and she says that it looks like water is coming up at meter. Please check. Paged Steve H.  
Due Date : 8/12/2008 12:00:00AM Resolution Date : 8/12/2008 9:00:00AM FA Status: Completed  
Resolution : Leak on customer side, tagged door.

Sub Division : 036 MR Route : F14 FA ID : 2108000738  
Account # : 3643972128 Customer Name: CONLIN, KELLY Phone #: (727) 237-0444  
Address : 4004 KIBLER LN CSR: Matthew Chandler Operator : Keith Schneider  
Entry Date : 9/29/2008 7:11:25AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer called in to have meter valve replaced per 'on call' worker from Sunday.  
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/30/2008 12:00:00AM FA Status: Completed  
Resolution : Replaced valve.

Sub Division : 036 MR Route : F14 FA ID : 2261000662  
Account # : 2261000000 Customer Name: HAVEN, WILLIAM J Phone #: (727) 934-6078  
Address : 1754 SPECK DR CSR: Isabel Ceballos Operator : Keith Schneider  
Entry Date : 11/13/2008 8:03:51AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions : Customer says meter lid needs to be replaced. Please check.  
Due Date : 11/14/2008 6:00:00PM Resolution Date : 11/18/2008 12:00:00AM FA Status: Completed  
Resolution : Replaced meter lid.

Sub Division : 036 MR Route : F14 FA ID : 2392000773  
Account # : 2392000000 Customer Name: SEIBERT, TOM Phone #:  
Address : 2129 SHADY COVE DR CSR: Matthew Chandler Operator : Stephen Habrey  
Entry Date : 8/14/2008 1:52:43PM SO Type: M-SIO Request Type: General Investigation

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Instructions : Customer called in a leak at the meter. Please check and repair if needed.

Due Date : 8/15/2008 12:00:00AM Resolution Date : 8/15/2008 10:50:00AM FA Status: Completed

Resolution : Leak before meter. Tightened down gland to packing nut shut off valve. Repaired.

Sub Division : 036

MR Route : F14

FA ID : 3258000386

Account # : 6830153551

Customer Name: CAYWOOD, NITA

Phone #: (727) 935-5227

Address : 1651 ORANGE DR

CSR: Lyn Paulk

Operator : Stephen Habrey

Entry Date : 12/1/2008 9:11:10AM

SO Type: M-SIO

Request Type: General Investigation

Instructions : Called due to leak at shut off valve. He said it was leaking badly. Paged to Steve H.

Due Date : 12/1/2008 6:00:00PM Resolution Date : 12/1/2008 12:20:00PM FA Status: Completed

Resolution : Repaired leak before meter.

Sub Division : 036

MR Route : F14

FA ID : 3307000066

Account # : 3307000000

Customer Name: CHESNEY, CHRIS

Phone #: (727) 644-2815

Address : 4405 BONITA RD

CSR: Kimberly Bennett

Operator : Stephen Habrey

Entry Date : 8/8/2008 10:06:58AM

SO Type: M-SIO

Request Type: General Investigation

Instructions : Customer called due to leak at house connection after we relocated meter by street. Paged to Steve H. Please advise if account will need to be adjusted.

Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/8/2008 11:21:00AM FA Status: Completed

Resolution : Leak repaired, will need to adjust.

Sub Division : 036

MR Route : F14

FA ID : 3307000123

Account # : 3307000000

Customer Name: CHESNEY, CHRIS

Phone #: (727) 644-2815

Address : 4405 BONITA RD

CSR: Jacqueline Sillitoe

Operator : Anthony Cardinal

Entry Date : 8/6/2008 10:42:59AM

SO Type: M-SIO

Request Type: Water Service Line Break

Instructions : Customer says that meter is leading. Dispatched to Steve H. Home is vacant.

Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/6/2008 4:00:00PM FA Status: Completed

Resolution : KBH is repairing and relocating meter to main/ leak was registering on meter need to adjust. 8/6/08

Sub Division : 036

MR Route : F14

FA ID : 3633000500

Account # : 3633000000

Customer Name: BAGGETT JR, LARRY E

Phone #: (727) 938-6479

Address : 2142 HOYLE DR

CSR: Jacqueline Sillitoe

Operator : Keith Schneider

Entry Date : 8/4/2008 10:23:02AM

SO Type: M-SIO

Request Type: General Investigation

Instructions : Customer has low water pressure. Meter is leaking. Box full of water. Dispatched to Kevin S.

Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/4/2008 10:00:00AM FA Status: Completed

Resolution : Pressure on our end okay. Advised customer to replace home piping.

Sub Division : 036

MR Route : F14

FA ID : 4359810346

Account # : 4359810000

Customer Name: HAVEN, JAMES

Phone #: (727) 943-0084

Address : 1745 PLEASURE DR

CSR: Jacqueline Sillitoe

Operator : Stephen Habrey



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Entry Date : 7/9/2008 3:14:02PM      SO Type: M-SIO      Request Type: General Investigation

Instructions : Check for leaks. Home is vacant and customer has usage on bill.

Due Date : 7/10/2008 12:00:00AM      Resolution Date : 7/10/2008 9:24:00AM      FA Status: Completed

Resolution : No leaks at meter.

Sub Division : 036      MR Route : F14      FA ID : 4455000644

Account # : 4455000000      Customer Name: HOWELL, JOHNNY      Phone #: (727) 992-0069

Address : 1807 HOLIDAY DR      CSR: Lyn Paulk      Operator : Jeffrey Finehirsh

Entry Date : 7/31/2008 3:49:38PM      SO Type: M-SIO      Request Type: General Investigation

Instructions : Customer called saying our valve at the meter is worn out. Please replace valve. Customer advised that he is not to use this valve.

Due Date : 8/4/2008 12:00:00AM      Resolution Date : 8/5/2008 9:40:00AM      FA Status: Completed

Resolution : Above ground meter w/broken valve. Dispatched contractor to fix and re-locate.

Sub Division : 036      MR Route : F14      FA ID : 4719810186

Account # : 4719810000      Customer Name: WUERTH, CLARENCE      Phone #: (734) 207-7702

Address : 1754 PLEASURE DR      CSR: Lyn Paulk      Operator : Jeffrey Finehirsh

Entry Date : 12/15/2008 8:20:58AM      SO Type: M-SIO      Request Type: General Investigation

Instructions : Check for leak at the meter. Repair as necessary.

Due Date : 12/16/2008 6:00:00PM      Resolution Date : 12/16/2008 9:00:00AM      FA Status: Completed

Resolution : Tightened up packing nut, stopped leak.

Sub Division : 036      MR Route : F14      FA ID : 4885810679

Account # : 4885810000      Customer Name: REINHART, MARIA      Phone #: (727) 947-4506

Address : 1942 HESS DR      CSR: Lyn Paulk      Operator : Stephen Habrey

Entry Date : 7/10/2008 1:50:32PM      SO Type: M-SIO      Request Type: General Investigation

Instructions : Customer called saying her water smells. Please check why it smells and reread meter. Customer thinks it was misread. Tag door with your findings.

Due Date : 7/11/2008 12:00:00AM      Resolution Date : 7/11/2008 10:00:00AM      FA Status: Completed

Resolution : Spoke with customer told her no leak passing thru meter. She said the water doesn't smell today. Customer is satisfied with findings.

Sub Division : 036      MR Route : F14      FA ID : 5017000799

Account # : 9260699322      Customer Name: Brown, Rita A      Phone #: (727) 937-0230

Address : 2102 HOLIDAY DR      CSR: Kimberly Bennett      Operator : Keith Schneider

Entry Date : 11/25/2008 2:19:42PM      SO Type: M-SIO      Request Type: General Investigation

Instructions : Please reread meter for billing.

Due Date : 11/26/2008 12:00:00AM      Resolution Date : 11/26/2008 12:00:00AM      FA Status: Completed

Resolution : No access. Tagged door, fence.

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Sub Division : 036 MR Route : F14 FA ID : 5097810704  
Account # : 5097810000 Customer Name: FREDETTE, MICHAEL T Phone #: (727) 947-3450  
Address : 4324 MORLOCK LN CSR: Lyn Paulk Operator : Jeffrey Finehirsh  
Entry Date : 10/14/2008 10:02:29AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to brown water. Paged Steve H.  
Due Date : 10/14/2008 12:00:00AM Resolution Date : 10/14/2008 10:00:00AM FA Status: Completed  
Resolution : CLI2-1.8 Spoke with customer and the customer is satisfied with the findings.

Sub Division : 036 MR Route : F14 FA ID : 5189000161  
Account # : 5189000000 Customer Name: BROWN SR, KENNETH Phone #: (727) 937-5689  
Address : 4019 IRONWARE DR CSR: Leanne Loeffel Operator : Stephen Habrey  
Entry Date : 12/10/2008 7:38:08AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called and stated the water was off. Please turn on water if needed. Customer is there to sign waiver.  
Paged to Steve H.  
Due Date : 12/10/2008 6:00:00PM Resolution Date : 12/10/2008 8:52:00AM FA Status: Completed  
Resolution : Turned on. Customer signed yellow tag

Sub Division : 036 MR Route : F14 FA ID : 5276810039  
Account # : 5276810000 Customer Name: NEVILLE, MICHAEL Phone #: (727) 326-7545  
Address : 1836 ORANGE DR CSR: Lyn Paulk Operator : Keith Schneider  
Entry Date : 12/3/2008 10:42:48AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to report a leak at the meter. Check for leak and repair as necessary.  
Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired packing.

Sub Division : 036 MR Route : F14 FA ID : 5537810220  
Account # : 5537810000 Customer Name: SWINGLE, TED C Phone #: (405) 255-7386  
Address : 4305 KIBLER LN CSR: Florida Temp 2 Operator : Jeffrey Finehirsh  
Entry Date : 10/14/2008 11:31:06AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer was out of town for a few weeks and says meter has been changed without his knowledge or consent?  
Please check if new meter and confirm meter number on record. 10/14/08  
Due Date : 10/15/2008 12:00:00AM Resolution Date : 10/15/2008 10:45:00AM FA Status: Completed  
Resolution : Meter is where it has always been, serial number is also same as on file.

Sub Division : 036 MR Route : F14 FA ID : 5652000734  
Account # : 8747542886 Customer Name: Newman, Carena Phone #: (727) 935-5265  
Address : 2025 PLEASURE DR CSR: Florida Temp 2 Operator : Stephen Habrey  
Entry Date : 7/29/2008 8:25:47AM SO Type: M-SIO Request Type: No Water  
Instructions : Customer called to say water is off. Paged Steve H. 7/29/08  
Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/29/2008 10:41:00AM FA Status: Completed

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Resolution : Valve below meter turned off. Turned back on.

Sub Division : 036 MR Route : F14 FA ID : 6069000866  
Account # : 6069000000 Customer Name: BEROTAKADSO, MUNGED Phone #: (727) 656-4624  
Address : 4109 CHESSWOOD DR CSR: Isabel Ceballos Operator : Anthony Cardinal  
Entry Date : 9/18/2008 11:14:34AM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer has brown water. Paged Tony C.  
Due Date : 9/18/2008 12:00:00AM Resolution Date : 9/19/2008 3:30:00PM FA Status: Completed  
Resolution : Spoke with customer. Water is clear.

Sub Division : 036 MR Route : F14 FA ID : 6120000052  
Account # : 6120000000 Customer Name: BONCEK, JOHN M Phone #: (727) 569-7345  
Address : 1919 SHADY COVE DR CSR: Jacqueline Sillitoe Operator : Stephen Habrey  
Entry Date : 6/24/2008 11:56:40AM SO Type: M-SIO Request Type: No Water  
Instructions : Customer has no water. Dispatched to Steve H 06/24/08  
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 1:20:00PM FA Status: Completed  
Resolution : Customer shut meter valve off. Turned back on.

Sub Division : 036 MR Route : F14 FA ID : 6178810282  
Account # : 6178810000 Customer Name: SANDBERG, ARLEEN J Phone #: (727) 781-1945  
Address : 1833 LULLABY DR CSR: Isabel Ceballos Operator : Jeffrey Finehirsh  
Entry Date : 12/29/2008 12:07:58PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer said we tried to turn off her address in error, and the guy that came out used a big wrench and caused a leak here. Please check out. Paged Steve H. It was on Pleasure Dr. not Lullaby per the customer.  
Due Date : 12/30/2008 6:00:00PM Resolution Date : 12/30/2008 10:00:00AM FA Status: Completed  
Resolution : Leaking packing nut tightened, stopping leak.

Sub Division : 036 MR Route : F14 FA ID : 6179000737  
Account # : 6179000000 Customer Name: GENDRON, RONALD Phone #: (727) 942-9112  
Address : 4042 CHESSWOOD DR CSR: Kimberly Bennett Operator : Stephen Habrey  
Entry Date : 8/11/2008 8:47:25AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Obtain meter reading and check to see if meter is working.  
Due Date : 8/11/2008 12:00:00AM Resolution Date : 8/11/2008 11:30:00AM FA Status: Completed  
Resolution : Meter is stuck. Send a F/A to change out.

Sub Division : 036 MR Route : F14 FA ID : 6202000326  
Account # : 6202000000 Customer Name: MALICOTE, JAMES Phone #:  
Address : 4114 BUENA VISTA LN CSR: Lorie Mayeski Operator : Keith Schneider  
Entry Date : 12/31/2008 10:29:01AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer stated that water was leaking heavily out of meter box. 12-31-08

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Due Date : 12/31/2008 6:00:00PM Resolution Date : 12/31/2008 12:00:00AM FA Status: Completed

Resolution : Tighten packing, stopped leak.

Sub Division : 036 MR Route : F14 FA ID : 6361000284  
Account # : 6361000000 Customer Name: SONNENBERG, ROBERT Phone #: (727) 934-1628  
Address : 1748 SPECK DR CSR: Leanne Loeffel Operator : Jeffrey Finehirsh  
Entry Date : 12/22/2008 11:27:49AM SO Type: M-SIO Request Type: General Investigation

Instructions : Neighbors water meter box is in this customer's yard and below grade level, it is a safety hazard and needs to be replaced. Please repair/replace meter box and area.

Due Date : 12/23/2008 6:00:00PM Resolution Date : 12/23/2008 10:00:00AM FA Status: Completed

Resolution : Raised meter box and filled in hole.

Sub Division : 036 MR Route : F14 FA ID : 6867810168  
Account # : 9680455788 Customer Name: HOLBROOKS, JEFFREY Phone #: (727) 453-2006  
Address : 4315 MORLOCK LN CSR: Isabel Ceballos Operator : Stephen Habrey  
Entry Date : 9/5/2008 2:30:00PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions : Customer's meter is in neighbor's backyard and would like to have meter moved to his yard. He had a leak here and did not know about it because of where meter is. Can this meter be relocated? Please advise. Tag door.

Due Date : 9/8/2008 12:00:00AM Resolution Date : 9/8/2008 12:17:00PM FA Status: Completed

Resolution : Spoke with customer and told him we can move meter if he pays for it. The meter is on our easement. He wants to speak to the Area Manager about this.

Sub Division : 036 MR Route : F14 FA ID : 7152000009  
Account # : 7152000000 Customer Name: KOZAK, ROBIN Phone #: (727) 942-8211  
Address : 2051 PLEASURE DR CSR: Leanne Loeffel Operator : Keith Schneider  
Entry Date : 11/6/2008 11:42:08AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called and has water shooting out of the ground near the meter box. The water is hitting his electrical box. Please check it out. Paged to Steve H.

Due Date : 11/6/2008 6:00:00PM Resolution Date : 11/6/2008 12:00:00AM FA Status: Completed

Resolution : Repaired by KBH.

Sub Division : 036 MR Route : F14 FA ID : 7240000423  
Account # : 8240000000 Customer Name: SWANSON, CHARLES W Phone #: (727) 277-8255  
Address : 1811 SHADY COVE DR CSR: Matthew Chandler Operator : Keith Schneider  
Entry Date : 12/3/2008 2:08:13PM SO Type: M-SIO Request Type: Water Service Line Break

Instructions : Customer reported a leak at the meter. Please investigate. Customer has the meter turned off due to the leak. Tag the door with findings.

Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 12:00:00AM FA Status: Completed

Resolution : Leak is on customer's side of meter.

Sub Division : 036 MR Route : F14 FA ID : 7527810058  
Account # : 7527810000 Customer Name: BURATTI, AMANDA Phone #: (727) 943-1071

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Address : 4345 KIBLER LN CSR: Ferrellyn Trovinger Operator : Stephen Habrey  
Entry Date : 6/12/2008 4:27:30PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer called after hours complaining of meter leaking. Paged to Keith by dispatcher.  
Due Date : 6/12/2008 12:00:00AM Resolution Date : 6/12/2008 5:20:00PM FA Status: Completed  
Resolution : Leak was before meter. Repaired.

Sub Division : 036 MR Route : F14 FA ID : 7527810634  
Account # : 7527810000 Customer Name: BURATTI, AMANDA Phone #: (727) 943-1071  
Address : 4345 KIBLER LN CSR: Isabel Ceballos Operator : Anthony Cardinal  
Entry Date : 6/20/2008 12:01:54PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer says line under or by meter leaking again. Paged Tony C.  
Due Date : 6/20/2008 12:00:00AM Resolution Date : 6/20/2008 1:30:00PM FA Status: Completed  
Resolution : Water leaking through meter, need to adjust billing. Called KBH to repair.

Sub Division : 036 MR Route : F14 FA ID : 7817000078  
Account # : 7817000000 Customer Name: CHESNEY, CHRIS J Phone #: (727) 644-2815  
Address : 2134 MELODY DR CSR: Lyn Paulk Operator : Stephen Habrey  
Entry Date : 9/4/2008 3:09:29PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called demanding a new valve be installed so he can turn off the water when he has a leak. Asked the Area Manager to call customer.  
Due Date : 9/5/2008 12:00:00AM Resolution Date : 9/5/2008 10:10:00AM FA Status: Completed  
Resolution : Repaired shut off valve and called customer and left message to let him know

Sub Division : 036 MR Route : F14 FA ID : 7817000181  
Account # : 7817000000 Customer Name: CHESNEY, CHRIS J Phone #: (727) 644-2815  
Address : 2134 MELODY DR CSR: Florida Temp 2 Operator : Jeffrey Finehirsh  
Entry Date : 8/27/2008 2:41:45PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer requested turn off during leak repairs and also valve is old and will not work. 8/27/08  
Due Date : 8/28/2008 12:00:00AM Resolution Date : 8/28/2008 9:00:00AM FA Status: Completed  
Resolution : Turned off. Valve holds. Tagged door.

Sub Division : 036 MR Route : F14 FA ID : 8135000408  
Account # : 8135000000 Customer Name: JOHNSTONE, RONALD Phone #: (727) 942-7511  
Address : 2004 ORANGE DR CSR: Leanne Loeffel Operator : Jeffrey Finehirsh  
Entry Date : 12/17/2008 9:41:21AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Please check out water pressure, customer called and said they had just a dribble. They just got into town from Canada. Paged to Keith S.  
Due Date : 12/17/2008 6:00:00PM Resolution Date : 12/17/2008 9:13:00AM FA Status: Completed  
Resolution : Opened the valve.

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Sub Division : 036 MR Route : F14 FA ID : 8431000426  
Account # : 8431000000 Customer Name: FENIMORE, JENNIE Phone #: (727) 376-1781  
Address : 1934 SPECK DR CSR: Matthew Chandler Operator : Anthony Cardinal  
Entry Date : 12/19/2008 7:45:25AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Neighbor called in a leak at this address. It is pouring out from under the trailer. Please investigate. Paged to Tony C.  
Due Date : 12/19/2008 6:00:00PM Resolution Date : 12/19/2008 1:30:00PM FA Status: Completed  
Resolution : Leak after meter. Turned off valve at meter. Tagged door with findings.

Sub Division : 036 MR Route : F14 FA ID : 9028810230  
Account # : 9028810000 Customer Name: SAVITSKIY, VADIM Phone #: (727) 385-5585  
Address : 1916 LULLABY DR CSR: Kimberly Bennett Operator : Jeffrey Finehirsh  
Entry Date : 10/13/2008 2:59:53PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to possible leak at meter. Inform customer of findings. Paged to Tony C.  
Due Date : 10/13/2008 12:00:00AM Resolution Date : 10/14/2008 9:30:00AM FA Status: Completed  
Resolution : Broken packing nut. Dispatched KBH to relocate meter.

Sub Division : 036 MR Route : F14 FA ID : 9068810837  
Account # : 9060347922 Customer Name: SWINGLE, PAUL Phone #: (740) 704-6048  
Address : 1909 LULLABY DR CSR: Leanne Loeffel Operator : Jeffrey Finehirsh  
Entry Date : 12/15/2008 8:13:14AM SO Type: M-SIO Request Type: General Investigation  
Instructions : New customer, noticed valve leaking. Please repair/replace valve.  
Due Date : 12/16/2008 6:00:00PM Resolution Date : 12/16/2008 10:00:00AM FA Status: Completed  
Resolution : Tightened packing nut, stopped leak.

Sub Division : 036 MR Route : F14 FA ID : 9284000964  
Account # : 9284000000 Customer Name: SMITH, WILLARD Phone #: (727) 937-6221  
Address : 2014 LULLABY DR CSR: Lyn Paulk Operator : Jeffrey Finehirsh  
Entry Date : 10/29/2008 8:48:06AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to report a hole was left when her meter was replaced. Customer wants the hole filled in because she fell into it yesterday and is afraid someone will be hurt.  
Due Date : 10/30/2008 6:00:00PM Resolution Date : 10/30/2008 9:30:00AM FA Status: Completed  
Resolution : Filled in hole next to meter box.

Sub Division : 036 MR Route : F14 FA ID : 9303000485  
Account # : 9303000000 Customer Name: LAWTER, JAMES C Phone #: (877) 247-4883  
Address : 2035 SHADY COVE DR CSR: Lyn Paulk Operator : Stephen Habrey  
Entry Date : 9/3/2008 3:52:57PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called wanting the meter checked to insure it is registering correctly. Reread and check meter. Tag door with findings.

**Pasco County – Buena Vista Traylor Park  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Due Date : 9/4/2008 12:00:00AM Resolution Date : 9/4/2008 9:00:00AM FA Status: Completed  
Resolution : Meter works fine. Tagged door with findings.

Sub Division : 036 MR Route : F14 FA ID : 9768000371  
Account # : 9768000000 Customer Name: KUNST, RICHARD Phone #: (727) 937-7795  
Address : 4102 DARLINGTON RD CSR: Matthew Chandler Operator : Stephen Habrey  
Entry Date : 6/2/2008 12:53:40PM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer called in complaining of yellow water. Please check out. Paged Steve H.  
Due Date : 6/2/2008 12:00:00AM Resolution Date : 6/3/2008 8:10:00AM FA Status: Completed  
Resolution : Water clear at outside hose bib.

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**Pasco County – Summertree**  
**Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION :. 00626  
ROUTE :. 2  
SERVICE ORDER# :. 268264  
ACCOUNT# :. 006260023811  
CUSTOMER NAME :. SURIANI, PAULINE  
SERVICE ADDRESS:. 11630 HOLLY ANN DR  
EDATE :. 02/14/08  
TYPE :. 29  
COMMENT :. Customer calling with brown water. Paged to Tony C.  
RESOLUTION :. MR=451520 WATER IS GOOD ON OUR SIDE. CUSTOMER HAD PLUMBER  
DOING WORK IN HOUSE DAY BEFORE.  
RDATE :. 02/14/08

SUBDIVISION :. 00626  
ROUTE :. 2  
SERVICE ORDER# :. 279743  
ACCOUNT# :. 006260024031  
CUSTOMER NAME :. JAMES, PATRICIA C  
SERVICE ADDRESS:. 11639 FOXWORTH LN  
EDATE :. 03/24/08  
TYPE :. 29  
COMMENT :. Customer called in brown water. Please check it out. Paged  
Keith S.  
RESOLUTION :. R=233970 Flushed street water clear and clean.  
RDATE :. 03/24/08

SUBDIVISION :. 00626  
ROUTE :. 2  
SERVICE ORDER# :. 292375  
ACCOUNT# :. 006260024131  
CUSTOMER NAME :. PEERY, PATRICA  
SERVICE ADDRESS:. 11800 IVY WOOD PL  
EDATE :. 05/01/08  
TYPE :. 29  
COMMENT :. CUSTOMER CALLED REGARDING BLACK SLIME IN HER WATER. SHE WOULD  
LIKE SOMEONE TO CALL HER BACK. PAGED KEITH S  
RESOLUTION :. FLUSHED STREET. TALKED TO CUSTOMER.  
RDATE :. 05/01/08

SUBDIVISION :. 00626  
ROUTE :. 1  
SERVICE ORDER# :. 271410  
ACCOUNT# :. 006260070371  
CUSTOMER NAME :. JABLONSKI, DONNA R  
SERVICE ADDRESS:. 11459 GOLF ROUND DR  
EDATE :. 02/25/08  
TYPE :. 30  
COMMENT :. Customer has white flecks in water. Dispatched to Keith S.  
RESOLUTION :. Water was clear at hose bib.  
RDATE :. 02/25/08

SUBDIVISION :. 00626  
ROUTE :. 1  
SERVICE ORDER# :. 259927  
ACCOUNT# :. 006260081461  
CUSTOMER NAME :. ZOZZARO, THOMAS

**Pasco County – Summertree  
Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SERVICE ADDRESS:.. 11351 MERGANSER WAY  
 EDATE :.. 01/18/08  
 TYPE :.. 32  
 FOPER :..  
 COMMENT :.. Customer called due to water has odor. Please check out and inform customer of findings. Customer has contacted DEP due to problem that he has been having. Paged to Keith S. to see customer ASAP.  
 RESOLUTION :.. R=35390 Spoke to customer. Told customer that we will flush 3X per week. Total CL2 1.5 at hose bib no odor. Customer is okay with this.  
                   . Free CL2 0.2, Free ammonia 0.28. DEP contacted with findings.  
 RDATE :.. 01/18/08

SUBDIVISION :.. 00626  
 ROUTE :.. 2  
 SERVICE ORDER# :.. 271061  
 ACCOUNT# :.. 006260021023  
 CUSTOMER NAME :.. PETRIDIS, PATRICIA  
 SERVICE ADDRESS:.. 11813 LOBLOLLY PINE DR  
 EDATE :.. 02/25/08  
 TYPE :.. 32  
 COMMENT :.. Please check for odor in water. Customer says that cold water tap as well as hot water has a foul odor. Tag to advise of findings. Dispatched to Keith S.  
 RESOLUTION :.. Flushed Loblolly Pine. Talked to customer, odor gone.  
 RDATE :.. 02/25/08

SUBDIVISION :.. 00626  
 ROUTE :.. 1  
 SERVICE ORDER# :.. 274215  
 ACCOUNT# :.. 006260030011  
 CUSTOMER NAME :.. HOLIHAN, JAMES  
 SERVICE ADDRESS:.. 11419 CLEAR OAK CIR  
 EDATE :.. 03/04/08  
 TYPE :.. 32  
 COMMENT :.. Customer called due to the odor of her cold water. She said it smells like sewer water. Please check it out  
 RESOLUTION :.. Flushed street water clean and clear. No odor.TCL2 at house 2.5  
 RDATE :.. 03/05/08

SUBDIVISION :.. 00626  
 ROUTE :.. 1  
 SERVICE ORDER# :.. 296930  
 ACCOUNT# :.. 006260060911  
 CUSTOMER NAME :.. SCHEIFLA, LORRAINE A  
 SERVICE ADDRESS:.. 11150 CLEAR OAK CIR  
 EDATE :.. 05/15/08  
 TYPE :.. 32  
 COMMENT :.. Customer called. Odor and color in water. Paged to Steve H.  
 RESOLUTION :.. R=117020 WATER CLEAR AT HOUSE, SPOKE TO CUSTOMER. SHE IS OKAY  
 RDATE :.. 05/15/08

**Pasco County - Summertree**  
**Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION :. 00626  
ROUTE :. 2  
SERVICE ORDER# :. 283522  
ACCOUNT# :. 006260022631  
CUSTOMER NAME :. BEEMAN, KENNETH  
SERVICE ADDRESS:. 11741 WHITE ASH DR  
EDATE :. 04/04/08  
TYPE :. 36  
COMMENT :. CUSTOMER'S HOA CALLED TO REPORT SEWER BACK UP IN HOME AND  
PLUMBER IS THERE 1:48 PM. CONTACT PERSON KEN BEEMAN - PH# 727-  
856-9254.  
. PAGED TO STEVE H.  
RESOLUTION :. IT WAS THE CUSTOMER'S PROBLEM, OPERATOR SPOKE WITH CUSTOMER.  
RDATE :. 04/04/08

SUBDIVISION :. 00626  
ROUTE :. 1  
SERVICE ORDER# :. 255360  
ACCOUNT# :. 006260030311  
CUSTOMER NAME :. VAUGHN, ALEX  
SERVICE ADDRESS:. 11442 SINATRA CT  
EDATE :. 01/04/08  
TYPE :. 38  
COMMENT :. CUSTOMER CALLED DUE TO TOILETS GURGLING AND WASHING MACHINE  
DRAIN MAKING ALL KINDS OF NOISE. POSSIBLY BACKING UP. PAGED  
KEITH  
RESOLUTION :. R=194840 SEWER LINE PLUGGED BETWEEN HOME & STREET, CUSTOMER  
CALLED PLUMBER.  
RDATE :. 01/04/08

SUBDIVISION :. 00626  
ROUTE :. 1  
SERVICE ORDER# :. 261922  
ACCOUNT# :. 006260080051  
CUSTOMER NAME :. ANTUNEZ, SARAH F  
SERVICE ADDRESS:. 11304 MOLLYMAWK CT  
EDATE :. 01/24/08  
TYPE :. 39  
COMMENT :. 1/24/08 - CUSTOMER CALLED AFTER HOURS BECAUSE L/S #5 ALARM  
. GOING OFF. PAGED TO ONCALL, PLEASE RESOLVE.  
RESOLUTION :. REST BREAKERS. L/S OKAY  
RDATE :. 01/25/08

SUBDIVISION :. 00626  
ROUTE :. 1  
SERVICE ORDER# :. 261923  
ACCOUNT# :. 006260061531  
CUSTOMER NAME :. KRANICK, EDWARD J  
SERVICE ADDRESS:. 11348 WINDSTAR CT  
EDATE :. 01/24/08  
TYPE :. 39  
COMMENT :. 1/24/08 CUSTOMER CALLED THE ANSWERING SERVICE DUE TO L/S  
BUZZING. PAGED TO ONCALL  
RESOLUTION :. RESET BREAKER. L/S OKAY  
RDATE :. 01/25/08

**Pasco County - Summertree  
Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION :. 00626  
ROUTE :. 1  
SERVICE ORDER# :. 269345  
ACCOUNT# :. 006260070111  
CUSTOMER NAME :. FINLEY, JOHN  
SERVICE ADDRESS:. 11314 GOLF ROUND DR  
EDATE :. 02/18/08  
TYPE :. 39  
COMMENT :. 2/16/08 CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURS DUE  
TO LIFT STATION RED SIGNS PUT UP THAT ARE UNSIGHTLY. PLEASE  
CALL CUST.  
RESOLUTION :. MOVED SIGN 9.5" TO THE LEFT  
RDATE :. 02/16/08

SUBDIVISION :. 00626  
ROUTE :. 2  
SERVICE ORDER# :. 272480  
ACCOUNT# :. 006260020842  
CUSTOMER NAME :. STALL, ROBERT  
SERVICE ADDRESS:. 11637 COCOWOOD DR  
EDATE :. 02/27/08  
TYPE :. 39  
COMMENT :. 2/25/08 - L/S ALARM GOING OFF - CUSTOMER CALLED THIS INTO THE  
ANSWERING SERVICE. PAGED TO ONCALL. PLEASE RESOLVE.  
RESOLUTION :. THIS WAS WELL 13 ALARM. REPAIRED  
RDATE :. 02/28/08

SUBDIVISION :. 00626  
ROUTE :. 2  
SERVICE ORDER# :. 255153  
ACCOUNT# :. 006260022421  
CUSTOMER NAME :. SULLIVAN, MARY  
SERVICE ADDRESS:. 11600 ENGLISH ELM DR  
EDATE :. 01/03/08  
TYPE :. 43  
COMMENT :. CUSTOMER REPORTED HAVING NO WATER. PAGED KEITH.  
RESOLUTION :. 1/3/08 READ 423520. WATER SHUT OFF AT METER BECAUSE OFF  
BROKEN LINE ON WATER SOFTNER. SOFTNER BY PASSED WATER ON  
RDATE :. 01/03/08

**Pasco County - Summertree  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 414 MR Route: F29 FA ID : 0037410931  
 Account # : 0037410000 Customer Name: UBBEN, DELORES Phone #: (727) 856-6242  
 Address : 11401 MERGANSER WAY CSR: Kimberly Bennett Operator: Keith Schneider  
 Entry Date : 8/8/2008 2:00:29PM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
 Instructions : 7/31/08 – Customer called due to water in box. Check to see if lid is installed. Paged to Keith S.  
 Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/11/2008 12:00:00AM FA Status: Completed  
 Resolution : Water in box was rainwater. Box lid replaced.

Sub Division : 414 MR Route: F29 FA ID : 0056800022  
 Account # : 0056800000 Customer Name: FALKINER, CARL Phone #:  
 Address : 11816 WAX MYRTLE CT CSR: Lorie Mayeski Operator: Keith Schneider  
 Entry Date : 8/26/2008 12:11:58PM SO Type: M-SIO Request Type: General Investigation  
 Instructions : Customer called concerned that pieces of "goo" floating in water. Needs someone to come by to test water coming into home. Could you notify homeowner, Margaret Falkner at 727-856-4177 just before you arrive? 8/26/08  
 Due Date : 8/27/2008 12:00:00AM Resolution Date : 8/27/2008 12:00:00AM FA Status: Completed  
 Resolution : Need refrigerator filter replaced.

Sub Division : 414 MR Route: F29 FA ID : 0089800872  
 Account # : 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271  
 Address : 11800 IVY WOOD PL CSR: Florida Temp 2 Operator: Anthony Cardinal  
 Entry Date : 9/29/2008 7:23:48AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions : Customer called to say very strong chlorine smell and black particles in her water. 9/29/08  
 Due Date : 9/30/2008 12:00:00AM Resolution Date : 10/1/2008 11:00:00AM FA Status: Completed  
 Resolution : Water ok. Talked with customer.

Sub Division : 414 MR Route: F29 FA ID : 0396700939  
 Account # : 0396700000 Customer Name: CHOTINER, ESTHER Phone #: (727) 856-1786  
 Address : 12032 BOYNTON LN CSR: Florida Temp 2 Operator: Keith Schneider  
 Entry Date : 8/4/2008 9:42:25AM SO Type: M-SIO Request Type: General Investigation  
 Instructions : Customer says the meter is leaking. Please check meter. 8/4/08  
 Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/5/2008 12:00:00AM FA Status: Completed  
 Resolution : Checked meter, no leaks found.

Sub Division : 414 MR Route: F29 FA ID : 0495410825  
 Account # : 0495410000 Customer Name: NICHOLLS, JONATHAN W Phone #: (727) 264-6704  
 Address : 11022 KISKADEE CIR CSR: Isabel Ceballos Operator: Anthony Cardinal  
 Entry Date : 10/16/2008 9:22:55AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
 Instructions : Customer is complaining of sulphur smell in the water. She does have a water softener.  
 Due Date : 10/16/2008 12:00:00AM Resolution Date : 10/16/2008 1:37:00PM FA Status: Completed

**Pasco County - Summertree**  
**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Resolution : Flush line. No smell now.

Sub Division : 414 MR Route: F29 FA ID : 0508800148  
Account # : 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537  
Address : 11643 WHITE ASH DR CSR: Leanne Loeffel Operator: Keith Schneider  
Entry Date : 12/5/2008 11:25:06AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called complaining of green stains in bathroom sink and toothbrushes. He is using a water softener. Please check his water and see if it is our issue. Knock on door to talk to customer.  
Due Date : 12/8/2008 6:00:00PM Resolution Date : 12/8/2008 12:00:00AM FA Status: Completed  
Resolution : CL2 2.0, clean and clear. Spoke with customer.

Sub Division : 414 MR Route: F29 FA ID : 0516700644  
Account # : 0516700000 Customer Name: DANE, EVA C Phone #: (727) 856-6835  
Address : 11837 CARISSA LN CSR: Jacqueline Sillitoe Operator: Anthony Cardinal  
Entry Date : 9/29/2008 1:19:02PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to request a new meter be installed because her condo manager said that it was a faulty meter. Please check meter/read/leaks and tag door to advise of findings. 09/29  
Due Date : 9/30/2008 12:00:00AM Resolution Date : 10/1/2008 2:00:00PM FA Status: Completed  
Resolution : Checked and found meter not working. Informed customer of findings.

Sub Division : 414 MR Route: F29 FA ID : 0528700951  
Account # : 0528700000 Customer Name: MILES, CATHERINE J Phone #: (727) 364-6957  
Address : 11821 BOYNTON LN CSR: Isabel Ceballos Operator: Keith Schneider  
Entry Date : 9/19/2008 9:42:35AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says that valve at meter is leaking again. The repair that was done in August didn't work for very long.  
Due Date : 9/22/2008 12:00:00AM Resolution Date : 9/22/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired valve. This valve is on our side of the meter and the customer is not to use this. He wants to set up a time when we can shut off the water and he can have a valve installed on his side.

Sub Division : 414 MR Route: F29 FA ID : 0528700043  
Account # : 0528700000 Customer Name: MILES, CATHERINE J Phone #: (727) 364-6957  
Address : 11821 BOYNTON LN CSR: Lyn Paulk Operator: Keith Schneider  
Entry Date : 8/4/2008 11:31:21AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please check for a leak at the meter and repair as necessary.  
Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/5/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired leak, tightened packing.

Sub Division : 414 MR Route: F29 FA ID : 0997800242  
Account # : 0997800000 Customer Name: BARR, JAMES A Phone #: (727) 856-3458  
Address : 11606 GOLDEN RAIN DR CSR: Jacqueline Sillitoe Operator: Anthony Cardinal  
Entry Date : 11/5/2008 7:50:43AM SO Type: M-SIO Request Type: General Investigation

**Pasco County - Summertree**  
**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Instructions : Please clean out meter box. Full of mud, dirt per the customer. Customer states that meter was not read properly in previous months.

Due Date : 11/6/2008 12:00:00AM Resolution Date : 11/6/2008 11:06:00AM FA Status: Completed

Resolution : Box/maintenance.

Sub Division : 414 MR Route: F29 FA ID : 1237800320  
Account # : 1237800000 Customer Name: WILKINS, KENNETH A Phone #: (727) 856-6612  
Address : 11533 ROSE TREE DR CSR: Matthew Chandler Operator: Keith Schneider  
Entry Date : 8/4/2008 8:05:28AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions : Customer called in to report a line break before the meter. Paged to Keith S.

Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/4/2008 12:00:00AM FA Status: Completed

Resolution : Break repaired by kbh.

Sub Division : 414 MR Route: F29 FA ID : 1237800414  
Account # : 1237800000 Customer Name: WILKINS, KENNETH A Phone #: (727) 856-6612  
Address : 11533 ROSE TREE DR CSR: Matthew Chandler Operator: Stephen Habrey  
Entry Date : 12/29/2008 10:11:32AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions : Customer called out a large leak at the meter. Paged to Steve H.

Due Date : 12/29/2008 6:00:00PM Resolution Date : 12/29/2008 1:30:00PM FA Status: Completed

Resolution : Leak before meter. Repaired by KBH.

Sub Division : 414 MR Route: F29 FA ID : 1486700002  
Account # : 1486700000 Customer Name: MCDERMOTT, THOMAS Phone #: (727) 856-2336  
Address : 12104 BOYNTON LN CSR: Lyn Paulk Operator: Anthony Cardinal  
Entry Date : 10/15/2008 2:26:54PM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called due to a leak at the meter. Check for leak and repair as necessary. Tag door to inform customer of your findings.

Due Date : 10/16/2008 12:00:00AM Resolution Date : 10/16/2008 1:12:00PM FA Status: Completed

Resolution : No leak in site. Tagged door.

Sub Division : 414 MR Route: FA ID : 1699810837  
Account # : 1699810000 Customer Name: 414 Summertree Phone #:  
Address : 414 Summertree CSR: Matthew Chandler Operator: Anthony Cardinal  
Entry Date : 7/1/2008 1:05:18PM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called in water line break at lot 14 Kiskidee CR. Paged to Tony C

Due Date : 7/1/2008 12:00:00AM Resolution Date : 7/1/2008 3:45:00PM FA Status: Completed

Resolution : Irrigation line, not UI's water line. tc

Sub Division : 414 MR Route: FA ID : 1699810878  
Account # : 1699810000 Customer Name: 414 Summertree Phone #:





**Pasco County - Summertree**  
**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 414 MR Route: F29 FA ID : 1929800339  
Account # : 1929800000 Customer Name: VECERE, MAUREEN Phone #: (727) 856-7898  
Address : 11723 FOXWORTH LN CSR: Kimberly Bennett Operator: Anthony Cardinal  
Entry Date : 11/18/2008 1:17:11PM SO Type: M-SIO Request Type: General Investigation  
Instructions : 11/16/08 Customer called after hours due to sewer back up. Paged to 'on call'. Please resolve.  
Due Date : 11/19/2008 6:00:00PM Resolution Date : 11/19/2008 11:05:00AM FA Status: Completed  
Resolution : Keith responded to after hours call. Back up was on customer's side.

Sub Division : 414MR Route:F29FA ID :2016310977  
Account # : 2016310000 Customer Name: SCHENCK, THERESA Phone #: (727) 856-9518  
Address : 12147 PUTTER GREEN CT CSR: Lyn Paulk Operator: Keith Schneider  
Entry Date : 8/7/2008 10:48:02AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to yellow water and it also smells like rotten eggs. Please flush the lines  
Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/8/2008 12:00:00AM FA Status: Completed  
Resolution : Flushed line. Approximately 5,000 gallons CL2 2.0

Sub Division :414MR Route:F29FA ID :2279700610  
Account # : 2279700000 Customer Name: FLANAGAN, MARILYN Phone #: (727) 856-4103  
Address : 11837 BAYONET LN CSR: Elise Christian Operator: Anthony Cardinal  
Entry Date : 10/8/2008 6:35:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer wrote letter to office about bad quality, odor, etc. in the water. Letter was referred to Mike W. Please check the water quality at residence. Notify customer that you are there. Call Mike W. with findings and include in comments on resolution.  
Due Date : 10/8/2008 12:00:00AM Resolution Date : 10/8/2008 12:00:00AM FA Status: Completed  
Resolution : Spoke with customer/complaining about water bill and said lab reports say water is undrinkable for last 2yrs.

Sub Division : 414 MR Route: F29 FA ID : 2296210706  
Account # : 2296210000 Customer Name: RYAN, ROBERT J Phone #: (727) 856-2203  
Address : 11436 WINDSTAR CT CSR: Ferrellyn Trovinger Operator: Keith Schneider  
Entry Date : 8/25/2008 12:05:05PM SO Type: M-SIO Request Type: Mineral Amount in Water  
Instructions : Customer complaining of sludge in toilet tanks. He says we have not been flushing his area of the neighborhood. He said he had a full house softener system installed.  
Due Date : 8/25/2008 12:00:00AM Resolution Date : 8/25/2008 12:00:00AM FA Status: Completed  
Resolution : Flushed street. Talked with customer.

Sub Division : 414 MR Route: F29 FA ID : 2927800642  
Account # : 2927800000 Customer Name: CONWAY, ALICE Phone #: (813) 856-3131  
Address : 11521 ROSE TREE DR CSR: Lorie Mayeski Operator: Stephen Habrey  
Entry Date : 10/20/2008 8:30:48AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called. Has been gone since June 08. Last bills shows usage of water and wastewater. Please reread meter. Check leak indicator and for leaks in and around meter. Leave thorough comments so office can contact homeowner.

**Pasco County - Summertree  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Due Date : 10/20/2008 11:59:00PM Resolution Date : 10/20/2008 11:45:00AM FA Status: Completed

Resolution : Found water hose outlet running. Turned off all the way. No other leak at site.

Sub Division : 414 MR Route: F29 FA ID : 2976800133  
Account # : 2976800000 Customer Name: PETRIDIS, PATRICIA Phone #: (727) 856-7635  
Address : 11813 LOBLOLLY PINE DR CSR: Lyn Paulk Operator: Keith Schneider  
Entry Date : 7/8/2008 9:35:43AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called saying her water is brown. I paged Keith S. and they are not flushing. Keith said he will go check it out.

Due Date : 7/8/2008 12:00:00AM Resolution Date : 7/8/2008 12:00:00AM FA Status: Completed

Resolution : Brown water had cleared on arrival. Spoke with customer, flushed street.

Sub Division : 414 MR Route: F29 FA ID : 2985410641  
Account # : 2985410000 Customer Name: ANTUNEZ, SARAH F Phone #: (727) 856-5391  
Address : 11304 MOLLYMAWK CT CSR: Kimberly Bennett Operator: Keith Schneider  
Entry Date : 6/19/2008 10:13:38AM SO Type: M-SIO Request Type: General Investigation

Instructions : 6/15/08 Customer called after hours due to L/S alarm going off. Paged to 'on call'.

Due Date : 6/19/2008 12:00:00AM Resolution Date : 6/19/2008 12:00:00AM FA Status: Completed

Resolution : Called out to lift station for high flow during rain storm.

Sub Division : 414 MR Route: F29 FA ID : 3327700900  
Account # : 3327700000 Customer Name: WARNER, FREDRICK Phone #: (574) 277-2751  
Address : 11832 CARISSA LN CSR: Jacqueline Sillitoe Operator: Anthony Cardinal  
Entry Date : 10/6/2008 3:28:25PM SO Type: M-SIO Request Type: General Investigation

Instructions : Please read and check meter valve. Customer says it is broken. Repair. 10/06

Due Date : 10/7/2008 12:00:00AM Resolution Date : 10/8/2008 11:50:00AM FA Status: Completed

Resolution : Valve holds and works. Tag door with findings and work done.

Sub Division : 414 MR Route: F29 FA ID : 3456800763  
Account # : 3456800000 Customer Name: GRAY, ROBERT Phone #: (732) 566-7771  
Address : 11726 ALDERWOOD DR CSR: Isabel Ceballos Operator: Anthony Cardinal  
Entry Date : 12/11/2008 2:17:42PM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer says glass on meter is very foggy and scratched and can't be read. Wants to know if glass can be replaced?

Due Date : 12/12/2008 6:00:00PM Resolution Date : 12/12/2008 10:45:00AM FA Status: Completed

Resolution : Glass is fogged and scratched up. Hard to read and we can not change glass. Meter would have to be changed out; request meter exchange.

Sub Division : 414 MR Route: F29 FA ID : 4146800104  
Account # : 4146800000 Customer Name: SCHEIBLEIN, WILLIAM Phone #: (727) 856-5472  
Address : 11815 WAX MYRTLE CT CSR: Kimberly Bennett Operator: Anthony Cardinal

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Entry Date : 9/2/2008 11:13:18AM SO Type: M-SIO Request Type: General Investigation

Instructions : Joann with HOA called due to leak before meter.

Due Date : 9/2/2008 12:00:00AM Resolution Date : 9/6/2008 12:00:00AM FA Status: Completed

Resolution : KBH repaired leak before meter on 9/5/08.

Sub Division : 414 MR Route: F29 FA ID : 4316800199

Account # : 4316800000 Customer Name: CUPELLI, RICHARD J Phone #: (727) 857-9742

Address : 11719 ALDERWOOD DR CSR: Leanne Loeffel Operator: Anthony Cardinal

Entry Date : 10/16/2008 1:16:19PM SO Type: M-SIO Request Type: General Investigation

Instructions : Please check out the flow of the meter, there is no water going to the house and service is not off. Please call Mr. Edwards before arrival 727-856-1218. Tab door if no one is available. 10/16/2008

Due Date : 10/17/2008 12:00:00AM Resolution Date : 10/17/2008 10:56:00AM FA Status: Completed

Resolution : Consumer has a bad valve on his side. Not a UI problem; notified consumer.

Sub Division : 414 MR Route: F29 FA ID : 4728700746

Account # : 4728700000 Customer Name: PIERRING, ARNOLD E Phone #: (260) 483-7441

Address : 11817 BOYNTON LN CSR: Kimberly Bennett Operator: Keith Schneider

Entry Date : 8/8/2008 2:51:16PM SO Type: M-SIO Request Type: Water Main Break

Instructions : 8/2/08 Customer called the answering service after hours due to water main break. Paged to 'on call'.

Due Date : 8/11/2008 12:00:00AM Resolution Date : 8/11/2008 12:00:00AM FA Status: Completed

Resolution : Water brake repaired by KBH.

Sub Division : 414 MR Route: F29 FA ID : 4737800478

Account # : 4737800000 Customer Name: HARRIS, WILLIAM J Phone #: (727) 856-1071

Address : 11611 ROSE TREE DR CSR: Lyn Paulk Operator: Keith Schneider

Entry Date : 10/3/2008 8:27:06AM SO Type: M-SIO Request Type: General Investigation

Instructions : A neighbor called to report a leak at the meter at this house. The customer is up north. Check for leak and repair if necessary. Paged to Steve H.

Due Date : 10/3/2008 12:00:00AM Resolution Date : 10/3/2008 12:00:00AM FA Status: Completed

Resolution : Repaired leak.

Sub Division : 414 MR Route: F29 FA ID : 4737800322

Account # : 4737800000 Customer Name: HARRIS, WILLIAM J Phone #: (727) 856-1071

Address : 11611 ROSE TREE DR CSR: Jacqueline Sillitoe Operator: Keith Schneider

Entry Date : 11/18/2008 8:25:09AM SO Type: M-SIO Request Type: General Investigation

Instructions : On 10/03/2008 there was a leak repaired by KS. Was the customer's usage affected? 40 and 20 gallons have appeared on his bill. Home is vacant and all prior usage is 0. Customer will call back 11/19 for response.

Due Date : 11/19/2008 12:00:00AM Resolution Date : 11/20/2008 12:00:00AM FA Status: Completed

Resolution : The leak was on our side. The customer lost no water.

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Sub Division : 414 MR Route: F29 FA ID : 4746800913  
Account # : 4746800000 Customer Name: TERRY, WARREN Phone #: (727) 379-9690  
Address : 11830 WAX MYRTLE CT CSR: Florida Temp 2 Operator: Anthony Cardinal  
Entry Date : 9/16/2008 10:10:56AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to say there is a leak at meter on our side.  
Due Date : 9/16/2008 12:00:00AM Resolution Date : 9/19/2008 12:30:00PM FA Status: Completed  
Resolution : KBH repaired leak on UI side.

Sub Division : 414 MR Route: F29 FA ID : 5665110219  
Account # : 6665110000 Customer Name: MACCHIA, JOHN M Phone #: (727) 857-9274  
Address : 12046 TOURNAMENT VIEW AVE CSR: Jacqueline Sillitoe Operator: Keith Schneider  
Entry Date : 7/9/2008 1:23:44PM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer has yellow discolored water. She has flushed the lines and it is still discolored. Dispatched FA to Steve H.  
Due Date : 7/9/2008 12:00:00AM Resolution Date : 7/9/2008 3:00:00PM FA Status: Completed  
Resolution :

Sub Division : 414 MR Route: F29 FA ID : 5665110609  
Account # : 6665110000 Customer Name: MACCHIA, JOHN M Phone #: (727) 857-9274  
Address : 12046 TOURNAMENT VIEW AVE CSR: Florida Temp 2 Operator: Anthony Cardinal  
Entry Date : 10/6/2008 10:16:45AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer called to say water smells and is very yellow. Customer is afraid to drink or wash clothes. Please check. 10/6/08  
Due Date : 10/7/2008 12:00:00AM Resolution Date : 10/7/2008 12:00:00AM FA Status: Completed  
Resolution : KO worked, flushed blow off/ tagged customer's door.

Sub Division : 414 MR Route: F29 FA ID : 5665110858  
Account # : 6665110000 Customer Name: MACCHIA, JOHN M Phone #: (727) 857-9274  
Address : 12046 TOURNAMENT VIEW AVE CSR: Matthew Chandler Operator: Keith Schneider  
Entry Date : 6/26/2008 1:00:55PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer is complaining of strong foul odor in water. Please check out and tag door.  
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 12:00:00AM FA Status: Completed  
Resolution : Flushed street, spoke with customer, water clean and clear, ci2 2.0.

Sub Division : 414 MR Route: F29 FA ID : 5675310058  
Account # : 5675310000 Customer Name: BALDELLI, HELEN Phone #: (727) 379-9362  
Address : 11412 GOLF ROUND DR CSR: Kimberly Bennett Operator: Anthony Cardinal  
Entry Date : 10/6/2008 2:50:00PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer called due to odor in water. Please inform customer of flushing.  
Due Date : 10/7/2008 12:00:00AM Resolution Date : 10/7/2008 12:00:00AM FA Status: Completed  
Resolution : KO worked/ flushed blow off. Left door tag informing customer of flushing.

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Sub Division : 414 MR Route: F29 FA ID : 5697800887  
Account # : 5697800000 Customer Name: CRAIG, ROBERT Phone #: (813) 961-7666  
Address : 11614 GOLDEN RAIN DR CSR: Kimberly Bennett Operator: Keith Schneider  
Entry Date : 9/29/2008 8:20:52AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please obtain reading and repair leak that is on our side of meter. Please inform office if anything passed through the meter if needed.  
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 12:00:00AM FA Status: Completed  
Resolution : Leak repaired by KBH.

Sub Division : 414 MR Route: F29 FA ID : 5819800816  
Account # : 5819800000 Customer Name: HARRIS, JUDITH Phone #: (727) 207-2307  
Address : 11547 HOLLY ANN DR CSR: Kimberly Bennett Operator: Stephen Habrey  
Entry Date : 10/3/2008 1:53:47PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : 09/25/08 - Customer called due to broken service line across street from home. (after hours call)  
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/6/2008 1:58:00PM FA Status: Completed  
Resolution : Found no broken service line across the street.

Sub Division : 414 MR Route: F29 FA ID : 5865310849  
Account # : 5865310000 Customer Name: LACROIX, DOROTHY Phone #: (727) 937-4884  
Address : 11346 GOLF ROUND DR CSR: Leanne Loeffel Operator: Anthony Cardinal  
Entry Date : 10/21/2008 3:55:26PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called and said that she couldn't get to the meter shut off because of the condition the meter is in. Please check it out and see if anything needs to be done. Tag door with info.  
Due Date : 10/22/2008 6:00:00PM Resolution Date : 10/22/2008 10:00:00AM FA Status: Completed  
Resolution : Reset meter box so that the shut off valve will be in the box.

Sub Division : 414 MR Route: F29 FA ID : 5996410615  
Account # : 5996410000 Customer Name: KARABAKK DEVELOPMENT CORP Phone #: (727) 645-6319  
Address : 11334 MERGANSER WAY CSR: Ferrellyn Trovinger Operator: Anthony Cardinal  
Entry Date : 9/26/2008 10:08:10AM SO Type: M-SIO Request Type: General Investigation  
Instructions : The read we got from the field indicates there is a new meter at this address. Please verify this meter number and the read.  
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/26/2008 12:50:00PM FA Status: Completed  
Resolution : Correct meter in box, meter #33072814.

Sub Division : 414 MR Route: F29 FA ID : 6050800585  
Account # : 6050800000 Customer Name: ADOLPH, KAREN Phone #: (727) 856-6172  
Address : 11649 BOYNTON LN CSR: Elise Christian Operator: Keith Schneider  
Entry Date : 7/29/2008 2:46:13PM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer sent email about dark lines on the washer tub and the poor quality of water. Please check quality of

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water and advise customer of findings. Please do in a.m. if possible. Tag residence with findings if customer is not home.

Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/31/2008 12:00:00AM FA Status: Completed

Resolution : Spoke with customer, flushed street.

Sub Division : 414 MR Route: F29 FA ID : 6107210880  
Account # : 6107210000 Customer Name: KRANICK, EDWARD J Phone #: (727) 857-2409  
Address : 11348 WINDSTAR CT CSR: Kimberly Bennett Operator: Anthony Cardinal  
Entry Date : 7/28/2008 2:07:18PM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Please obtain reading and flush hydrant due to odor in water per customer.

Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/29/2008 11:50:00AM FA Status: Completed

Resolution : Flushed 2" blow off at end of road; read meter.

Sub Division : 414 MR Route: F29 FA ID : 6246800612  
Account # : 6246800000 Customer Name: JANKOVIC, AMINADA Phone #: (516) 220-3279  
Address : 11819 WAX MYRTLE CT CSR: Jacqueline Sillitoe Operator: Anthony Cardinal  
Entry Date : 9/26/2008 8:51:06AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer says water still smells of rotten eggs and the flushing did not dissolve the odor. Dispatched to Tony C.

Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/26/2008 9:10:00AM FA Status: Completed

Resolution : Flushing hydrant/ found valve partially closed, left door tag.

Sub Division : 414 MR Route: F29 FA ID : 6246800501  
Account # : 6246800000 Customer Name: JANKOVIC, AMINADA Phone #: (516) 220-3279  
Address : 11819 WAX MYRTLE CT CSR: Jacqueline Sillitoe Operator: Keith Schneider  
Entry Date : 9/22/2008 8:33:56AM SO Type: M-SIO Request Type: Water Quality  
Instructions : Customer called to report that water smells of sewer or rotten eggs.

Due Date : 9/22/2008 12:00:00AM Resolution Date : 9/22/2008 12:00:00AM FA Status: Completed

Resolution : Flushed street and spoke to the customer.

Sub Division : 414 MR Route: F29 FA ID : 6286800940  
Account # : 6286800000 Customer Name: CALCAGNO, VINCENT J Phone #: (727) 856-3720  
Address : 11816 LOBLOLLY PINE DR CSR: Jacqueline Sillitoe Operator: Keith Schneider  
Entry Date : 6/23/2008 9:27:46AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions : On 06/18 we where out to raise/clean meter box. Customer is not satisfied with resolution. Wants meter same level as neighbors and the rest of the box completely cleaned he states. Please knock on door and speak with Mr. Calcagno per his request.

Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 12:00:00AM FA Status: Completed

Resolution : Spoke with home owner's wife and person next door who's meter shares the box. I explained the box is set fine and doesn't have to be raised. As for cleaning it out, we do not do that, as per Supervisor S.H. The customer can clean it out or the meter reader can.

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Sub Division : 414 MR Route: F29 FA ID : 6286800518  
Account # : 6286800000 Customer Name: CALCAGNO, VINCENT J Phone #: (727) 856-3720  
Address : 11816 LOBLOLLY PINE DR CSR: Lyn Paulk Operator: Anthony Cardinal  
Entry Date : 10/27/2008 12:44:04PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Check for leak at the meter and repair if it is on our side of the meter. Tag door if customer needs to make repairs.  
Due Date : 10/28/2008 6:00:00PM Resolution Date : 10/28/2008 3:25:00PM FA Status: Completed  
Resolution : Repaired leak at meter tail/registered on meter. Please adjust customer's bill.

Sub Division : 414 MR Route: F29 FA ID : 6286800326  
Account # : 6286800000 Customer Name: CALCAGNO, VINCENT J Phone #: (727) 856-3720  
Address : 11816 LOBLOLLY PINE DR CSR: Jacqueline Sillitoe Operator: Keith Schneider  
Entry Date : 6/17/2008 9:35:25AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please raise meter. It is full of dirt and below ground level. 06/17/08  
Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 12:00:00AM FA Status: Completed  
Resolution : Meter is at ground level and doesn't need to be raised. Cleaned dirt out of meter box.

Sub Division : 414 MR Route: F29 FA ID : 6329700289  
Account # : 6329700000 Customer Name: RIDOLFI, MICHAEL A Phone #: (631) 750-3395  
Address : 11908 BAYONET LN CSR: Matthew Chandler Operator: Keith Schneider  
Entry Date : 11/10/2008 9:38:57AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer called ina leak at the meter. Please check out and repair if needed.  
Due Date : 11/10/2008 6:00:00PM Resolution Date : 11/10/2008 12:00:00AM FA Status: Completed  
Resolution :

Sub Division : 414 MR Route: F29 FA ID : 6346700759  
Account # : 6346700000 Customer Name: DEMUNDO, TONY Phone #: (727) 857-2248  
Address : 11937 BOYNTON LN CSR: Kimberly Bennett Operator: Anthony Cardinal  
Entry Date : 12/3/2008 8:30:28AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to leak under valve at meter. Please check and inform customer of findings.  
Due Date : 12/3/2008 6:00:00PM Resolution Date : 12/3/2008 9:30:00AM FA Status: Completed  
Resolution : Repaired leak.

Sub Division : 414 MR Route: F29 FA ID : 6586800963  
Account # : 6586800000 Customer Name: FLORIA, KATHERINE Phone #: (727) 856-4674  
Address : 11815 PAMPAS DR CSR: Lorie Mayeski Operator: Keith Schneider  
Entry Date : 9/29/2008 11:05:09AM SO Type: M-SIO Request Type: No Water  
Instructions : Customer called to report that there is no water coming into her house at all. Dispatched to Keith S. 9/29/08  
Due Date : 9/29/2008 12:00:00PM Resolution Date : 9/29/2008 12:00:00AM FA Status: Completed  
Resolution : Water shut off on side of house. Turned on valve.

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Sub Division : 414 MR Route: F29 FA ID : 6648800510  
Account # : 6648800000 Customer Name: SHELDON, JANET Phone #:  
Address : 11609 ASPENWOOD DR CSR: Lyn Paulk Operator: Anthony Cardinal  
Entry Date : 12/9/2008 7:40:10AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called saying they have brown water. Paged to Tony C  
Due Date : 12/9/2008 6:00:00PM Resolution Date : 12/9/2008 10:20:00AM FA Status: Completed  
Resolution : Customer had brown water in guest bath. Explained to them to run faucets every couple weeks so it doesn't sit in lines.

Sub Division : 414 MR Route: F29 FA ID : 6729700862  
Account # : 6729700000 Customer Name: SCHAFFER, AUDREY V Phone #: (727) 856-6816  
Address : 11918 BAYONET LN CSR: Matthew Chandler Operator: Anthony Cardinal  
Entry Date : 10/6/2008 9:29:08AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer has requested a meter test. Please call and set up an appointment (727)856-6816.  
Due Date : 10/7/2008 12:00:00AM Resolution Date : 10/7/2008 12:00:00AM FA Status: Completed  
Resolution : The dials are skipping and the field is unable to conduct the meter test. FA type changed from Test Water Meter to SIO. Account will be adjusted back to their average due to faulty meter.

Sub Division : 414 MR Route: F29 FA ID : 6975900640  
Account # : 6975900000 Customer Name: WOLOWICZ, IRMA P Phone #: (727) 856-4897  
Address : 11121 CLEAR OAK CIR CSR: Leanne Loeffel Operator: Stephen Habrey  
Entry Date : 10/20/2008 7:14:03AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer called complaining of really potent sulphur smell. Paged to Steve H.  
Due Date : 10/20/2008 6:00:00PM Resolution Date : 10/20/2008 9:32:00AM FA Status: Completed  
Resolution :

Sub Division : 414 MR Route: F29 FA ID : 7416410541  
Account # : 2135603116 Customer Name: Berryhill, Donna J Phone #: (317) 308-9422  
Address : 11240 KISKADEE CIR CSR: Jacqueline Sillitoe Operator: Keith Schneider  
Entry Date : 8/6/2008 10:51:28AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Water line broken. Dispatched to Keith S. 08/06/08 Blue flags marking area.  
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/7/2008 12:00:00AM FA Status: Completed  
Resolution : Water brake repaired.

Sub Division : 414 MR Route: F29 FA ID : 7417410019  
Account # : 7417410000 Customer Name: KRUK, JO ANN A Phone #: (727) 379-0077  
Address : 11451 MERGANSER WAY CSR: Lyn Paulk Operator: Anthony Cardinal  
Entry Date : 9/2/2008 3:53:17PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please reread and check meter to insure it is registering. She was billed for 610 gallons for the entire month.  
Due Date : 9/3/2008 12:00:00AM Resolution Date : 9/3/2008 2:30:00PM FA Status: Completed  
Resolution : Reread, meter okay.



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Sub Division : 414 MR Route: F29 FA ID : 7417410301  
Account # : 7417410000 Customer Name: KRUK, JO ANN A Phone #: (727) 379-0077  
Address : 11451 MERGANSER WAY CSR: Leanne Loeffel Operator: Anthony Cardinal  
Entry Date : 10/22/2008 9:42:50AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to complain of the water from the lines being flushed are going up into her driveway instead of the storm drain. Please correct the flow of water. 10/22/08 Customer called still not happy about the location. Paged out to KO.  
Due Date : 10/22/2008 6:00:00PM Resolution Date : 10/22/2008 11:34:00AM FA Status: Completed  
Resolution : Relocated flush line to storm drain from drive way per consumer.

Sub Division : 414 MR Route: F29 FA ID : 7795310152  
Account # : 7795310000 Customer Name: SCUDERI, MARY Phone #: (516) 810-5494  
Address : 11439 GOLF ROUND DR CSR: Isabel Ceballos Operator: Keith Schneider  
Entry Date : 8/1/2008 1:55:47PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions : Re-read meter and check for leaks. Customer feels that someone is tapping into his water lines because he hears water running. Tag door w/findings.  
Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/4/2008 12:00:00AM FA Status: Completed  
Resolution :

Sub Division : 414 MR Route: F29 FA ID : 7845900874  
Account # : 7845900000 Customer Name: VAUGHN, ALEX Phone #: (727) 856-8586  
Address : 11442 SINATRA CT CSR: Matthew Chandler Operator: Anthony Cardinal  
Entry Date : 9/17/2008 7:48:09AM SO Type: M-SIO Request Type: Water Quality  
Instructions : Go by and speak with customer about her eater quality. Customer wants to know what we use at the plant to process the water. She is also getting a beige slimy build up in her toilet that she is worried about.  
Due Date : 9/17/2008 12:00:00AM Resolution Date : 9/17/2008 2:00:00PM FA Status: Completed  
Resolution : Spoke with customer and explained that we are on chloramines. Some one told her that we stopped using Chloramines. Showed me her toilet water and it had slim in it.

Sub Division : 414 MR Route: F29 FA ID : 7845900062  
Account # : 7845900000 Customer Name: VAUGHN, ALEX Phone #: (727) 856-8586  
Address : 11442 SINATRA CT CSR: Lorie Mayeski Operator: Anthony Cardinal  
Entry Date : 10/15/2008 9:21:17AM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer called again stating red slime in toilet water. Also reported terrible smell in water. Claims to have given a water sample to field tech Tony C. for testing. Please investigate. 10-15-08  
Due Date : 10/15/2008 10:15:00AM Resolution Date : 10/15/2008 12:00:00AM FA Status: Completed  
Resolution : Spoke with customer; flushed at fire hydrant.

Sub Division : 414 MR Route: F29 FA ID : 8117800541  
Account # : 8117800000 Customer Name: GOGGIN, ELEANOR Phone #: (727) 856-3757  
Address : 11720 WHITE ASH DR CSR: Lorie Mayeski Operator: Stephen Habrey

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Entry Date : 9/30/2008 9:17:08AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks  
Instructions : Please check lawn from last repair. Does not seem to be properly adhering to the ground and mailbox was dug out. Please correct/repair affected areas. Please call and inform of findings. 9-30-08  
Due Date : 10/1/2008 12:00:00AM Resolution Date : 10/7/2008 7:11:00AM FA Status: Completed  
Resolution : Called contractor that repaired leak gave him customer's phone number. Contractor will call him and see what's needs to be done.

Sub Division : 414 MR Route: F29 FA ID : 8195310460  
Account # : 8195310000 Customer Name: JABLONSKI, DONNA R Phone #: (727) 857-9994  
Address : 11459 GOLF ROUND DR CSR: Kimberly Bennett Operator: Anthony Cardinal  
Entry Date : 10/6/2008 8:56:56AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to odor in water. Paged to Steve H.  
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/6/2008 12:00:00AM FA Status: Completed  
Resolution : KO worked, flushed blow off, spoke with customer.

Sub Division : 414 MR Route: F29 FA ID : 8228700389  
Account # : 8228700000 Customer Name: ZAGURSKI, ALAN Phone #: (314) 382-9333  
Address : 11825 BOYNTON LN CSR: Kimberly Bennett Operator: Anthony Cardinal  
Entry Date : 11/10/2008 11:23:39AM SO Type: M-SIO Request Type: General Investigation  
Instructions : 11/9/08 -Customer called after hours to the answering service. Leak before meter. Paged to 'on call'.  
Due Date : 11/12/2008 6:00:00PM Resolution Date : 11/12/2008 1:05:00PM FA Status: Completed  
Resolution : Keith repaired on 11/10/08. Leak on UI side did not register on meter.

Sub Division : 414 MR Route: F29 FA ID : 9196800881  
Account # : 9196800000 Customer Name: KRAFT, PHYLLIS Phone #: (727) 856-2675  
Address : 11700 ASPENWOOD DR CSR: Lorie Mayeski Operator: Jeffrey Finehirsh  
Entry Date : 10/7/2008 9:37:41AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please check meter for high usage. Please come in the PM. Let customer know when you are there. Is meter operly registering water flow? 10-07-08  
Due Date : 10/8/2008 1:00:00PM Resolution Date : 10/8/2008 9:00:00AM FA Status: Completed  
Resolution : No leaks. Tagged door.

Sub Division : 414 MR Route: F29 FA ID : 9282500329  
Account # : 9282500000 Customer Name: The Greens at Summertree Phone #: (727) 859-9734  
Address : 11432 VIC GOLF ROUND DR CSR: Lyn Pauk Operator: Anthony Cardinal  
Entry Date : 9/23/2008 10:14:25AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to report lid is missing from this meter. Please replace lid.  
Due Date : 9/24/2008 12:00:00AM Resolution Date : 9/26/2008 1:10:00PM FA Status: Completed  
Resolution : Lid is there.

Sub Division : 414 MR Route: F29 FA ID : 9355900140  
Account # : 9355900000 Customer Name: LOTITO, ANTHONY Phone #: (727) 857-9985



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Sub Division : 414 MR Route: F29 FA ID : 9958800673  
Account # : 9958800000 Customer Name: BAILEY, JOYCE E Phone #: (305) 439-1926  
Address : 11715 ROSE TREE DR CSR: Matthew Chandler Operator: Keith Schneider  
Entry Date : 8/6/2008 8:47:49AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer things there is a line break near meter. Her yard is soggy and washed out. There is white sand coming up around the area. Paged to Keith S.  
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/6/2008 12:00:00AM FA Status: Completed  
Resolution : No leak found, could be irrigation.

Sub Division : 414 MR Route: F29 FA ID : 9976210874  
Account # : 9976210000 Customer Name: CORNO, JOSEPHINE Phone #: (727) 379-0747  
Address : 11345 WINDSTAR CT CSR: Leanne Loeffel Operator: Keith Schneider  
Entry Date : 9/22/2008 8:39:34AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to complain of smelly water the past few weeks, could not be sure what the smell is...just very stinky.  
Due Date : 9/22/2008 12:00:00AM Resolution Date : 9/22/2008 12:00:00AM FA Status: Completed  
Resolution : Flushed street and spoke with customer.