



In a better effort to serve the builders in Palm Coast please reference the following list of contacts to help you in any matters concerning issues with wastewater weather it be new construction or existing systems. It is the intent of the Utility and the Wastewater Department to answer any and all inquiries in a timely fashion. We will try to answer any and all questions either by return calls, fax, or e-mail by no later than the end of the next working day. Due to the high rate of calls to the Utility you may want to contact us by fax or e-mail. If after you have exhausted all avenues of communication and you feel that your request is not being given the attention you deserve please contact me and we will get any issues resolved.

Several of you have requested some type of confirmation that we have received your request for a PEP tank installation. Starting in February you may request your tank via the City Website. Go to the city website and under Utility click on "Citizen Issue Tracking System" located on the right side of the screen. Under "Billing" located on the left side of the screen click on "Pep Tank Installation Request". Please make sure you follow the instructions at the top of the request to insure that we have all of the information needed to complete the request. The request will then be entered into the Customer Service database and a work order will be issued with a reference number. This reference number will be returned to the requester via email giving confirmation that your request has been received and processed. This system is for requesting Pep Tank installations only. Any questions involving technical issues, status of installations by subcontractors, or Utility Final Inspections should be directed to the list of contacts below. The person processing the Pep Tank Installation Request will not be able to answer these questions.

Sincerely,

Danny Ashburn

Name	Phone	Cell Phone	Fax	E-Mail	Types of Inquiries		
Rick Driggers	986-2371	931-8029	986-2391	rdriggers@ci.palm-coast.fl.us	PEP, Locates, Repairs Utility Final Inspections		
David Mitchum	986-2372	931-8032	986-2391	dmitchum@ci.palm-coast.fl.us	PEP, Locates, Repairs Utility Final Inspections New Construction and Sewer Repairs		
Ralph Hand	986-2380	931-8027	986-2391	rhand@ci.palm-coast.fl.us	Pump Stations		
Pat Henderson	986-2346	931-8020	446-7464	phenderson@ci.palm-coast.fl.us	Treatment Plant, Reuse		
Danny Ashburn	986-2370	931-8006	986-2391	dashburn@ci.palm-coast,fl.us	Department Manager		