BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS

In the Matter of:

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN ALACHUA, BREVARD, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PALM BEACH, PASCO, POLK, PUTNAM, SEMINOLE, SUMTER, VOLUSIA, AND WASHINGTON COUNTIES BY AQUA UTILITIES FLORIDA, INC.
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PROCEEDINGS: OVIEDO SERVICE HEARING

BEFORE: COMMISSIONER KATRINA J. McMURRIAN
COMMISSIONER NANCY ARGENZIANO
COMMISSIONER NATHAN A. SKOP

DATE: Tuesday, June 26, 2007

TIME: Commenced at 10:00 a.m.
Concluded at 5:26 p.m.

PLACE: City Commission Chambers
Oviedo City Hall
400 Alexandria Boulevard
Oviedo, Florida

REPORTED BY: JANE FAUROT, RPR
Official FPSC Reporter
(850) 413-6732

PARTICIPATING:

STEPHEN C. REILLY, ESQUIRE, Office of Public Counsel, c/o The Florida Legislature, 111 W. Madison Street, Room 812, Tallahassee, Florida 32399-1400, appearing on behalf of the Citizens of the State of Florida.

KENNETH A. HOFFMAN, ESQUIRE, Rutledge Law Firm, P.O. Box 551, Tallahassee, Florida 32302-0551, appearing on behalf of Aqua Utilities Florida, Inc.

ROSANNE GERVASI, ESQUIRE, FPSC General Counsel's Office, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, appearing on behalf of the Florida Public Service Commission Staff.

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EXHIBITS

1 P R O C E E D I N G S

2 COMMISSIONER McMURRIAN: Good morning. This service
3 hearing is called to order.
4 I'm Katrina McMurrian, a Commissioner with the
5 Florida Public Service Commission. To my right is Commissioner
6 Nancy Argenziano, and to my left is Commissioner Nathan Skop.
7 We are very glad to be with you today. We're looking forward
8 to hearing from you, the customers of Aqua Utilities Florida,
9 and that's why we are here today in your area. Today we are
10 here in Oviedo, and tomorrow we will be in Mount Dora for a
11 couple of service hearings there, and get your input about the
12 company's rate increase request.
13 We'll get to that shortly, I promise, but first we
14 have a few official matters to attend to to set the record.
15 Staff counsel, will you please read the notice?
16 MS. GERVASI: Pursuant to notice this time and place
17 has been set for a customer service hearing in Docket Number
18 060368-WS, application for increase in water and wastewater
19 rates in Alachua, Brevard, Highlands, Lake, Marion, Orange,
20 Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and
21 Washington Counties by Aqua Utilities of Florida, Inc.
22 COMMISSIONER McMURRIAN: Thank you, Ms. Gervasi.
23 Now let's take appearances of counsel.
24 MR. BECK: Good morning. My name is Charlie Beck.
25 I'm with the Office of Public Counsel.

1 MR. REILLY: Steve Reilly, also with the Office of
2 Public Counsel.
3 MR. HOFFMAN: Good morning, Commissioners. My name
4 is Ken Hoffman. I'm with the firm of Rutledge, Encenia,
5 Purnell and Hoffman in Tallahassee, and I represent Aqua
6 Utilities of Florida.
7 MS. GERVASI: Rosanne Gervasi appearing on behalf of
8 the Commission.
9 COMMISSIONER McMURRIAN: Thank you.
10 As I said earlier, the purpose of this service
11 hearing is to hear from the customers of the utility. We thank
12 you all for joining us today. We appreciate your interest in
13 the petition that has been filed by Aqua Utilities Florida, and
14 we are looking forward to hearing what you have to tell us
15 about the company, whether it is about the service, their
16 billing, or the rate increase request.
17 I am going to introduce a few people now. I will
18 introduce the PSC staff, but first, I want to introduce
19 Representative Sandy Adams, and she is standing there in the
20 hallway. Thank you for joining us today. (Audience applause.)
21 And, also, I have a few representatives from some
22 other state agencies with us. Mr. Jeff Prather, with the
23 Department of Environmental Protection, Mr. John Cochran from
24 the Department of Health, Dr. Joseph Sekerke, Department of
25 Health, a toxicologist.

And, also, now I would like to introduce a few PSC staff that are in the room. Our court reporter down on this end, Jane, she'll be transcribing everything for us today.

Mr. Marshall Willis is over here to my left. Ms. Cheryl Banks down to my left down here. I think we have an engineer in the room, Mr. Tom Walden. Tom, are you in the room? Maybe he's outside.

Those three are our technical experts on this case. They will be looking at all the accounting and engineering issues in the case and will be making a recommendation to us before we make a decision.

Ms. Bev DeMello, many of you probably spoke to her as you came in. She is part of our consumer outreach. She's in the back.

Ms. Sandy Simmons, who is standing here in the middle. She will be glad to help you with any logistics or anything. (Pause.)

Okay. Ms. Simmons just informed me that there are some people that are parked in the parking spaces across the street in the doctors' offices, and they are asking you to move your cars. I apologize for that, but there are some other parks we are told, and the police officers are directing people to park elsewhere. So if any of you may need to move your cars, I apologize for that.

I hope you can bear with us. We realize that the

accommodations are fairly small for the number of people we have. We wanted to try to accommodate everyone, just to let you know that, and we want to do the best we can.

I believe that was it for the introductions.

Today's hearing is an official hearing that will be transcribed and become a part of our official record in this case. As such, you will need to be sworn in before you present testimony, and we will take care of that in a few minutes.

Please note that your comments will be subject to cross-examination, and that's really not a big deal. All that really means is that the parties to this case, whether it is the Office of Public Counsel representatives, or the company, or the Commissioners, we are just able to ask you a few questions after you make your comments, and we may do that. The purpose of this is to get more information from you so that we can better respond to your concerns.

You may notice the speaker sign-up forms in the back that -- Ms. DeMello had those for you. If you plan to make comments with us today, we'll be grateful if you will sign up on one of those. And Mr. Reilly or Mr. Beck will be calling you in the order that you signed up to speak. So if you haven't done that, please do so.

If you prefer not to make verbal comments today, you may also give us written comments, as well. Hopefully, several of you got one of these green handouts out front. And there in

1 the back, the very back page, there's a place for you to write
2 any comments to us. And whether you hand those in today or
3 whether you mail those in to the Commission later, your
4 comments will be considered and made a part of this case. You
5 will notice it is self-addressed on here, and all you have to
6 do is put your return address and the stamp and mail it into
7 us, and it will become a part of the case, whether you speak
8 today or not. Of course, feel free to sign up and speak,
9 because we do want to hear from you today.
10 Before we hear from you today, we will first go off
11 the record a few minutes for staff to give us a presentation.
12 Before I do that, Commissioner Skop and Commissioner
13 Argenziano, would you like to make some comments?
14 COMMISSIONER SKOP: Thank you, Madam Chair.
15 Good morning. I just wanted to thank everyone for
16 coming out this morning.
17 UNIDENTIFIED SPEAKER: We can't hear you.
18 COMMISSIONER SKOP: I'm sorry. is that better?
19 UNIDENTIFIED SPEAKER: Yes.
20 COMMISSIONER SKOP: Okay. I'll start over.
21 Good morning. My name is Commissioner Nathan Skop,
22 and I wanted to personally thank everyone for coming out this
23 morning. Your comments are very important to the Commission,
24 and we appreciate you taking the time to do that. I, myself,
25 had the privilege of growing up in Seminole County, so I can

1 ensure everyone in this room that I know where Chuluota is,
2 I'm very passionate about the quality of lifestyle and the
3 quality of service that the citizens of Seminole County
4 deserve. So in that regard, I look very forward to listening
5 attentively to all of your comments.
6 And if by chance you happen to have copies of your
7 bills or other exhibits that you would like to submit for
8 consideration, please identify that when you come up to speak,
9 and counsel will be happy to enter those exhibits into the
10 record. So thanks, again, for coming out, and we look forward
11 to listening attentively to your comments. Like I say, we take
12 your comments very seriously when we do render our decisions.
13 Likewise, too, I would also ask staff during the
14 course of the proceedings to explain a little bit about the
15 rate process, because as a new Commissioner it is even
16 surprising to me, to some degree, how limited our discretion is
17 in some things because the process can be statutorily driven in
18 terms of the rates and need determinations and such. So if
19 staff could explain that a little bit during the course of the
20 proceedings, I would appreciate it.
21 COMMISSIONER ARGENZIANO: Good morning. I'm Nancy
22 Argenziano, and I'm really glad to see you here today, because
23 this is what it is about, your government. And we need to be
24 and this Commission needs to be listening to you. So I'm very
25 glad you turned out today, and I think you will find that the

1 Commission members here are very receptive. And I'm looking
2 forward to getting the information I need to make the
3 determinations for you. So thank you for being here.
4 COMMISSIONER McMURRIAN: Thank you, Commissioners.
5 With that we will turn to the staff to do a
6 presentation, as Commissioner Skop described, which explains
7 the process that we go through in making this decision. And,
8 again, we're looking forward to hearing from you. But, again,
9 if some of you weren't in the room with us earlier, bear with
10 us. We realize that the accommodations are kind of small, but
11 we do want to hear from you all. We will do our best to try to
12 get everyone in and hear from everyone. We will be here until
13 the afternoon if we need to be. With that I will turn it over
14 to Mr. Willis for his presentation. We will be off the record
15 briefly for that.
16 MR. WILLIS: Thank you, Commissioner.
17 (Recess to enhance quality of sound/sound system.)
18 (Off-the-record presentation.)
19 COMMISSIONER McMURRIAN: Thank you, Mr. Willis.
20 UNIDENTIFIED SPEAKER: I have a question. He
21 mentioned testimony --
22 COMMISSIONER McMURRIAN: Ma'am, I'm sorry. The
23 problem -- are you signed up to speak later?
24
25 UNIDENTIFIED SPEAKER: Yes.

1 COMMISSIONER McMURRIAN: Maybe if you can hold that
2 question until when you are signed up to speak, because we have
3 a court reporter here, and we want to make sure we all hear
4 your question. And then he can address it at that time, if
5 that's all right. That would be a better way to go about it.
6 UNIDENTIFIED SPEAKER: Okay. You know, it was just
7 kind of a general question about the proceedings.
8 COMMISSIONER McMURRIAN: I wouldn't mind you asking
9 it, but it might be better if we wait until then, and that way
10 we can make sure we get it on the record, and everyone can hear
11 you, because we are having a tough time. So I'm struggling
12 with whether or not I would repeat your question, but at the
13 same time, if we do that it's going to put off getting to the
14 purpose of why we are here, which is to hear from you all. We
15 have a few more housekeeping matters first, but we definitely
16 want to hear your question, and Mr. Willis will answer it at
17 that time.
18 UNIDENTIFIED SPEAKER: Okay.
19 COMMISSIONER McMURRIAN: Thank you.
20 And one other thing that I forgot, when I was
21 introducing some people from DEP and the Department of Health
22 earlier, I neglected to introduce Ms. Joyce Bill, so I
23 apologize for that, and thank you for being here today. Thank
24 you all.
25 We are going back on the record now, and it's time

1 for that part of the service hearing where we allow the parties
2 to make opening statements, and that will be the company first,
3 and then the Office of Public Counsel will make a brief
4 statement about how they see the case.
5 Mr. Hoffman.
6 MR. HOFFMAN: Madam Chairman, before I do, as a
7 housekeeping matter, I would ask that Composite Exhibit 59 be
8 marked and admitted, which is the newspaper notice and
9 affidavit of publication and the individual customer notice.
10 COMMISSIONER McMURRIAN: Okay. I think we have it so
11 marked.
12 Mr. Gervasi, is there anything I have forgotten
13 before we move on to the parties' opening statements?
14 MS. GERVASI: No, ma'am.
15 COMMISSIONER McMURRIAN: Mr. Hoffman.
16 MS. GERVASI: And that has been moved into the
17 record?
18 COMMISSIONER McMURRIAN: Perhaps we should move
19 everything at the end. We'll mark that Exhibit 59.
20 (Exhibit 59 marked for identification.)
21 MR. HOFFMAN: Madam Chairman, Commissioners, if I
22 may, it's kind of hard to catch everybody here in light of the
23 location of this mike, so with your indulgence, I'm going to
24 ask your permission to turn my back to you and try to address
25 as many customers as I can with my remarks.

1 COMMISSIONER McMURRIAN: Absolutely.
2 MR. HOFFMAN: Thank you.
3 Good morning. My name is Ken Hoffman. I represent
4 Aqua Utilities Florida. Who am I? I'm a lawyer, and so my job
5 is to represent this company to the very best of my ability.
6 I'm also a consumer; I'm also a customer of utility services in
7 Tallahassee. So, while on the one hand my job is to do the
8 very best I can to represent the company, I want everyone who
9 can hear me to understand that I'm very mindful of the problems
10 that have existed in this area, of the concerns that we have
11 already heard, and I have read almost all of the customer
12 complaints that have been filed in writing.
13 And that I, and the representatives of the company
14 who are here today, are not here today to try to see how
15 quickly this will finish. We are here today to listen to you
16 and to see what we can do to rectify the problems. I would
17 like to go back a little bit and perhaps reiterate some of the
18 history that Mr. Willis gave you fairly quickly.
19 On December 1 of 2006 Aqua Utilities filed an
20 application with the Public Service Commission to increase its
21 monthly rates and to increase its service availability charges.
22 The entire application is a big one. It consists of 56 water
23 systems and 24 wastewater systems that are situated in 15
24 counties across Florida. The 80 systems that are included in
25 this application for rate relief have not sought rate relief

1 through a formal rate case for over a decade.

2 Since the date rate relief was last provided by the

3 Public Service Commission, or by a county regulator for the

4 various systems that are included in this application,

5 significant capital investments have been made and operating

6 and maintenance expenses have increased as a result of new

7 rules, standards, ordinances, or other requirements of federal,

8 state, and local regulators.

9 The company is seeking a rate increase to recover the

10 costs of these investments and the increased operation and

11 maintenance expenses that are required to maintain, improve,

12 and enhance our service to our customers. They are not for

13 fines, they are not for penalties. The costs that we are

14 seeking recovery of are for what we believe to be prudent

15 investments and prudent expenses.

16 As Mr. Willis mentioned, we are also asking the

17 Public Service Commission to establish a countywide rate

18 structure where the rates would be the same for water or

19 wastewater systems in each county.

20 Since the parent company, Aqua America's acquisition

21 of the AquaSource properties in Florida in 2003, and of the old

22 Florida Water systems in 2004, Aqua Utilities will have

23 invested almost $22 million in capital investments for the

24 systems included in this rate case through December 31 of this

25 year. If you focus only on 2005, 2006, and 2007, Aqua

1 Utilities will have invested approximately 6.5 million in our
2 water infrastructure, 10.7 million in our wastewater
3 facilities, and 1.4 million in general plant facilities. So
4 from our perspective a rate increase is necessary to give Aqua
5 an opportunity to recover those additional investments and its
6 reasonable operating expenses.
7 From our calculations, without rate relief and
8 utilizing a projected 2007 test year, which is the year that
9 has been approved for the purpose of calculating and
10 establishing rates, Aqua Utilities' overall rate of return for
11 2007 is a negative 6.74 percent for its water operations and a
12 negative 6.26 percent for its wastewater systems. Such returns
13 will not allow Aqua Utilities to remain viable, much less
14 continue to attract capital to finance investments and operate
15 its systems throughout Florida. (Audience applause.)
16 Ultimately, these deficient returns and the significant level
17 of capital investments and increased operating expenses have
18 caused Aqua Utilities to file this application with the PSC.
19 Now, rate cases have always been and remain, in my
20 judgment, primarily about prices and service. I have talked a
21 little bit about the company's overall investments. And the
22 Commission, the primary job of the Commission is to decide
23 whether the company will be given the opportunity to recover
24 these investments and its prudent operating costs, because both
25 of those affect the final rates that Aqua is seeking in this

1 case.

2 This hearing, this particular hearing this morning is
3 a service hearing, and it is your opportunity to inform the
4 Commission of specific service or water quality problems that
5 you have experienced and there have been a number of these in
6 the Chuluota area. This service hearing is intended to provide
7 a platform for these types of comments from our customers in
8 Seminole and Brevard Counties.

9 If you drill down specifically to the investments
10 that this company has made in these two counties, in Seminole
11 County through the end of 2007, Aqua has spent more than
12 $5.3 million on capital improvements, including water treatment
13 plant upgrades, water tank rehabilitation, the replacement of
14 undersized and deteriorating pipes, and the elimination and
15 abandonment of old smaller pipe, all of which are necessary to
16 address the water quality, the water pressure, and the service
17 reliability issues that have been prevalent in Chuluota. This
18 amount translates to a capital investment of more than $2,600
19 per customer in Seminole County.

20 In Brevard County through 2007, Aqua's capital
21 improvements include water treatment plant upgrades, water tank
22 rehabilitation, and replacement of deteriorated pipe as well
23 as, again, the elimination and abandonment of old pipe.

24 When Aqua purchased the Chuluota system from Florida
25 Water Services Corporation in 2004, it inherited from Florida

1 Water a water quality problem with trihalomethanes, THMs, three
2 letters that I know you folks are very familiar with. THMs are
3 a by-product of the chlorine used to treat the water. Testing
4 has confirmed that the number of micrograms per liter of THMs
5 in the Chuluota water exceed the acceptable level established
6 by the Environmental Protection Agency. We inherited that
7 problem. That's not an excuse, that's a fact. But it is our
8 obligation to remedy that problem. How are we going to do it?
9 As of January 10, 2007, Aqua has been operating under
10 a DEP consent order to address the level of THMs in the water.
11 Let me explain very, very briefly what the company is doing.
12 Aqua is installing new treatment technology for Chuluota's
13 water system to convert from free chlorine disinfection to a
14 process called chloramination. The new process uses
15 chloramines, or combined chlorine to maintain disinfection in
16 the distribution system throughout the service area.
17 Chloramination will help resolve the water quality issues that
18 are associated with disinfection by-products, such as total
19 THMs, which have been at the heart and the basis of the notices
20 sent to Chuluota's residents over the past several years.
21 To convert to this new treatment of chloramination,
22 Aqua will invest approximately $500,000 to install state of the
23 art technology, including measuring and mixing equipment to
24 ensure proper ratios for disinfecting the water. The project
25 will also integrate the new disinfection equipment into the

1 company's centralized data control system so that the company
2 can remotely monitor and maintain control over the system's
3 operations.
4 In December of 2006, Aqua submitted plans to modify
5 Chuluota's disinfection process to DEP, and DEP has issued the
6 permits. Installation of the new equipment necessary to
7 complete this process is scheduled to begin this Thursday,
8 June 28th, and the company expects to bring the new system on
9 line before the end of the year.
10 Let me try to wrap it up. Our purpose, again, is to
11 hear from you. The company has been listening at the prior
12 service hearings and will be listening again today. This
13 company is committed to resolving the customer service and
14 water quality issues, not only in Chuluota, but where they have
15 service in other systems owned and operated by Aqua Utilities
16 Florida in the state of Florida. As a part of this rate case
17 process, after all of the testimony from these customer service
18 hearings is in, the company will be making a filing with the
19 Commission, providing testimony of its own, outlining the steps
20 that the company is taking to address and resolve water quality
21 and customer service issues, and its plan for addressing these
22 issues in the future.
23 Speaking on behalf of the company, I appreciate the
24 fact that you have taken the time to come here this morning to
25 air your complaints and concerns. I want all of you to know

1 that Jack Lihvarcik, who is Aqua Utilities Florida's president
2 and chief operating officer, is here. Jack, why don't you
3 stand up. He's to my right here. Along with Jack is Terry
4 Manza (phonetic).
5 MR. LIHVARCIK: Terry stepped out.
6 MR. HOFFMAN: Who left the room, who is the
7 communications specialist with the company. Both of these
8 gentlemen are here and will be available throughout the breaks
9 and at the conclusion of the hearing for as long as it takes to
10 talk to you to better understand the specific problems that any
11 of you may have, and to make sure that you understand the
12 company's commitment to resolve these customer service and
13 water quality issues.
14 Thank you, Madam Chairman.
15 COMMISSIONER McMURRIAN: Thank you. Now we will hear
16 from the Office of Public Counsel. Mr. Beck and Mr. Reilly.
17 MR. BECK: Thank you, Commissioner.
18 Thank you, everybody, for coming this morning. It's
19 a wonderful turnout. I know we have been at this for 45
20 minutes, and we haven't had the first customer speak, but let
21 me briefly describe our offices, who we are and what we have
22 been doing.
23 Our office is separate from the Public Service
24 Commission. We are completely independent of them. We have
25 been created by the Florida Legislature to advocate your

1 interests before the Public Service Commission. We have been
2 busy now for months engaging in the discovery process which was
3 mentioned earlier. It is the same process that you have in a
4 court suit in circuit court. And we've been taking this case
5 very seriously. We are treating it like the
6 multimillion-dollar case, which it is, before the Public
7 Service Commission. We are doing everything we can to oppose
8 this increase and to present a case to the Commission in
9 opposition to what the company has asked. (Audience applause.)
10 We have literally served hundreds of requests for
11 production of documents and interrogatories to the company. We
12 have hired expert witnesses. Now we are going through that
13 information, and we will be filing testimony in a bit over a
14 month before the Commission, and they will be testifying at the
15 hearings in October, which are going to be held in Tallahassee.
16 We will cross-examine the company's witnesses in our own case.
17 We will file briefs. And as independent of the PSC, we have a
18 right to take the case to court if we deem appropriate, just
19 like the company does.
20 Your testimony is very important here. The
21 Commission can consider quality of service in deciding the
22 rates the company has. We have had an enormous number of
23 complaints from customers about billing issues, about quality,
24 customer service, the pressure they get. We want to hear that
25 from you, because this is part of the record and this all goes

1 to what the PSC will ultimately do in its decision.
2 Thank you again. Let me introduce Steve Reilly who
3 is the lead attorney in this case to make a few remarks, and
4 then we will get to your testimony.
5 MR. REILLY: Just a few remarks. Thank you.
6 Just a few remarks. We have hired what we believe is
7 really one of the best regulatory accounting firms that
8 specialize in reviewing and critiquing water and wastewater
9 cases. She will be looking at a whole host of issues. This is
10 a projected test year. It's her view, and other people that
11 work with her firm, that the company has overstated the
12 projected expenses. (Audience applause.)
13 And, quite frankly, understated the projected
14 revenues. So she and her consultants will be looking at the
15 whole across-the-board, all the O&M expenses, the salaries,
16 benefits, management fees, insurance, transportation expense,
17 especially on the wastewater side, the sludge removal expense,
18 which has gone up substantially. One of the things we are
19 going to be particularly looking at, as you are probably aware,
20 Aqua America is the largest publicly traded company that is in
21 the business of owning and operating water and wastewater
22 systems throughout America. And one of its affiliated
23 companies, Aqua Services, Inc., is the one that, in fact,
24 provides a substantial amount of the administration and many of
25 the overheads and expenses that is passed on to its operating

1 subsidiaries. So we are really looking closely at how those
2 expenses are allocated and the reasonableness of those
3 expenses. And we think that in some measure is driving some of
4 the increase.
5 We have also hired one of the best, one of the larger
6 engineering firms in Florida, TetraTech. They are an
7 international engineering firm. They have a large office,
8 fortunately, right here in Orlando, which is very strategically
9 located to permit them to go throughout the entire state of
10 Florida personally inspecting, on your behalf and on our
11 office's behalf, all these pro forma improvements, all of the
12 capital additions, plant additions. And he will be also
13 particularly looking at not only verifying the additions were
14 made, but, importantly, to what extent those additions are
15 truly needed and used and useful in providing service to
16 current customers, because the statutory scheme permits a
17 certain capacity of plant to serve current customers, plus a
18 statutory amount of growth. But what he will be doing is
19 comparing the capacity of the plants versus the demands on
20 those plants.
21 And it is his view, at least in his preliminary
22 analysis, that the company has tended to overstate this balance
23 between capacity and demand, that the capacity is understated
24 and the demand is overstated. So we want the proper allocation
25 of capacity to demand, and that will allow us to possibly make

1 used and useful adjustments on what is plant that should be
2 included in rate base. So that will be an important issue that
3 we are going to pursue.
4 As Mr. Beck said, we have hired these consultants.
5 We will be filing the prefiled testimony, doing all of the
6 technical work for you at the hearing in Tallahassee in late
7 October. And, of course, filing the briefs and pursuing this
8 as aggressively as we can.
9 Once again, I thank you for being here today. No
10 question, the information that you bring today is invaluable.
11 Your in-the-field knowledge about the operation of this utility
12 is something that will be very helpful to us in making our case
13 and certainly helpful to the Commission when they consider this
14 case. So thank you for coming, and we look forward to your
15 comments. (Audience applause.)
16 COMMISSIONER McMURRIAN: Thank you, Mr. Reilly.
17 Now we are at that part of the hearing where we will
18 hear from you, the customers. And we will need to swear in
19 everyone that will speak as a group.
20 I have an announcement from the fire chief. We need
21 to clear the aisle here. You folks sitting down front can stay
22 and perhaps there's some more room over to the side here. It
23 looks like there may be a chair open over to my right here.
24 But we need to clear the aisle.
25 In fact, I think I will read the statement. "In

1 compliance with state fire and life safety codes, the main
2 council chambers doorway and adjoining hallways must remain
3 unobstructed. The fire chief requests your cooperation with
4 this life safety issue."
5 Thank you very much.
6 Again, I apologize. I know that some of you are
7 uncomfortable. We are doing the best we can. Can you folks in
8 the back of the room hear me at least?
9 UNIDENTIFIED SPEAKER: Yes.
10 COMMISSIONER McMURRIAN: Okay. Again, if you wish to
11 speak to us today, if you could sign up on one of the speaker
12 sign-up forms in the back. Those will be used to call you one
13 at a time. Mr. Reilly will call your name in the order that
14 you have signed up. But, first, I need to swear everyone in as
15 a group. So if everyone that wishes to speak today who signed
16 up will stand with me, and I will just ask you to raise your
17 right hand, and I will speak loud.
18 (Witnesses sworn.)
19 COMMISSIONER McMURRIAN: Thank you.
20 One more reminder, please remember when you come to
21 the microphone if you would state your name, your address, and
22 the name of the system by which you are served water and/or
23 wastewater service by the utility. For instance, the Chuluota
24 system. That just helps us be better able to track your
25 concerns. In fact, we have asked the utility in this case to

1 respond in writing to all the customer concerns we have gotten
2 in the other service hearings we have had up till now and this
3 one and the two we will have tomorrow in Mount Dora. So if you
4 can do that when you first make your comments that would be
5 excellent.
6 Before we call the first name, Mr. Reilly, I wanted
7 to recognize Representative Sandra Adams. I believe she would
8 like to make a few comments. (Audience applause.) As you all
9 know, she represents District 33, right here in Oviedo, and we
10 are very glad to hear from you, and I'm sure your constituents
11 are all very happy to have you here, as well. Thank you very
12 much. (Audience applause.)
13 REPRESENTATIVE ADAMS: First, I want to thank you for
14 moving this meeting to this location. It is important that my
15 constituents have the ability to speak to you on this very
16 important issue and be heard.
17 This issue is not a new issue for my constituents.
18 Back in February of '04, 2004, I began hearing from my
19 constituents in reference to the then Florida Water Systems.
20 The complaints in 2004 mirror the complaints today. While
21 assisting my constituents, I facilitated a meeting shortly
22 after the sale of Florida Water Services to Aqua Florida in
23 July of 2004 in my office. At that meeting then President
24 Glenn LaBrett (phonetic) agreed to work with my constituents to
25 improve the water quality and services in the area. We were

1 told that improvements to the system were being made.
2 By August 5th of 2004 it appeared things were
3 working. Then in May of 2007 I started receiving multiple
4 requests from my constituents regarding Aqua Florida. The
5 concerns were, once again, poor water quality, potential health
6 risk, poor water pressure, meter validity, and high rates,
7 among others.
8 Today you, too, will hear from my constituents about
9 these very issues. You will most likely hear about water
10 quality, chemical contaminants, rotten egg odor and other
11 quality issues, meter validity. You will most likely hear
12 about two houses located next door to each other, one occupied
13 and the other vacant; next door to each other, both receiving
14 the same water bill usage. It is the flow meter -- is it the
15 flow meter from the output source at Aqua, or is it a meter
16 issue at the homes, or is it improper reading of the meters?
17 You decide.
18 Extremely high water bills, this coupled with the
19 questionable meter readings equals unbelievable bills. No
20 customer service. In trying to resolve these issues my
21 constituents are complaining of not being able to reach Aqua.
22 If they are able to do so, they are placed on hold or given
23 incorrect information.
24 I decided to try a theory, and I called Aqua
25 Utilities yesterday. I contacted their main headquarters by

1 going on their website and getting their phone number. I then
2 asked to speak with -- or who was the CEO for the company and
3 then who was the president of Florida Aqua. First I was asked
4 who is calling. And I asked, does it really matter? Can I
5 have the name? I was then placed on hold and then the lady
6 came back, and she gave me two names. I then asked for the
7 number for Mr. Hugus, who she had informed me was the Florida
8 president of Florida Water -- of Florida Aqua. And as you have
9 heard today that isn't correct, because Mr. Lihvarcik had been
10 in my office and I knew his name. So when I asked for the
11 number, she placed me on hold again, and then she came back and
12 gave me a number with an area code that I didn't recognize. So
13 I said, where is this? North Carolina, click. So I called the
14 North Carolina phone number that she gave me, only to find out
15 that if you didn't have the extension number of the staff
16 member you were trying to reach, you could not reach anyone.
17 So I would say that my constituents do have a valid concern
18 when this issue comes to play. (Audience applause.)
19 I have referred my constituents to the Public Service
20 Commission, as you well know, the Department of Environmental
21 Protection, and the Department of Health in hopes that their
22 concerns would be heard and answered. I have constituents who
23 first received a letter from Aqua stating that the water was
24 safe to drink, only to later receive another letter saying but
25 not if you are pregnant. These families are concerned and

1 deserve to have answers.

2 Today you are here to decide whether a rate increase

3 is appropriate. I ask you to listen to the citizens closely,

4 because I believe there are many unanswered questions that play

5 into this request. I have contacted the Public Counsel on my

6 constituents' behalf and will assist them in forwarding all of

7 my constituents' complaints. As you can see, there are quite a

8 few.

9 Thank you again for your time, and thank you for

10 listening to my constituents. (Audience applause.)

11 COMMISSIONER McMURRIAN: Thank you very much.

12 And the Representative reminded me of one thing I

13 wanted to announce up front. For those of you who brought

14 things that you would like to submit for the record, if it's

15 copies of bills, that sort of thing, if you only have the

16 original, so that we don't keep going into the city offices and

17 asking them to make copies, if you don't mind we would collect

18 those. We will mark them as exhibits, and we will send that

19 back you to after we get back to Tallahassee and make copies,

20 if that's okay. But I just wanted to go ahead and announce

21 that.

22 So when you make your comments, if you have any

23 exhibits for us, we would be glad to take those from you. So

24 mention that to us, and if you would hand those -- perhaps to

25 Ms. Banks, if you can get over there, or if you can pass them

1 to her as you speak.

2 And with that, Mr. Reilly, if you would call our

3 first witness.

4 MR. REILLY: Kelly Sullivan. (Audience applause.)

5 KELLY SULLIVAN

6 appeared as a witness and, swearing to tell the truth,

7 testified as follows:

8 DIRECT STATEMENT

9 MS. SULLIVAN: I do have a few items. And, actually,

10 I brought four copies, so I don't have enough for all of you,

11 but I do think it would be helpful for you to be able to look

12 at them while I'm speaking. But before I approach to hand

13 these to you, what I have in this folder is a petition that --

14 there's 500 and some odd names here. We had a community

15 meeting in Chuluota on Sunday, and many of the folks that are

16 here in the room today, we did a presentation very similar to

17 the one I'm about to do for you, and these folks signed the

18 petition. Many of them couldn't be here. Several of them

19 could be here.

20 In my neighborhood alone where we have 194 homes, we

21 had over 160 residents sign the petition. And just so that you

22 will not be under the impression that this was just a piece of

23 paper that was set in front of these people and they signed it

24 and didn't really know, I had a PowerPoint presentation that

25 was way more in-depth than the one I have got prepared for you

1 today.

2 I have been remiss at not giving my name and my

3 address, so let me start over. And, first of all, let me

4 welcome you all to Oviedo. We're glad you are here. I'm sure

5 the folks up in Deltona would have enjoyed having you there,

6 but I don't think as many of our residents could make it to

7 Deltona, so we are grateful you moved the hearing.

8 My name is spelled K-E-L-L-Y, Sullivan,

9 S-U-L-L-I-V-A-N. I reside at 570 Osprey Lakes Circle,

10 Chuluota 32766.

11 So let me, if I may approach and give you the

12 petitions. And that is the original copy, and then these are

13 just PowerPoints.

14 MR. REILLY: Could you provide a number, a composite

15 exhibit number?

16 COMMISSIONER McMURRIAN: I think we would be at

17 Number 60. Is that right, Ms. Gervasi?

18 MS. GERVASI: Yes, that's correct.

19 COMMISSIONER McMURRIAN: It will be Composite Exhibit

20 60, the petitions that Ms. Sullivan handed me, as well as

21 copies of the bills?

22 MR. REILLY: Yes.

23 (Composite Exhibit 60 marked for identification.)

24 MS. SULLIVAN: And I will be happy to give you my

25 copy, and I apologize for not bringing an extra. Okay. Any

1 other housekeeping things I need to take care of? Okay.
2 So if you can direct your attention, I will try to
3 get through it quickly, and if I move too fast, because I have
4 a tendency to do that sometimes, please ask me to slow down and
5 I'll elaborate. I have a lot of information for you. Okay.
6 The problem. We have contaminated water and unfair
7 and discriminatory rates for the Chuluota water system. Aqua
8 America has a website. If you go out and just take a look at
9 what they say on their website, Aqua's growth strategy has
10 allowed the company to achieve an annual customer growth rate
11 of approximately 4 percent since 1995 and achieve record
12 earnings and above average shareholder return while remaining a
13 low-cost provider of quality drinking water. I would submit to
14 you that's inaccurate. But when I found this website and read
15 this I found it incredible. But let's move on. Indeed, Aqua
16 America has paid dividends to shareholders 16 times in the last
17 15 years. These folks are doing well.
18 So I want to tell you a little bit about the history
19 of Chuluota. In 1996, Chuluota's population was less than
20 2,000. Of 756 homes, 520 were built prior to 1990. They were
21 mostly non-irrigated lots, and the average home size was 1,500
22 square feet. Many homes were on septic -- or most homes were
23 on septic and well. Public water was supplied to a few
24 customers. In other words, when Florida Water Services first
25 came to the PSC for a certificate of authority, it was very

1 much a small area, and it was very much mostly for -- to
2 support -- the water that was being provided was to support the
3 local businesses. It was never intended originally for what we
4 have today.
5 So, no surprise, development comes. The builders
6 acquire large parcels of land for the sole purpose of
7 subdivided residential communities prior to the draining of the
8 high rates to Florida Water Services. They received the
9 required permits, and break down -- break ground, presumably
10 with proper zoning and environmental impact reports.
11 So let's look at the history of the utility's
12 management under Florida Water Services. The St. Johns River
13 Water Management District reports that Florida Water Services
14 was over allocation, yet development goes on unabated,
15 including a new elementary school and other new housing
16 communities. The Florida Department of Environmental
17 Protection enforcement history dates back to 1997, and, indeed,
18 among the documents I've provided you today is a copy of their
19 enforcement record from the DEP.
20 So today, Aqua Utilities. Chuluota population is
21 approximately 5,000, growing every day. There's more houses
22 going up every day, and the water/sewer bills are substantially
23 higher than the surrounding neighborhoods. Our own
24 commissioner, our water commissioner, Bob DeLauri (phonetic),
25 shared with us on Sunday that his bill, which is about a mile

1 from my house, I suppose, a mile and a half, $35 that he pays
2 each month for water and trash pick-up. Originally, he thought
3 that included sewer, but it does not. But still, $35 plus
4 sewer, I think is more akin to what people would expect your
5 water bill to be.
6 Noncompliance with regulatory agencies. We'll go
7 over this more in-depth, but as best I can ascertain, Aqua
8 America and Aqua Utilities Florida are in noncompliance with
9 just about every regulatory agency involved. I'm sure there is
10 some I haven't discovered yet, but we are still looking. I
11 just started this on May 17th. I knew nothing. And as I
12 explained to many of these people that I have met -- and this
13 is my network, by the way, the names on that petition, you
14 know, that TV commercial Verizon, my network. This is my
15 network. I haven't done all of this by myself. It has been
16 amazing, the outpouring of support. (Audience applause.) But
17 as best I can tell so far, they are not in compliance with the
18 agencies, certainly the major ones that I'm aware of.
19 So water quality issues continue, and there's
20 questionable meter accuracy. So this slide, I know you are a
21 little far away, but you will have a copy of this PowerPoint.
22 This slide pretty much to me is the best slide in the whole
23 presentation. If these proposed base rates are approved for
24 Aqua, this is what you will have.
25 Now, let me explain a little bit about where these

1 numbers came from. The Public Service Commission puts out a
2 comparative rate statistics document that is dated 12-31-06.
3 So the numbers you have here -- and, in fact, one of our
4 volunteers called the PSC just to confirm the accuracy of the
5 numbers, because this is June, after all, those were reported
6 in December. And we were told that they were still accurate.
7 So if the proposed rate increase goes in, Aqua Utilities is
8 that tall bar, the second one to the front of the left.
9 Now, the thing you have to know is this is the
10 proposed rates, whereas the other private utilities that the
11 PSC regulates, that's their current rates. So maybe that seems
12 a little unfair to show how far out of the norm they would be.
13 But if you could look, when you get a copy of this, even to
14 the -- the rates we have before the interim rates went in,
15 which was like 32 bucks a month was the base rate, that is
16 before you use any water, they're still above, well above. On
17 a percentage basis, they were still well above the norm for the
18 county. So to me this is just adding insult to injury. If you
19 approve this rate increase, they are just so far out of line
20 with the rest of the community, with the rest of the county
21 that it's unconscionable.
22 Okay. So let's look a little bit about Florida
23 Department of Environmental Protection. And, certainly, if
24 there is anything that I say that is not clear or seems
25 inaccurate, I welcome the challenge. Because as best I can

1 tell -- and my son and I spent an afternoon at the DEP looking
2 through their documents and this is what we've learned.
3 The DEP has issued more than 24 violations to Aqua.
4 Now, this doesn't count Florida Water Services. I have given
5 you the enforcement record. There is a two-page document in
6 there and, in fact, the typewritten piece of it had stopped in
7 August of '06, but I had requested of Mr. Prather, could you,
8 you know, get me a history of their enforcement. And I assume
9 after that request is when the handwritten notes went in about
10 the further enforcement history. But they have issued more
11 just to Aqua, not Florida Water Services, but just Aqua, more
12 than 24 violations.
13 The consent order imposed in January 2007 came along
14 with a $9,500 fine. The modifications were due to be completed
15 by May of 2007. Work had not begun as of early June. And I
16 think Mr. Hoffman shared with us that that was going to begin
17 on the 28th. All of the modifications, the trihalomethane
18 problem was supposed to be resolved by June the 11th. It was
19 supposed to be resolved, and they are not even going to break
20 down until -- break ground until the 28th of June.
21 Now, I read the correspondence. What they said was,
22 oh, we didn't know we had the permits because you have an
23 erroneous e-mail address. We didn't send it to -- instead of
24 bheath@Aqua America.com, it was sent to beheath@Aqua
25 America.com, even though bheath was prevalent throughout the

application process, that same e-mail address. And, in fact, DEP had a receipt, or bheath@Aqua America.com had received it. And just in case there truly was a mistake there, their engineering firm had received a copy of it, as well. So, you know, they claim they didn't get the permit timely, that they were waiting for the Department of Environmental Protection in order to move forward with their plans. But, you know, we're glad to hear there is some movement.

After all, the trihalomethane problem, they were first noted for violation in October 2005. I think that I heard that elsewhere. So they think they will be done in about six months. That will be probably June, maybe late June.

So the contamination. In October 2005, Aqua received its first violation for exceeding the maximum contaminant level set by the EPA for total trihalomethanes. Now, remember, as Mr. Hoffman so kindly shared with us, Florida Water Services had had a long history of problems. So this is not a new problem. This has been going on since the wells were first put in. In fact, just a note on the wells. I talked to quite a few people about things I never thought I would need to know about, one of which is these wells that we have in the Chuluota area. Because of the hydrogeology of Chuluota, our wells are less than 200 feet deep. So what happens is you have these shallow wells, you have the organic material, and so what happens is they have to overchlorinate the water because you

1 are dealing with lower quality water from the get-go. So when
2 they overchlorinate it, then that causes the trihalomethanes,
3 which are a by-product of disinfection. And this has been
4 going on since the water system was first built in '96, but it
5 continues.
6 And onto this new Aqua regime, and I have forgotten
7 how long Mr. Prather told me, but there is some period of time
8 that they have to be in violation before they actually get hit
9 with a notice. And I forget the -- and I don't want to
10 overstate. I'm sure that you can get that information.
11 So the notice to public. Some of the things -- in
12 fact, maybe we should stop and talk about that for a minute,
13 because that is part of the package I gave you. I gave you all
14 the notices that Aqua Utilities has put out. On the notices --
15 I mean, the language I have on my slide here is just a couple
16 of the sentences that I picked from the notices. When I looked
17 over these notices, the first thing you will see a little Excel
18 kind of summary sheet. And what I found interesting was is
19 that if you look from notice to notice, some of the numbers
20 changed. So, you know, I'm not a scientist. I don't know how
21 significant, but I just know that the numbers aren't the same
22 from notice to notice from quarter to quarter.
23 I also noticed that the language was inconsistent.
24 The one we got back in January said that not just pregnant
25 women, it said women of child-bearing age may want to consider

1 alternate sources. Okay. So, it didn't just say, you know,
2 women who are pregnant, which, of course, is a much greater
3 concern. But, in fact, it said that there is research that
4 suggests that high levels of trihalomethanes could cause
5 problem pregnancies. That language was left out of the
6 subsequent notice. And so I called to ask, you know, who
7 decides about this? You know, is the fox guarding the henhouse
8 here? Who decides what language goes in here, and I couldn't
9 get an answer. I was just told that the research about the
10 child-bearing age, you know, that piece I'm told wasn't
11 required, so they could have left it out. But I never got an
12 answer to my question of who decides what goes in a notice.
13 Some other minor things I noticed. There is no toll
14 free number to contact. One of the notices didn't have a
15 number at all. So, I mean, the notices to me just raise some
16 concern.
17 But even for the DEP -- I'm not sure if this is what
18 comes up next in my slide. Well, that's the odor thing. Yes,
19 you will hear all about the odors. I bought brand-new towels
20 in March, because I thought that something was wrong with my
21 washing machine. It turns out that mildew smell on my towels,
22 my brand-new towels -- do you know how expensive towels are?
23 They are expensive. They already smell like mildew again.
24 But, not to leave the notice issue, in the beginning,
25 when Aqua Utilities was told that you needed to provide a

1 public notice, they waited a full four months before they sent
2 out a notice. And, in fact, that is one of the things they
3 were cited for was failure to timely notify the public of the
4 trihalomethane problem. And, furthermore, I think -- actually,
5 I have done this so many times I forget what is here and what
6 is not. But I didn't want to forget to tell you about the
7 school, if it's not on the next slide. Here we go. I'm sorry.
8 The notices are undated. They do not include a toll
9 fee number. Language in the notices is inconsistent. The
10 numbers reported on subsequent notices are inconsistent.
11 Public notification was required in March of 2006. The first
12 notice was sent in July, mid-July at that of 2006. And Walker
13 Elementary School, this brand-new school that was mentioned
14 earlier, they didn't receive their notice until May of 2007.
15 Because on May 17th, the night that I got a gathering of
16 50 people in my living room to talk about this issue, I was
17 overwhelmed that that many people would show up just on a -- I
18 think I stuck something on a local website of my neighborhood,
19 and 50 people showed up. And somehow that night the epiphany
20 came to us that, my gosh, does anybody know if the school knows
21 about this?
22 Well, indeed, the school did not know, because one of
23 the women that was at our meeting -- I forget if it was the PTA
24 president or a teacher, staff, somebody that was there took it
25 upon theirself to go to the school and meet with the principal.

1 And, indeed, the principal did not have the notice. My
2 assumption is, you know, that Aqua sent the notice to the
3 school board, because that would be the customer and,
4 unfortunately, it did not make it to the school.
5 So, needless to say, those four pregnant teachers
6 were a little unhappy to hear about this, especially the one
7 that had a miscarriage the year before. And I'm here to tell
8 you that there are children that attend that school whose
9 parents are not Aqua Utility's customers. I don't know how
10 many children at that school who were drinking the water whose
11 parents have no idea.
12 We brought this to the attention of the principal.
13 For a while they were offering bottled water. I think actually
14 they put the public notice up. I don't have a young child, so
15 I don't know for sure about this. Somebody else will have to
16 testify. But the point being is the parents at Sanctuary, just
17 down the road and the parents at Waverly Woods, they are not
18 serviced by Aqua Utilities, so they didn't get one of these
19 notices in the mail. Their children are going to that school.
20 They don't have the opportunity to make the decision.
21 You know, the whole public health issue about whether
22 you have got to drink two liters a day for 70 years, they don't
23 have that information. They are not -- were not notified. So
24 you have got a whole school full of people, unless they happen
25 to live in the area, got their notice and did something about

1 it. Well, the officials at the school shared with us that they
2 did not know.
3 In the DEP staff report, my son and I spent the
4 afternoon, a lovely afternoon with Trudy Wilkes (phonetic), and
5 reviewed the facts leading up to imposing the consent order,
6 the FDEP staff expressed concerns about Aqua's seeming
7 disregard for public health and safety. That is one of the
8 documents I have given you today. It essentially outlines a
9 meeting that was held with Aqua Utilities in October of 2006,
10 and on -- I think it's the last, if not the next to the last
11 page, there are some concerns expressed. And although there
12 was a quote in the Orlando Sentinel a couple of weeks ago about
13 trihalomethanes having no public health threat, and I don't
14 know if that is a term of art for beneficial, but the staff at
15 DEP felt it was important enough to note in their report that
16 there was a seeming disregard for public health and safety.
17 So, the St. Johns River Water Management District.
18 Now, when one of my colleagues chatted with the folks over at
19 St. Johns Water Management District last night, he said that
20 Aqua Utilities told them, I know there is a consent order out
21 there, I know there are several violations and citations out
22 there, but we have taken care of everything. We just want you
23 to know it is all taken care of. We just have to document it
24 and get it in to you. So, in fact -- I don't want to steal
25 Ron's thunder. He will talk about this. But, essentially, the

1 gentleman he spoke to was shocked to learn about the other
2 issues with other agencies. So it became evident to us that
3 the agencies don't have a scheme for talking with each other,
4 communicating with each other about problem -- you know,
5 problem issues, problems with a particular utility provider.
6 So their consumptive use permit expired April 12th,
7 2007. On that day the Water Management District received its
8 new application for service for a consumptive use permit, which
9 according to staff and according to the records was
10 substantially incomplete. That is kind of a -- that's a
11 recurring theme in a lot of their applications. So as far as I
12 know they are currently operating without a consumptive use
13 permit. And if you check the website -- and I know there may
14 be some delay with getting things on a website, but they are
15 currently operating without a consumptive use permit. There
16 are 35 unresolved violations, and there's ten citations
17 outstanding. Well, as part of this consent order, I think
18 there is a 40,300 and some odd, I mean, almost $41,000 fine
19 associated with it. And according to -- 40,881. It's good to
20 have your network with you. But according to the conversation
21 last night or yesterday, apparently Aqua Utilities is hoping to
22 cut that in half, because they don't think they deserve it.
23 Okay. The Public Service Commission. I know you
24 guys are busy. I know you have a staff. So there was a couple
25 of things that we uncovered that we especially wanted to bring

1 to your attention. The Aqua report provided to the PSC as part
2 of the application for the rate increase has a discrepancy
3 suggesting almost a million gallons a year are unaccounted for.
4 And just so that you don't think I'm being, you know, a little
5 you know, hyperbolic in my words, it is, 912,000. So I guess I
6 could have said 900,000 instead of a million. But still there
7 are gallons of water, a substantial amount of water unaccounted
8 for, which begins to raise the eyebrows of what has happened
9 with our meters and our bills. And how could it possibly be
10 that my husband and I and a little bitty dog, which you will
11 see in a picture at the end, how can we really use 1,000
12 gallons day? (Audience applause.)
13 And your staff audit report indicates that Aqua has
14 supplied inaccurate and incomplete information. Again, it's
15 their modus operandi to supply -- I don't know where they get
16 the numbers. I don't know where.
17 Chuluota residents, that's who we are. Consumers are
18 entitled to expect safe, reliable utility services at
19 reasonable prices. Consumers are paying hundreds of dollars
20 each month for inferior water. I don't know. Hold your sign
21 up. Our bill, 288 bucks last month for two people and a
22 five-pound dog. You know, it's not like we are just -- in
23 fact, on the rate increase -- one of the things I forgot to
24 say. On that proposed rate increase which my graph showed you,
25 just for the pleasure of having access to Aqua Utility

1 Services, before I flush that toilet, before I make that first
2 pot of coffee in the morning, before I turn on water at all,
3 I'm going to pay $95. (Audience applause.)
4 COMMISSIONER McMURRIAN: Commissioner Argenziano
5 would like to ask you a question.
6 COMMISSIONER ARGENZIANO: Just briefly. Can you tell
7 me what is the gallonage that you are being charged for?
8 MS. SULLIVAN: Well, you will have a copy of the bill
9 there. In fact, let's just move to bills for a minute. I'm
10 not sure if I actually have a slide on this. What I was trying
11 to, you know, look over -- one of those things that I could
12 uniquely provide to this, you know, let me see. Let me finish
13 my -- it's all in the bill, and I want to talk at length,
14 because I want -- what I'm telling you today, this is kind of
15 an overview for the community, and we want you to know that we
16 know that this is not a new issue. This has been around for
17 11 years, and it has just gone from bad to worse. And I just
18 have a few more slides, and then we are going to talk about my
19 bill. And then I want to talk about the day I came home and my
20 water was turned off. And that's when we'll talk about that.
21 This is a map, and I know you are far away, and we
22 will get you copies, but this is Chuluota. It's just east of
23 Oviedo where we are sitting right now. It's a lovely area, and
24 we are just delighted to live there. It is a little hard to
25 see the roads, and if I had a pointer or something, but if you

1 would just look on the left side of the slide, kind of in the
2 middle where that lake is, that is 419. It's not very far from
3 here. As you come in you will see there's the road that kind
4 of takes a loop out, that's Snow Hill Road. And just past that
5 intersection there is a fire hydrant that if you -- a fire
6 hydrant, I'm told, is an 8-inch pipe. And I'm told that that
7 8-inch pipe is what you need to be able to connect into another
8 water system. And so right there is opportune, but it's less
9 than half a mile to the first area of the neighborhood that is
10 served by Aqua Utilities.
11 Now, I spoke to a 20-year or a 22-year, I think,
12 employee of Seminole County to just give me some idea how much
13 would that cost. And he said a ballpark -- and I don't hold
14 him to these numbers, he is just talking off the top of his
15 head -- about 12 to $15,000 to lay the pipe to connect in. And
16 these folks, I believe I am correct, are serviced by Alafaya
17 Utilities, another private utility that you serve -- that you
18 regulate. Alafaya Utilities is also the folks that provide our
19 Commissioner DeLauri a $35 a month bill. Okay. So I don't
20 know if they are better or worse, but I like that price a lot
21 better than mine. (Audience applause.)
22 And I also know that, as he mentioned on his bill, it
23 includes sewer. And I know there is a whole -- I haven't even
24 begun to explore sewer. I mean, I just started this May 17th,
25 and I never thought I would need to know any of this, but I

1 have found out a lot and I have a lot more to learn, but it
2 just seems to me at some point in time you have got to decide
3 when do we let the car go. When do we -- you know, why do we
4 keep pouring money -- it's like are we lost in looking at the
5 trees instead of the forest?
6 We have got high quality, low-cost water less than a
7 half a mile away. And I don't pretend -- (Audience
8 applause) -- I don't pretend to believe that 12 to $15,000 is
9 going to solve our problem, but it just seems to me that the
10 PSC who, you know -- let me move on.
11 Okay. Here is your decision criteria according to
12 the statute, competitive market oversight, rate base economic
13 regulation, monitoring of safety, reliability and service
14 issues. So I understand this the three criteria that you have
15 to -- oops. I didn't -- my little trick didn't work. I don't
16 want to use PowerPoint. But, anyway, these are your three --
17 these are the three things. And in our opinion, and I think
18 it's the collective opinion of the community, that Aqua fails
19 on all three counts. Let me go through them.
20 Competitive market oversight. The certificate of
21 authority that you grant, this body grants, to Aqua is
22 basically a state authorized monopoly, and that Aqua has
23 exploited its monopoly power to exact unfair and discriminatory
24 rates from Chuluota residents. (Audience applause.)
25 Even under the old rate structure at 32 bucks a

1 month, they were head and shoulders above the competition.
2 Well, if this new rate increase goes in, $95 a month just for
3 the pleasure of receiving a bill, is just, as I said before,
4 unconscionable. So you're our voice. The PSC is our voice
5 to -- even though this is a state-authorized monopoly, you are
6 our voice. We have to get our water and sewer from these
7 folks. And some people said, well, can't you just put a well
8 in your backyard? Well, no, I can't. That's regulated, too.
9 So the PSC must protect the citizens from an abusive
10 monopoly by liberally construing its authorizing statute for
11 the protection of the public. (Audience applause.)
12 I know a couple of you will are new, and I'm not
13 suggesting that you are inexperienced, because I have learned
14 about each of you. And I was pleased that you all could be
15 here today, proud that you here today. But go back to the
16 fundamentals. Go back and read your statute. At the very
17 beginning it says that you have to liberally construe for the
18 public interest. So we need you.
19 Rate base economic regulation. The audits show that
20 Aqua's application for a rate increase is riddled with
21 inaccurate and incomplete information and that Aqua America
22 made a bad investment in an antiquated system. (Audience
23 applause.) I have heard this characterization of the water
24 system here as antiquated. I was surprised Mr. Hoffman didn't
25 use it, because it has been used so often, that they invested

1 in what they knew to be an antiquated system. And now Aqua
2 wants -- in fact, Seminole County rejected it because the price
3 was too high. Seminole County bought a lot of the Florida
4 Water System Services, they bought a lot of their utilities,
5 and they are running them today. I forget what -- there is a
6 calculator on the website, and I looked to see how much my bill
7 would be, and it would be a whole lot less than now. But the
8 price that Florida Water Services was asking apparently was too
9 high for Seminole County, so Aqua America bought it. But they
10 want the PSC to bale them out with a rate increase. Our money
11 should not continue to support a private utility's bad business
12 decision when high quality, reasonably priced water is so
13 close.
14 There is overwhelming evidence of poor quality water,
15 unreliable, and substandard service. So this is what I'm
16 asking you to do, and I think all the folks on this petition
17 that signed up have asked me to represent on their behalf. We
18 want you to deny Aqua's rate increase request. We want you to
19 suspend the interim rates. Our bills just took a huge jump, a
20 huge jump. I thought $155 a month was bad enough. Now it's
21 288. We want you to refund the Chuluota residents for the
22 interim rate hike with interest. But you know what? We want
23 more. We want you to revoke the certificate of authority for
24 Chuluota -- (Audience applause.) -- and award it to a
25 responsible utility provider, one that will answer the

1 questions of the DEP accurately, one that will help -- will
2 work within the confines of the water management district, one
3 that will give you accurate information when they apply. So
4 this is what we are asking for. And, quite frankly --
5 (Audience applause) -- this is me and my little puppy dog,
6 Cosmo. He's 5.7 pounds, and we do give him bottled water, and
7 we do have a Brita filter on our sink. But I want you to know,
8 you know, we are people that are having to live with this
9 daily.
10 But let's talk about the bills for a minute. I came
11 home from work on May the 7th and my water had been shut off.
12 My husband was off on a business trip, just me and Cosmo there
13 at home. No water. So I am thinking you have got to be
14 kidding. Because I knew that we had gotten a few days, weeks
15 before that, we had gotten a shut-off notice from Aqua
16 Utilities. And I'm like, holy cow, we pay our bills, what
17 happened? You know, I'm thinking there was some hiccup in the
18 system, right?
19 So my husband, Frank, called them, and they assured
20 us -- I mean, we walked through the problem, and I will get to
21 that in a minute. But they assured us that the problem was
22 resolved and our water would not be shut off. And then,
23 indeed, in fact, it was. So the night that the water was shut
24 off, I'm like this is a mistake; I will give them a call; there
25 is a phone number here. So I called. Busy, busy, busy, busy,

1 ring, ring, ring, ring. It took me -- I think on the third try
2 I finally got a person on the other end of the phone. And I
3 tried to explain, you all made a mistake. I mean, we got a
4 shut-off notice, but we called. Just like the notice said to
5 do, we called. You assured us this wouldn't happen. So you
6 must have made a mistake. Can you get somebody out here to
7 turn my water on? And she said, oh, no, ma'am, absolutely not.
8 And I'm like, well, what do you mean no? You made the mistake.
9 I can't flush my toilets. I can't take a shower. I can't make
10 dinner tonight. Too bad, so sad.
11 Now, that wasn't her words. I'm sure they have got
12 it recorded. So I would be delighted for you to hear it. But,
13 essentially, that was the message I got. There is nothing we
14 can do for you. So I got off the phone, and I thought I can't
15 believe this. You know, if I was an employer, and I had -- you
16 know, one of my employees had a problem with this, I would want
17 them to take it up with a supervisor. So I called back.
18 Again, it took me ring, ring, ring. It took forever. No
19 answer, no answer, just ring, ring, ring. And eventually what
20 happened -- if it rings, I don't know, two minutes or
21 something, it goes to fast busy. So, you know, I keep trying.
22 So when I got back on the phone the next time, you
23 know, I tried again, just felt like I was starting over, and I
24 got the same answer, no, ma'am, we can't get somebody out there
25 to help you tonight. And I could hear -- number one, I could

1 hear the stress in these ladies' voices that I had spoken to.
2 And I could hear the phones ringing in the background just off
3 the hook. And so I said, well, you know, let me speak to your
4 supervisor. No, ma'am, I can't do that. Excuse me, I just
5 need to speak to your supervisor. You know, your company has
6 made a mistake. I'm sure they didn't do this intentionally, so
7 I would like to talk with somebody that's in -- has, you know,
8 some authority to deal with this.
9 No, ma'am, we have been specifically told that the
10 water has been cut off all over Seminole County today, and that
11 we were specifically told by Aqua Utilities not to refer you to
12 our after-hours service. That your water has been turned off
13 because you didn't pay your bill, and that you will have to
14 deal with it tomorrow. So I got no water that night. I was
15 angry. I was very angry.
16 So on the documentations that I have for you there
17 are several things that I want to point out. The next day,
18 when I called, I mean I had an 8:00 meeting the next morning,
19 so -- actually that night I thought, since I have got a meeting
20 from 8:00 until 2:00 tomorrow, I'll send them an e-mail. There
21 is an opportunity on the website where you can send them an
22 e-mail. I sent them an e-mail, and I said, you know, I've got
23 meetings tomorrow from 8:00 to 2:00. The first opportunity I
24 could call would be the afternoon, and I really want to have
25 water tomorrow night. So I am sending this e-mail so that

1 maybe you can correct the problem before I get an opportunity
2 to call.
3 Well, the e-mail got responded to two days later,
4 literally. I got a response, and that person kindly said that
5 I see where you have called in yesterday and that your problem
6 must be resolved. Is there anything else I can do for you? Of
7 course, the answer was no. But my point is they have this
8 e-mail option, but yet it took two days for somebody to read
9 it. Normally, e-mail you think of getting it done more
10 quickly, but it didn't happen in that case.
11 So I get on the phone about 2:00 o'clock in the
12 afternoon, and I speak to Amy. Well, Amy is on the phone, and
13 I explained what had happened. And I said, you know, we got
14 this ten-day shut-off notice, much to our surprise, because we
15 use bill pay at the bank. I'm sure a lot of you do, too. When
16 you set up your account at the bank, you go in, you fill in the
17 address, you fill in the account number, you set it up. The
18 only thing that changes every month is the amount that you want
19 the bank to send the check for. So we have been doing this
20 ever since we moved in. And no problem, you know, checks have
21 been cashed.
22 Well, in this particular case what we discovered was
23 the check had been returned, and we didn't understand why. So,
24 Amy explained to me that apparently in November there was a
25 flier in our bill notifying us that they had changed billing

1 agents, or that they had changed -- you know, something had
2 changed. And, you know, we sort of remember that the nice
3 pretty blue that the -- the appearance of the bill had changed,
4 but we -- I'm assuming the notice was there. I give them that.
5 But you know what I do with extra stuff in my -- I mean, that
6 goes in the junk mail category. I just take it out and throw
7 it away, so shame on me. I threw it away. But then she said,
8 if you will notice, just look on the front page there is a
9 message center on the bill. Since their flier obviously wasn't
10 effective for me and a few other people, according to the
11 phones that night, there is a message center on here.
12 Now, the one that you are looking at, which is on the
13 top, April 25th, 2007, bill date, the message center is in the
14 middle of the page, and it says, please note your account is a
15 16 digit number. The full 16 digits must be used to ensure
16 correct posting of your Aqua payment. That's the first message
17 that shows up here. If you go to the last one, the message
18 center is there, but there is nothing telling us, oh, by the
19 way, for you idgets who threw out your flier in November, maybe
20 you need to put your full 16-digit account number. Because the
21 check that we mailed to Bank of America through bill pay, the
22 check had the old account number on it, because we hadn't
23 recognized that the account number -- my account number
24 literally changed.
25 So the old billing service, the old account number,

1 it got send back to the bank. We didn't know that until we
2 called in. So, you know, we get this shut-off notice. Well,
3 of course, when we get the shut-off notice, it gives you three
4 options. You can pay the total amount overdue by phone, simply
5 call our toll free number. You can contact Aqua Utilities to
6 let us know that you made a payment or request a payment
7 arrangement. You can call their collections department if you
8 have a serious illness or medical condition.
9 So we took Option 2. We called, and we explained
10 what happened. We sent you a check; you sent it back. Sorry,
11 we didn't know this. Shame on us. We will now send you
12 another check. We will do it through Bill Pay. Oh, by the
13 way, is there somewhere like locally that we can go and pay so
14 we will just take care of this? Oh, no. There are no Florida
15 sites for collecting bill payment.
16 You know, truck right on up to Pennsylvania if you
17 would like, but there are no local payment centers. So we
18 said, well, since we can't just go down to city hall or
19 something and pay our bill, we are going to set it up for bill
20 pay. And according to bill pay, you will get the check on May
21 the 7th, and they did. They got our check on May 7th, the day
22 my water was shut off.
23 But one more thing I want to point out to you on the
24 shut-off notice, which is Page 2 on the bill. This shut-off
25 notice purports to be a ten-day shut-off notice. And you will

1 notice that it's dated April the 23rd with a shut-off date of
2 May the 3rd, that if we haven't taken care of this by May the
3 3rd, it will be shut off on that day. Well, we got this on May
4 the 30th. So was it really a ten-day notice? I received it in
5 the mail on May the 30th. So even though it is dated on here
6 April 23rd -- and, you know, I don't have the envelope, I don't
7 know what the postmark date was. I don't know if it had come
8 from Pennsylvania. All I know is we received it May 30th,
9 because that is the day, and if they look in their records for
10 the recording of my voice, they will find it on May the 30th.
11 Well, excuse me, May the 30th was when my husband
12 called to talk to them about the problem. So, anyway, when I
13 called on May the 8th, the afternoon of May the 8th to, you
14 know, get my water service restored, Amy -- you know, when I
15 told her the whole story, I would like to get my water
16 restored, she says your husband didn't call. We have no record
17 of you calling. I said, excuse me, I was in the room. I
18 overheard the conversation. I know my husband called you, and
19 you assured us, and we told you -- we have notes. That's why I
20 gave you copies of the bill, because we made notes who we
21 called. Actually, that is on the prior -- that is on one of
22 the other ones where we called. Those notes on the May 26th --
23 no, they are not there. They are on the April 25th bill.
24 Anyway, we called, and we told you the bill would be there May
25 the 7th. And, indeed, the check did arrive on May 7th, the day

1 it was shut off.

2 Well, finally, Amy says to me, well, you know, we had
3 a systems changeover last week, and we lost a lot of
4 information. So your husband's phone call, we have no record
5 of it, but we will get your water turned back on today. And so
6 she did, within ten minutes. It was so fast, I couldn't
7 believe it. And we were watching for a truck, because I
8 thought maybe somebody had to come to my neighborhood, but I
9 never saw a truck. But, poof, within ten minutes I had water.
10 So I don't know how easy that was, but within ten minutes my
11 water was restored.

12 My point being is if it could be restored that
13 quickly the night before, I would have been a much happier
14 customer. And if they were going to shut off water to
15 residents all over Seminole County, they should have been
16 prepared for some after-hours phone calls when people come home
17 from work. They should have -- you know, a little bit of
18 preplanning there goes a long way.

19 So we sent a check and it arrives on May 7th. We
20 looked on our Bill Pay that day and, indeed, they got a check.
21 They sent it back. They sent it back. We had the account
22 number correct, we had the address correct, and they sent it
23 back. It went back to the bank. So, it was like, what, they
24 don't want our money now. So you will see on that bill, it's
25 starting to accumulate. The total is starting to accumulate on

1 the bills, but -- so what we did when we discovered the next
2 bill telling us we that were yet delinquent again, you know, we
3 checked into it. They had sent the check back again. And so
4 out of our concern that the water would be shut off again, my
5 husband calls and puts it on a credit card. Because there is
6 no local payment center, remember. So we had to put it on a
7 credit card, which they charged us an extra $2.95 in order for
8 us to charge our bill. So, you know, our concern was they
9 promised us they wouldn't turn off before, and they did. We
10 don't want that to happen again. We were having company
11 coming, and God only knows. So we paid the extra $2.95.
12 That's so -- to me it says it all about how Aqua Utilities
13 feels about its customers and what they think customer service
14 is.
15 But just a couple other things that I want to point
16 out to you on the bill here. If you will look in the middle of
17 the page on the right, it shows a water usage history, and it's
18 up and down. It says it is actual. And I don't know, I
19 haven't seen these guys come out. I don't know who does their
20 meter reading. But, you know, February, I know it was just a
21 28-day month, but that being said, you know, my assumption is
22 they try to read them every 30 days, and it is a February bill.
23 It doesn't necessarily mean this was February service. But the
24 point is that you see how erratic it is.
25 And our most recent bill said that we're using about

1,100 gallons a day. Now it's me, my husband, and my little dog. Yes, we get company from time to time, but not that much. The kids are all off in college, thankfully. But my point is, is that this bill shows actual readings, and it's all over the board. It is up and down. And I have no idea -- I mean, yes, we irrigate. We are not among the people who have invested -- in order to reduce their water bills a lot of people in our community -- we have some lakes, and a lot of people in the community have put in pumps to pump water from the lake.

In fact, we got -- within a couple of months that we were living there, we got a notice from the homeowners association that we needed to steam clean our sidewalks and driveway because they were stained. And the woman I called to talk to her about it, and I was like, hey, what is everybody else doing in cleaning their -- you know, what kind of products, that sort of thing. She was shocked to learn that I had Aqua Utilities water. She assumed I was pumping water out of the lake. Because my driveway and my sidewalk was so stained, she thought I was pumping water out of the lake. She was shocked to learn I wasn't. So, you know, there are clearly going to be some fluctuations because of the irrigation, and we try to limit that. We try to be conservative with that.

Also, one final note that comes to my mind when I am thinking about the water use. My husband stayed up one night doing a little hand-drawn -- I didn't make a copy of it. But

1 he sort of did an analysis of the water and the rates. And it
2 turns out that the more water you use, the lower your percent
3 increase in your bill. Now, let me say that again.
4 MR. MCKAY: I have a chart for that.
5 MS. SULLIVAN: Okay. I will let Ron deal with that
6 one. I'll stop here. I'm sure there are a lot of people that
7 have a lot to say. I'm delighted to answer questions. Again,
8 welcome to Oviedo. We're glad you are here. And if you have
9 any questions, I will be glad to answer them.
10 COMMISSIONER McMURRIAN: Thank you, Ms. Sullivan.
11 (Audience applause.)
12 COMMISSIONER McMURRIAN: Commissioner Argenziano.
13 COMMISSIONER ARGENZIANO: Madam Chair, before I ask
14 the questions of Ms. Sullivan, I'm going to have a few
15 questions for DEP, and I don't know at what point --
16 UNIDENTIFIED SPEAKER: We can't hear you.
17 COMMISSIONER ARGENZIANO: I'm sorry. I was asking at
18 what point the Chairman would like me to ask questions. I have
19 some questions for DEP and for maybe some others.
20 But, Ms. Sullivan, if I may, on your bills what I see
21 is a very -- a lot of fluctuations. It says that -- on the
22 first one I'm looking at it says that the average daily usage
23 is 1,043 gallons, and then it goes to 657 gallons, 113 gallons,
24 650 gallons. Has that been constantly like that on the bills?
25 MS. SULLIVAN: Yes. In fact, on that last bill --

1 and these were the -- unfortunately, we couldn't find all of
2 our bills. These are the ones I could find. But if you will
3 notice on the bill that is dated January 29th, it says the
4 amount owed from the last bill was $396. Now, this was under
5 the prior rates, not the interim rates. So I could only
6 guesstimate, and I certainly would -- you know, I could request
7 Aqua Utilities to send me a copy of all of my bills. I have
8 only been there 15 months, so it wouldn't be that be many for
9 them to produce. But, yes, it fluctuates.
10 COMMISSIONER ARGENZIANO: Okay. One other question,
11 and then, Madam Chairman, I'm going to have a question for DEP
12 regarding that. And I don't think there is anybody from the
13 Water Management District here. Can I ask you one other
14 question about when the check was sent back, what was the --
15 what was the reason?
16 MS. SULLIVAN: No reason given. You are talking
17 about the one with the correct account number sent to the
18 correct billing address?
19 COMMISSIONER ARGENZIANO: Right.
20 MS. SULLIVAN: No reason given. It just came back to
21 the bank, much to our surprise. Of course, we didn't realize
22 that until we got the bill that said -- you know, the bill
23 again showed a double up of -- you have got a late payment
24 here, and so we knew we had paid the bill. You know, we go and
25 check the bank. We sent the bill. We put it in. We didn't

1 know if it was the bank's error. We didn't know where the
2 error was. And it turned out it had come back again, and I
3 have no idea why it came back again.
4 COMMISSIONER McMURRIAN: Commissioner, how about we
5 go ahead and have Commissioner Skop, and then see if the
6 parties have any questions for her, and then have DEP, perhaps,
7 come up and do that. That we can use the microphone, because
8 we are running out.
9 Commissioner Skop.
10 COMMISSIONER SKOP: Thank you, Madam Chair.
11 Ms. Sullivan, I want to personally thank you for
12 coming out today. I think by far -- I have been to all the
13 service hearings for this rate case with the exception of one
14 throughout the state, and, by far, although the common themes
15 remain the same, your presentation, by far, is the most
16 comprehensive that I have seen to date. It was very thorough,
17 and I think that you said yourself you have been doing this for
18 just a little bit over a month. (Audience applause.)
19 You said yourself you have been doing this for just a
20 little bit over a month, but I think even Erin Brockovich would
21 be impressed.
22 That being said, moving on to your bills. The common
23 theme throughout the state has been sworn consumer testimony
24 that directly implicates meter and billing issues. There are
25 meters that are not being read or meter reading is erratic.

1 I just wanted to clarify some points. I looked at
2 your bills during the time that you have given the testimony,
3 and I appreciate that. And there are other consumers out in
4 the audience that do have their bills, and that is the type of
5 information that the staff needs to investigate and to do
6 additional discovery upon the petitioner for the rate increase.
7 With respect to the bills in question, I notice that
8 the April 25th bill was a consumption of 31,300 gallons. And I
9 just wanted to make sure that you mentioned that you have a
10 small household. You have two people, a small dog, and I just
11 wanted to make sure, do you use your water to irrigate at all?
12 MS. SULLIVAN: I do. We do.
13 COMMISSIONER SKOP: Okay. And do you own a pool by
14 any chance?
15 MS. SULLIVAN: We do own a pool. And during the
16 course of the 15 months that we have been there, we have
17 added -- just added water. We didn't fill it. We just added
18 water three times in the 15 months we have lived there.
19 COMMISSIONER SKOP: Okay.
20 THE WITNESS: In other words, we don't let it drop to
21 a level that is significant enough that it will take a lot of
22 water to bring it back up.
23 COMMISSIONER SKOP: And with respect to the shut-off
24 or the shut-off notice, I just want to reiterate I believe what
25 you stated is that when you contacted the utility the same day

1 for emergency reconnect, that was not available to you as a
2 consumer, is that correct?
3 MS. SULLIVAN: Same day reconnect was not available
4 to me. That's what the operators -- when I called and I spoke
5 to two different operators, both said the same thing, and that
6 is when I asked to go to a supervisor and they refused that.
7 COMMISSIONER SKOP: Moving to the March 23rd bill, it
8 shows usage of 18,400 gallons, and then moving to the
9 February 26th bill, I notice that the two prior bills have the
10 same -- about the same number of days in between meter readings
11 that say actual. In other instances they have been actual or
12 estimated, but on these particular bills that I'm looking at,
13 they do say actual.
14 Looking at the bill dated February 26th, where it
15 shows an actual reading, and there is a consumption of
16 3,300 gallons, which is significantly different from the two
17 prior bills. Is there a reason or an explanation that you
18 might be able to offer for that discrepancy? Were you guys on
19 vacation or were you there using the same amount of water?
20 Because, again, that seems to be quite an inconsistency between
21 31,300 gallons and then using one tenth of that on a monthly
22 basis. And with bills that, for all practical purposes, at
23 least in most cases I have seen, more than my electric bill.
24 I'm just trying to understand or put in perspective why there
25 was that outlier fluctuation.

1 MS. SULLIVAN: We were not on vacation; we were
2 there. And, in fact, we had company during that month. But,
3 also, you raised a good point. I'm glad you drew my attention
4 to this. You know, I have mentioned that, take February, so
5 it's a small month. But if you look at the total days, that
6 particular bill where they say 650 gallons a day or a -- oh,
7 wait, I'm looking at the wrong one. That was 32 days. My
8 point is that if you look from bill to bill, it's 30 days,
9 32 days, 29 days, 28 days. You know, the number of days is
10 fairly consistent. But we were in the home, and we had company
11 during that month, visitors. I mean, just weekend kind of
12 visitors.
13 COMMISSIONER SKOP: And then with respect to the
14 PowerPoint presentation that you presented, is it possible to
15 get an electronic copy of that --
16 MS. SULLIVAN: Absolutely.
17 COMMISSIONER SKOP: -- as part of your composite
18 exhibit?
19 COMMISSIONER McMURRIAN: Absolutely. We can do that.
20 In fact, staff may already have a copy of it, I'm just not
21 sure. (Audience applause.)
22 We will include that as part of that last exhibit,
23 Mrs. Faurot.
24 MS. SULLIVAN: And, in fact, probably what I should
25 have done, and I just thought of this moment, because I want

1 you to know how serious those petitions are. And I had a much
2 more in-depth PowerPoint presentation that I presented at
3 church on Sunday. We estimated about 200 people came, but I
4 wanted them to know who you were. So I had your pictures off
5 your website.
6 COMMISSIONER SKOP: Oh, no. (Laughter.)
7 MS. SULLIVAN: But to further validate that these
8 were informed citizens that signed this petition, I can -- if
9 somebody can give me -- Cheryl, I have her e-mail address. We
10 have corresponded. I will send her the PowerPoint presentation
11 that I presented on Sunday, as well.
12 COMMISSIONER SKOP: I just have a few more questions,
13 and I do thank you.
14 With respect to -- just one general question.
15 Actually, I am from this area. I grew up in Sanford. I have
16 been all through Chuluota, Geneva, that whole area, but it has
17 grown substantially since the early '80s when I used to live
18 there. In fact, I got lost by making a wrong turn this morning
19 because of the growth, things weren't where they used to be.
20 MS. SULLIVAN: And we are only -- you know, we are
21 about to be a bedroom community. And so with that eight-inch
22 pipe being within a half a mile to connect in --
23 COMMISSIONER SKOP: That's the question I was getting
24 to is do you know if the City of Oviedo provides water and
25 wastewater services?

1 MS. SULLIVAN: They do. Not to us, of course, but
2 they do. And not to Live Oak, or not to portions of Live Oak,
3 but I will be happy to tell you all I have learned about
4 Seminole County and interlocutory agreements and Oviedo city
5 water, and whether you need to be annexed or not annexed and --
6 because I have learned a lot about this issue.
7 COMMISSIONER SKOP: And just one final point. I
8 noticed on your comprehensive presentation on the remedies that
9 you suggested, as a new Commissioner, I'm very experienced, I
10 looked at the points of law and various things, but those are
11 remedies. I just think that as Mr. Willis presented, sometimes
12 there is statutory constraints and case law constraints that
13 make things difficult. And it appears to be easier than it is,
14 and that is part of the tension and frustration that we all
15 feel.
16 But, again, I want to thank you for what I thought to
17 be a very, very comprehensive presentation. And, again, the
18 concerns that you raised are consistent throughout the service
19 area, at least at the service hearings that I have attended.
20 It is a consistent theme. Quality of service is very important
21 to me, and it's important to all the Commissioners. Meter
22 reading and billing issues are very important.
23 And, again, the formal hearing, I believe, is going
24 to be handled in October. And if you wish to make a
25 presentation, I think that that would be at your benefit or

1 your prerogative. Thank you again for appearing.
2 (Audience applause.)
3 MS. SULLIVAN: You're welcome.
4 COMMISSIONER McMURRIAN: Does anyone else have
5 questions for Ms. Sullivan before we bring someone from DEP up?
6 MS. SULLIVAN: Can I ask a question?
7 COMMISSIONER McMURRIAN: Sure.
8 MS. SULLIVAN: If you will just think back, Mr.
9 Reilly, I didn't have a chance to call you before I put that
10 final slide in. And, yes, I have read the statute. I have
11 read it several times. I've learned it's just like watching a
12 movie, you don't get everything the first time, especially when
13 this is not something you are familiar with.
14 But the revocation of the certificate of authority,
15 I'm not aware that that has ever occurred before. And I have
16 actually spoken to Sandy Adams about maybe this is something
17 you can help us with. Help us to understand. Because it
18 seemed to me, if you just step back for a moment, there was a
19 need in 1996 for public utilities. A private company stepped
20 up to the plate and provided those services to a small
21 population of people. Over time, you know, because of the
22 hydrogeology, it was poor -- it's not terrible water. I'm sure
23 the people in Las Vegas would be delighted to have it. But it
24 is a lower quality water because of the hydrogeology of our
25 area. And so what it seems like has happened is we have just

1 sort of lost track of what does it mean to be reasonable.
2 Ninety-five dollars a month just for the base rate before you
3 turn the water faucet on is not reasonable.
4 Now, I understand, and I spent -- I spent time on the
5 phone with Mr. Reilly where he talked about the calculations of
6 the rate and return on equity and, you know, he talked to me
7 about these things. And, you know, after a while you start to
8 lose track. But it seems to me you have got to step back from
9 the plate a minute and understand that these are citizens
10 that are -- I was looking in the paper on Sunday. I could go
11 out and get a Cadillac, lease a Cadillac for what I paid last
12 month for a water bill. And it's just that something has gone
13 seriously awry. And, you know, I don't know what the right
14 answer is, but I can tell you today is not my last visit to
15 this question. And I have a lot to learn yet.
16 In fact, one more comment I would just recall, if you
17 will indulge me. I forgot to mention, I just heard, and I
18 heard Mr. Hoffman say today, you know, there's new regulations,
19 there's new ordinances, and I'm not sure in particular what he
20 is referring to, but I know over and over I have been told by
21 DEP and, oh, yes, I think even the Water Management District,
22 that this MCL level was reduced recently or raised recently,
23 depending on how you're looking at it. My point is it became
24 stricter, and I was told that was recently.
25 Well, just yesterday when I was out on the EPA

website, that rule came into effect in 2002 for folks who service over 10,000 people. But for utilities that serviced under 10,000 people, it came into effect in 2004. That's not recently to me. That's not recent. So, you know -- oh, and the other thing -- gosh, I have so much to say, I will try to hold my remarks. The other thing is that -- and, please, confirm with Aqua Utilities, but what I read in the DEP file, what they are going to do with this $500,000 he told you he needs, they are going back to the same chlorination system that Florida Water Services used and failed.

So to me past performance is a predictor of future behavior. They are going back to the same system, if I understood what I read correctly. So I don't understand that. It was used, it failed, and now you have a greater population, and you think it's going to work this time? I have no faith it will. So I apologize, I could go on for quite awhile, and I know there are many other people here to talk. So thank you for your time. (Audience applause.)

COMMISSIONER McMURRIAN: Commissioner Skop.

COMMISSIONER SKOP: Madam Chair, just one quick follow-up question. Ms. Sullivan, I noticed this, and I wanted to get that on the record, the bills you submitted has the last name of Woods for that service address.

MS. SULLIVAN: That would be my husband.

COMMISSIONER SKOP: Okay. I just wanted to make sure

1 that I tied that in. Thank you.

2 COMMISSIONER McMURRIAN: And I believe that was --

3 Mr. Reilly, you didn't have any questions.

4 Mr. Hoffman, do you have any questions?

5 Thank you, Ms. Sullivan.

6 And if someone from DEP could step forward to answer

7 some questions from Commissioner Argenziano and others.

8 This is Mr. Jeff Prather from DEP.

9 COMMISSIONER ARGENZIANO: And I also would ask

10 Representative Adams if maybe she would want to check with the

11 St. Johns Water Management District to see if it's accurate

12 that they are not working under a CUP.

13 REPRESENTATIVE ADAMS: They are not. The last I

14 checked, they are not.

15 COMMISSIONER ARGENZIANO: Do you know if it is

16 because they failed the three-prong test?

17 REPRESENTATIVE ADAMS: I do not know that, but I do

18 know that the last time I checked, when it was brought to my

19 attention, they were not.

20 COMMISSIONER ARGENZIANO: The Legislature may want to

21 ask why.

22 REPRESENTATIVE ADAMS: Oh, I've got staff working as

23 we speak.

24 COMMISSIONER ARGENZIANO: And, Representative, one

25 other thing, and this is in no way a means to bash the utility

1 or anything else. But, you know what, the very last session
2 that I spent in the Senate, one of the bills I had was to
3 allow -- let me preface this with this. When we do tax reform,
4 the reason the Legislature just did tax reform is because no
5 one should lose a house if your taxes cost too much. Well, no
6 one should lose their water if things get too high. And one of
7 the bills I had, which went nowhere, was to allow an opt out in
8 that kind of circumstance. You might want to think about that.
9 REPRESENTATIVE ADAMS: I'll take a look at it.
10 (Audience applause.)
11 COMMISSIONER ARGENZIANO: DEP, if I can ask you a
12 couple of questions. What is the period of time that a utility
13 can be in violation before action is taken by DEP, especially
14 if it's regarding health and safety?
15 MR. PRATHER: In regards to the disinfecting
16 by-products, which is the enforcement case that they are
17 currently under, they being Aqua Utilities, you don't have an
18 MCL violation until you have a running annual average that
19 exceeds that MCL. Typically, what will happen is a utility
20 will look at four quarters of samples, continuous samples. If
21 that running annual average exceeds, in this case 80 parts per
22 billion, then there is an MCL violation, and that's when we
23 bring them in. We discuss the corrective actions, and they
24 have to start the public noticing.
25 COMMISSIONER ARGENZIANO: So, let's say -- is there a

threshold level? Is there some number that could be so high that you would not wait for four quarters?

MR. PRATHER: Certainly, there's a breakdown. They are called total trihalomethanes, and they are four trihalomethanes that make up this total. The total that you see on your public notices is the sum of those four. Certainly, there are standards for each of those four that you would look at individually to make that determination.

COMMISSIONER ARGENZIANO: And --

MR. PRATHER: So, yes, ma'am, there are some which would require more stricter language if those individual levels are exceeded.

COMMISSIONER ARGENZIANO: In other words, people would be better protected?

MR. PRATHER: Yes, ma'am.

COMMISSIONER ARGENZIANO: There is some level that you wouldn't want to wait four quarters.

MR. PRATHER: The Department of Environmental Protection receives those numbers and reviews those numbers.

COMMISSIONER ARGENZIANO: And who is -- is DEP part of the -- is there any type of notice, standard notice that is either statutorily derived or DEP has promulgated to give to utilities to use, so that there is clear and, I guess, consistent notices?

MR. PRATHER: There is required public language,

1 public notice language that each and every utility has to use.
2 That actually comes down from federal EPA. So we, as a
3 department, or a utility cannot determine what they want to put
4 in that public notice. It's very specific, the language.
5 COMMISSIONER ARGENZIANO: And you have seen the
6 notices that were sent out?
7 MR. PRATHER: Yes, ma'am.
8 COMMISSIONER ARGENZIANO: And is that according to
9 the EPA standards?
10 MR. PRATHER: Those are according to the EPA
11 standards. I will say one thing, and I think it was brought up
12 in the presentation, and I know that I have had some phone
13 conversations with some individuals who asked about the utility
14 including language for pregnant women. That is some language
15 that can be included if one of those four constituents exceed
16 that number that we are looking at. The utility has never had
17 a number exceed that, so it was an error on the utility's part
18 to include that language for pregnant women on that one public
19 notice.
20 COMMISSIONER ARGENZIANO: Just two other questions.
21 What is DEP's role at all, if any, with regards to a notice?
22 MR. PRATHER: Well, we make sure that they issue the
23 public notices.
24 COMMISSIONER ARGENZIANO: And it's correct?
25 MR. PRATHER: And it's correct.

COMMISSIONER ARGENZIANO: Okay. And I have one other question, I don't know if you are going to be able to answer this or not.

MR. PRATHER: Okay.

COMMISSIONER ARGENZIANO: And if not, that's fine, but I have dealt with water issues for decades, and not just utility water, but well pumping, and so on. And it seems to me that I remember in my days of being called the water lady, that the average household's usage of water usually was about 125 gallons a day or 150 gallons a day. Can you find out for me, for the Commission, what the average is throughout other areas of the state? And maybe that's better for the Water Management District.

MR. PRATHER: We can certainly get those numbers for you. That's easy for us to do.

COMMISSIONER McMURRIAN: Thank you.

I had a question, too, just to follow up the line of questioning you were asking about that notice, because in the documents we are looking at the language does change from month-to-month some in the examples we have. And you indicated that it was a mistake, I suppose, of the utility to put the language in there.

MR. PRATHER: One example of the language that was very specific to pregnant women was overly -- it was not required for the utility to put that in there.

1 COMMISSIONER McMURRIAN: So there are some -- there
2 is some optional language that they can put in, you know, at
3 their discretion. There is certain language that they are
4 required to put in the public notice, but there is some
5 flexibility, I suppose, to add in certain language.
6 MR. PRATHER: Above and beyond, they certainly could.
7 If they wanted to do something in the way of -- be more
8 conservative. If they think there is information they would
9 like to share with their customers, they certainly can provide
10 additional information, but they are required to have the
11 mandatory language in there.
12 COMMISSIONER McMURRIAN: Mr. Prather, if there are no
13 other questions, I did want to take this opportunity, because I
14 didn't really say this earlier, thank you for being here. At
15 our other service hearings, I will just tell you all I haven't
16 had representatives from DEP or the Department of Health.
17 Representative Adams asked that they be present here today, so
18 they have come to help answer some of the questions you all
19 have. So I just wanted to thank you for that, and we may have
20 more questions as we move along.
21 MR. PRATHER: And I will certainly be here. And so
22 everyone knows, I'm out of the Central District Office here in
23 Orlando, and will certainly be available for any and all
24 questions, even beyond this hearing.
25 COMMISSIONER McMURRIAN: Thank you.

1 MR. PRATHER: Thank you.
2 COMMISSIONER SKOP: Thank you.
3 (Audience applause.)
4 COMMISSIONER McMURRIAN: Mr. Reilly.
5 MR. REILLY: The next witness is Mr. Ron McKay.
6 RON MCKAY
7 appeared as a witness and, swearing to tell the truth,
8 testified as follows:
9 DIRECT STATEMENT
10 MR. MCKAY: Good afternoon. My name is Ron McKay,
11 and it's spelled R-O-N, last name McKay, M-C, capital K, A-Y.
12 And I live at 624 Red Pepper Loop, and that's in Chuluota. And
13 the zip code is 32766.
14 We have a lot to cover, and I know that Kelly has
15 gone through a lot of the information in the presentation.
16 And, incidentally, I have been at my address for three and a
17 half years. We moved in on January 31st of 2004.
18 I want to start out first by going through a little
19 incident that we had regarding water pressure. And I had
20 called the customer service line with Aqua Utilities, and in
21 speaking to the lady, and I didn't write her name down, but
22 since then all of my conversations that I had with them will be
23 recorded on my behalf. And I do have one recording that I had
24 done just the other day when I had some questions about a few
25 issues.

1 But when I had called, I had indicated that we had a
2 low water pressure issue in Chuluota. And I just wanted to
3 make sure that there was nothing that was just on, you know, at
4 our residence. So I had spoken with some of the other
5 neighbors as well, and had asked them about that. And they,
6 too, were experiencing the same issue. One of my neighbors
7 said that he runs early in the mornings, and he said people
8 think they are watering their yards, but there is really just a
9 stream, single stream just going out of the sprinkler system.
10 So when I called Aqua customer service, she had
11 indicated that, well, we'll have someone look into that for
12 you. And I said, well, okay, can you give me an idea of when?
13 You know, specifically when you call a utility and there is a
14 problem, they schedule someone to come out and let you know
15 when. So I said, well, when should I expect someone to come
16 out so I can show them that we have water pressure issues.
17 Well, I don't know. I'll try to have someone call you maybe
18 next week. And this was a Thursday when I called. And I said,
19 well, maybe next week? I said, that is a little vague, don't
20 you think? And she said, well -- because I did press on. And
21 she said, well, maybe we will have someone show up or call you
22 back, you know, early next week. I said, okay. Well, we are
23 getting better.
24 And I said, well, early next week is going to put us
25 about five days out, you know. Can someone not just return my

1 phone call and explain what the issue is? Well, needless to
2 say, after pressing her, she assured me that someone would be
3 calling me the next day, which would be that Friday. I never
4 received a phone call. And I knew that when I was on the phone
5 with her that I was getting the runaround. It was very
6 obvious.
7 So at that point I called the PSC, and I filed a
8 complaint. And I can give you that complaint number, 730680-W.
9 And I waited my allotted time to get a response back from the
10 PSC and to hear from Aqua. I didn't hear from Aqua, so I
11 called the PSC regarding this issue. And I was told that --
12 well, Aqua had responded to us, and they said there is just low
13 water pressure in the early morning because everyone is
14 irrigating. I said well, yes, we know that, but the problem is
15 that it is so low that you can't use the water.
16 So, she proceeded to give me more information on who
17 I could call, and I contacted the DEP. And I spoke with those
18 individuals over there. And what they did was they come out,
19 and they installed a pressure meter on the fire hydrant. But
20 let me say before they did that, lo and behold, Aqua shows up,
21 and they put a pressure meter on the side of my house without
22 me knowing about it, and it was leaking so maybe I could get a
23 little recovery on that loss.
24 So the findings from the Environmental Protection
25 Agency, I have got that report, and if I may, just give this to

1 you so you can look at it as I go over it.
2 MR. REILLY: Can we mark that Number 61?
3 MR. MCKAY: I have one copy, but I'll also give you
4 my second copy.
5 COMMISSIONER McMURRIAN: If you are all right with us
6 keeping this one, we can make copies and we can just enter it
7 into the record.
8 MR. MCKAY: That's fine. I also have an electronic
9 version of all of my documents, so you will get that as well.
10 COMMISSIONER McMURRIAN: We will start Composite
11 Exhibit 61 for all the handouts from Mr. McKay.
12 MR. REILLY: Yes.
13 (Composite Exhibit 61 marked for identification.)
14 MS. CATER: Okay. So this device that they put on
15 the fire hydrant shows a chart of the pressure readings, and
16 they take it in one-minute increments, okay? And so it does
17 print out a graph. And you can notice that the DEP standards
18 are that if the pressure falls below 20 psi, then it becomes a
19 potential health issue, because there is backflow into the
20 system, and it can contaminate the water system. The
21 Department of Health also came out and did a sample.
22 Well, the lowest reading -- what you will notice is
23 that on the subsequent page the individual had put on here all
24 readings below 30 psi listed here. So they have readings of
25 the pressure and the date and the time that it was taken. So

they dropped this meter in on a Wednesday, and they picked it up on a Monday, because I said the watering days for our area are from Wednesday until, I think, Saturday. I know on my side of the street it is Thursdays and Sundays, I think, so -- I'm sorry, it goes to Sunday. But you notice that the lowest reading was 25.2 psi. Have you ever tried taking a shower at 25.2 psi? You can't do it. You cannot get the soap off, okay. And my wife is getting up to go to work early in the mornings, and she can't shower.

There is also other issues that relate to low water pressure. And I brought with me the water filter that I replaced on my refrigerator, because I dare not drink the water unfiltered. You will notice on here, and I will submit this as an exhibit, as well, the minimum pressure on here is 30 psi in order for it to operate. I also have -- and the individual had to leave to catch a plane, but he's one of my neighbors, and what he has is a salt water tank for his fish. He has a living coral reef inside his tank that he maintains, well, in order for him to operate any of his equipment, it requires a minimum of 30 psi. And as you can see with the report that I have submitted, we consistently fall below this pressure.

Now, I understand that this is supposed to be addressed. In my conversations with St. Johns River Water Management District, they are supposed to be -- something being done by Aqua to address this. But the point is, is that I

1 would have gotten absolutely no response from Aqua Utilities if
2 I had not pressed the issue, if I had not called the DEP. And,
3 in fact, one of my other neighbors was speaking to a neighbor
4 that lives across the street from me, and I understand that I
5 have now been labeled as the community troublemaker from Aqua's
6 behalf, but -- and that's fine. If it gets results done, then
7 so be it.
8 But I have photographs here that I'll submit on
9 behalf of Terry. He may be listed as the third individual
10 there, so you can allocate this to him. But he is showing his
11 pressure readings, and he also put a picture of the Orlando
12 Sentinel to show the date. The date is stamped on the
13 photographs, but he wanted to show that it is actual,
14 legitimate, and valid dates. So I will submit this to you, as
15 well.
16 You could buy some of my filters, and you can see
17 that it is 30 psi. But, again, it is the minimum that is
18 required to operate this filter. If these people are using any
19 type of filtration system, and this water pressure consistently
20 drops below that, we can't effectively filter our water.
21 COMMISSIONER McMURRIAN: Mr. McKay, if you will hold
22 on just a second for Commission Skop to ask you a question.
23 MR. MCKAY: Sure.
24 COMMISSIONER SKOP: Yes. I'm looking at the exhibit
25 that you provided. I guess it is from the Florida DEP, but the

graph of the printed responses of the existing pressures.

MR. MCKAY: Yes.

COMMISSIONER SKOP: I'm trying to correlate that to -- and just looking, I want to make sure that I have it correct, but it seems as if the pressure drops in the early morning hours.

MR. MCKAY: That's correct.

COMMISSIONER SKOP: And is there -- have you been able to determine a reason for that, are they taking pumps off line or something that would reduce the pressure?

MR. MCKAY: Well, I don't know. I mean, Aqua's response is the fact that everyone is irrigating and overusing the water. My position is if they are supplying the water, and they are wanting the high rates that they are asking for, then they need to figure out a way to make the pressure consistent.

COMMISSIONER SKOP: Okay.

MR. MCKAY: But, yet, you will see on the graph -- I mean, this is the full graph in the one-minute increments during the duration this was taken where it begins, and so you can see that the fluctuations go up a little bit beyond 70 psi and then drop down to the lowest point, the 25.2.

COMMISSIONER SKOP: Just as a follow-up, I mean, looking at the transient response of the graph that is plotted, it is clear to me that in the early morning hours, at least in the period in question, maybe they are performing maintenance

1 or doing something, but the pressure subsides substantially in
2 what appears to be the early morning hours. It is indicated by
3 the three peaks. But, again, that is something that just
4 caught my attention.
5 MR. MCKAY: Keep in mind that this is merely just a
6 sampling. It is like this every day.
7 As far as the issue -- I tell you what, let me move
8 on to another area here. I have spoken to several agencies,
9 along with the PSC. I have been out on the PSC website, and I
10 have reviewed the audit report that was submitted by Denise
11 Vandiver. I read through that. I've read through every one of
12 the transcripts at the other locations, Palatka, Greenacres,
13 and one showed up at Captiva, and the other one is Gainesville.
14 There seems to be a very, very common theme with the fact that
15 we have a meter problem. We have a problem with accuracy of
16 bills. And what I'm detecting is that there is a common thread
17 that every one of the citizens are beginning to feel very
18 violated by this company. And I hope that when you do your
19 ruling that you are going to actually pick up on the fact that
20 that's what's going on.
21 And I feel that they are snowing the various agencies
22 that they are involved with, including the PSC. And I say that
23 because I was on the phone with the lovely folks at the Water
24 Management District, and I spoke with Jim Lamine (phonetic),
25 and I was wanting to find out if the comprehensive compliance

1 review had been updated or changed. And he indicated that Aqua
2 had a meeting with St. Johns on Friday to address these issues,
3 and that's when they had asked that their fine be reduced from
4 the 4,815 -- $40,815.
5 Now, Jim had a very interesting point. And I don't
6 know when the president of Aqua came on board here, but Jim had
7 indicated that St. Johns had worked with Aqua once before to
8 work through some of their violations. And then he said we had
9 them in this past Friday to work with them once again about
10 their numerous violations. And I said, well, were you aware
11 that -- because if you look at this report, and I will have a
12 copy for you to review, and it is also available
13 electronically -- but when you actually look at this report,
14 what you are going to notice is that there are numerous
15 attempts to receive information, and for whatever reason Aqua
16 seems to think that they do not have to respond or comply to
17 the requests being made.
18 I read the interrogatories on-line. I have read the
19 responses that were submitted, and they seem to constantly be
20 dancing around the issues. Now, what you will notice -- and I
21 also have a document that supports this, that is the Florida
22 Statutes and the rules for your ease of reading. Because what
23 you will notice in this is all the violations or the sections
24 that they violate, as well as the rules of the St. Johns Water
25 River Management District (sic), and -- but when you read

1 through this you are going to notice on the summary page at
2 least 33 violations -- I do have an updated report that says 35
3 violations -- were identified over the two-year duration of the
4 permit. There were two documented citation letters, e-mails or
5 phone calls sent to the permittees for violations associated
6 with four conditions, and it goes through those conditions.
7 Shannon Joyce (phonetic) sent William Cross and John LaFerret
8 (phonetic) an e-mail message on 6/6/06 requesting amicable
9 resolution of continued violation of permits despite the
10 outcome of the January meeting. No response was received to
11 this request. You will notice that all throughout this
12 document there is consistently lack of request by Aqua on the
13 things that they are asked to submit.
14 The audit report, and I know that it is subject to
15 review by your analysts, but in an audit report numerous
16 attempts were made to get information from Aqua, and for
17 whatever reason they have refused to supply that. I know that
18 some things have been submitted confidentially. I don't know
19 why that is not made available publicly, but for whatever
20 reason.
21 Let me back up. One thing with the issue about the
22 low water pressure, okay? And I don't know if too many people
23 really think about this, but should there be a house fire when
24 the pressure is low, you cannot put out a house. And then keep
25 in mind that that reading that I submitted to you was taken at

1 the fire hydrant. You are not going to be able to put a fire
2 out at 25.2 psi. Okay. People's house burns down because
3 these guys are not supplying adequate supply of water and then
4 we have a totally different issue on our hands. You can read
5 through this from St. Johns.
6 I understand Tom -- is Tom Walden here?
7 COMMISSIONER McMURRIAN: He is. I believe he may be
8 in the back of the room.
9 MR. MCKAY: Okay. I had a phone conversation with
10 Tom regarding the historical consumption. And looking at the
11 E-13W and the F-1 schedule, I pointed out that the two numbers
12 at the bottom do not add up. And he indicated that those
13 numbers should be pretty close, and this is the 912,000 gallons
14 that Kelly had alluded to that seemed to just kind of go
15 somewhere. But these are based on the outflow reports, from
16 the way I understand it, and, you know, it seems to me that
17 someone should get a record of every one of the bills and
18 calculate the total gallons that these guys are billing from
19 out of their billing system and just see if they actually
20 coincide with these numbers here. Because I have a feeling
21 that it probably will not unless they manage to somehow fudge
22 the system.
23 So perhaps -- you know, I don't know if Tom can
24 explain this, but, you know, it would be helpful to make sure
25 that -- you know, because the things that we don't want to do,

is we don't want to stand up here and speculate on things. And I have tried to, you know, make sure what documentation we do supply to you that it is adequate, sufficient, and it's accurate.

COMMISSIONER McMURRIAN: Mr. McKay, I will pass that down to our staff, and they can take a look at it, and perhaps respond to it a little bit later, and show it to Mr. Walden when he comes back in the room.

MR. MCKAY: Okay. Thank you.

In regards to the billings, you know, we have got people that are going to stand up here and testify to the fact that their bills are just outrageous. And I hope that the gentleman that was there Sunday, he indicated just some astronomical bill, and I don't know how you can get a bill for the amount. So I hope that he is here and testifies to that. And I have been given bills by other people to submit on their behalf, but I have one bill in particular that I am familiar with that basically shows the individual not living in the house, and they received a bill for 81,900 gallons, and no one lived there. And as soon as I find that bill, I will give it to you. To me, for someone not living at the house to receive a $462 bill, it doesn't make sense. And you are going to hear numerous stories regarding that.

I submit to you a full log of my bills since we moved in the house, and I have compiled them on a spreadsheet, and I

1 have some copies to back up the legitimacy of what I am
2 submitting to you. Now, my bills are not as drastic as some of
3 the other folks that are going to stand up here and testify,
4 but what you are going to see is the days billing. We have got
5 29 days, 30 days, 34 days, 35 days, 22 days. There seems to be
6 quite a fluctuation on when they are reading the meters.
7 And, in fact, they are not really reading the meters,
8 okay. I work from home. I have a home office, and my office
9 overlooks my front yard. And only until recently, I have just
10 seen the Aqua Utilities truck come out in the front of my
11 house. And they have come to my house, because like I said, I
12 have kind of been labeled, I guess, the resident troublemaker
13 when it comes to pressing these issues. But the point is that
14 until they are really pressed and called on the fact that they
15 are not doing their jobs, that's when they show up.
16 The other thing that I want -- I do have more copies
17 of this -- and I mentioned this to St. Johns yesterday, and
18 Kelly mentioned it, but when you actually look at the new rate
19 structure, it gets cheaper -- the more water you buy the
20 cheaper it gets. And from an environmental standpoint, that
21 doesn't make sense. And what is happening is that these higher
22 rates that these guys are imposing are forcing people to put
23 wells in and things like that. But what you will notice is
24 that now the people who have the wells are going to be
25 penalized, because the less water you use the more of an

1 increase, okay, that we have. To use no water whatsoever it's
2 a 193.12 percent increase, and that is combined base water and
3 sewer. A 193.12 percent increase without using a drop of
4 water. That is ridiculous.
5 But on this document, you will see that -- and I have
6 charted it out, or I have listed it in a table, the percentage
7 increase difference as well as the actual amount difference.
8 And when you hit a threshold of 70,228 gallons, your bill
9 becomes cheaper than what the old rate is. So there is an
10 incentive to use more water, but you are penalized for using
11 less water. That doesn't make sense. And I put an asterisk at
12 the 70,000 mark just to indicate where that decrease begins.
13 But when St. Johns really found out about that, I think they
14 are going to have some issues for Aqua Utilities regarding
15 that.
16 Now, you know, the thing that I am finding is that
17 the different departments are not communicating. DEP doesn't
18 necessarily know everything that's submitted by the PSC. In
19 fact, St. Johns was wanting to get a copy of the audit report,
20 and I sent that to them because they were very interested.
21 Because when I said, you know, other agencies are getting
22 stone-walled by these folks, they found that very, very
23 interesting. And I would suggest that you contact Jim Lamine
24 with St. Johns, and I'm sure he can elaborate a little bit more
25 on that. But I would also say, and I would also let Aqua

1 Utilities know that we are going to petition to make sure that
2 the fines that have been imposed on them are not going to get
3 reduced. And I think that if they are continuing to do what
4 they are doing, then they should pay the fines.
5 COMMISSIONER McMURRIAN: Commissioner Argenziano.
6 COMMISSIONER ARGENZIANO: Just a question to
7 something you just mentioned. What is it exactly that you are
8 saying they are not communicating with? What is it in
9 particular that you are saying, DEP is not communicating to St.
10 Johns or St. Johns is not communicating with DEP?
11 MR. MCKAY: Yes. In regards to things like this, you
12 know, when I am talking from agency to agency, you know, they
13 are not knowing. Just like Tom Walden was unaware of the
14 violations in that St. Johns document that I submitted to you.
15 He didn't know about it. I sent Tom a copy of it, and he found
16 it very interesting that other agencies were levying fines
17 against Aqua Utilities.
18 And in my conversation with Jim yesterday, he didn't
19 realize that in the audit report -- and you can read through
20 that audit report, which I'm sure that you will have plenty of
21 time to do that -- he was not aware that requests were being
22 delayed, denied, and danced around the whole issue. And the
23 DEP, you know, and some of the other agencies did not know that
24 there was almost a $10,000 fine levied against Aqua Utilities
25 for noncompliance on other issues.

1 COMMISSIONER ARGENZIANO: But they are environmental
2 versus regulatory consumptive use.
3 MR. MCKAY: I understand. But what I'm saying is
4 that the agencies are not communicating. They don't know what
5 is going on here versus over there. And so when collectively
6 you bring all of this evidence together, it really turns on a
7 light bulb, and it exposes these guys for what they are doing,
8 and that's dancing around the issue and trying to -- basically,
9 that is a technique that they are using to pull the wool over
10 your eyes, because -- did you know that they had these
11 violations from St. Johns? Did you know that? You didn't, did
12 you?
13 COMMISSIONER McMURRIAN: I guess that's directed to
14 me. No, sir, I did not know, but our staff may know.
15 Mr. Willis, would you like to speak to that?
16 MR. WILLIS: I certainly would.
17 I would like to let you know that we have different
18 people who contact these different agencies every time a rate
19 case is filed. Our engineers are responsible for talking with
20 the Department of Environmental Protection. And, in fact, we
21 will have witnesses from the Department of Environmental
22 Protection testifying at our technical hearing. We also have
23 another staff member who is not an engineer who deals with
24 rates and deals directly with the water management districts.
25 Her responsibility is to look at that very thing you are

1 talking about.

2 And I'm sure Mr. Walden would not have known that

3 information because that is not part of his responsibility to

4 contact that one agency. But Ms. Lingo, who is responsible for

5 that, would know that information. That's one thing that I

6 think we do very well, as far as the Public Service Commission

7 goes, is maintaining an avenue of correspondence between the

8 other sister agencies that we deal with.

9 COMMISSIONER McMURRIAN: Commissioner Argenziano.

10 COMMISSIONER ARGENZIANO: Thank you.

11 Well, then, would that information be passed down to

12 the Commissioners in reviewing the whole case?

13 MR. WILLIS: It will be as part of staff's testimony

14 or testimony elicited from those agencies, yes.

15 COMMISSIONER ARGENZIANO: Thank you.

16 MR. WILLIS: It is part of our discovery process.

17 COMMISSIONER McMURRIAN: Mr. McKay, I'll just add

18 that I will realize it sounds like the right hand doesn't know

19 what the left-hand is doing. And the truth of the matter is

20 with this case, it's so large and affects so many systems, that

21 there are a number of staff people assigned to this. And

22 certain people, you know, focus on certain aspects of the case.

23 We try to share that information the best we can, but

24 there are times when one person may be the one that talks to

25 DEP about a certain aspect, and so another staffer may not know

about that at that time. But I assure you at some point all of this information will come together. And there will be witnesses, as Mr. Willis said, from the other agencies that will testify to the things that pertain to what we ultimately decide in our case. I just wanted to add that.

MR. MCKAY: Thank you.

And my basis for really saying that is in my conversation yesterday a gentleman indicated that David Fisk, who is one the upper management individuals at St. Johns Water, he said I think David will find this very interesting, because of the frustration that these guys are having to go through in dealing with Aqua Utilities and compliance.

Some of the things that, you know, that is in this document where they have been out of compliance with is define partners for water. And those partnerships are to help alleviate the load that is being put on the Chuluota system. Those wells are not very deep. They go down 200, 250 feet. And so they have been provisioned -- and one of the things in this document is they have to go out and find water partners.

Well, as Kelly had indicated, there is a connection real close by. And why these guys are not addressing this, I don't know. They have pumps that are -- their production Well Number 1 has been infiltrated with saltwater, and I understand -- and I've got the supporting documentation on that. But what I understand is that, you know, they are taking

1 that water and mixing it in with others. And so, you know, we
2 have a very high chloride level, which the minimum on that is
3 supposed to be 250, and right now we are at 530, that was the
4 last report result.
5 So, the issue is this, is that these guys continue to
6 avoid their responsibility, but yet what they are wanting to do
7 is they are wanting to raise our rates. And I think until they
8 step up and honor their part of the deal, then they should
9 definitely be denied. In fact, as Kelly said, we would love to
10 see these people go away. (Audience applause.)
11 And the reason being is that they no longer have the
12 trust of this community, okay. Now, I can probably ask
13 anyone -- does anyone, you know, feel violated by the electric
14 company? Does anyone feel violated by the cable company; by
15 the phone company? Does anyone feel violated by Aqua
16 Utilities? (Audience applause.)
17 I don't think they will be able to do much of
18 anything to regain the trust of this community. And I can tell
19 you this, is that this community has pulled together very well,
20 and we are very resolved in seeing our water rates drop and our
21 water quality increase. And we are going to stick to it until
22 the very end, and we are going to see this thing through,
23 whether -- and I hope you guys do not pass this rate increase,
24 and I hope that you bring things back into justification.
25 Because what has happened is that we have well exceeded the

1 threshold of affordability, and if you guys bring this back
2 into line, then maybe all of Chuluota will be able to afford a
3 new car, that Cadillac that Kelly had talked about. Because
4 right now, I mean, it is beyond a car payment. It's more than
5 the electric bill. I mean, it is out of control. And I don't
6 know how this stuff has gotten past the PSC. But once you put
7 up that chart to show that one element, Aqua Utilities' rates
8 are through the roof compared to everyone else that is
9 regulated by the PSC.
10 These guys are padding their expenses, okay? They
11 are buying antiquated systems because they think that the
12 communities that are connected with those antiquated systems
13 have -- people may be on fixed incomes, which a lot of the
14 testimony from the other locations you have people on fixed
15 incomes and maybe in a lower socioeconomic status. And they
16 are small enough to where maybe they don't have the voice that
17 we have at Chuluota, okay.
18 Well, I can tell you that the clientele are not like
19 that in Chuluota, because you are dealing with professional
20 people, you are dealing with quality people in this community
21 that are not going to let this thing get past us. And I would
22 ask that the PSC bring things really in alignment. And if you
23 guys approve it, we have got other avenues that we are looking
24 to pursue, as well.
25 Okay. Well, I'm going to submit to you the bills

1 that I have, and all my other documentation. I know there are
2 a number of people that do want to speak, and I certainly want
3 to give them time to do so. But I think that when you read
4 this you are going find that the evidence is pretty
5 substantiating and it's a fact that these guys are not fit to
6 be a water company.
7 Thank you.
8 (Audience applause.)
9 COMMISSIONER McMURRIAN: Commissioner Skop has
10 questions, and some of the others -- some of the other parties
11 might have questions, as well.
12 Commissioner Skop.
13 COMMISSIONER SKOP: Thank you, Madam Chair.
14 Looking at Sheet 1 with the Excel tabulation, it
15 looks like an Excel chart of your water bills, looking at the
16 gallons used going from a trend of 5,600, 6,000, 9,000, then
17 turning up to on 1-19-05, 30,000 gallons back to '04, 20,000,
18 it seems like in the past -- past years in '04 there was much
19 higher water consumption. Is there an explanation for that?
20 Was it filling pools or --
21 MR. MCKAY: Well, I don't have a pool. The
22 explanation is that during that time I actually installed an
23 irrigation well.
24 Incidentally, I would like to say one other thing,
25 because one thing that these guys have indicated is that there

1 has never been a rate increase. And what you are going to see
2 on that sheet that you're looking at, we have experienced rate
3 increases. But, yet, they are leading the public to believe
4 that their bill has been the same since 1996. And that's not
5 the case, because what you are going to see is back in April, I
6 think, of '05, that there was an increase. And, also, in
7 February of '06 there was an increase. So we have experienced
8 rate increases.
9 COMMISSIONER McMURRIAN: Mr. McKay, let me jump in
10 there and ask Mr. Willis, can you explain the increases, other
11 than the ones that the company mentioned, and the different --
12 I am forgetting my words here, the inflationary type
13 adjustments that are sometimes allowed and maybe clear that up,
14 because I think that is something we are going to continue to
15 have questions about.
16 MR. WILLIS: Absolutely.
17 I believe the one the company was referring to was
18 only the point where they received the last increase due to a
19 rate case. The other increases that you experienced are due to
20 what is called an index and pass-through provision of the
21 statute.
22 The index provision is in the statute to allow small
23 increases each year to keep up with the rate of inflation. And
24 that index itself is set by the Commission on an annual basis
25 by statute. That's a matter of right to the companies, and the

1 Commission can't deny that increase as long as it is calculated
2 correctly.
3 The other portion of that might have been a
4 pass-through provision, which is to pass through the cost of
5 the increase of the kilowatt hour of electricity for running
6 the pumps of the wastewater system, chemicals, any actual
7 increase in those. And those are what the minor increases are,
8 the smaller increases that you have experienced over the last
9 few years.
10 MR. MCKAY: Okay. Thank you.
11 COMMISSIONER McMURRIAN: Commissioner Argenziano has
12 a question.
13 COMMISSIONER ARGENZIANO: Can you tell me if those
14 statutory increases were in accordance with actual inflation
15 rates and percentages?
16 MR. WILLIS: Yes, they were. They were reviewed by
17 staff, as always. And if there is an error in the calculation,
18 if they are not correct, they are not allowed to go into
19 effect. But otherwise they are allowed to go into effect.
20 COMMISSIONER McMURRIAN: Mr. Reilly, Mr. Hoffman, do
21 have questions for Mr. McKay?
22 MR. REILLY: Just a quick question. Would you prefer
23 Terry Bryant to sponsor those photographs of his house?
24 MR. MCKAY: I think it would be appropriate, yes.
25 MR. REILLY: We will have him next.

1 MR. MCKAY: Well, Terry had to leave for vacation or
2 on a flight or something.
3 MR. REILLY: Okay. Well, we will let you sponsor it
4 then.
5 MR. MCKAY: Okay. Before I step down, I was given a
6 letter by one of the members of our community that was unable
7 to attend. I would like to submit this on their behalf, for
8 Steven J. Strickland, if I may do so.
9 COMMISSIONER McMURRIAN: That's perfectly fine. We
10 can include that within the composite exhibit, as well.
11 MR. MCKAY: And I also have the supporting
12 documentation that was supplied to me by St. Johns to show
13 documents that they had been waiting for Aqua to supply, so
14 these are the things that are referenced. And you will notice
15 that the dates are skipped. So this is -- this will coincide
16 with the information that is in that St. Johns document, as
17 well as hydrology reports, as well. And, also, the
18 contaminants -- or, I'm sorry, the water quality testing. And
19 I have indicated the production Well 1 and production Well 5.
20 Production Well 1 is the one that has the saltwater
21 infiltration with it. And I will also give you the most recent
22 copy of that comprehensive compliance review, which is the one
23 that he just sent me yesterday.
24 COMMISSIONER McMURRIAN: Mr. McKay, do you need any
25 of this information back, or are these copies that you are able

1 to leave with us?

2 MR. MCKAY: These are copies that I will leave with

3 you.

4 COMMISSIONER McMURRIAN: And the photos as well, do

5 you need those?

6 MR. MCKAY: I do not need those.

7 COMMISSIONER McMURRIAN: Okay.

8 MR. MCKAY: I also have a copy of my -- part of my

9 bills to kind of show that none of those numbers are

10 exaggerated. I have bills from other people within the

11 community.

12 One thing that I didn't touch on, but if you do go

13 out to the Aqua Utility website you will notice that everything

14 that they have got out there is just about their money, their

15 investors. And there is nothing in here that really reflects

16 any level of customer service. I can't find out how to read my

17 bill. You will notice in my bill, I have got inconsistencies,

18 and those inconsistencies are where they have started to leave

19 off the detail.

20 And that was one of the conversations that I had with

21 the latest customer service rep, is how do I know how many

22 gallons I am using as far as, you know, what you are charging

23 me per gallon and that detail. And in that recorded phone

24 conversation that I had with her, she promised me that she

25 would be sending out a fax to show the detail. I haven't

1 gotten the fax yet. Okay. So, I mean, this is ongoing issues
2 where they are saying they are going to do things, but yet they
3 don't do it. And just like they hung up on Representative
4 Sandy Adams, I think that is a very common issue.
5 But I will give you a copy of what I have for their
6 website, the bills from the other residents, and I thank you.
7 (Audience applause.)
8 COMMISSIONER McMURRIAN: Thank you, Mr. McKay. I
9 think this is a good time for a short stretch break for us, so
10 I guess we will go off the record for at least ten minutes.
11 (Recess.)
12 COMMISSIONER McMURRIAN: We will go back on the
13 record.
14 First, let me say that I realize that we have several
15 more people to hear from, and we do need to be out of here at
16 5:00 o'clock as I understand it. And what I will ask each of
17 you to do is if there are things that have been said already,
18 if you might feel comfortable saying, you know, I agree with
19 someone else's comments that spoke earlier, or just to try to
20 be cognizant of the time that we have left so we can try to
21 hear from everyone.
22 I realize that several of you have expressed concerns
23 about getting to speak, and we are going to continue with the
24 sign-up sheet so that everyone comes in the order that we
25 receive them. Hopefully, we will get everyone in, and we will

do our best to do that. We don't intend at this point to try to take a lunch break, so we are just going to try to proceed through and get as many people as we can, and, hopefully, that will be everyone.

So with that said, Mr. Reilly, I guess we can call the next witness. Thank you very much.

MR. REILLY: Thank you. We have Tina Crews to present a petition on behalf of the Lake Lenelle Woods Subdivision.

TINA CREWS

appeared as a witness and, swearing to tell the truth, testified as follows:

DIRECT STATEMENT

MS. CREWS: Good morning. My name is Tina Crews. I have lived in Chuluota for 17 years. And I just wanted to make sure that the petitions that I have signed for Lake Lenelle Woods are put into the records for today. And we agree with everything that has been presented to this point.

Thank you. (Audience applause.)

MR. REILLY: We can identify the petition as Exhibit 62.

COMMISSIONER McMURRIAN: 62.

MR. REILLY: Petition for Lake Lenelle, I think that's L-E-N-E-L-L-E Woods --

MS. CREWS: Yes.

1 MR. REILLY: -- Subdivision, in opposition to a rate
2 increase.
3 MS. CREWS: Yes.
4 MR. REILLY: Thank you, and if you could maybe submit
5 that?
6 MS. BANKS: Ms. Crews, can you please give us your
7 address?
8 MS. CREWS: 351 Lake Lenelle Drive, Chuluota 32766.
9 COMMISSIONER McMURRIAN: Thank you very much,
10 Ms. Crews.
11 Again, that will be marked as Exhibit 62.
12 (Exhibit 62 marked for identification.)
13 COMMISSIONER McMURRIAN: And, Mr. Reilly.
14 MR. REILLY: Okay. Melissa Davis.
15 MELISSA DAVIS
16 appeared as a witness and, swearing to tell the truth,
17 testified as follows:
18 DIRECT STATEMENT
19 MS. DAVIS: Thank you. I will try to keep this very
20 brief.
21 I moved from Geneva into Chuluota three years ago. I
22 had a well, so I didn't know what to expect. I asked all of my
23 friends that lived in the Oviedo area what the water and sewage
24 bills would be like. I'm a single mom and, obviously, my
25 budget is going to matter to me. And everyone said no more

1 than $50. I even asked Miranda Homes (phonetic) when I was
2 having my house built what can I look for? Well, it's little
3 bit more than the area, but, you know, it's within a normal
4 range.
5 Well, needless to say, I was not budgeted correctly.
6 As much as I love my home and I love my neighborhood, and it's
7 wonderful environment for my son, if I knew then what I know
8 now, I wouldn't have purchased.
9 This is affecting us in every aspect. My son knows
10 when I get my bill, because he sees the stress on my face of
11 wanting to know how am I going to pay this bill. I have just
12 one -- and I didn't want to bore you with all of my bills
13 because you all are going to have probably hundreds to look at.
14 But my most recent one they sent out -- please keep in mind
15 that it's myself and my nine-year-old boy. And like most
16 nine-year-olds, if he doesn't have to shower, he's happy.
17 And I do not irrigate, because -- and if anyone, and
18 there are plenty of people here that have seen my backyard that
19 can testify, I have nothing but dirt and a few scrawny trees in
20 my backyard. My front yard, I did away with almost all of the
21 grass, and did zero scape because I could not afford to
22 irrigate, but I kept getting the nasty notices from HOA saying
23 I needed to maintain my landscape. So I was in a no-win
24 situation.
25 Keeping that in mind and keeping in mind that I

1 have -- I do have a pool. It's a small pool. I do not fill it
2 up every month. In the three years I have lived there, I have
3 had to add water three times, again, nominal amounts. Yet this
4 is a fairly average, and you can see on this, and I can give
5 you this copy, that it varies from month-to-month with no rhyme
6 or reason to my water usage. But here they are saying last
7 month I used 532 gallons per day.
8 Okay. I'm gone 14 hours a day, and then you have to
9 account for at least six to eight hours of sleeping. I have
10 gotten to the point where most days I sponge bathe. When I do
11 shower it is military showers, you know, camp showers, boat
12 showers, whatever you want to call it. Rinse down, lather up,
13 rinse off. My son does that, too.
14 I dish wash either once a week to once every two
15 weeks. Other than that I use paper plates. I do laundry. Now
16 I have an HE-3. And, no, this is not an advertisement for
17 Sears, but I purposely purchased this because of the low water
18 usage it takes to clean the laundry. I now use my spare
19 bedroom for the mound of dirty laundry that I have because I
20 cannot afford to do my laundry. So I do one load a week of the
21 bare essentials that we need to get by.
22 This is America the last time I checked. We are not
23 a third-world country. There are third-world countries that
24 have better living conditions in their homes for water than we
25 do in Chuluota. They don't live in Chuluota. I'm going to

1 dare say they probably they don't have the water conditions or
2 the water bills that they expect us to pay. I had to get a
3 water purifier that was nearly $4,000.
4 Well, a few weeks ago a neighbor of mine had a water
5 company come in and check their water. The contaminants in
6 their water, and I apologize, I don't have the report in front
7 of me, and I don't know exactly what these numbers indicate,
8 but under five, the score of five your water is considered to
9 be safe. Theirs scored a 19.
10 I said, well, just for laughs, let's go ahead and
11 give them a sample of my water, and I won't let them know that
12 my water is purified. They tested it. They said there is no
13 way this water, my water, came from the same source as this
14 water, my neighbor's, the unpurified water. Because mine
15 scored a three, which is well within the safe area.
16 Again, did I feel the importance of getting a
17 purifier? Sure. I don't want to live in a community like Erin
18 Brockovich. I don't want to find out that I have chosen a
19 neighborhood to live in that will end up causing my son cancer,
20 or cause me cancer, or cause anything but a proper lifestyle.
21 I asked -- I'm trying to skip through things, because
22 a lot was already covered. I called them last week, and I
23 asked them, I want you to come out and check my water meter. I
24 think there is a problem. I don't think it is physically
25 possible for me to use nearly 15,000 gallons of water in one

1 month. And, again, I'm more than happy to get you copies of
2 bills, but I think I'm being redundant with everyone else that
3 you have already heard from. They said okay, someone will be
4 out Monday. I said, I want to know -- I want a detailed report
5 of what they found with my meter reading. They will be out
6 Monday. What time? I can't tell you. Okay.
7 Friday, I received a notice on my door. This was, I
8 guess, because they never came out since, it is a yellow card
9 that they left on my door. This is a photocopy for you, and I
10 have the original if you want me to go get it out of the car.
11 But this was their detailed notice. Last read meter 4-2-5-9,
12 reread meter, new read, and it is, I believe, 4-3-6-7-4-0.
13 That was their detailed report. It is laughable. They are
14 laughing in our faces as customers, and they are laughing in
15 the state's faces by not wanting to take any of us seriously.
16 I keep asking myself, and I have asked a few people,
17 why don't they just sell? They made a bad investment. If the
18 water system is so deplorable, that it is such an expense for
19 them, why don't they cut their losses and sell? A good,
20 prudent businessman would do that. Well, we are a cashcow, and
21 I would like to say we are done being milked.
22 Thank you.
23 (Audience applause.)
24 COMMISSIONER McMURRIAN: Does anyone have questions?
25 MR. REILLY: It sounds like your use is very sparing,

1 and yet you had this 15,000 gallons, and you have yet to
2 receive an explanation as to --
3 MS. DAVIS: And I meant to turn this in. This was my
4 explanation, and any time I call -- and, I'm sorry, I'm going
5 to steal a line from a famous talk show host, this is customer
6 no-service, because this is all they will say. When we call
7 them for anything, I had one bill that had a $256 charge on it,
8 and it showed that it was a late -- it incorporated a payment
9 from prior, which I never had that bill either. And I called
10 them and questioned why does my bill have a $256 due on it?
11 Well, I have no idea, but you only owe 111. Okay. What would
12 you have done if I had paid you this amount? I'm not really
13 sure. I suppose we would have credited your account.
14 I don't want credit. I'm asking for the interim
15 rates to be immediately ceased. I'm asking for things to be
16 reimbursed to us. I'm asking for the whole -- and I don't know
17 if this is in your control, honestly, but if not, we would love
18 to know who. They need to revamp their billing. People in
19 Oviedo are paying 35 and 50-dollar water bills, and we are
20 having hundreds of dollar water bills. Something is inherently
21 wrong with this. And they have the same -- if I'm not
22 mistaken, they have the same guidelines to follow as these
23 people.
24 But, yes, I'm very, very water conscious. I don't
25 have family come down and visit quite often, because I cringe

1 at the thought of them showering.

2 MR. REILLY: I know that some of the other customer

3 meetings the Commission has directed the utility to kind of get

4 with that specific customer to resolve a great usage

5 discrepancy. I would just ask if that would be possible in

6 this case, that we get the company to report and work with this

7 particular customer. Is that something you could direct?

8 (Audience simultaneous conversation.)

9 MR. REILLY: I think all the people who have taken

10 their time to come here and have these problems deserve to have

11 answers.

12 (Audience applause.)

13 COMMISSIONER McMURRIAN: Mr. Reilly, it is my

14 understanding that the company is going to respond to each and

15 every customer concern that we hear today, as well as the

16 others. Are you asking for something in addition to that to

17 get with the customer after this meeting, or -- I just want

18 everyone to know. I think I said earlier that the Commission

19 has already let the company know that we expect responses on

20 each and every customer complaint, so whether it's usage or

21 customer service issues like that, we expect to get some kind

22 of feedback from them.

23 MS. DAVIS: I can tell you that I will feel very

24 confident in you receiving a response. I do have confidence

25 that you will make the best decision. Do I expect a legitimate

1 answer? I'm sorry, no, I don't. Do I expect a timely answer?
2 No, I don't. So as long as you can compel them to answer
3 honestly and accurately, I will trust in the system.
4 MR. WILLIS: Commissioners, if I could just say
5 something here. Staff has taken it upon themselves in these
6 service hearings to look at certain cases that we think need
7 attention, and we are having those investigated. This is one
8 of those we would like to do.
9 COMMISSIONER McMURRIAN: Commissioner Argenziano.
10 COMMISSIONER ARGENZIANO: What I would like to see is
11 DEP or the Water Management District -- I would like somebody
12 else to measure the water that's going into these homes.
13 (Audience applause.)
14 COMMISSIONER ARGENZIANO: I would like to know if
15 that is possible, because that is the only way I can feel
16 comfortable knowing how much water is actually going into these
17 homes.
18 UNIDENTIFIED SPEAKER: The accuracy of the meters.
19 COMMISSIONER ARGENZIANO: Absolutely.
20 COMMISSIONER McMURRIAN: Mr. Willis, would you like
21 to respond to that? I realize we have witnesses in our case
22 from some of the other agencies. Do they also assist us with
23 looking into specific customer complaints?
24 MR. WILLIS: They do when it goes under their areas
25 of expertise. Billing and the amount of water going through a

1 meter normally doesn't. We do have provisions within our rules
2 to do meter tests that are actually witnessed by the Commission
3 staff. We can do that as part of what we want to do with this
4 customer as far as exploring what's going on with the bills.
5 One thing I do need is her address, though. If I can get her
6 to give us her address.
7 MS. DAVIS: Yes. I apologize. My name is Melissa
8 Davis, 286 Velveteen Place, and, of course, Chuluota.
9 MR. WILLIS: Thank you.
10 COMMISSIONER ARGENZIANO: Madam Chair.
11 COMMISSIONER McMURRIAN: Commissioner Argenziano.
12 COMMISSIONER ARGENZIANO: I am happy to hear we have
13 the jurisdiction to do that. Can we do it in several different
14 areas, because I really would like to see the bills and then
15 what our staff finds out in metering. And maybe if you can
16 indulge me for a minute. Is it the type of metering where you
17 would find out what an average day or an average month is,
18 rather than just an hour?
19 MR. WILLIS: Yes, we can do that.
20 COMMISSIONER ARGENZIANO: Thank you.
21 COMMISSIONER McMURRIAN: Commissioner Skop.
22 COMMISSIONER SKOP: Thank you, Madam Chair.
23 Just following up on Commissioner Argenziano's
24 comment also, because I also had the same concern. At every
25 one of the service meetings I have actually asked staff early

1 on in the process to conduct an open discovery process related
2 to the numerous instances of sworn consumer testimony
3 indicating, or greatly indicating metering and billing issues
4 or inaccuracies. And the question I have is, you know, I would
5 like to see any bills that consumers have, entering them into
6 the record to have those checked properly and looked at for
7 specific instances of where metering seems to be inconsistent
8 or there appear to be problems.
9 Also, too, in your particular instance, with your
10 metering, and I haven't had the opportunity to look at your
11 bill, a lot of times --
12 MS. DAVIS: I apologize.
13 COMMISSIONER SKOP: That's fine. It's not your
14 fault.
15 Do you know if meters in your particular subdivision,
16 are they set up to be electronically read or --
17 (Simultaneous audience response.)
18 MS. DAVIS: Some are and some are not. I spoke with
19 a serviceman from Aqua one day last week when he was out, and
20 he was changing out the meter of my neighbors. And that's what
21 kind of spurred me to go out and speak with him. And a lot of
22 what I asked, he just looked at me. And I said, I understand
23 you can't answer that, can you? He said, I'm sorry, ma'am.
24 But he did explain that anyone that is complaining enough about
25 their meter, what he has been instructed to do is just

1 automatically change out the current meter for an electronic
2 meter. So this person had theirs done, and I got a fancy
3 little notice. So, no, most homes we do not have the
4 electronic meters.
5 COMMISSIONER SKOP: Well, at least -- this is a
6 follow-up. From a regulatory perspective, as a consumer, I
7 feel, at least as a Commissioner, that you certainly have the
8 right to have a bill that reflects an accurate assessment of
9 your water usage. And, again, metering issues -- again, I
10 would love to see that bill.
11 MS. DAVIS: I'm going to hand this up to you in just
12 one second. I would like to point out, too, that, like Ron
13 McKay said, they are showing current sewage charges $99 and
14 current water charges almost $90, two cents shy. If I may
15 approach.
16 COMMISSIONER McMURRIAN: Sure.
17 MS. DAVIS: This isn't as legible as I thought it
18 would turn out. I have the originals and I also have -- what I
19 can also do is when I send this in to you, I am more than happy
20 to attach copies of all of my other bills so you can see a
21 pattern from December. There is no rhyme or reason. We have
22 to water more in January and February, the dry months in
23 Florida, than we do now, yet my water bills are lower. And
24 other than that, I haven't used -- if anything, I used more
25 water when my bills were lowest.

1 COMMISSIONER SKOP: And like I say, as a consumer,
2 you have a responsibility to receive an accurate bill. And I
3 hope that this is an issue that staff takes these instances
4 where consumption, in terms of what's billed, seems to be
5 discrepant than what the alleged usage should be.
6 MS. DAVIS: Thank you.
7 COMMISSIONER McMURRIAN: Ms. Davis, thank you very
8 much. Thank you for saying that you trust us to look into it.
9 We will be looking into all of these concerns and feel free,
10 all of you, to send in more information after you get home and
11 send it to that address there. We will be compiling all of
12 this in the docket, and it will be looked into. And we will be
13 looking, in particular, for concerns about large fluctuations
14 in usage and that sort of thing. That has come up in several
15 meetings, and you have heard the other Commissioners mention
16 that. So it is something we are looking into, and we will
17 continue to look into. And we will be getting responses from
18 the utility, but we will also independently look into those
19 issues, and perhaps also consult with the other state agencies,
20 as Commissioner Argenziano suggested.
21 MR. REILLY: I believe Melissa Davis' is Exhibit 63.
22 (Exhibit 63 marked for identification.)
23 MR. REILLY: Our next witness is Heidi Van Wagnen.
24 HEIDI VAN WAGNEN
25 appeared as a witness and, swearing to tell the truth,

1 testified as follows:

2 DIRECT STATEMENT

3 MS. VAN WAGNEN: Hi. I'm Heidi Van Wagnen, that's
4 H-E-I-D-I, two words in my last name, Van Wagnen, W-A-G-N-E-N.
5 I live at 351 East 4th Street in Chuluota, that is old
6 Chuluota. And I know a lot of the residents here are much more
7 knowledgable about what's going on with the price hike than I
8 am. And I think they have done a very good job in presenting
9 the big picture. But with all big pictures there's a lot of
10 little pieces, and this is my snapshot.

11 I am a disabled widow. I live alone. I live solely
12 on my Social Security check, and I can't afford to pay for
13 prescription insurance, medi-gap insurance. And every time I
14 receive my Social Security check, I have to make adjustments
15 and sacrifices. That's just the way it is. And I know that
16 I'm not exclusive. I know that there are a lot of older people
17 in Chuluota that are in the same financial circumstances that I
18 am.

19 And now we are presented with a horrible problem
20 here. We have an illegal but legalized monopoly that is
21 holding us hostage and demanding that we pay a ransom or a base
22 fee of $95 a month for contaminated water, and we have to pay
23 this before we can consume a polluted drop. This is not only
24 unhealthy and unfair and discriminatory, but is down right
25 unconstitutional. Our only freedom now for people in my

1 situation is this: Can we afford to pay our electric bill or
2 our water bill, which one? That's going to be the choice. And
3 I was always under the understanding that price gouging by a
4 utility company was criminal and illegal, and, apparently that
5 is not the case.
6 Thank you.
7 (Audience applause.)
8 COMMISSIONER McMURRIAN: Thank you, Ms. Van Wagnen.
9 Any questions?
10 Thank you very much. Did you have --
11 MS. VAN WAGNEN: These are copies.
12 COMMISSIONER McMURRIAN: Okay. We will label these
13 as Exhibit 64.
14 (Exhibit 64 marked for identification.)
15 COMMISSIONER McMURRIAN: Ms. Van Wagnen, did you need
16 these copies back?
17 MR. VANDIVER: No, I do not.
18 COMMISSIONER McMURRIAN: Thank you.
19 MR. REILLY: The next witness is Don Soule.
20 Is Mr. Soule on the premises?
21 Okay. Our next witness is Jim Grotkopf.
22 JIM GROTKOPF
23 appeared as a witness and, swearing to tell the truth,
24 testified as follows:
25 DIRECT STATEMENT

1 MR. GROTKOPF: Good morning. Jim Grotkopf. I live
2 at 533 Yellow Tail Place in Chuluota. I sort of feel like
3 U.N.O. following the Rolling Stones.
4 COMMISSIONER McMURRIAN: Mr. Grotkopf, could I ask
5 you to spell your last name?
6 MR. GROTKOPF: Certainly. G-R-O-T-K-O-P-F.
7 If I can, ma'am, just real quickly, this is my May
8 bill, $229.38. I feel kind of fortunate looking at some of the
9 other numbers around me. And Page 2 is my electricity bill for
10 the same month of 155. Actually, what I wanted to point out
11 was the water usage history. I highlighted there November
12 where it looks like a daily rate of over 1,300 gallons, and I
13 highlighted there also I was out of town for that month, my
14 whole family, for about four days.
15 My issue is if I could just add a grain of sand to
16 your scale, if you look at September and October I am down to
17 200 gallons of usage per day. November shoots up, back down,
18 December, January, February. I have no explanation for this.
19 I called Aqua. They had no explanation for this. I filed a
20 grievance with your Commission. In turn, Aqua notified me.
21 Imagine that. And I said if you are going to estimate, please
22 let me know, because I'm assuming that September and October
23 was a estimation because it was so low. He said, no, no, they
24 are actuals. I said, well, it can't be. And I said I cannot
25 afford a water balloon payment as illustrated in November, no

1 pun intend. I can't budget for that.

2 Like you have already heard testimony, there is rules

3 in my house. If it is yellow, let it mellow; if it's brown,

4 flush it down. I put timers on my son's showers. I purchased

5 high efficiency water using devices, washing machines and such.

6 And I was certainly ignorant to this whole process.

7 I was under the assumption that the water company was -- their

8 goal was to provide water, and we are their customers, until I

9 went to their website, as noted before. Page 3 is their home

10 website -- their home page. And right there is a big button,

11 buy stock direct; investor relations; about us. This is taken

12 today, this morning, by the way.

13 This is their home page. Go ahead and click on about

14 us. Scroll down a little bit to their news release. This is

15 dated in May. I'm sorry, no, their mission statement is the

16 next page, which Kelly brought up, providing low-cost provider

17 quality drinking water. I found that amazing. And then the

18 last page was their May 2nd release, and I just highlighted

19 there, an increase in revenue in the first quarter due to

20 primary recent rate awards which accounted for an additional

21 $10.3 million in revenue for the first quarter of 2007. Now I

22 realize revenue is not profit, but I shake my head. They have

23 lost confidence in this community.

24 (Audience applause.)

25 COMMISSIONER McMURRIAN: Mr. Grotkopf, I'm sorry to

1 have you get up again, but Commissioner Skop had a question for
2 you. I'm sorry.
3 COMMISSIONER SKOP: Thank you.
4 I just wanted to thank you for coming out. We
5 appreciate your comments. Just a point of clarification with
6 respect to the water bill that you submitted for November where
7 you had, as you call it, the bubble or balloon.
8 MR. GROTKOPF: Water balloon payment.
9 COMMISSIONER SKOP: Easier words. But, essentially,
10 the footnote says your family was out of town. Is that for out
11 of town for the entire month or just --
12 MR. GROTKOPF: No. No, sir. Just the four days over
13 Thanksgiving.
14 COMMISSIONER SKOP: Just the four days. Thank you.
15 That's all I had.
16 MR. GROTKOPF: Thank you. I'm sorry. There was a
17 resolution for my calls. There was a $25 credit for --
18 UNIDENTIFIED SPEAKER: You're lucky.
19 MR. GROTKOPF: From my house I can see another
20 neighborhood, and they are paying $38, and that includes
21 garbage fees. So $25 would be three-quarters of their bills.
22 MR. REILLY: Number 65.
23 COMMISSIONER SKOP: Thank you.
24 COMMISSIONER McMURRIAN: Mr. Grotkopf, you don't need
25 this information back?

1 MR. GROTKOPF: No.

2 COMMISSIONER McMURRIAN: Thank you.

3 (Exhibit 65 marked for identification.)

4 MR. REILLY: Our next witness is Harley Hoffman.

5 HARLEY HOFFMAN

6 appeared as a witness and, swearing to tell the truth,

7 testified as follows:

8 DIRECT STATEMENT

9 MR. H. HOFFMAN: Good afternoon. This is going to be

10 a change of pace for you because I'm not from Chuluota, but I

11 can certainly use the presentation they gave by pulling out

12 about ten of those new graphs and changing the name, because

13 what I'm going to talk to you about is very much -- very much

14 the same.

15 My name is Harley Hoffman. I'm no relation to Mr.

16 Hoffman who gets paid well to attend these, I don't. My

17 address is 108 Seminole Drive in Ormond Beach. I live in a

18 development called Tomoka View, and if you look on this green

19 sheet you will see under Volusia County a little entry called

20 Tomoka Twin Rivers, and I want to address that as I get into my

21 presentation.

22 First, I would like to thank the PSC for holding

23 these hearings and particularly for sending me a notice where

24 it was. I had thought I was going to Deltona this morning, but

25 luckily, I got your notice and I ended up in the right place.

1 So thank you for that.

2 What I have to say, I attended the hearing that was
3 in Palatka. Mr. Skop was there. And thank you, Mr. Skop, for
4 coming to these hearings. I'm a little disheartened that the
5 entire Commission cannot hear all of these hearings. This is
6 so important. There are thousands of people whose lives are
7 going to be affected by this, and it is just a shame that
8 everybody can't hear it, because I guess the vote is what,
9 three, you need three votes to make this thing pass when you
10 vote on it, or whatever. So I think each of us feels that we
11 would like to talk to every one of the Commissioners and try
12 our best to convince them that our case is stronger than the
13 case for Aqua Utilities. But I'm happy you are here, and I'm
14 happy that I ended up in the right place.

15 One of the first things I want to say about our -- I
16 forgot to mention I am the president of the civic association
17 in Tomoka View/Tanglewood, and when I'm speaking for them, I'm
18 speaking only for them and not for the people in Twin Rivers.
19 And that is an issue that we call bundling, which we object to
20 very much. As a matter of fact, it's all throughout this
21 document and the testimony that I have heard both in Palatka
22 and here. The company has bundled together different
23 communities, systems, and that sort of thing, and then did
24 their mathematical calculation to determine rates.

25 Tomoka and Twin Rivers are two separate systems.

1 They are not connected. They are about two miles apart. I
2 have no idea when the company sent to us the notice of these
3 hearings. They indicated that they had spent $115,000 on this
4 bundle. I don't know where they spent it. We don't know
5 whether they spent it in our system, in the other system. No
6 justification was given for what was spent. So our question is
7 why did they allow -- why does the PSC allow people to bundle
8 these things together? Why won't they lay this out so that we
9 can each see the costs and know what costs are for our system,
10 rather than have to go in and request documentation and we
11 can't even figure out yet. We still don't know where this
12 money was spent and what it was spent for.
13 The other thing is our system, like the people in
14 Chuluota and many of the other cities or towns I have heard
15 described, is unsatisfactory. For many years we have had low
16 water pressure, dirty water, water cutoffs. Now, I probably
17 should say, also, that our system is 45 years old. And that is
18 going to be another issue that I want to bring up. We know
19 that this system has to be ultimately replaced. We have
20 two-inch lines rather than four-inch lines. We have no fire
21 hydrants, and all of this is important as to where we see
22 ourselves going forward.
23 At the Palatka hearing, Mr. Skop made -- I don't know
24 if he remembers or not. I asked for two things from Aqua
25 Utilities, which I have not heard back from anybody yet. So to

1 your point, if somebody is responding, I hope it is in the mill
2 somewhere. One of the things I asked for is Aqua Utilities'
3 plans for our system. What are they going to do in the future?
4 How are we going to revamp this 45-year-old system so that we
5 can continue to have water and do things? We would like to
6 know that and some estimate of the cost so we can see --
7 because we do have a couple of options which I'm going to speak
8 about.
9 The other thing was much simpler. I asked simply for
10 a monitor. Our civic association will put a monitor with a
11 meter reader. We would like to go ahead and go around with the
12 meter reader and see how he does this. Because in our case we
13 have -- in many cases when you go to the meter there is a foot
14 of sand on top of the meter. You know he didn't -- somebody
15 couldn't read that because it would certainly have to be
16 cleaned out. So all we said, just let us know when they are
17 going to read the meter, and we will put a monitor on to just
18 ride along. He rides in a golf cart around our neighborhood.
19 We haven't heard anything back from anybody yet. So,
20 hopefully, that will come about.
21 Let me first, now, go directly to our Tomoka View
22 issue. And, again, I want to make sure that you understand our
23 objection to being grouped with Twin Rivers. We do not like
24 that. We don't want that. And we hope that if this proceeding
25 goes on and results in an increase that it can somehow be

broken out.

We have in our little system 191 houses. We are an enclave, which is kind of a dirty word in government or government descriptions, but we are an enclave to the City of Ormond Beach, which means that we have completely surrounding us the City of Ormond Beach with water systems and sewer systems. So we sit in the middle of this. Nobody in our -- well, I won't say nobody. Most people in our area in Tomoka View do not drink the water. They all have water softeners. We have the THM problem that the people here in Chuluota spoke of. We have had that for two years. We have had people try to contact the company and find out what's going on, how to improve that situation, but we get little or no response. So we have been under a THM violation order for about two years. We get these periodic notices that say we are in that circumstance.

Now, to our knowledge, there have been no penalties levied against Aqua Utilities in our area. That is to our knowledge. We have tried to find out, and we do not believe anything has happened in spite of having this deficient system for at least two years.

Now, the options that are available to us are probably obvious to you. If we are an enclave in the City of Ormond Beach with water around us, like someone mentioned here from Chuluota, the city water is within 100 feet of us, our

1 water line. If we can just get 100 feet over there, we could
2 get city water. However, there's a lot of political
3 complications in that, as you well know.
4 So we went to Volusia County and asked them, and the
5 deputy of Volusia County, the manager and the manager of water
6 resources took it upon themselves to do a study of our system
7 and come up with, say, what do you think we should do? They
8 did this, and their conclusion was that we should seek
9 petition -- we should seek annexation into the City of Ormond
10 Beach, which sounded -- okay, let's see what all of this
11 involves now.
12 We talked with Ormond Beach, and some very
13 interesting facts came out. First of all, the water rates,
14 base rate plus the consumption rates in Ormond Beach are about
15 50 to 60 percent of what Aqua Utilities has proposed for final
16 rates for our little development. And that kind of set off a
17 series of questions as to why would that be. And that's where
18 we got back to the issue of this bundling, that something is
19 strange here that the City of Ormond Beach can furnish
20 city-wide water, which, by the way, does not have the THM
21 violation against it, at 50 to 60 percent of the rates that
22 Aqua Utilities wants to charge us. So now we need to know --
23 again, I repeat myself here, but what is the plan for our
24 system if Aqua Utilities is going to maintain it?
25 Ormond Beach has told us that if we are successful in

1 annexing into Ormond Beach, one of the first things that would
2 happen is our system would be condemned because we have
3 two-inch lines. I think I mentioned this. No fire hydrants.
4 And they would essentially come in and put in an improved
5 four-inch line system with fire hydrants, and that sort of
6 thing. We, of course, would have to pay for this. There would
7 be an assessment district set up. We would have to pay for it.
8 Where does this leave Aqua Utilities? I don't know.
9 And this is a question that I'm asking you. What
10 happens if we -- if that is the procedure that follows, how do
11 we -- how does Aqua Utilities -- what will they do, I guess,
12 because their system is going to be condemned by the city if we
13 are annexed. And I don't know what's going to happen, but I
14 pose this as a question to you. We would like the answer
15 because it is going to affect what we do.
16 We know now we are going to have to pay for this one
17 way or the other. We are going to pay the City Ormond Beach to
18 be in there, come in and revamp our system, or, because this
19 thing is 45 years old, over a period of time we are going to
20 pay Aqua Utilities to do the same thing.
21 The Volusia County -- Volusia County itself has
22 officially, and they told me I could say this at this meeting,
23 recommended to us that we take the route of going to Ormond
24 Beach and having them do it because the long-range solution
25 rests with them. They think Aqua Utilities will be

1 hard-pressed and -- I mean, confused, and we will financially
2 pay substantially more by doing that, by following that.
3 So, again, I'm here presenting what we know. This is
4 what we know, and I'm going to ask your help. Again, Mr. Skop,
5 I asked the last time if I could get some help and some
6 response, is this the right thing to do? Should we continue to
7 pursue going into Ormond Beach, being annexed, and take that
8 route? We think it is right. Volusia County thinks it's
9 right. Do you think it's right? And I don't know the answer
10 to that, but I hope someone will answer it.
11 Our discussions with Ormond Beach are ongoing. I
12 don't have to tell you that they are complicated by what is
13 going on with our property tax issues. Nobody knows what's
14 going on, how much money is available, what is happening, but
15 they have not thrown us out yet. And they said we just need to
16 find the answers to some questions and know their own budget
17 situation and then hopefully we can proceed.
18 So that, basically, is where we stand in Tomoka View.
19 I guess what I would like to do is ask, first of all, that this
20 Commission set aside this entire application until you can
21 assure the citizens of Florida that each system can get
22 satisfactory quality water. I mean, there is no other product
23 that is sold on the market that is allowed to go on two years
24 selling unsatisfactory products. Just say we are going to set
25 this thing aside. When you get every one of these systems up

1 to snuff, they are getting good water, we don't have any THM
2 violations, then we will talk with you about a rate increase.
3 That sounds like a business proposition to me. This is a
4 business, give them a business proposition.
5 If you are unable to do that for some reason, we
6 would like to, basically, have our Tomoka View, not Tomoka/Twin
7 Rivers, Tomoka View portion of this application pulled out for
8 a separate analysis. I don't know, again, what the detail of
9 how that's done from a legal standpoint, but we need to have a
10 chance to make our case, because we have got to make it with
11 the city, with the county, and, of course, with Aqua Utilities.
12 If we could get the right kind of answers, if we can
13 get the right kind of answers, I think our community is going
14 to pop out of this whole thing and go to Ormond Beach. But we
15 can't do it until we have more facts and we know which way we
16 should go.
17 Thank you very much.
18 COMMISSIONER McMURRIAN: Mr. Hoffman, I have a few
19 questions.
20 MR. H. HOFFMAN: Yes.
21 COMMISSIONER McMURRIAN: And I think Commissioner
22 Skop does, as well.
23 With regard to the issue you brought up about
24 bundling, I guess I wanted to ask our staff. Though the sheet
25 shows Tomoka and Twin Rivers together here, we will be getting

1 information from the company about the amount of spending that
2 they are doing in each of those different subdivisions, or is
3 it bundled together so that we can just receive how much money
4 is spent on those together? Am I making any sense?
5 MR. WILLIS: You are making perfect sense. Yes, we
6 can get information for the two broken out. Normally, when the
7 systems are bundled together there are efficiencies and reasons
8 for doing that. Those efficiencies and reasons can sometimes
9 (inaudible, audience noise) because one system becomes more of
10 a high cost than the other system. In those cases we would
11 want to unbundle, but that is something we look at in every
12 case. We are looking at the company's request now to bundle
13 more systems, and, likewise, we have to analyze it both ways.
14 COMMISSIONER McMURRIAN: When we get that
15 information, you would be able to share that with Mr. Hoffman
16 so that he could see how much spending was actually being done
17 in Tomoka versus Twin Rivers?
18 MR. WILLIS: We can try to break it up for him, yes.
19 COMMISSIONER McMURRIAN: Maybe you would want to get
20 with Mr. Willis at the end of this meeting, or Ms. Banks, and
21 give them information to contact you with, and we can see if we
22 can get you that information. But the other related question
23 to that, are the rates currently the same in Tomoka and Twin
24 Rivers? It looks like according to this chart they are.
25 MR. WILLIS: They are.

1 MR. H. HOFFMAN: They are. By the way, I didn't
2 mention the fact that I heard some of the others comment, if
3 you look at our numbers there, this increase, the final rate
4 increase is a 400 percent increase for us, for our people.
5 (Simultaneous audience conversation.)
6 The other thing I would like to bring up while I'm
7 here is the countywide rate, the countywide fees that are being
8 asked for by Aqua Utilities. This sounds to us like the same
9 thing. This is another method of bundling. When you take all
10 of the systems in one county and try to give them the same
11 rates, somebody is subsidizing somebody else. Every system is
12 not going to have the same amount of money spent for
13 improvements, for operating costs, for whatever. So if you
14 allow them to do it by a county basis, that is subsidizing
15 somebody's failure and giving somebody else a good deal.
16 COMMISSIONER McMURRIAN: And, Mr. Hoffman, to the
17 question you asked us, I didn't want you to think we avoided
18 it, about what happens if the city annexes, and, you know, do
19 we think you are right to pursue it. And, frankly, I just
20 can't give you a recommendation as to whether to pursue
21 annexation or not. We can try to help get you the facts as we
22 have them, and then you all can pursue that with your city as
23 you see fit. But I'm afraid we are not really in a position to
24 give you advice on that sort of a -- that sort of a plan one
25 way or the other. But we can at least try to get you the

1 information you need to talk that through with your city
2 officials.
3 MR. H. HOFFMAN: The important piece of the
4 information that we need is what the forward plans of Aqua
5 Utilities are. When are they going to upgrade our system, how
6 much is it going to cost us. We understand it is going cost us
7 some money. We are not objecting to that. But what is it?
8 And it's not satisfactory, to say, gee, this is the final rate,
9 and that's going to happen, because it is not. Because our
10 system is too old and something is going to happen.
11 COMMISSIONER McMURRIAN: That should definitely be a
12 part of the information that we are gathering as part of our
13 investigation into the case. And so I suggest that at some
14 point you give -- if you have got an e-mail address or a phone
15 number that you give that to our staff, and they can get you
16 the information more specific to what you need. And it may be
17 that those questions haven't been asked of the utility yet,
18 but, of course, they can be. I know the discovery process is
19 ongoing and, of course, they are here listening to us today,
20 and I'm sure will be getting us that information.
21 Commissioner Skop.
22 COMMISSIONER SKOP: Thank you, Madam Chairman.
23 Thank you again, Mr. Hoffman, for coming down. I
24 remember you were at Palatka, and I appreciate you taking the
25 time to express your concerns on behalf of your association and

1 as they pertain to the rate case that is before us in this
2 service hearing.
3 If I understand you correctly, one of your concerns
4 is that you are concerned about the pairing of Tomoka and Twin
5 Rivers, and you want to effectively bifurcate that, or at least
6 understand the ramifications, financial ramifications.
7 And so my question to you, Mr. Willis, is, you know,
8 certainly, as you mentioned, there are economies of scale and
9 efficiencies to be achieved by bundling. If Tomoka were looked
10 at in a standalone basis, or became a standalone entity, would
11 their rates actually go up further? Do we have any just
12 preliminary data?
13 MR. WILLIS: I understand what you are talking about.
14 We don't have that kind of information before us right now. We
15 did in the last -- in the case that they were actually bundled
16 together, yes, we do have that. We don't ever bundle systems
17 together unless we have information to show that there are
18 efficiencies to be gained by that. Like I said, it may not
19 occur, but normally it does.
20 COMMISSIONER SKOP: But then as a follow-up, though,
21 if you had this standalone information, I mean, it would be
22 certainly relevant to the determination they are trying to make
23 on unbundling, looking at the cost/benefit analysis that go
24 with the low-cost producer.
25 MR. WILLIS: We will do our best to get that to you.

1 COMMISSIONER SKOP: Thank you.
2 Thank you again, Mr. Hoffman. I appreciate it.
3 COMMISSIONER McMURRIAN: Okay. Any other questions
4 for Mr. Hoffman? Thank you.
5 (Audience applause.)
6 MR. HOFFMAN: Our next witness is Dean Suris.
7 DEAN SURIS
8 appeared as a witness and, swearing to tell the truth,
9 testified as follows:
10 DIRECT STATEMENT
11 MR. SURIS: Hello, ladies and gentlemen, and thank
12 you for coming. I guess just as an observation, after all I
13 have heard people having to sponge bathe and choose between
14 water and food and medicine, I'm just not sure how you
15 gentlemen can sit there and continue to pursue this action,
16 knowing the lives that you are affecting. I couldn't do it. I
17 couldn't. And I'm not sure what that means, but I do care
18 about how things I do affect people's lives.
19 The statements that I am going to present are as
20 accurate as possible, probably far more accurate than Aqua's
21 billing. So take that as it is. First, just on the issue of
22 customer service. I, too, called Aqua Utilities on the phone.
23 And just to kind of give you an idea of how their customer
24 service is, the first thing that the phone asked for is account
25 information. The second thing it says is do you want to pay by

1 phone? You know, of course they want the money. Then they
2 say, well, if you want to schedule water service, that's the
3 third thing on the list. The fourth thing is if you have -- if
4 you are calling about collections, collections for the money, I
5 guess. Next is if you are moving in or out of a residence they
6 want to address that issue. Then they want to address the
7 issue regarding water emergencies. I'm glad that that's so far
8 down on the list that it is that important to them. Finally,
9 customer service is the last thing on your automated system.
10 So I see where that ranks in terms of their priorities.
11 Then when you select customer service, the next two
12 options are if you are calling regarding a shutoff notice,
13 identify that. The second option is if you are calling to
14 arrange an alternate payment method. Now, if you are calling
15 for something else, you are kind of out of luck. I mean, those
16 are your two choices for customer service. So really you have
17 to just choose one of those lesser evils, and get some poor
18 person on the phone who then has to try to answer the questions
19 that are not possible to be answered.
20 So, I did that. And after about 20 minutes on the
21 phone, I got disconnected. This is great. But by now I had
22 figured out how to navigate the system quicker, so I didn't
23 have to listen to that list of options. I called back again,
24 waited another 20 minutes and actually got a very nice young
25 man on the phone. I was -- I will kind of share with you why I

1 thought he seemed like a real person. But I was calling to
2 kind of get a summary of my bills as they were for the last 12
3 months, 16 months.
4 By the way, Dean Suris, S, like in Sam, U-R-I-S, like
5 in Sam, and I live 395 Medallion Place in Chuluota.
6 So, in finally getting through, I began to ask the
7 gentleman about my usage. I'm going to give you some numbers,
8 just to show you what my actual usage was for this time period.
9 And I will go through January -- starting with January of '06,
10 okay? Mind you, there's four in my family, okay, two dogs and
11 a cat named Snookers. So that's pretty much who we are.
12 January of '06, we used 21,000 gallons of water. In
13 February it was 22,000. I will go through these rather
14 quickly. In March it was 26,000. In April it was 29,000.
15 Now, we built a pool in April of '06, okay? It was a
16 17,500-gallon pool, so it had to be filled. Naturally, you
17 would expect to see that added to your bill, although as I
18 understand with other utilities they do give you a break for
19 those types of major one-time usages. However, our main bill
20 went to 47,000 gallons. So that is a jump of, what, 17,000,
21 18,000? That is about right.
22 In June our usage was 93,000 gallons. Now,
23 50,000 gallons, even if I emptied my pool and refilled it, you
24 know, twice, it would not meet that. But, again, I didn't fill
25 the pool in May. I filled the pool in April. Now, they must

have said, hey, we have got somebody with a pool. Let's see if we can get some more money here.

Even though, by the way, talking about how the pools have been filled, we have a lot of rain in the afternoon. We have to empty our pool many times to keep it, you know, below the certain level so the filters work. So there is not a lot of water being pumped into the pool. And, you know, that's a self-contained unit, so it's just recycling the same water.

Anyway, July, 80,000 gallons; August, 73,000 gallons; September, 86,000 gallons; October, 59,000 gallons; November, 77,000 gallons, and in December, 69,000 gallons. Then we enter January and it was 61,000 gallons; February, 48,000; March, 44,000; April, 49,000, and then May, 52,000 gallons.

Now, there is quite a discrepancy in the usage from month-to-month. I mean, we are going from in September from 86,000 gallons down to 60,000 gallons the next month. You know, I bathe daily. We don't change our usage that much. So how these numbers can be anywhere close to accurate is a mystery.

And then when my wife took the time to call Aqua Utilities, she got one of those yellow notices stuck on the door that said we read your meter, here's the numbers. What kind of answer is that? I mean, we are paying large sums of money. So in the course of my conversation with this young

1 gentleman, he was very nice and went through the numbers with
2 me. And he said, sir, your May bill is $393, and he explained
3 to me how this was there, and so forth. And I understood. I
4 knew why I was calling, that I wanted to get my information.
5 So he says, well, let me -- let me take a look at this. He
6 says, okay, your water rate per thousand gallons for water is
7 $5.13. And he proceeded to explain the interim and the final
8 assumed rates, and all of this. And then he told me that the
9 sewage rate for my area was $11.32 per thousand gallons. I
10 have lived in a couple of places, and called one of the places,
11 Alafaya Utilities, that we also had service; their sewage rate
12 per thousand gallons is $2.72. That is five times as much
13 through your company.
14 When I told the lady at Alafaya Utilities, she said
15 you could buy bottled water for that. So needless to say, the
16 young man on the phone, he said, sir, he said, you are getting
17 a raw deal. And he said it's going to be worse when the final
18 bill gets approved. This is your employees.
19 UNIDENTIFIED SPEAKER: Don't give them his name,
20 he'll get fired.
21 MR. SURIS: I wouldn't do that to him, he was too
22 nice. He doesn't deserve that. All right.
23 So I'm going to kind of share with you just a little
24 bit more information. I will be very brief. But I believe
25 that Aqua Utilities is price gouging customers. It has been

1 said here time and time again how can this be allowed to
2 happen? You know, it's a monopoly. We have no other choices.
3 It's not like we can go down the road and get water somewhere
4 else. Somebody has got to take control over this thing and
5 prevent it from continuing. And to be honest with you, this
6 interim rate increase, to me that's just the start. I'm not
7 satisfied with that being declined.
8 Every company, private company is entitled to earn a
9 profit. However, with such an important natural resource as
10 water, somebody has to give it proper oversight, and I guess
11 that is your duty.
12 I will give you a tale of three homes. My family and
13 I have moved around a little bit with my company. We have
14 lived in Tallahassee; we lived in Ohio for awhile; we have
15 lived in the City of Oviedo; and now we live over here in
16 Chuluota.
17 And counsel, you live in Tallahassee, you referenced
18 your water bill. I have a copy of my water bill from when we
19 lived in Tallahassee. It's in here somewhere, I promise. Here
20 it is. Okay, on this bill we have electric, we have gas, we
21 have water service, we have sewage service, we have garbage
22 service, we have stormwater service, we have fire service, we
23 have Florida gross receipts tax and then a total tax. And my
24 bill for the same four family members was $300. So you're
25 struggling up there. I understand. Our water bill -- our

1 water bill was $60 for the water and sewer portion of this
2 bill. Again, my last bill here in Chuluota was $375, and I'm
3 actually rounding that down.
4 Move on to the City of Oviedo. We lived in the City
5 of Oviedo for six months. I have all the bills right here.
6 Our average water and sewer bill and garbage bill was $75 a
7 month, $15 of that was garbage; therefore, our average water
8 and sewer bill again was about 60 bucks a month. Again, we are
9 paying $375 for the services we don't get from Aqua Utilities.
10 That is an average excess of about $300 a month that we are
11 paying.
12 In January of 2007, Governor Crist convened a session
13 on forcing insurance companies to reduce their rates, a
14 rollback. As a result of that session, insurance companies
15 across the state of Florida had to comply and reduce their
16 rates, okay? Much of that rate was actually a reduction of the
17 rate increase, but, nonetheless, it was a reduction in the
18 rate.
19 My homeowner's policy with my company cost me $1,200
20 a year, okay? My water bill through Aqua Utilities this year
21 will cost me over $4,500. Now, I heard here today that, oh,
22 our hands are tied. There are things we can and can't do. If
23 the Governor of the State of Florida can force a private
24 insurance company that is for profit to reduce their rates in
25 order to bring things in line, don't tell me something cannot

1 be done about this company.

2 (Audience applause.)

3 COMMISSIONER ARGENZIANO: I just want to make a

4 comment, because I am a past legislator in the House and in the

5 Senate, and there are things that the Commission can do, but we

6 are subject to what the Legislature puts in the statutes.

7 MR. SURIS: I understand.

8 COMMISSIONER ARGENZIANO: Sometimes, sometimes what's

9 in the statutes says we can't do certain things that we may

10 want to do. And that is a good thing to talk to Representative

11 Adams about. So there are some restrictions to what we can do.

12 MR. SURIS: Absolutely. I appreciate that.

13 And I would also then say that you, as appointed

14 officials of the Governor's office, have the Governor's ear

15 more than I do, and can take this message to the Governor who

16 can then affect legislation.

17 (Audience applause.)

18 UNIDENTIFIED SPEAKER: Don't pass it off on us.

19 MR. SURIS: In April and May of this year, the

20 Governor convened another session to reduce property taxes. As

21 a result, property taxes were, again, reduced. My property

22 taxes for my home cost me $3,300 a year. Once again, my

23 payments to Aqua Utilities for water and sewer will cost me

24 over $4,500 for the year.

25 During the hurricane season last year businesses have

1 been held accountable for gouging customers on generators,
2 plywood, bottled water, okay, gas and other things. I would
3 say that this certainly qualifies. We appear to have elected
4 officials all the way up to the Governor's office who appear to
5 be on the side of the residents of the state of Florida to make
6 sure that they are properly charged for products and services.
7 I believe that, because we have seen action taken to such a
8 degree.
9 So my question is how can the raping of my wallet be
10 allowed to continue each and every month by this company? I
11 have no choices. I believe in the free market system. If I
12 had an opportunity to go somewhere else, you would be done, but
13 I have no choice. As appointed officials, again, you are in
14 place, in my opinion, to protect the residents of this state
15 from those type of abuses. How we got to this point to me is a
16 travesty. We are talking about stopping the bleeding.
17 Somebody has already opened the wound. You know, and I dare
18 not point fingers at you, because you are newly appointed to
19 your positions, but somebody has allowed rate increases in the
20 past to get to this point to where we are today.
21 Just rolling back these numbers, as Ms. Sullivan
22 pointed out, is still a far more substantial increase than any
23 other water utility in the area. So somehow we got here.
24 However, in my opinion, you have the power to make it right.
25 Again, this next increase cannot be allowed and, additionally,

1 a rate rollback has to be implemented.

2 Counselor, you asked how you could help. That was

3 one of your first statements. When you got up, you said we're

4 here to listen in how we can help. I would tell you that you

5 could begin by giving us an 85 percent rate reduction in your

6 prices. That would bring my water bill back to my regular $60

7 a month bill. So you can see by stopping this increase that is

8 not going to get us to where we need to be.

9 If Aqua Utilities has to go out of business because

10 they cannot afford to do business in Chuluota, so be it. So be

11 it. (Audience applause.) Somebody else will fill their shoes,

12 I guarantee you.

13 I am a business owner, as well. As well as working

14 for my company, I own a Subway business, franchise in

15 Tallahassee, just down from the capital. If I were to try to

16 raise my rates on my subs by 100 percent, I would be out of

17 business. My customers would have choices; they would go

18 elsewhere. It is not fair that they can do it to us without us

19 having choices, as well.

20 So I ask you to help us, the residents of Chuluota,

21 to keep us from going out of business. That's what we're

22 asking you to do. You see, I can't go to my employer and tell

23 him that I need a pay increase to cover my operating expenses,

24 right? Because I want to go and buy a boat and a car and pay

25 my other employees probably ridiculous salaries. You know, I

1 can't do that, and then on the other hand bragging to my
2 buddies about the obscene profits I'm making.
3 If I had that $300 per month to invest instead of
4 wasting it on water, and I saved that $300 a month over a
5 30-year period and invested it at an 8 percent rate of return,
6 I would have nearly $500,000 to use to supplement my
7 retirement. A half a million dollars that I could have for me
8 and my family; and, therefore, have less to tax the government
9 resources that could be used for other people, but, instead,
10 you have to give to me because I don't have that 500,000. If I
11 had that $300,000 and invested it, as a young family, I could
12 have nearly $200,000 for my children's college education, so
13 that my children could go on and have a great career and life
14 and, again, place less of a burden on our government services.
15 Allow me to leave you with this, my father and mother
16 live in Chuluota. My father is 80 years old and is a retired
17 military veteran. My mother is 65 years old and was just
18 recently diagnosed with moderate to severe Alzheimer's. They
19 live on a fixed income. I don't want my parents having to
20 choose between paying their stupid water bill and putting food
21 on the table. I won't let that happen. But, you know, does
22 everybody have that second alternative? I also don't want my
23 parents having to choose between the medicine that she so
24 dearly needs and getting up in the morning and putting a pot of
25 coffee on the stove so that they can just enjoy some time

1 together in their later years. These are the things that this
2 company, the lives that they are impacting and affecting, and
3 it has got to be stopped. That's all I have to say.
4 (Audience applause.)
5 COMMISSIONER McMURRIAN: Mr.Suris, Commissioner Skop
6 has a question for you.
7 MR. SURIS: Yes.
8 COMMISSIONER SKOP: Thank you, Mr. Suris. We
9 appreciate your comments, and you clearly articulated your
10 points and were very -- extremely well spoken in all regards.
11 With respect to the bills in question, you mentioned
12 it jumped up from 47,000 to 96,000.
13 MR. SURIS: 93,000.
14 COMMISSIONER SKOP: 93,000.
15 MR. SURIS: And I will give these to you. Those are
16 the bills and the numbers. That's my chicken scratch. So you
17 are welcome to keep that. And I do have actual bills if you
18 need it.
19 COMMISSIONER SKOP: Yes. Actually, we would love to
20 have actual bills.
21 MR. SURIS: In there are the bills from Oviedo, for
22 the time that we were in the city limits using the City of
23 Oviedo water, as well as Alafaya Utilities. And then in there
24 is also two copies of our Aqua Utilities bill, as well as one
25 copy of my Tallahassee bill showing you all the services that

1 we received for that price.

2 COMMISSIONER SKOP: And like I say, if you could

3 provide the staff with the additional bills that you have

4 showing that fluctuation, that would be appreciated.

5 MR. SURIS: We will get that together.

6 COMMISSIONER SKOP: Thank you, again.

7 COMMISSIONER McMURRIAN: And is that Exhibit 66?

8 MR. REILLY: 66. And we will call it a composite

9 exhibit with a partial that will be a late-filed exhibit.

10 MR. SURIS: Yes. We will get that to you.

11 COMMISSIONER McMURRIAN: Thank you, Mr. Suris.

12 (Exhibit 66 marked for identification.)

13 MR. REILLY: And the next witness is Lionel Santiago.

14 LIONEL SANTIAGO

15 appeared as a witness and, swearing to tell the truth,

16 testified as follows:

17 DIRECT STATEMENT

18 MR. SANTIAGO: Good afternoon. My name is Lionel

19 Santiago, L-I-O-N-E-L, last name Santiago, S-A-N-T-I-A-G-O. I

20 reside at 222 Velveteen Place in Chuluota, 32766.

21 The people who have come before me have spoken quite

22 eloquently about the company, about what we have been going

23 through for the last several years. So I'm not going to sit

24 here and bore you with repetitions. However, I would like to

25 point out three details that I have here.

1 In my hands I hold the actual bill of my May 2007
2 bill. In my other hand I hold my neighbor's bill, my next door
3 neighbor who happens to be my sister-in-law. It's just myself
4 and my wife, three young kids. They have just a 16-year-old
5 daughter. Our bills are exactly the same to the penny,
6 $250.73; his bill, $250.73. His water usage 25,800 gallons,
7 25,800 gallons. My water usage, 25,800 gallons. My average
8 daily use, 921 gallons. His average daily use, 921 gallons.
9 You know, Mr. Willis -- am I correct?
10 MR. WILLIS: You're correct.
11 MR. SANTIAGO: -- you spoke about how you guys
12 approved the initial interim rates based on prima facie
13 evidence. Well, this is proof beyond a reasonable doubt. And
14 you know exactly what I'm talking about. The proof is
15 overwhelming. The totality of the evidence presented here
16 today, and I assume that on the previous hearings, prove that
17 this is out of control. It is out of control. And they are
18 knowingly doing it in front of your face, in front of our
19 faces. They are defying not only regulations, state
20 regulations, but they are defying us. It's quite unfair.
21 And, you know, I don't know how you sleep at night,
22 sir, to be honest with you. I really don't. And, Mr. Hoffman,
23 you're in a tough spot, you know, having to sell this. It's
24 indefensible.
25 And I look forward to going to Tallahassee to the

1 final hearing. I gave my business card to this gentleman here,
2 and I will gladly testify in Tallahassee, if given the
3 opportunity to.
4 Let me also say real quickly that Mr. Hoffman spoke
5 about capital improvements. You spoke about millions of
6 dollars in capital improvements that Aqua Utilities has spent
7 since they took over. Well, if these improvements were
8 actually working, then we would see an improvement in the
9 contamination rates. Well, based on their public notices, the
10 contamination rates have gotten worse. These are facts. This
11 is their paperwork. So I guess their improvements are not
12 enough. These are their figures. These are their figures.
13 I've also had to install a water softener in my
14 house, in my home, because their water quality is horrible. So
15 I had additional expenses of that. And I will be glad to
16 submit these original copies. You can keep them or you can
17 mail them back to me. And they will show you what I'm talking
18 about. And they will also show the variance of the water
19 rates. I have never in my 11 years as a homeowner used 25,000
20 gallons of water. It's unbelievable. And my meter has, you
21 know, six inches of dirt on top of it.
22 (Cell phone ringing. Laughter.)
23 Nice ring tone. I would also like to submit for the
24 record the testimony of one of my neighbors, and that he had to
25 go to a doctor's appointment. So if I can submit that as well.

1 COMMISSIONER McMURRIAN: Certainly.

2 So, basically, I know a lot of people have been here
3 all day, and I have to get to work. I'm only about six hours
4 late. But, you know, I have to go to work because I have to
5 pay my water bill. (Audience applause.)

6 So, I thank the Commission for taking the time to
7 come here today. And I thank the Office of Public Counsel for
8 taking this issue. And I also thank Cheryl for responding to
9 my e-mail. I think she is -- out of the thousands of e-mails,
10 hundreds of E-mails that I've sent out, she actually took the
11 time to respond in a very articulate fashion. And I want you
12 to know that I really appreciate that.

13 So I hope and I trust that you will do the right
14 thing. And we need your help. And these are hard-working
15 people behind me. We work hard every single day, and it is
16 just not fair. It is un-American, and it is not fair.

17 Thank you.

18 (Audience applause.)

19 COMMISSIONER McMURRIAN: Mr. Santiago, Commissioner
20 Skop has a question.

21 Commissioner Skop.

22 COMMISSIONER SKOP: Thank you, Mr. Santiago, for
23 appearing before us today and providing the bills that you did.
24 Just points of clarification. Again, this is exactly the type
25 of -- I won't call it evidence, but submitted documents that we

are looking for so staff can do the appropriate discovery I have asked them to do.

With respect to the two service addresses in question, are those houses, or your neighbor's house, are they right next to each other?

MR. SANTIAGO: Right next to each other.

COMMISSIONER SKOP: So, essentially, you have identical bills for two service addresses?

MR. SANTIAGO: That's correct.

COMMISSIONER SKOP: With respect to your service address, do you utilize an irrigation system and do you also have a pool?

MR. SANTIAGO: I do not have a pool. And I do use an irrigation system; however, it has been turned off for a while. I turn it on periodically, I guess, to keep the grass -- from getting a nasty note from the homeowners association. But you can see, we do not use -- even if we used half that amount, which we don't, it is just incredible. I mean, I must be -- my wife -- I work just like Ms. Davis. I work 12 to 14 hours a day, okay. And I know -- my wife stays homes with the kids, thank God -- and I know that she is not outside with a hose on. That is what really, literally, has to happen every day to equal up to the amount of water. And it just doesn't make any sense. It defies rationality. But I thank you, sir.

COMMISSIONER SKOP: Okay. Just one follow-up, and

1 like I say, I'm going to let the discovery I have asked for
2 which you are supporting run its appropriate course. But as an
3 appointed official, I can guarantee you and everyone in this
4 audience that when the discovery runs its course, I have no
5 problem with making an external referral to someone who will
6 protect the consumers outside of this jurisdiction.
7 (Audience applause.)
8 MR. BECK: Mr. Santiago, one other question.
9 You mentioned that your meter has been covered with
10 sand.
11 MR. SANTIAGO: Yes.
12 MR. BECK: When did you first notice that?
13 MR. SANTIAGO: You know, I opened it up to -- just to
14 check it when I cut the grass once in a while, and I have never
15 seen the glass, never. I don't know how they do it.
16 MR. BECK: How long has that been going on?
17 MR. SANTIAGO: We moved there November two years ago,
18 and I have never seen the glass on the actual -- you know, the
19 little facing that you can actually view. It's like the
20 mileage thing on a car, I have never seen it. It's just
21 covered.
22 MR. BECK: Thank you.
23 COMMISSIONER McMURRIAN: Commissioner Argenziano.
24 COMMISSIONER ARGENZIANO: Have you compared any other
25 bills with your in-laws?

1 MR. SANTIAGO: No, I haven't. I will be glad to
2 produce those for you, ma'am, and I will be glad to e-mail it
3 to you. My wife is the one who puts a lot of this stuff
4 together, because, quite frankly, I just don't have enough
5 hours in a day for me to do this, but --
6 COMMISSIONER ARGENZIANO: Well, it would be
7 interesting to see if there are other discrepancies or if they
8 are the same.
9 MR. SANTIAGO: I'm sure there are, and we are looking
10 into that right now, I can assure you, ma'am. Thank you.
11 COMMISSIONER ARGENZIANO: Thank you.
12 COMMISSIONER McMURRIAN: Commissioner Skop has one
13 more question.
14 COMMISSIONER SKOP: Just a follow-up. Do you have
15 additional bills with you that you might be able to provide to
16 us? We would be happy to --
17 MR. SANTIAGO: Additional -- oh, I have the e-mail
18 that I sent to the PSC, and it just has -- it has a PDF
19 document, scanned document of those. And I'll be glad to
20 provide that to you if you want.
21 COMMISSIONER McMURRIAN: Do you need this back?
22 MR. SANTIAGO: No, ma'am, I don't.
23 MR. REILLY: That will be Number 67.
24 COMMISSIONER McMURRIAN: Number 67 will be a
25 composite exhibit containing Mr.Santiago's bills, as well as

1 Mr. Tanner, his neighbor, and I guess that is sufficient.
2 (Exhibit 67 marked for identification.)
3 COMMISSIONER McMURRIAN: Thank you, Mr. Santiago.
4 MR. REILLY: The next witness is Robin Beal.
5 ROBIN BEAL
6 appeared as a witness and, swearing to tell the truth,
7 testified as follows:
8 DIRECT STATEMENT
9 MS. BEAL: Hi, good afternoon. I do have some copies
10 for you. This is, like a lot of us are talking about, our my
11 May bills, which is the interim rate bill. You can see by the
12 amount on it that I was ultimately shocked when I opened up my
13 bill for a $790 bill. You can see the graph on the bill that
14 shows the usage rate or usage of my family, the same amount of
15 family, three people, my husband, my daughter, and myself, and
16 a dog, our little Chihuahua.
17 It has been pretty well consistent and then it just
18 escalated for May. February was estimated, which was
19 interesting that their estimation is higher than any of the
20 months of the previous 12 months. But the estimation was even
21 higher than any actual month, which was over 500 gallons -- 500
22 daily use of gallons. I'm sorry. They are saying that I used
23 115,200 gallons of the daily use of 4,114 gallons.
24 So I, of course, had my heart attack about the bill.
25 I called Aqua Utilities the next day, and the girl that

1 answered the phone was very nice. And said, well, obviously
2 there is a problem with your meter, so we will have someone
3 come out there, reread the meter and put a notice on your door,
4 which I assume is what you are talking about a yellow thing,
5 which I never got.
6 They never came out and put anything on my door. So
7 I kept calling every two days, every three days to find out
8 what the result of this rereading was. After two weeks of
9 calling, they kept saying it's being worked on; it's being
10 worked on. So I kind of had a hope that this was going to go
11 away. I finally got a representative called Ms. Joan, who
12 basically told me my toilet was leaking, and that I needed to
13 deal with that. And it wasn't anything to do with them,
14 because the meter was right.
15 I said is there someone else, I asked to talk to a
16 supervisor. She told me I could not speak to a supervisor.
17 She put me on hold, told me they were in a meeting. I said,
18 well, you know, I work in a national department store, so I
19 know there are supervisors at any time in any type of business
20 that a customer should be able to talk to. So there has got to
21 be -- even if there is a meeting going on, there has still got
22 to be some kind of avenue that you can talk to someone. No.
23 So then she came back. She put me on hold again and said, they
24 are doing interviews of people, they can't -- I said, no, you
25 are giving me two stories within ten seconds. How can I

1 believe you? Then, of course, I get disconnected.
2 I called back, get another young lady, who was very
3 nice, and she actually told me the names of the supervisors.
4 And she did say they were in a meeting. I said okay. At this
5 point I wasn't getting anywhere. She gave my cell phone number
6 to a Ms. Harris.
7 Ms. Harris did call me back within 30 minutes, and
8 has been working on my problem since -- that was on June 14th
9 when I had this last conversation, of when I actually got to
10 the manager, which was the same day my bill was due, because
11 that's why I called them. I said, I haven't heard and my bill
12 is due. I've got to pay this bill, and I can't afford to pay
13 $800. So she put a hold on it, said pay your normal amount,
14 which I have, and we will find out what is going on.
15 So she has put out, I guess, another service type
16 thing to see if they keyed in the numbers wrong. That was last
17 Monday. I was supposed to hear back from her on Thursday. No
18 call Thursday, no call Friday, no call Monday. Today is
19 Tuesday. I call her again at 8:00 o'clock, left a message to
20 call me on my cell phone again. Gave her the number, gave her
21 the account number. Still today, I have it on vibrate in my
22 pocket, no answer on this. No call, nothing. So right now I
23 still owe $790 minus what I pay as my normal bill.
24 We have been in this home three years. Our average
25 bill is 150 to $200, which is more than Alafaya Utilities,

1 which we had moved from of $30 a month. We accept that. We
2 budget to a $200 bill, not an $800 bill. Is this making us
3 have to make choices if this continues to be what I faced every
4 month with, I am going to have to adjust what my groceries are,
5 what my prescriptions are, what my gas is. You know, we talk
6 about gas all the time. I'm going to have to not be able to,
7 you know, go places or do things with my daughter if I have to
8 pay my water bill.
9 So that is, basically, you know, what I wanted to
10 talk to you about, and just present my evidence to you.
11 COMMISSIONER McMURRIAN: Commissioner Skop has a
12 question for you, Ms. Beal.
13 COMMISSIONER SKOP: Thank you, Madam Chair.
14 With respect to the current bill that you provided
15 us, the payment date was June 14th. Did you, in fact, pay that
16 bill?
17 MS. BEAL: I paid the portion that I normally would
18 pay, which she told me to do. And she put the remaining on
19 hold.
20 COMMISSIONER SKOP: Okay. And as of this date they
21 have yet to --
22 MS. BEAL: No. I mean, I recalled her again this
23 morning and left a message, and no call.
24 COMMISSIONER SKOP: This is the second highest
25 monthly bill I've seen.

1 MS. BEAL: And back to the pool conversation, last
2 April we did put a pool in. You can see my May -- my daily use
3 for May was 500 gallons a day, that was a year ago. And now I
4 am at 4,000 a day. I have never filled my pool again, and it
5 is almost a 30,000-gallon pool. I mean, it is huge. And there
6 is no way. There is no way. And they even told me that if I
7 had used that I would have water standing all over my yard.
8 That was from them, not even -- and I did all the tests. They
9 told me to take a can of Pepsi and pour it in my toilet to see
10 if I had any kind of a leakage.
11 COMMISSIONER ARGENZIANO: Excuse me. When the lady
12 suggested that your toilet was leaking, did you tell her it
13 couldn't be leaking 115,000 gallons --
14 MS. BEAL: Absolutely. And then she got really quite
15 nasty with me. And then I asked to speak to the supervisor,
16 because I wasn't getting anywhere with her. And I was trying
17 to be very -- you know, I work in a business. I serve
18 customers, and I know what it's like to be an upset customer.
19 So I knew that going at this, talking to a customer service
20 representative, you have got to be nice and polite and
21 professional.
22 You cannot have the emotion with you and attack them.
23 They are just the layperson in the conversation. But she was
24 not even going to -- probably she was getting a million calls,
25 I don't know. But she was not even going to discuss this with

1 me.

2 COMMISSIONER ARGENZIANO: And, basically, there is

3 such a difference in your pattern here. It shows up here. Did

4 they ever mention that because of such a difference there could

5 be, you know, something really wrong and --

6 MS. BEAL: No. I have never been offered to put a

7 new meter in. They came out and reread it, and that's all they

8 would do. Now, she said she is waiting to find out if they

9 keyed it wrong. Well, meanwhile, you know, we're on, what,

10 June 26th, so if there is a meter problem, I'm facing another

11 $800 bill this month.

12 MR. REILLY: A couple of quick questions. Has anyone

13 from Aqua been in your home?

14 MS. BEAL: No.

15 MR. REILLY: And so were they able to suggest why

16 they thought it was a leak?

17 MS. BEAL: That was the first thing that she told me

18 when I called. You have a leaky toilet. I said, ma'am, I

19 don't have a leaky toilet. She said, well, there are silent

20 leaks you don't know about. So when I did call the supervisor,

21 she again started off with the leaky toilet. And I said, well,

22 how do I check for a leaky toilet? She told me to take a dark

23 colored soda and pour it in the back, and you would see it come

24 down the bowl if there was a leak.

25 MR. REILLY: Earlier we had testimony from people who

1 could not read their meters. Can you read your meter, if I may
2 ask?
3 MS. BEAL: Mine is in the back of my house. I don't
4 know. I would not do that. I mean, I don't do that. I mean,
5 it's definitely accessible.
6 MR. WILLIS: Could I get your last name again and the
7 address?
8 MS. BEAL: Beal, B-E-A-L, 311 Maple Tree Lane.
9 COMMISSIONER McMURRIAN: Ms. Beal, I have -- I guess
10 it's more of a comment. This is really for anyone. If you
11 ever receive a bill that looks askew, I guess is the best way
12 to describe it is like this, I really encourage you to -- we
13 have got an 800 number. Look on the front of this green sheet.
14 There's an 800 number that goes directly to consumer complaint
15 analysts. We have an e-mail address. Please contact us, and
16 we will try to get someone who will get in touch with the
17 utility and try to get an answer sooner.
18 I mean, I can't guarantee you we will get an answer
19 any sooner, I don't know if we will run into the same problems
20 or not, but we will definitely try and monitor the complaints,
21 meaning we will try to get an answer and get back to you. We
22 have a certain process. We do allow the utility a certain
23 amount of time to give us an answer, and that sort of thing,
24 but I really encourage you to try that if that happens again.
25 And that applies to anyone here, because we are always willing

1 to try to help and look into it and see what the issue is.
2 MS. BEAL: I think we are all learning our old civic
3 stuff from high school that we have put in the back of our
4 minds now.
5 COMMISSIONER McMURRIAN: Commissioner Skop has one
6 more question.
7 COMMISSIONER SKOP: Thank you, Madam Chairman. Just
8 to echo Commissioner McMurrian's comments. Yes, definitely, if
9 a bill is received and it is that far out, and you are
10 unsuccessful in reaching a successful resolution with the
11 utility, please call the PSC. Because in one instance recently
12 there is an $800 bill and that person was told to pay it. I
13 was told they had to pay it. I don't want to get into details,
14 but --
15 MS. BEAL: Well, I mean, I'm still being told I have
16 to pay this.
17 COMMISSIONER SKOP: Staff, take a look into that.
18 MR. WILLIS: Commissioner, just to let you know, this
19 is one of those that we will be looking into immediately and
20 getting a response back.
21 MS. BEAL: Thank you.
22 (Audience applause.)
23 COMMISSIONER McMURRIAN: Her exhibit will be 68.
24 (Exhibit 68 marked for identification.)
25 MR. REILLY: Okay. The next witness is Steve Kane.

STEVE KANE

appeared as a witness and, swearing to tell the truth, testified as follows:

DIRECT STATEMENT

MR. KANE: Good afternoon. Thank you for hearing us today. I will be short, obviously, but short in my comments, as well.

The first thing I want to say is I'm probably the last person that has a lot of civics understanding, a lot of legal understanding, and so a lot of this is foreign to me. And in talking last elections, I was told that I would have -- I would see more direct results getting involved with local politics than I ever would national politics. And that is the route I have started to choose, and I have seen a playoff in the last number of years.

But a couple of questions I just have. I'm a musician. I get paid to make people happy. In doing that, just some ordinary questions come to mind. I know that with the money that Aqua has spent, they have spent good legal fees, and I'm sure that they can do some of the things that they have done. I think the question is should they, should they be allowed to have -- in my personal case, my bill doubled. In talking to the Aqua representative she said, well, the proposed rate increase has gone into effect. And I said, you know, I did see that, but I just threw it out. I didn't really think

1 that it would double my bill. Would it really double my bill?
2 And she said, it very well could, and that is not the final
3 rate increase, either. I said, holy cow, I better get involved
4 somehow. So in one month it doubled.
5 Now, with the interim rates, I ask you -- well, first
6 of all, does anybody -- any of you receive bills from Aqua
7 Utilities or are you just bystanders listening to people that
8 are suffering and not suffering yourself, as well? I think
9 that is first, you know, the big thing to consider. It's heard
10 differently when you receive that, and you are responsible for
11 paying that.
12 My water bill is nearly 10 percent of my income on a
13 monthly basis, which is unheard of. To put that in relation,
14 when I moved to Chuluota in '98, and had our first son, one of
15 the things I did to make ends meet from going from a $45 water
16 bill from Tennessee to Melbourne, and that sort of thing, to
17 the 98 and $100 water bill, I said, well, let's get rid of
18 cable. So I have been without cable since '98 paying for the
19 water. And I do like bathing more than I do like watching TV,
20 so I don't mind that.
21 What I really think it comes down to is I paid my
22 utilities. I'll break it down, the electricity and my cell
23 phone and high speed Internet and local phone, and it still
24 does not equal what last month's water bill was, shameful
25 enough. When I spoke with the lady, I asked her the same

1 questions. I asked her did she ever have a $300 water bill.
2 And her response was, gosh no. So that was quite funny.
3 And lastly, I will leave you just on maybe a relative
4 point to consider. Have they done things correctly? It looks
5 like most everything was a poor business decision, getting into
6 a company that you knew had problems, and you knew was
7 antiquated. I give piano lessons. And I look at it -- do any
8 of you do extracurricular activities with your children, just
9 out of curiosity? Imagine going to karate class or music class
10 that was mandatory, by the way, and they said, by the way --
11 put it in my instance, I decided to buy this really cool, old
12 antique piano, you know. And then all of a sudden I doubled my
13 rates because of my decision to buy an antiquated piano that
14 needed to be refurbished and pass it on. And, granted, you
15 can't take your kids out of my music classes. You can't take
16 them out of karate. They can just sit there.
17 So I am asking you to please be a Public Service
18 Commission and not a "help us get out of debt" by increasing
19 our rates or passing our proposed increase.
20 Thank you.
21 COMMISSIONER McMURRIAN: Mr. Kane, I just need to get
22 your address. I'll need it for the record.
23 MR. KANE: Thank you. It's 350 Velveteen Place.
24 COMMISSIONER McMURRIAN: Any other questions for
25 Mr. Kane?

1 MR. WILLIS: Can you spell that?
2 MR. KANE: Kane, K-A-N-E.
3 MR. WILLIS: How much was your bill?
4 MR. KANE: My bill averaged 100 to 150. It was
5 actually 150 in April, and then it went to 308 in May. And,
6 again, when I asked the lady if -- and I admittedly said that I
7 had thrown out the proposed rate. And I said, because I
8 thought it might add 20 or $30. I guess I could squeeze that
9 out. I had no idea that it would double my water bill. And
10 she said, yes, it very well could.
11 (Audience applause.)
12 COMMISSIONER McMURRIAN: Thank you, Mr. Kane.
13 MR. REILLY: Our next witness is Jack Wells.
14 MS. WELLS: He had to leave, but can I speak for him?
15 MR. REILLY: Well, come forward. And have you been
16 sworn in?
17 MS. WELLS: Yes, I have.
18 MR. REILLY: Okay.
19 CAROL WELLS
20 appeared as a witness and, swearing to tell the truth,
21 testified as follows:
22 DIRECT STATEMENT
23 MS. WELLS: My name is Carol Wells, C-A-R-O-L
24 W-E-L-L-S. Do you want my address?
25 MR. REILLY: Please.

1 MS. WELLS: 550 East 4th Street, Chuluota.
2 Okay. I have been fighting with the water company
3 since it was America's Water, back before it was Florida Water.
4 And the reason I have been fighting with them is the sewer line
5 leaks. If you would like to see it.
6 COMMISSIONER McMURRIAN: Would you like to leave that
7 with us, or would you like to make a copy of it.
8 MS. WELLS: I have got originals.
9 COMMISSIONER McMURRIAN: You might as well repeat
10 that again. The court reporter can't hear you.
11 MS. WELLS: Oh, that was in '97. So for it to be
12 that bad in '97, it had to be leaking a long time. And we
13 still haven't gotten, you know, correct attention on the sewer
14 line. Okay. And I have another proof that they are not
15 reading meters, because last week they came by, they read my
16 meter, they didn't go across the street and read the other
17 meter. This is what it looked like.
18 COMMISSIONER McMURRIAN: Do you need this back,
19 Ms. Wells?
20 MS. WELLS: No. Okay. And as far as the checking,
21 you know, reading the meters, we need proof that they are not.
22 I've got the bills. As far back as 12/14/04 it starts out at
23 79.08, then 1/18/05, 79.08. I don't have a few bills. It goes
24 to May '05, 67.97; June, 67.97; July, 67.97; August, 67.97;
25 September, 67.97. Thank God, they chose a low figure for me,

1 huh? And then I got one that says you are credited, so it was
2 zero. And then it goes to two different figures.
3 COMMISSIONER ARGENZIANO: Did you just say one that
4 showed no water usage at all or no credit at all?
5 MS. WELLS: They said I got credited, so I didn't get
6 charged. (Audience applause.)
7 Okay. And for '06, on January 17, '06, 67.97. And
8 then it jumped to 79.87, and then it went to -- I have a few
9 here also. 5/18/06 it went to 68.84; 6/20/06, 68.84; 7/17/06,
10 68.84, and then it jumped to 80.89, it went back to 68.84, back
11 to 68.84, 68.84.
12 MR. REILLY: Pretty consistent.
13 MS. WELLS: Is Mr. Lee still with the company, the
14 water company?
15 MR. REILLY: Excuse me?
16 MS. WELLS: Is Mr. Lee still with the water company?
17 MR. REILLY: You would be asking the wrong person if
18 you are asking me.
19 MR. HOFFMAN: I don't know. I don't know who he is.
20 MS. WELLS: You don't know either. Okay. Because he
21 was with them when it was Florida Water, and I have a letter
22 here stating that he was aware of the failing sanitary sewer
23 lines in Chuluota.
24 COMMISSIONER McMURRIAN: You don't need any of this
25 back, Ms. Wells?

1 MS. WELLS: If you look at the bills on 5/19/05 and
2 1/17/06, they are the same price. On 12/20/05 and 2/15/06,
3 they are the same price. You know, one year to the next.
4 I've got a list of the people here that have come to
5 my house, Grant Malloy (phonetic), the Department of
6 Environmental Protection, the Public Works Department with the
7 road surfaces for the potholes, but they refused to pave the
8 road due to the failing sewer lines. So, you know, I'm between
9 a rock and a hard spot. If you can't get one to fix the sewer
10 lines, then you can't get the other one to fix the road. But
11 that is that. And, you know, if this has been an ongoing
12 problem with the THM, why haven't we received notices, you
13 know, prior to 2004, or back in 2004?
14 COMMISSIONER McMURRIAN: Excuse me, Ms. Wells, could
15 you repeat your question, I'm sorry.
16 MS. WELLS: If this has been an ongoing problem with
17 the THM, how come we didn't get any notices prior to 2006? I
18 have one for 2005, but I don't have any prior to that, and I
19 keep stuff like this, as you can see.
20 COMMISSIONER McMURRIAN: We may need some help here
21 from DEP or the Department of Health. I'm just not sure,
22 because I don't think -- I know I'm not prepared to answer that
23 question for you, Ms. Wells. Perhaps after you get through
24 with your comments, Mr. Prather can speak to that, if that is
25 okay.

1 MS. WELLS: Okay.

2 COMMISSIONER McMURRIAN: Mr. Prather, did you hear

3 her question or would you like me to get her to repeat?

4 MR. PRATHER: No, I heard it.

5 COMMISSIONER McMURRIAN: Okay. Go ahead, Ms. Wells,

6 I'm sorry.

7 MS. WELLS: Okay. There has been, you know, medical

8 issues in the family. I have a seizure disorder. Since 2006,

9 I have been going to Gainesville every three months for

10 treatment of seizures. I went from two medications, two

11 anti-convulsions, to four, and I'm still having seizures. My

12 husband discovered one of his kidneys has shrunk. Now, it says

13 you have to drink two liters of water for 70 years to get this

14 problem, any of these problems. Who drank two liters of water

15 for 70 years to prove that? (Audience applause.) Because I'm

16 not a rat.

17 That's all I have to say.

18 (Audience applause.)

19 MR. REILLY: Ms. Wells, just a quick follow-up

20 question. On the sewer break, are you saying that's still

21 continuing?

22 MS. WELLS: Yes. I mean, we got patch work. Just up

23 the street from me, a beautiful green patch of grass. You know

24 how dry it has been, no rain. I know that's a sewer leak.

25 It's right in the ditch, and they said it was all, you know,

1 like where the lines from the house tied into the main line.
2 So that's about right where it's at. I mean, yeah, it is a
3 sewer leak. You know, how do they get away with it for this
4 many years? If we had a septic tank and it was overflowing, do
5 you think we would be fined daily? Yes.
6 COMMISSIONER McMURRIAN: Any other questions for
7 Ms. Wells before we hear from DEP or the Department of Health
8 possibly on the issues that she has raised?
9 MS. WELLS: Why are they are getting away with it?
10 COMMISSIONER McMURRIAN: If you will allow them to
11 come to the mike, and we can let them address the questions you
12 have raised, if that is all right, Ms. Wells. And we will mark
13 the bills and the other information that you gave us, the
14 pictures, as Exhibit 69. We'll ask them to come forward and
15 address the questions you have raised, if that's okay.
16 MS. WELLS: Okay.
17 (Exhibit 69 marked for identification.)
18 COMMISSIONER McMURRIAN: I am not exactly sure who is
19 the right one. I think some of the concerns she raised,
20 perhaps --
21 MR. PRATHER: We'll get both of them.
22 I believe the question I can answer for Ms. Wells
23 regarding the public notices was -- and I can't remember what
24 the first date of the public notice. I believe someone
25 probably has it. It was in the middle of 2005. We discussed

1 earlier that the violation isn't -- it isn't a violation until
2 you have four running annual average events. So you don't have
3 public notice until you have the violation. So you wouldn't
4 expect to see one back in maybe 2004, not until you actually
5 have the violation.
6 And I will turn the floor over to Dr. Sekerke for
7 toxicology. Basically, the drinking water standards are based
8 on that 70 years two liters a day. It is not that you are
9 required to drink it; that is just what they are based on. I
10 will turn the floor over to Dr. Sekerke who has more on that.
11 Is there anything else for me?
12 COMMISSIONER McMURRIAN: Let me ask you, I guess, one
13 question.
14 MR. PRATHER: Sure.
15 COMMISSIONER McMURRIAN: And I think we have covered
16 this earlier. It is my understanding, is it correct that the
17 standards have been made more stringent in the last period of
18 time so that --
19 MR. PRATHER: Actually, the history I have, and I
20 believe you all have, we are filling out an affidavit for the
21 PSC so you have a history of Aqua Utilities at least through
22 the Department of Environmental Protection. I can give you a
23 little bit of a summary of that, was, yes, the previous utility
24 was required to switch to chloramines -- requested to switch to
25 chloramines back at the end of the '90s, which they did. In

2004, they asked for a temporary relief to go back to chlorine. During that time they switched over to chloramines, we did not have a THM issue. A lot of times when you use chloramines you have to -- I believe it's called free burning. You have to actually switch back to free chlorine to burn out some of the system.

We gave them that ability to do so, and they continued using chlorine. So they did not go back to the chloramines, and that is when the THM issue came back. And that is the reason why we are filing a formal enforcement case against the utility, which we are in right now, because of going to chlorine and not going back to the chloramines. Which may be different than how you may see some of the other utilities who have THM issues that aren't in formal enforcement. I know that that subject was brought up earlier today.

COMMISSIONER ARGENZIANO: Any way we can check on the green patch of grass to see if it is a sewer leak?

MR. PRATHER: Absolutely. I can certainly run that past our staff.

COMMISSIONER ARGENZIANO: I think Ms. Wells would probably be the best one to tell you where that is.

MR. PRATHER: Well, it sounds like that our staff might have worked with her, but that is certainly something I will be sure to run by them.

1 COMMISSIONER ARGENZIANO: Thank you.
2 COMMISSIONER McMURRIAN: Thank you, Mr. Prather.
3 Mr. Sekerke, a toxicologist for the Department of
4 Health.
5 MR. SEKERKE: I'm Dr. Joseph Sekerke, S-E-K-E-R-K-E.
6 And to answer your question, nobody drank the two
7 liters a day for 70 years. That is extrapolated from animal
8 data and clinical studies, epidemiology studies to estimate
9 what the dose is required to cause the adverse effect. And
10 they say that with the levels at 80 micrograms per liter, if
11 you drank two liters a day for 70 years, you still won't
12 receive a dose high enough to cause any adverse effects. So
13 that is where that comes from. Does that answer your question?
14 UNIDENTIFIED SPEAKER: I'm sorry, but what about
15 babies?
16 COMMISSIONER McMURRIAN: Let me try it this way.
17 Perhaps if you could respond to some of the earlier concerns we
18 heard about pregnant women and the health effects of this. If
19 you could generally respond instead of opening it up to
20 questions for the court reporter.
21 MR. SEKERKE: There have been -- there have been
22 several other -- the primary effects that they are concerned
23 about with trihalomethanes and the other disinfectant
24 by-products, at first there was an issue it was cancer from
25 epidemiology studies that showed higher rates of cancer in

1 certain places where the water system used surface water that
2 had high levels of trihalomethanes in it. There has probably
3 been more research done on the cancer effects of the primary
4 trihalomethanes, which is chloroform, than any other chemical.
5 And the final conclusion is that at the levels that are seen in
6 drinking water now, there is no risk of cancer from chloroform
7 because you have to have liver toxicity before you get the
8 cancer. And if the levels are as low as we are seeing now of
9 80, 100, even higher than that, up to 300, you won't see the
10 toxicity; therefore, you can't get cancer.
11 Now, the thing with the -- the issue with babies,
12 there have been several epidemiology studies that have shown an
13 association between high levels of trihalomethanes, that's
14 75 micrograms per liter, drinking five glasses of water a day
15 was the primary study. They showed an increase in incidence of
16 spontaneous abortion in women who were in that classification.
17 There is a more recent study that was much better designed that
18 failed to confirm that finding. They did not show any adverse
19 effects on pregnancy from trihalomethanes. So at least on the
20 best evidence we have got now that doesn't seem to be an issue.
21 UNIDENTIFIED SPEAKER: With a pregnant woman. What
22 about a baby who is drinking, you know, 32-ounces a day of
23 formula made with that water?
24 UNIDENTIFIED SPEAKER: Or a puppy?
25 MR. SEKERKE: As far as I know, there is no adverse

1 effects in either case.
2 (Audience simultaneous conversation.)
3 COMMISSIONER McMURRIAN: Excuse me. Excuse me. We
4 want to try to keep from questions from the audience.
5 MR. SEKERKE: There is a key issue you have to
6 remember. DEP is a regulatory agency. They have MCLs that are
7 a number that we are virtually certain will not cause adverse
8 effects. That's a definition --
9 UNIDENTIFIED SPEAKER: Well, why was it issued to
10 all --
11 MR. SEKERKE: Because the regulations require them
12 to.
13 UNIDENTIFIED SPEAKER: That it could cause problems,
14 but yet it doesn't?
15 MR. SEKERKE: That it might cause problems.
16 UNIDENTIFIED SPEAKER: Might.
17 MR. SEKERKE: That's might.
18 UNIDENTIFIED SPEAKER: You have got three cancer
19 patients sitting right here that live on the same street.
20 MR. SEKERKE: And how many people live on that
21 street?
22 UNIDENTIFIED SPEAKER: Well, I would think three out
23 of a two-block radius is an awful lot.
24 (Simultaneous conversation.)
25 MR. SEKERKE: The normal cancer rate in the United

1 States is 25 to 30 percent. That's three out of ten.
2 COMMISSIONER McMURRIAN: Commissioner Argenziano has
3 a question.
4 MR. SEKERKE: Yes.
5 COMMISSIONER ARGENZIANO: I would like to know who
6 does the studies that you are talking about. Where do the
7 studies come from?
8 MR. SEKERKE: You mean the epidemiology studies?
9 COMMISSIONER ARGENZIANO: Yes. And are there any
10 conflicting studies?
11 MR. SEKERKE: The initial study was done in
12 California. Anthony Walker is the primary author on that.
13 There were some questions about the effects on that. The more
14 recent study, I don't know who the primary author is. It was
15 done by a group in North Carolina. And the big difference is
16 that in the previous studies they measured trihalomethanes once
17 a quarter and only at the utility. The studies that were done
18 by the North Carolina group they measured trihalomethanes every
19 week, and they measured it both at the distribution point and
20 at the tap and confirmed that it didn't change in those systems
21 throughout the time period.
22 So it's much better defined. We know much more
23 detail about how much trihalomethanes the women were exposed
24 to. You need that to show a negative study, to certify. You
25 can't prove a negative. You can just say that under this study

1 we didn't see any effects, and we don't think the effects are
2 going to occur in the final analysis.
3 COMMISSIONER ARGENZIANO: Really I'm trying to get
4 at -- and I guess it comes from my legislative days here for so
5 many years. I usually want to know the source, and a lot of
6 times I found they couldn't answer the question. I'm not
7 saying it is in this case. But a lot of times I found it was
8 either the chemical company that did the work or a university
9 who was subsidized by a company. And I would just like to know
10 if they were using -- I just want to know what we are really
11 using.
12 MR. SEKERKE: These are university studies published
13 in peer review journals. I can give you the specific
14 references, I just don't have them with me.
15 COMMISSIONER ARGENZIANO: That's fair. Thank you.
16 COMMISSIONER McMURRIAN: Thank you, Mr. Sekerke.
17 MR. REILLY: Let's see. We have already identified
18 Ms. Wells' as 69?
19 COMMISSIONER McMURRIAN: Exhibit 69.
20 MR. REILLY: And our next witness is Elizabeth Bryan.
21 ELIZABETH BRYAN
22 appeared as a witness and, swearing to tell the truth,
23 testified as follows:
24 DIRECT STATEMENT
25 MS. BRYAN: Good afternoon.

1 THE COURT REPORTER: Ma'am, would you pull the
2 microphone just a little bit closer to you? Thank you.
3 MS. BRYAN: Elizabeth Bryan, E-L-I-Z-A-B-E-T-H,
4 Bryan, B-R-Y-A-N. I am a homeowner at 198 Velveteen Place,
5 Chuluota 32766. This is all new to me and I am being as honest
6 as I can. I bought and closed on a home in a development in
7 Chuluota in July of 2005. I rented the home immediately. I
8 have no (inaudible) experience with these people. After a
9 year, my tenants left. I never had any complaints from them.
10 Their lease was up. I shut off all the utilities. I had no
11 reason to have them on. I put the house on the market to sell.
12 After a year, I finally got a contract on it. The
13 contract fell through because of the article that came out in
14 the paper about Aqua Utilities. However, let me back up a
15 little. In March my realtor suggested to me, your lawn looks a
16 little dry. It's crisp. You might want to turn your water on.
17 I called them up, no problem. Fifty dollar hook-up fee, got
18 that done.
19 I got my first bill, an empty house mind you, May
20 17th -- no, that's the due date. It's April 25th, usage for
21 watering my lawn twice, 2:00 o'clock in morning I believe I set
22 it for, 15 minutes per zone. My water usage was
23 81,900 gallons. Of course, I threw a hissy fit. I called them
24 right away, cut it off. I don't care if the grass dies. HOA
25 is going to be on my butt about it, but I don't care. Cut it

1 off. I cannot afford on my salary to pay for a house, $462.54,
2 that I don't even live in.
3 Okay, I called them. They have me on an extended pay
4 date. Don't worry about it, we will investigate it. Well,
5 first of all, I was told I have a leak. Not possible.
6 However, I got someone to come out and look at it. The
7 builders themselves came out and looked at it. They did the
8 field sobriety test. My husband was there and witnessed all of
9 that and showed me the little triangle thing that spins on the
10 meter. That's what let's you know. If the meter is shut off
11 and that little thing spins, you have a leak. And they drew a
12 little diagram on my little notepad when he took me back that
13 evening after work to show me this is what you look for. I now
14 read meters.
15 Anyway, I got the extension to June 15th to pay the
16 bill. I got yet a second bill. After shutting off the water,
17 I had used an extra 31,900 gallons. Of course, I got the usual
18 story. I can't help you. Got the runaround. The supervisor
19 will call back. I spoke with a -- I remember her name, Tonka,
20 like the truck. On 6/4 she told me she cannot help me, because
21 I made a formal complaint to the PSC. I begged, I begged, and
22 I begged her. By the time I hung up with her, a lady, a
23 supervisor named Carol had called me back. She has been
24 working, I guess, behind the scenes. I haven't heard from her.
25 I called periodically to find out is there any progress on

1 this. I haven't heard anything yet. They are still working on
2 it. So to date I still have an outstanding bill of $726.02 for
3 a house that is empty.
4 The second request, they came out, met my husband,
5 changed the meter. And now I have the new digital -- the
6 electronic meter that they just drive by and it picks up the
7 signal. We checked that meter. It now has a 7 at the end. It
8 has been turned off. How that 7 got there, I don't know.
9 Brand-new meter. I had gone through and did my little testing
10 with them.
11 I run my sprinkler system, which is the only thing
12 that I have running water with. It was high, but I'm using the
13 figures that I got off the old meter here, 1,150 gallons to run
14 my sprinkler system through all the zones. I average that
15 twice a week, that's by law, four weeks in a month. I should
16 have been billed for 9,200 gallons, and that's high, because I
17 have here, which I am prepared to give you guys a copy of, the
18 house that I live in, which is ten minutes away. It is in
19 Orange County.
20 However, a household of four, and I'm a baseball
21 coach and my kids, all of my kids, the kids from the team are
22 constantly at my house. My usage is about 10,000 gallons. And
23 it has got a static pattern. I don't have a pattern because
24 I'm a new customer. I have one high bar, and the second one is
25 31,900 after I shut it off. So I will give those to you.

1 I had asked the question when I called the water
2 company, with us having such strict water restrictions how is
3 it that households are allowed to exceed this kind of
4 exorbitant quantities of water on their system without raising
5 as much as a flag? I mean, come on, a household using 81,000,
6 that should have raised a flag to them that something is wrong
7 here. Let's call them up and say, at least on my bills say
8 something is wrong, you're using an excessive amount of water.
9 I did it when I was at my house that I live in, new
10 lawn, new sod. They said you are allowed a little extra. I
11 had the prettiest lawn. I got a citation, actually a warning.
12 It raised a flag. I'm using in excess of what the normal
13 household uses. This is way in excess. No flag risen, just
14 pay the bill. So I'm still waiting on Ms. Carol to get back to
15 me on what my final bill is going to be. Is it going to be the
16 400, or the difference between the two, or if it's going to be,
17 in fact, the full 700.
18 COMMISSIONER McMURRIAN: Excuse me. Is Ms. Carol
19 someone with the utility?
20 MS. BRYAN: Yes. She is a supervisor at Aqua
21 Utilities.
22 COMMISSIONER McMURRIAN: I know you have got things
23 that you want to give to us.
24 Are there questions for Ms. Bryan? No?
25 Ms. Bryan, you don't need these back?

1 MS. BRYAN: No, I have got the originals.
2 COMMISSIONER McMURRIAN: That will be Exhibit 70?
3 MR. REILLY: Yes, 70.
4 (Exhibit 70 marked for identification.)
5 COMMISSIONER McMURRIAN: Let me ask, I know we are
6 getting very close to the time we are going to have to wrap up
7 in an hour and a half. I am thinking we might need a stretch.
8 Jane, how about you, do you need a stretch?
9 We will take a break, but we will make it much
10 shorter than the last ten-minute break I called. Just for a
11 short bathroom break and -- so we will go off the record for
12 five to ten minutes tops, and we will get started back again.
13 And I will try to figure out how we are going to get everyone
14 heard by 5:00 p.m. Thank you very much.
15 (Recess.)
16 COMMISSIONER McMURRIAN: We'll go back on the record.
17 MR. REILLY: Rob Mills.
18 ROBERT MILLS
19 appeared as a witness and, swearing to tell the truth,
20 testified as follows:
21 DIRECT STATEMENT
22 MR. MILLS: I do appreciate you taking me out of
23 order. Robert Mills, 520 East 5th Street, Chuluota 32766.
24 COMMISSIONER McMURRIAN: Speak up.
25 MR. MILLS: Some of the things that I would like to

say I agree with. Everybody here, I think, has had a poor customer service issue. I don't think we need to go, at this point need to go with that. The quality of water, in addition to whatever was brought up with it being unhealthy, the water quality is poor. I don't know if everybody else has the problems that I have, but I'm replacing my shower head every two months, just so I can actually have a massage feature on it. I know that could probably be cured with a water softener, and at $60 a month, I probably would (inaudible), but 120 to $150 a month --

UNIDENTIFIED SPEAKER: We can't hear you.

MR. MILLS: At $150 a month I think that the water could probably dissolve it before it comes out of my faucet.

Right now they are asking for a rate increase. What I was able to find on line says that rate increases have to be fair, just, and reasonable. I think we are already at a rate that is unfair, unjust, and unreasonable. So I know with this situation and what we are here for is not to see a rate decrease. However, eventually that is what I would like to see happen. So, therefore, there is definitely, in my opinion, no way that we can increase the current rates.

The way they have to justify, according to what I read off the Public Service Commission website, is rates are calculated to generate revenues that allow a company to earn an amount needed for approved expenses plus an authorized return.

I think that is fair in a monopoly situation. However, it also says that they have to be proper, prudent, or necessary. If we do not have adequate water pressure and adequate water supply, I don't see how they can ever say that what they have done with that $5 million was necessary. As far as I am concerned, it has been burned up in the air. I don't know how they can say it was prudent. To spend $5 million and get nothing for your money is imprudent. I would get fired from my job for that, sir. All right. (Audience applause.)

And, also, I know it was touched on briefly, to say that the more water I use the better my rate gets, that if I use 10,000, if I -- I don't even irrigate. If I was to start irrigating my lawn, I'm going to get a better price per gallon? That is inherently wrong. And to say it is all going to be in the base rate, that I am going to have to pay close to $100 a month if I take a business trip. I should pay for what I use, not for what you want. All right. (Audience applause.)

That doesn't make any sense. All I ask is that you look at what you have heard here today. I feel for a lot of the people here, because I don't have a billing issue. Mine is right, and I am still here. They are charging me the right rate. I got $4,600 -- 4,600 gallons last month, that's all it was, but it was still $130. That is outrageous. That is double what anybody I work with pays. There is no way it is fair. There is no way it's reasonable. There is no way it's

1 just.

2 We ask that you go, since you do have the ears of the

3 Governor, and we are going to go to our local legislators, and

4 we are going to do everything we can as a community to fight

5 this, and we just ask for you help in trying to get these

6 people out of there. Revoke their rights to sell water in our

7 district and get us somebody else that can do it right and do

8 it cheaper.

9 Thank you.

10 (Audience applause.)

11 COMMISSIONER McMURRIAN: Thank you, Mr. Mills.

12 MR. REILLY: Michael Tingle.

13 MICHAEL TINGLE

14 appeared as a witness and, swearing to tell the truth,

15 testified as follows:

16 DIRECT STATEMENT

17 MR. TINGLE: Good afternoon. My name is Michael

18 Tingle, M-I-C-H-A-E-L T-I-N-G-L-E. I live at 390 Medallion

19 Place in lovely Chuluota 32765, and I would like to present for

20 my testimony a copy of my most recent May water statement,

21 please.

22 MR. REILLY: That is Number 71.

23 MR. TINGLE: Thank you. And one for counsel.

24 The general purpose of the statement is just to show

25 how -- make a comparison. If I were to go across the street

1 and go get a Happy Meal combo, which I am desperately needing
2 at this hour in the afternoon, they would break it down and
3 tell me, even though it is a combo, they would tell me how much
4 I spent on my Coke, or my soft drink, how much is my hamburger
5 and my fries, and how I got to the price that I'm going to pay
6 for my meal.
7 If you look at my water bill, and my water and sewer
8 service, they are simply telling me I owe them this much money
9 for water. I owe them this much money for sewer. They are not
10 telling me how they arrived at those dollar amounts. They are
11 not showing me -- they are not being descriptive to me to tell
12 me my price per gallon is this much, and my flat water service
13 fee is this much. I know that we are in an interim rate status
14 right now, but I'm still entitled to know what my current
15 charges are for my water, and I'm not receiving that.
16 And, also, you can see that the spike between my
17 household, which is myself and my wife and two children --
18 three children, oops, we've got trouble, three children there.
19 We are pretty consistent. We do the same thing in and out.
20 I'm so lazy I don't even change my irrigation pattern. It is
21 set at whatever the company had it set to, two days of
22 watering. So we're pretty consistent. And you can look at the
23 fluctuation in the water usage over the past 12 months and see
24 there has been some variation.
25 We don't have a pool. We are getting a pool

installed, and I am regretting the day that that pool has to get filled. I will have to take out a third mortgage on my house to pay for that. I'm concerned about what that is going to end up costing me, but we are consistent with our usage. My point is that the usage should have been more -- ours should be more consistent than what it is showing there for the past few months. You can see some peaks and valleys, and I can't explain those peaks and valleys, because I don't have any changes in my lifestyle. The irrigation has been set to a -- like I said, where the set schedule has always been. So I am just concerned about that. And, obviously, the price difference between last month and this month, my bill has basically doubled.

I also have invested into a water softener process at my house to take care of the problems locally for the conditions and the quality of the water that I have to consume and my family has to consume. So I made that personal $3,000 investment. But I also still, even with my water softener in place, I still have issues with water quality it seems from time to time.

I also have the odor, even though I have a high energy washing and drying system. We put brand-new towels in and the odor is still there. I concur with that. I can also concur with the price of the -- with the fact of the odor being there, and not going away. There is also a salt taste to my

1 water from time to time. And I would get complaints that it
2 might be part of my water system. So I would call my water
3 system company out to come check, and they said everything is
4 fine after they charged me their $85 service fee. Yet then
5 there is still salt coming into my system. So that sort of
6 correlates the problems we had with saltwater infiltrating the
7 system at some point, perhaps. I don't know. I'm not a
8 specialist in that area, but there is something out for that
9 taste to be there.
10 Basically, I just want to make a comparison that the
11 water per gallon price that we are paying, the water price per
12 1,000 gallons is more expensive than gasoline right now. Water
13 is more expensive than gasoline. (Audience applause.)
14 And that is just very unfathomable to think that it
15 has gotten to that point that I am having to -- I pay more for
16 my water bill than I pay for my gasoline cost.
17 And we also made points to the price gouging. I
18 think this is price gouging. We have terms in place, and the
19 hurricanes coming and going, I think this is price gouging when
20 we charge these kinds of rates for water.
21 Aqua is in the business of making money. They are
22 not in the business of providing services for -- they are not a
23 nonprofit organization like some of our other county services,
24 city services do, that have to make a little bit of profit to
25 pay for staff and compensation. They are not in the business

1 of making money like Aqua is. They are in the business to make
2 money, otherwise they wouldn't have an interest in buying these
3 antiquated systems and trying to put some kind of investment
4 into it and try to turn a profit on it.
5 They are saying that they are looking to -- that it
6 may be a bad choice, but the history is pointing out that they
7 have a history of buying these old systems. And then for some
8 reason every time the same kind of complaints in other areas
9 where the gentleman that came from Palatka earlier, I
10 thought -- I did a comparison. Huh, older community, older
11 water system. Aqua says, oh, here is a great opportunity.
12 Let's go ahead and buy that system, and then we will throw a
13 bunch of money into it. And somehow they're -- there is
14 just -- from a comparison, there is something else going that I
15 am not aware of. I'm not seeing it; I'm just throwing that out
16 there that they are doing that.
17 I am a parent, and I have a four-year-old. And I
18 don't allow my four-year-old to be in charge of the candy jar
19 at home. I have to make sure that he gets what he wants when
20 he wants his dessert or wants his treat. I find it interesting
21 that we are allowing the water company to subject to us --
22 they're in charge of the candy jar. And they are telling us
23 what the rates are going to be and what they think we need to
24 be paying for it. And I wouldn't allow -- comments were made
25 earlier that if they are allowed to set their own rates and

1 have (inaudible) infrastructure of doing, they are not doing it
2 just for our benefit. They are doing it to make a profit.
3 And, sir, are you an Aqua customer yourself?
4 MR. LIHVARCIK: (Indicating no.)
5 COMMISSIONER McMURRIAN: Mr. Tingle.
6 MR. TINGLE: Okay. I understand. I just want to
7 make a quick note that my account number also has changed, and
8 I have the same problems with the financial part of it. And if
9 Aqua is concerned about their investment and their return,
10 making them 6 percent less return in investments, then I
11 strongly encouraging them to go ahead and make their
12 investments somewhere else.
13 Thank you.
14 COMMISSIONER McMURRIAN: We will be looking into the
15 questions you have raised, and we have actually had some of
16 these same questions raised about the breakdown in the bills.
17 So we are looking into that. I just wanted to mention that.
18 MR. TINGLE: Thank you.
19 MR. REILLY: I think that's Number 71 on that
20 exhibit.
21 (Exhibit 71 marked for identification.)
22 MR. REILLY: And the next witness is Ann Gladstone.
23 The next witness is Ingrid Bryant.
24 INGRID BRYANT
25 appeared as a witness and, swearing to tell the truth,

1 testified as follows:

2 DIRECT STATEMENT

3 MS. BRYANT: My name is Ingrid Bryant. I live at
4 145 Shady Oak Lane, Oviedo, Florida. I am here on behalf of my
5 80-year-old aunt who lives at 530 East 4th Street. It's a
6 house that my parents bought in 1959, and it was the first
7 street that was on water and sewer at that time.

8 I presently don't live there. I have already
9 submitted through Bev DeMello, who has been very helpful to me,
10 pretty much what everybody has been saying. I have some
11 additions here, which is my water bill and the water rates that
12 the City of Oviedo charges. I had the advantage of retiring
13 from the City of Oviedo, and I did work with the utilities.

14 I would like to point out, and I'm sure this is still
15 the same thing as my boss told me in 1986, that a normal
16 household consumption for a family of four people is 10,000
17 gallons. That was the criteria they used when they put a cap
18 on the sewer. After 10,000 gallons of water consumption there
19 is no more sewer fee. I'm pretty sure that you all abide by
20 that, because that is being followed by Alafaya Utilities, and
21 pretty much all of the other sewer companies. Alafaya
22 Utilities is a privately owned sewer company.

23 And another thing that we implemented in '92 that I
24 feel would be of interest to your company, Aqua Utilities, is
25 we have a tiered structure in the City of Oviedo, and the more

1 you use, the more you pay. So unlike you, which you lower the
2 money that you charge for more usage, I don't know how St.
3 Johns Water Management let's you get by with that, I really
4 don't. But, anyway, that is the way we do business here in
5 Oviedo. And I'm not telling you how to run your business, but
6 what you are doing ain't working. And I have been here since
7 1959, so it's not something that I'm not very aware of.
8 And I'm very concerned about all of the citizens of
9 Chuluota. When Charlie Sweat (phonetic) was in charge of
10 Florida Water, and before that Southern States Utilities, he
11 had problems. And I can testify to the fact that when you
12 bought this utility it had a lot of problems. And you were
13 aware of those problems, because I did attend the meetings, the
14 Public Service Commission meeting in 1996 and '97 when they got
15 their rate increase. And at that point, I questioned all the
16 problems.
17 And the lady on 4th Street, my aunt lives on that
18 road. She is correct in saying that the sewer issues that are
19 on 4th Street, which was installed in 1959, really, really has
20 gone down hill.
21 Thank you for your time. Thank you for listening to
22 me, and I have this to enter along with what I have already
23 given you, but I will give it to you again, okay?
24 COMMISSIONER McMURRIAN: And, Ms. Bryant, you don't
25 need any of that information back?

MS. BRYANT: No.

COMMISSIONER McMURRIAN: Okay.

MR. REILLY: Number 72.

COMMISSIONER McMURRIAN: 72.

(Audience applause.)

(Exhibit 72 marked for identification.)

MR. REILLY: The next witness is Bruce Fontaine.

BRUCE FONTAINE

appeared as a witness and, swearing to tell the truth, testified as follows:

DIRECT STATEMENT

MR. FONTAINE: Bruce Fontaine, 343 Velveteen Place, Chuluota, Florida 32766.

I guess the first thing I wanted to do is to thank Aqua Utilities for hiring Superman to read my water meter. Because I don't have those superhuman powers, so what I did was is that I undug the meter to be able to get an actual reading.

I have two bills with me that I will give to you, as well. They are just two months in a row, the last two months, and where my water usage went from 12,000 gallons to 23,100 gallons. During that period of time, after receiving my last bill, the bill was 12,000 gallons, I immediately went out and bought a lot of paper products so we didn't have to run the dishwasher. I immediately turned off the -- immediately turned off the water irrigation system, and said, I hope Mother Nature

can take care of the lawn, because I certainly can't afford to water anymore. So what I did was is that I took the four inches of sand off the top of my meter and I took a picture of it. And then I put some kryptonite in there so the next time the meter reader guy came by I would hear him scream so I could go out and find out how they actually read the meter. And, you know, I'm trying to add a little levity here because I have been sitting here 9:15 this morning, and I think we are due for a little bit of that.

When the meter reader guy got there, I walked outside, and I said could you tell me a little bit about, you know, how you go about reading the meter? And he did actually take the cover off. And this is this past Friday. He took the cover off and, obviously, my meter was clean. I'm an energy engineer by discipline, so I am pretty familiar with the bar flow measurement devices. And he said, well, we read the meter. He said the last number that is on the meter is a fixed number. It's a zero. He said we disregard that number. He says then we read the meter, and then Aqua Utilities adds two zeros to it before they send out the bill.

Now, if you add two zeros to anything, that kind of implies that you are adding a hundred regardless to everybody's bill, or the 5,000 people that are residents are -- if they have this type of Neptune Joyce Metering Device that they are able to do that.

My other questions were does anybody ever go through and calibrate these meters? What is the calibration time period that needs to be done in order to be able to make sure that these meters are reading accurately? No one was able to answer that question, because I don't think any of the meters have ever been calibrated.

Also, you know, what type of flow device, measuring device are they actually using? Obviously, I do not have an electronic meter. I did bring a picture of the analog gauge that -- and I would use a bigger camera, but I couldn't fit it in that little hole that they actually have the meter in. So I used my wife's cell phone camera.

Now, that last number that you see, that's a zoomed in shot. It's tough to read, but that last zero stays permanent. The other one in that photo, that little red dial that spins around to let you know that the meter is running. Now, I have had serious issues. I'm a new Floridian, last July when I moved here, and I moved into this home, which I was looking to possibly purchase.

Well, at these types of water rates, it would be pretty tough to purchase a home and be able to pay the water bill all at the same time. So what I did was I called the Aqua Utilities customer service of which, you know, I just found out today they have supervisors, because I was told that they don't have supervisors the numerous times that I have called. I have

had Aqua Utilities come out to my home twice to check to see if there were leaks. And they came out twice, and they hung that yellow tag off my garage. Don't ring the door bell, don't let you know they are there, whatever. You know, I almost think pouring a can a Coke in the toilet would be a better leak detection device than what was.

Done. But, I mean, they actually came and said, you know, checked meter, read meter, no leaks found, and left this tag on my door. Which there is two things that tag either means is that they came to read your meter or they shut your water off. And, you know, these types of things are just ridiculous when you talk about the technology era that we are in.

So my questions were can I take this meter out, send it for third-party testing, as I heard Ms. Argenziano say today to be able to see if these meters are really accurately reading, and send them to a third party so that it can be verified. That's the first issue.

There is no way the consumption, 23,000 gallons. I lived in Puerto Rico for three years, had a 17,500-gallon swimming pool, of which at this residence I do not have a swimming pool. I have a pond in the backyard, and sometimes I think I am filling that. But I'm at a situation here where I lived in Puerto Rico where they used desalinization, and my water was cheaper in Puerto Rico than it is here in Chuluota.

1 The other issue that I wanted to address was the
2 issue of the means of what is being used in order to be able to
3 purify the water, chlorinate the water. I work for Ultraviolet
4 Devices, Incorporated, a corporation that uses UV technology to
5 be able to kill viruses, bacteria, and mold. And the New York
6 City Aquatic System utilizes UV lights to be able to not only
7 purify their water, but uses it exclusively in all of their
8 wastewater treatment facilities, and they treat about
9 2.2 billion gallons of water a day. And they have reduced
10 their overall cost of water to their customers because they had
11 moved away from chlorination.
12 I don't even know about that chloramination process
13 that you had mentioned earlier, Mr. Hoffman, but free chlorine
14 versus going back to that antiquated type of technology when
15 there is superior technologies that are out there -- and
16 believe me, I don't work in water systems, so it is not like
17 I'm trying to do a sales pitch here. But there is companies
18 like Trojan and Aquafine that are out there that do the New
19 York City Aquatic System that certainly have the technology.
20 And for the $500,000 that is going to be used in order to bring
21 back this new system, I certainly think that there are other
22 avenues that should be addressed that could possibly reduce the
23 amount of chlorine.
24 And, you know, we are in this green era. Chlorine is
25 not really good for the environment, as I think we all know. I

1 was supposed to wear a red shirt today, and I did. This is
2 from the chlorine from the water. (Laughter.) What I'm trying
3 to say is that we certainly need to look at other options of
4 being able to purify the water than the chlorination process
5 that they are currently using, and the new one that they are
6 going to move to, especially in this green environment that we
7 are trying to live in today.
8 COMMISSIONER McMURRIAN: Mr. Fontaine, I hate to do
9 this. I think your time is about up, and Commissioner Skop has
10 a question, so I think we'll hear from Commissioner Skop.
11 COMMISSIONER SKOP: Thank you, Madam Chairman.
12 Thank you, Mr. Fontaine. I appreciate your patience.
13 I know you have been here all day.
14 Just one quick question with respect to the two bills
15 in question. The bill from last July shows that the bill was
16 on an estimated basis. Do you actually have --
17 MR. FONTAINE: I didn't -- I didn't move here towards
18 the end of July, just before Haggarty (phonetic) started
19 school, so -- I just moved here last July. And that was the
20 other thing, too, every time we called Aqua Utilities, they
21 would say, well, your water consumption is about the same as it
22 was last year at this time. And I said the house was empty
23 last year at this time. How is that possible? Now there are
24 four people living in this house, and so --
25 COMMISSIONER SKOP: One clarification. Did you have

1 water service in your name last July?
2 MR. FONTAINE: Yes, I did.
3 COMMISSIONER SKOP: Okay.
4 MR. FONTAINE: Yes, I did. And I moved here towards
5 the end of the month of July.
6 COMMISSIONER SKOP: Thank you.
7 COMMISSIONER McMURRIAN: Mr. Fontaine, thank you for
8 your patience, and I'm sorry it took --
9 (Audience applause.)
10 MR. REILLY: Number 73.
11 (Exhibit 73 marked for identification.)
12 MR. REILLY: And our next witness is Edwin Medina.
13 EDWIN MEDINA
14 appeared as a witness and, swearing to tell the truth,
15 testified as follows:
16 DIRECT STATEMENT
17 (REPORTER NOTE: Mr. Medina spoke quickly and with a
18 strong accent. The reporter had difficulty understanding what
19 he was saying.)
20 MR. MEDINA: Good afternoon, everybody. I thank you
21 for being here again. I apologize if I take a little bit more
22 than five minutes, but it just takes a long time for all the
23 questions. I have a few things here that I would like to
24 approach and give to you.
25 COMMISSIONER McMURRIAN: What I need to do is get

1 your name and address.

2 MR. MEDINA: Okay. Name, E-D-W-I-N, last name,

3 M-E-D-I-N-A. Street address is 570 Granite Circle, Chuluota,

4 Florida 32766.

5 COMMISSIONER McMURRIAN: Mr. Medina, I know I can't

6 write that fast. If we could ask you to slow down a little

7 bit. I know it's going to be hard to get in everything you

8 want to say in five minutes, but I'm sensing maybe the court

9 reporter might need you to slow down.

10 THE REPORTER: Yes, please slow down. Thank you.

11 MR. MEDINA: Let me start. I am single. I live in

12 my house by myself. No pool, no pets. You know, fortunately,

13 I have been able to afford my bill. (Inaudible). I bought my

14 house in March of 2006. I moved at the end of March.

15 After I got my first bill, which you can see on the

16 second page, I got my bill for $145. On 4/12, on the first

17 page, I asked for a meter check, because it was impossible that

18 I would use that much water. Now, the first page shows that on

19 the 4/12 date they came and did the reading. They found a

20 leak. Okay. They said that everybody else on the street have

21 the same expenses. I am like okay. I didn't know. I never

22 had a house before. I didn't know their water was so

23 expensive. So I kept on going.

24 Now, the bill came from 145 to 177. On 7/17, I got a

25 bill for $181. Now, if you have your copies, and you can look

at the copies. I circled some things for you to read. First of all, the old bills did not have any explanation of what it means. All it shows is the current reading, a previous reading, and usage, for example, 25. What does that mean? I don't know. Is that 25 gallons, 2,500, 25,000 gallons. For me as an engineer, it is total units. I am paying for 25 units at $181.

Well, I go back again to Aqua and said, okay, there is something wrong here. I want another reading. It is impossible that I expend that much water when I am by myself. They go back. On 8/5/04, you have the second time the company came by. On 8/5/04, no leaks. They gave me a reading here for the -- for the new read that day, which doesn't show anything. It doesn't have anything comparable to what the statement shows.

Well, I commend Aqua for doing a much better job doing the billing, because it shows how they are screwing us. I got a bill. They show the billing cycle by the billing process at the end of the year, by December. I got a bill that shows December 28th that I used for the November month $178, and they started putting how much usage in gallons, 7,600 gallons for a single person living in a house. Again, no pool, no kids, no wife. (Inaudible).

COMMISSIONER ARGENZIANO: Was that per day or was that the month?

1 MR. MEDINA: No, that was -- do you have that one on
2 December 28th?
3 COMMISSIONER ARGENZIANO: No, I don't have that one.
4 COMMISSIONER McMURRIAN: We are trying to share.
5 Sorry.
6 COMMISSIONER ARGENZIANO: Is that the average? Thank
7 you.
8 MR. MEDINA: Look for the copy of December 28, 2006.
9 It shows on the left side -- or the right side, I used 7,600
10 gallons for one person living by himself. It shows a peak in
11 November. I don't know why, because I was out of town for ten
12 days. I go back home to Puerto Rico to see my family, and they
13 charged me for (inaudible). But, regardless the case, they
14 kept going. I had also my water turned off. And when I
15 called, nobody ever noticed that my water was shut off. I just
16 woke up and found out that the water was out. When I called
17 them, they say, well, we don't do the servicing on the same
18 day. So you will have to wait at least until tomorrow, 24
19 hours at least. I say how am I supposed to (inaudible).
20 They changed their billing address. It wasn't
21 according to what account number, because my account number on
22 my direct pay is still the same, because (inaudible) later
23 during the year. So my account number was same. They received
24 it to a different P.O. box. On that, I have the P.O. Box here
25 that they gave me to send it to the new one. I will give you

1 this at the end of the day, too.

2 So I called back, sent them the payment. I have to

3 pay on the credit card. I explained what the situation was.

4 They said that they couldn't help me. I say, if I send you the

5 payment -- you know that the payment is coming back because of

6 the different address, why couldn't you just cash it? And they

7 said, well, we just can't. We just have to send it back to

8 you. So you know that I sent you the payment you still charged

9 (inaudible) you sent to the wrong address, send it to this one.

10 Next time we will do something about it. I said, well, can you

11 refund the connection fee? No. Okay. They charged me another

12 fee, $25 to turn on the water again. I still have to wait

13 24 hours.

14 My friend, he live half a mile here on Bell Street

15 with Oviedo. I don't know the company. He got his water shut

16 down about three or four months before me, because he just

17 forgot to pay it. He got the water turned on the same day at

18 9:00 o'clock at night. So somebody came in 24 hours it is

19 working. Well, Aqua is not (inaudible).

20 If you go to the end of the bill, it is impossible,

21 again, by myself using so much water. Well, 5/11 I got my bill

22 for April, about $270. They said that my usage was

23 12,300 gallons for April only. I said, well, that's too much

24 water. How can I be using that? I called them again. They

25 send somebody to check my meter. Now, they say they replace my

meter. They were supposed to come on Monday. They came on Friday night. They did it. I found the notice. I can read it. They changed the meter, installed a flow meter. Well, okay, let's see how the new one comes out. I look at my bill. They estimated on May 23rd, you got a copy of that one, they estimated that my bill was 21,600 gallons. How could I use that if they just changed my meter?

Well, I called them. They say, no, that is estimated. Why don't you just wait to read it? Oh, because we estimated. You will get credit on the next one. Okay. I hang up. Two or three days later in the mail I get a new bill. If you could please read that for me for the audience?

COMMISSIONER ARGENZIANO: Well, the bill was -- this is astounding. The average daily use is 205,634 gallons, and the total for the month was 9,664,800, and the bill was $51,704.

(Audience applause.)

MR. MEDINA: Okay. To show you how poor things are in your administration, to show you how bad -- you don't even have controls to verify your own system. How can somebody be billed for $51,000? I don't think even businesses spend that much money. By the way (inaudible) that is your payment for the (inaudible). So my question is they changed the system, the meter, they say that they will check on it. (Inaudible.) I want to make sure that this go back and they refund me for my

money for the whole year that that meter wasn't calibrated. It shows they have a problem with the calibration for the last year. I don't know what that 25 means. Is that 25,000 gallons and I used 21, 24, 200? They still charge me for 25. I don't know how they do that. So they have no controls to verify this. Their billing department or accounting department should be (inaudible) --

COMMISSIONER ARGENZIANO: Let me ask you a question. When you got the above $51,000 water bill for that month, what was the answer you got when you called them up?

MR. MEDINA: Well, first of all, I called Aqua, and the girl that talked to me, I can't remember her name. But, she said, oh (inaudible). I got scared with them. You know, I say -- well, first of all, I did laugh, and then I got scared. I said, do I have to pay for that? It is impossible. Previously I had given them the new reading before -- two days after I called them and give them the new reading, I get this bill. They said, don't worry about it. This will go to the next bill. You don't have to pay anything this month, but next month will be two month's bill.

When I came this morning here and before I left the house, I looked at my meter. I don't know how you guys read that, but my meter says for two month's use I have 3,465. Is that 3,400 gallons in two months and you have been charging me over 5,000 every month for a whole year and a half. I want my

money back. I want it back, and I want my interest back on it, too.

(Audience applause.)

COMMISSIONER McMURRIAN: Mr. Medina, I don't even know what to say. I am trying to stick to the five-minute time limit, but I think your bill sort of justify a few extra minutes.

MR. MEDINA: (Inaudible.)

COMMISSIONER McMURRIAN: But my question is the same as Commissioner Argenziano's, which you have answered. By the way, where does it say -- it says the due date is June 28th. Maybe I should ask. I guess this is definitely one we will be looking into, I guarantee that.

MR. MEDINA: Well, if you look at the bill it shows that the bill was sent -- the bill day is June 6th. I asked for a meter replacement on 5/11. So in less than a month I used quite a bit. Ten million gallons is a lot. There is a big leak somewhere. It is not in my house.

COMMISSIONER McMURRIAN: Okay. Is this in addition to what you gave me earlier?

MR. MEDINA: (Inaudible).

COMMISSIONER McMURRIAN: Thank you. Mark these as Exhibit 74.

(Exhibit 74 marked for identification.)

COMMISSIONER McMURRIAN: And, Mr. Medina, like I

said, there are contact numbers for some of our staff on the front. Certainly be in contact with them over this, and maybe we can find out what's going on.

Commissioner Skop.

COMMISSIONER SKOP: Yes. Thank you, Madam Chair.

Mr. Medina, also, too, when you get your next bill, would it be possible -- when you get your next bill -- because we have had some assurances through your discussions with the company that they are going to remedy the situation. When you get your next bill, can you provide that as a late-filed?

MR. MEDINA: Give me your number, I will.

COMMISSIONER SKOP: Thank you.

COMMISSIONER ARGENZIANO: I would like to have that, also.

COMMISSIONER McMURRIAN: If you mail it to us, the address that's on the back of the green sheet, put it to the attention of Ms. Banks.

MR. REILLY: The next witness is Kevin and Lynda Garvey.

LYNDA GARVEY

appeared as a witness and, swearing to tell the truth, testified as follows:

DIRECT STATEMENT

MS. GARVEY: Hello, folks. My husband did have to go. He had obligations. It's a shame, because it's a really

1 sad story, and he really should have been here.
2 Hold this thought for a second, because I think --
3 you have heard my story, actually. Everybody has pretty much
4 told my story. It's very similar. We moved here in July of
5 2004, moved in and -- moved down from Hartford. My husband had
6 Stage Four melanoma cancer. He survived it five years, in the
7 3 percentile. We were just ecstatic, decided to move to
8 Orlando to basically be a little more relaxed, I think is a
9 better way to say it.
10 So we got here, and I was amazed. The bills were
11 $450 for the water. We moved in this big old beautiful home
12 with a lake and a pool. And we just were out of our mind. And
13 then when the water bill came, we thought, oh, my Lord, this is
14 just -- this is unconscionable, $450 for a water bill just
15 isn't good. So we quickly determined what our best -- how
16 could we reduce this is? This is not socially responsible. So
17 what we decided to do is we put in a pump. It cost us about
18 $1,800, and we watched the bill drop. It dropped substantially
19 to about $220. So just simply by putting in the pump and not
20 watering with the water, we were able to reduce the water.
21 Well, you know, independent of that, the water stunk.
22 It had a sulfur smell to it. It just wasn't good water. So,
23 my family of four, my husband and I, our two children, and we
24 do have teenagers, became very socially conscious. Brushing
25 the teeth, turning off the water, doing all the right things

that we are supposed to do, was able to get the water bill down to probably about $120. And we were somewhat pretty happy with that. A family of four using consistently 89,000 gallons of water. I'm thinking, okay, this is okay. It's a good thing.

But you see in the interim what we did is we started buying bottled water. So when you figure out bottled water, what we were drinking, we are spending about $500 a year on bottled water. But, you see, I can't feed my dog that, because the dog down the street, who was six years old, died of cancer. Don't know why, but dogs don't die at six years old. So we decided we had to feed our dog bottled water, for God's sake. So, now we are going off, and -- so now we are spending -- I have already spent on the pump, I have spent on water that I have to buy to drink. I'm feeding my dog bottled water, for God's sake.

So now I have another problem, and my other problem -- and I'm going to give these to you because I have plenty just like them. I go out walking every day on the trail. It is actually spectacular. But if you notice, this is freshly out of a bleached dryer. And I went out and bought a new washer and dryer, because I thought that was my problem. So I spent $1,800 on a washer and dryer. Got the best I could, bought the brand-new suds to put in it. I bought fabric softener, bought the bleach, did everything I could, everything I could, and this is what I'm getting. So I'm going to give

1 these to you.

2 And, folks, I'm sure these look familiar to you. You

3 all have these?

4 UNIDENTIFIED SPEAKER: Yes.

5 MS. GARVEY: And these are clean. These are

6 bleached. Now, these sat in bleach water before I brought them

7 here, because I wanted to really let you know that I did my due

8 diligence here. So I'm going to give these to you. You can

9 have them. Go ahead and take those. I have plenty.

10 Okay. So what happens? So now I have a water bill

11 of $120, not a problem. Stinky, I have to supplement. I just

12 bought a water filter for under my sink now for $225 at Sam's.

13 So we installed that. So now thousands and thousands and

14 thousand of dollars. I think I figured it up. It's about

15 $4,000. And the money is just one thing, you know. We are

16 living in a beautiful property. You know, I'm not complaining.

17 But then what happens is my husband now has a lesion on the

18 liver, okay.

19 And, you know, cancer touches 35 percent of us now.

20 Remember growing up it never touched anybody, and now it

21 touches all of us. So when it happens to you, and you are

22 looking at it, and you are feeling it, and, you know, you are

23 living it, and you have got two teenagers whose father is going

24 to die, it's not okay anymore. You see this is where I draw

25 the line. Okay. You've got my money. You've got my $4,000.

1 Here, you can take it all, take it all. You know, now you are
2 going to take my husband?
3 So it's at a point now where we are being penalized.
4 We save money for using more water. That is, indeed, true. So
5 the more water you consume, your bills actually go down. We
6 are being penalized and there is nothing -- we can't help
7 ourselves. So we are just -- it's just unconscionable. We are
8 imploring you to please consider other alternatives. And you
9 folks have been so wonderful to listen to us. I, too, have
10 been here from a quarter after 9:00, and I just really thought
11 it was important that you -- that you just heard the whole
12 story. And you have heard it all actually. So I'm going to
13 give you this. He just came back from the MRI yesterday. It's
14 a two-by-two millimeter posterior segment on the right lobe of
15 the liver.
16 COMMISSIONER McMURRIAN: Ma'am, I didn't actually get
17 your name and address, and I need to do that.
18 MS. GARVEY: It's Lynda, L-Y-N-D-A, Garvey,
19 G-A-R-V-E-Y, and I live at 576 Osprey Lakes Circle in Chuluota,
20 Florida.
21 And I think that is all. My water bills are the
22 same. You have seen them all. I mean, they go up and down.
23 There is inconsistencies. I sit there and I see the Aqua
24 utility -- I work from home, and I see them drive up and down
25 the street. It's a little tic-tat-toe, dit-dit-dit. He

1 doesn't get them all. I mean, I watched it. I have seen them
2 do it. He has never ever read my meter. And I sit there and I
3 work out of my home.
4 Thank you for your time.
5 MR. REILLY: It's Number 74.
6 COMMISSIONER McMURRIAN: 75.
7 MR. REILLY: Oh.
8 COMMISSIONER McMURRIAN: Yes. Mr. Medina's was 74.
9 MR. REILLY: You're right, 75.
10 (Exhibit 75 marked for identification.)
11 MR. REILLY: And we have Matt -- excuse me.
12 MR. MEDINA: I have one thing I forgot to mention.
13 When they changed my meter, they said they were going to send
14 me --
15 COMMISSIONER McMURRIAN: Mr. Medina, actually, I have
16 to go ahead with the other customers who haven't spoken yet.
17 That is the way we typically do it, just to make sure that we
18 try to get the others on. And then if we have time at the end,
19 then you can back. Otherwise, perhaps add some additional
20 comments on the green sheet.
21 Thank you.
22 MR. REILLY: We have Matt Powell.
23 We have got Angelica Harris.
24 ANGELICA HARRIS
25 appeared as a witness and, swearing to tell the truth,

1 testified as follows:

2 DIRECT STATEMENT

3 MS. HARRIS: My name is Angelica Harris, and I live
4 at 507 Granite Circle, Chuluota 32766. And I just wanted to
5 actually say that I want to thank all of you guys for really
6 listening to us on this issue. And really I'm glad that they
7 brought the rate increase about, because if not, where else
8 would we get the opportunity to speak about all of the other
9 issues.

10 (Audience applause.)

11 That really isn't the issue. The rate increase,
12 isn't even it. It doesn't even -- that is like the tip of the
13 iceberg. At this point there is nothing else like feeling
14 helpless and powerless and completely at the mercy of one
15 single company for a resource like water. I have three small
16 children. I can't not bathe them. I can't not cook dinner for
17 them at the end of the day. If I can't afford my cable bill,
18 then we don't watch TV. If I can't afford my phone bill, we
19 don't have a phone. That's fine. But we need water, and we
20 cannot afford it at the rates that we are being imposed upon.

21 And not only that, the usage -- it's really the
22 usage. Not only is the rate astronomical already, now they
23 want to make it even higher, because as Mr. Hoffman said they
24 got into a bad decision in 2004. It was already contaminated.
25 You know, they -- all of the business issues that I don't even

1 know about and don't even really care to know about. All I
2 know is that we, the consumers, should not be punished for
3 their poor business practices. If they make poor business
4 decisions, that's on them. That's not our problem.
5 (Audience applause.)
6 And I don't feel that it should be made our problem.
7 We have a lot of young families in the neighborhood, older
8 families in the neighborhood. Everyone cannot afford to be
9 paying these astronomical prices.
10 And usage, you guys have seen the bills. You know
11 that is ridiculous and outrageous. I'm just glad that they are
12 going -- wanting to raise them more so that -- to bring this
13 awareness, because we have no place else to speak. We have
14 been for year -- I have lived there since March of last year
15 with these high bills going. Who can I tell? Who can I go to?
16 I am only one person. I can call your office. I am one person
17 complaining whuptodo. We can't do anything about anything.
18 All of us are together because they want to raise it even
19 further. It's not really about the contamination issues, the
20 usage, the billing, the customer service.
21 I have the same billing issues that Kelly had. And
22 we were told that it wasn't -- it was not only the account
23 number that was changed, the billing address was changed. So
24 not Mr. Medina, just the billing address, not Kelly Sullivan,
25 just the account number, both. And we have what it will take.

1 Thank God we didn't get our water shut off. My
2 husband had to call and pay the service fee. I wanted to kill
3 him for paying the service fee for something that was not our
4 fault, but he did it so that we would have water. Who does
5 that? What kind of company changes the account number and the
6 billing address without notifying anyone, because I did not
7 throw away a notice. I do not recall seeing a notice. I do
8 not recall throwing away any notices that that stuff was going
9 to be changed. And now we are not going to have water because
10 they decided to make a change and not let everyone know about
11 it.
12 It is unfair, completely unjust, unconstitutional, no
13 one's fault but theirs, and we are the ones that have to pay
14 the fees. Pay by phone, have to wait 24 hours to get our water
15 turned back on. That's ridiculous. Companies don't do that
16 unless something shady is going on. And something has
17 definitely got to be going on for them to be doing this. And
18 we are the ones being punished in order to pay for it.
19 And I also think three -- in 2004 they had the
20 contamination problem. It is 2007. How is it -- it has been
21 three years that they have been allowed to go on with this
22 problem, and they haven't fixed it yet. That is more than
23 enough time. We've given them more than enough money, more
24 than enough time to fix it, and they still have not fixed it.
25 So at this point it is not even about the rate

1 increase. It is about the revocation. Something else has to
2 be done. And that is a lengthy process. Whether it is getting
3 annexed by the -- like Mr. Whatever said from Palatka, whatever
4 the solution is, using that fire hydrant and plugging into --
5 paying that (inaudible). Whatever it is, it is a long, lengthy
6 process. Everyone knows that.
7 In the meantime we are still paying these rates and
8 these ridiculous usages. We are not going to get that money
9 back. That $260 a month we are paying over, above, and beyond
10 our usage that we really used, we are never going to see that
11 back. So all we need now is for everyone to realize the
12 millions of issues involved in this one company and start
13 taking steps towards doing something about it. Because in the
14 meantime we are the ones getting stuck still paying these
15 outrageous bills, and we just can't afford it.
16 And I have two bills here, one from November.
17 November must have been a really high month. I don't know
18 whether they needed it to buy Christmas gifts or something, or
19 what the deal is, but my November bill was outrageous, 42,000
20 gallons. We're a family of five. The baby was an infant at
21 the time, so she didn't get a bath every single day because of
22 her skin. But 42,000 gallons. It is down now to around 20.
23 The month before that, because I called, and had them
24 come and check early, which I never got a response. I never
25 got a yellow notice on my door, either, but they checked early.

1 But my bill was half the following month, so, you know, I
2 stopped complaining. But the month before that was only 24,000
3 gallons. Then all of sudden it went up from 24 to 42. And
4 there were no differences. We irrigated the same on the
5 schedule. My husband doesn't even know how to change the
6 programming on it, so it has been the same thing for forever.
7 And we take the same showers every day, the same everything,
8 nothing has changed. And now our usage is about 27,700 gallons
9 a month. And it was 42,000 in November.
10 It just keeps going up and down, up and down. The
11 only thing that we changed was the very last month, my
12 husband's bright idea was to shut off the irrigation system
13 altogether, see how much the bill went down. Because, you
14 know, we are watering the lawn too much. Okay. Great idea.
15 Well, come June 1st, what happened? I have burned grass, and
16 my bill went up $60 from the month before. I guess that was
17 when the interim rate increase went in. And so I was furious,
18 and I turned the sprinklers back on, because regardless of how
19 much water we were consuming, we are still being overcharged.
20 There is no way we're using 42,000 gallons a month of water in
21 my house. I don't have a pool. I just bathe, that's it.
22 Bathe and cook. And I don't bathe and cook that much. And so
23 I have these two bills for you guys, and I just --
24 UNIDENTIFIED SPEAKER: (Inaudible.)
25 MS. HARRIS: -- not 42,000 gallons. I take a shower

bath, come on.

COMMISSIONER McMURRIAN: Thank you, Ms. Harris. That's 76.

MR. REILLY: Exhibit 76.

(Exhibit 76 marked for identification.)

MS. HARRIS: Thank you.

(Audience applause.)

MR. REILLY: Wayne Walker.

Our next witness is Pablo Nieves.

PABLO NIEVES

appeared as a witness and, swearing to tell the truth, testified as follows:

DIRECT STATEMENT

MR. NIEVES: Thank you for being here. Thank you for -- everyone has done excellent work on the behalf of all the residents.

My name is Pablo Nieves. That's P-A-B-L-O, last name Nieves, N-I-E-V-E-S. I reside at 379 Medallion Place, and that's in Chuluota, 32766, with my wife and three kids.

I'm one of the persons that was billed for a period in which my house was vacant and with the water shut off. I mean, the water was on, but the valves were shut off to protect any possible bursts while we were away. We moved from Massachusetts to Florida, purchased the house in December, were billed about $200 a month during the period that the house was

1 vacant.

2 I complained to PSC. Actually, I didn't file a
3 formal complaint, I just made a phone call. I even called the
4 mayor of Oviedo to find out if there was something that we
5 could do and found it, in a way, to be a waste of time. The
6 reason why is bottom line Aqua Utilities was going to have the
7 last word, and that is -- I believe that is the way that many
8 of the residents feel.

9 For a long time I allowed high bills. I agreed to
10 pay them, because I felt that it would be a waste of time, of
11 my energy to continue, you know, with the complaints. And I
12 simply said, well, I'm just going have to live with it.

13 I am a real estate broker, and I am also a loan
14 originator, and I have seen how the values of our properties
15 have been affected by a simple -- something that many people
16 consider to be simple, but the water bill. A lot of people
17 have refused to move to our area, purchase our homes because --
18 mainly because of the water bills that they receive.

19 Someone else here explained they have a deal going
20 on. They were going to close on it, and they were not able to
21 do so because of the buyers. The company, Aqua, is not -- they
22 have not seen how they are affecting themselves by what they
23 are doing. The bottom line, they are probably trying to make
24 quick cash, but they are not looking at the long-term effect on
25 their own company as well as to the public.

I, myself, personally I feel that we are paying for their violations. Every time they get a fine, they probably justify their increment and put it in the way of expenses. And, also, we are paying for the poor management which will truly be reflected on the high expenses that they may have.

I have a request that would be for the board to deny their request for the increment, to revoke their current ability to continue doing work if they are going to continue working in the way they are doing it. Also, a suggestion to allow the connection to any possible other source of water that we might have. As other people mentioned, that we have water less than half a mile from our current source. And if none of these could be done, to at least place the company in probation.

The state can -- anyone that violates a law is placed on probation. Obviously, the company is violating the law, and it has been seen with the 35 different violations that they have been presented here. In addition to that, everything else that people have mentioned. And I'm sure that the state --

COMMISSIONER McMURRIAN: Mr. Nieves, I hate to interrupt you. I have just been told that they are getting very nervous about us getting done by 5:00. And I think we still have about six people to go, so --

MR. NIEVES: Sure. One last statement.

COMMISSIONER McMURRIAN: Thank you.

1 MR. NIEVES: Place the company on probation if they
2 are going to be allowed to continue doing work, and supervise
3 any and every single complaint that is placed through to Aqua,
4 force them to bring it specifically to you. Rather than having
5 people come to you, have Aqua bring them all to you.
6 Thank you.
7 (Audience applause.)
8 MR. REILLY: Okay. I think Terry Bryant has already
9 left. We heard about him. Wednesday Hugus has also left.
10 Carol Wells.
11 Okay. Let's see. Roy Tanner.
12 COMMISSIONER McMURRIAN: I think we did receive some
13 bills from Mr. Tanner.
14 MR. REILLY: Okay. We have Diane Merkt for
15 Commissioner Bob Dallari.
16 (Audience applause.)
17 BOB DALLARI
18 appeared as a witness and, swearing to tell the truth,
19 testified as follows:
20 DIRECT STATEMENT
21 COMMISSIONER DALLARI: For the record, I'm not Diane
22 Merkt.
23 MR. REILLY: We have the principal here.
24 COMMISSIONER DALLARI: My name is Bob Dallari. I'm a
25 Seminole County Commissioner. This is my district. Diane

1 Merkt is my aide. I was in a County Commission meeting today,
2 all day, and I didn't realize this was going to go on past my
3 meeting. So, once Diane informed me, I came in myself.
4 There's four basic issues here, as I see it.
5 Obviously, there is water quality issues, there's water
6 accuracy of metering that is an issue, there's customer
7 service, but most important -- and you have heard all of those
8 three issues here today from the residents. And I cannot give
9 better testimony than what the residents did here today,
10 because they live it day in and day out. I do not live in that
11 area, but if I did I would probably have those same issues.
12 More importantly, there is a fourth issue that I have
13 not heard. And that fourth issue, because it is a utility,
14 when a utility is providing service to residents or a resident,
15 there is a trust issue. And I believe that trust has been
16 broken. If it hasn't been broken, it has been tainted quite
17 severely. And I think that is the issue that I would like to
18 discuss here today, because I could not give any better
19 testimony than the residents here today.
20 That trust has been going on, been tainted for quite
21 some time. They have been -- Aqua Utilities has been told to
22 repair their system. Apparently, as you have heard here today,
23 they have not. They have been told by a couple of the state
24 agencies that they need to fix it by a certain date. After the
25 agency came to them, right before that date of expiration, they

have notified them that nothing has been done to date. And yet they are still asking for extensions.

It's difficult for residents to have that level of trust in a utility if they have no other recourse and they are basically held captive to that utility. That issue of trust gets very frustrating, especially when you can't get any service for an individual. I, myself, have made several phone calls to Aqua Utilities. I don't get any returned phone calls. And if a county commissioner cannot get phone calls, and I'm not trying to put myself on a pedestal, but how can you expect residents to get phone calls?

I did meet with Aqua Utilities one time. I had a meeting with them about something else, that they were looking for some assistance. We gave them some ideas, and we also talked about some of the concerns that are addressed in this area. I was told that they would be willing to work with me to try to meet with the residents, try to talk about the issues at hand. I have called several times, and I'm still waiting for phone calls. I don't know how you can repair that level of trust, especially when you talk about quality of water, water meter accuracy and for a safe and reliable water source.

What you are charged with here today is to look at a utility so that their service and their pricing is justified. But what I'm asking you to do here today is not look at it from a mathematical standpoint, or from a state statute standpoint,

1 but look at it from a level of trust standpoint. Look at it so
2 that the residents here can be assured that the quality of the
3 water, the water metering, and the level of service is
4 reliable. That's in your hands today. And I would assure that
5 you folks would be doing that. And when you look at the
6 pricing, look at it from a Seminole County perspective. What
7 is reasonable in this area, not just over the whole state of
8 Florida, because different people have different service
9 factors across the state.
10 I live in the Oviedo area, Oviedo proper. I know I'm
11 not home that often, but my water bills are substantially
12 lower. When you look at my water bill, water, trash,
13 stormwater, put those three factors in place, and I can produce
14 the bills if you like, I pay about $35 a month total, excluding
15 sewer. To me that's reasonable. I have a level of trust with
16 the city and that level of trust has not been broken. I would
17 ask you folks to try to pass whatever judgment you can to
18 ensure that that level of trust is given back to this
19 community.
20 Thank you.
21 (Audience applause.)
22 MR. REILLY: Thank you. The next witness is John
23 Oral.
24 JOHN ORAL
25 appeared as a witness and, swearing to tell the truth,

1 testified as follows:

2 DIRECT STATEMENT

3 MR. ORAL: John Oral, 429 Empress Lane.

4 COMMISSIONER McMURRIAN: Repeat your last name and

5 spell it for us.

6 MR. ORAL: Oral, like the toothbrush, O-R-A-L.

7 COMMISSIONER McMURRIAN: Okay.

8 MR. ORAL: You are not going to find that last name

9 anywhere else in the country.

10 Basically, I'm here to reiterate everyone's issues

11 and problems. Our bills are just ridiculous. God gave us

12 certain things, or Mother Nature gave us certain things to

13 survive on and one of them is water. And it's just absolutely

14 ridiculous that Aqua has exploited that and taken that away

15 from us. And I am actually afraid to use my water. I'm scared

16 because of the health hazard and because of what I'm going to

17 be hit with at the end of that month. Okay. I have never been

18 afraid in my life. I came from Fort Lauderdale, paid 35 or $40

19 a month for five years. I came from New York City, I paid

20 maybe 40, $45 a month. Why am I paying $441 a month when I'm

21 in Europe for three weeks? I am in Italy for three weeks. My

22 bill comes back, $441.

23 This is for you guys. They shut me off. I have a

24 two-year-old son. When I get back from Europe, I tell them the

25 story. Look, what are you guys doing? You shut me off. Put

1 it on your credit card, and we will turn it back on. Okay. I
2 don't care about myself. I will jump in the pool and that will
3 be my bath. Fine. They put it on my credit card, and my water
4 is still shut off until the next day. So I have to wait one
5 day for God's given right for what we have been given, which is
6 water. One percent of the world's water is fresh that we can
7 use. Eight percent is in the United States. We are the
8 wealthiest country in the world. Why is Aqua taking advantage
9 and exploiting this situation? I don't understand it.
10 If any of you watched CNBC last night, the CEO of
11 Aqua was on there, Nicholas DeBenedictis. He admits they buy
12 broken up companies. He knows they are broken up. They're in
13 financial disarray. He buys these companies. He knows that he
14 can go ahead and say it's the pipes, it's this, it's that. We
15 can pass it on to the consumer. Who is that consumer?
16 Hard-working blue collar, good people like us. Nicholas
17 DeBenedictis.
18 (Audience applause.)
19 And if you want a clip of that, I will do anything in
20 my power to get you a clip of that. CNBC Fast Money, he was on
21 there, your CEO, absolutely.
22 Second, I have a question for Mr. Willis. You said
23 that there was auditing being done, and they were auditing the
24 books. Can you specify on that real quick, because I have a
25 general question for you.

1 MR. WILLIS: Well, the auditing was done on the
2 complete books and records of the company.
3 MR. ORAL: Aqua.
4 MR. WILLIS: Aqua.
5 MR. ORAL: Were the auditors certified fraud
6 examiners?
7 MR. WILLIS: Every one of our auditors is not
8 certified.
9 MR. ORAL: Why don't you go out and get certified
10 fraud examiners, CFEs, that specialize in water? And the
11 utility companies, SCZ (phonetic), they have done the same
12 thing. Why can't we do it to Aqua? They have gotten enough of
13 our money, God knows that. Let's get a CFE that specializes in
14 utilities.
15 And, basically, I mean, we know everything. The
16 average household spends about $559 a year on water bills.
17 $559 is a joke. I got one bill that is $550, and I'm in Italy
18 for three weeks. Go ahead and argue that. I mean, I just
19 don't understand. It is definitely not your fault,
20 Mr. Hoffman. Sir, it's not your fault. The fish smells from
21 the top down. That's a saying in eastern Europe. And your
22 fish smells from the gills, the eyes, down. It is not your
23 fault. It's not your problem.
24 Nicholas DeBenedictis, absolutely it's his problem.
25 He admitted last night it was. If you want the excerpts, go

1 ahead on line and get them. And that's about it. That's all
2 I've got for you guys. Real short and sweet. I'm a sweet guy.
3 COMMISSIONER McMURRIAN: Thank you, Mr. Oral.
4 Didn't you have an exhibit for us or items you wanted
5 to leave with us?
6 MR. ORAL: Yes. You can have all of these bills,
7 because I just want to --
8 COMMISSIONER McMURRIAN: And you don't need them
9 back?
10 MR. ORAL: No.
11 MR. REILLY: Number 77.
12 COMMISSIONER McMURRIAN: Exhibit 77.
13 (Exhibit 77 marked for identification.)
14 (Audience applause.)
15 MR. REILLY: David Herediz.
16 The next witness -- excuse me?
17 COMMISSIONER McMURRIAN: I just wanted to say perhaps
18 we can try to keep it down to like two minutes now, because we
19 really are running late. I apologize, but we are told that we
20 need to be out by 5:00, because they will lock the doors. I
21 apologize.
22 UNIDENTIFIED SPEAKER: I've sat here all day. And I
23 think it's very unfair that -- no, you need to -- you need to
24 hear us. This is important.
25 COMMISSIONER McMURRIAN: Absolutely. I understand.

UNIDENTIFIED SPEAKER: I don't have bills to present. I have other issues that I want to bring up and I'm not leaving until you hear me.

COMMISSIONER McMURRIAN: And, ma'am, I will be glad to even talk with you out in the parking lot.

UNIDENTIFIED SPEAKER: No, ma'am, I want you all to get on the record what I have to say, please.

COMMISSIONER McMURRIAN: Ma'am, it's not our building to control. I just -- I don't know what to do. We have tried. We have never, ever implemented a time limit in any of the service hearings that I have ever been to, so --

UNIDENTIFIED SPEAKER: Call another name.

COMMISSIONER McMURRIAN: And I apologize, but we were told that there is another meeting at 6:00.

UNIDENTIFIED SPEAKER: Just call another name.

MR. REILLY: B. Veber.

We have Cindy Hubbard.

MR. HUBBARD: That's actually my wife. I was here to speak for her.

MR. REILLY: Okay. We have Nancy Evans.

Diana Berkey. This is a letter to be submitted later for that person.

Diane Nease.

MS. NEASE: That would be me.

MR. REILLY: Come forward.

1 DIANE NEASE

2 appeared as a witness and, swearing to tell the truth,

3 testified as follows:

4 DIRECT STATEMENT

5 MS. NEASE: My name is Diane Nease. I live at

6 664 Red Pepper Loop, Chuluota. I just have some comments and

7 some things that I would like to bring to the board's

8 attention. The money is a big issue, okay, but money doesn't

9 help one's health issues, okay? All the money in the world

10 doesn't bring someone you love back. My issue is I am very

11 concerned because my older son has his family there, and my

12 concern -- I want to speak to everyone is that this water is

13 extremely unhealthy. It is cancerous. I have had pets even

14 die from it, and I can give you documentation on which I have

15 the little green paper and I can send that to you. But short

16 and sweet, you really have to -- I'm asking you to please look

17 into this as a health issue, also. It is extremely important.

18 When I hear things that Joseph, I think, the

19 gentleman was saying, oh, well, yes, it could cause cancer if

20 you drink. You know what, if it could cause cancer, I don't

21 care if you drink a glass or just huge amounts, it causes

22 cancer. Hello! It's a no-brainer. Why are they putting that

23 in our water? That is one issue.

24 The other issue is the large amounts. I have had

25 bills from four-hundred-something dollars down to, after I put

in a well to irrigate, down to $237.

I want to ask one thing, are there any builders here today from Miranda (phonetic), Eagle, any builders here?

UNIDENTIFIED SPEAKER: There was earlier.

MS. NEASE: They were here?

UNIDENTIFIED SPEAKER: Miranda was here.

MS. NEASE: Miranda was here, or the lady that works for them?

COMMISSIONER McMURRIAN: Ma'am. Ma'am.

MS. NEASE: The reason I am asking -- the reason I'm asking is because it seems weird to me that we are here complaining about bills, and I don't see any of the builders here complaining about where is their water bills? Are we absorbing their fees? You know, what is going on? Why is this fluctuation? Why is there -- why is there no complaints from the builders?

I mean, my God, I see these people laying their hose down and water is just running out all over the place where they are building. But yet we take simple baths, cook, you know, wash our clothes, and we are getting ridiculous bills.

Audits. Are they auditing who is getting billed? Are they auditing the builders? Are we seeing what they are paying? Do we know what they are paying? No, we don't. But yet all of us are getting slammed with these huge bills. $700, $800 for a water bill? Come on.

1 It does smell. It smells really bad. And I feel bad
2 for you guys, but you guys have to face us, and I'm sorry for
3 that, but you really need to think about who you are working
4 for. Because there is obviously a big thing going on here. I
5 never have seen in the three years that I've been there any
6 builder complaining about anything with their water. We have
7 been doing small groups together. We have been -- the last
8 meeting we went to was even all of us neighbors went to the
9 school just to be outside to talk. None of those people showed
10 up. They have no concerns about it. Hey, they ain't got no
11 problems. Yet they are leaving hoses laying down while they
12 are building. That has to be looked into. Are we paying for
13 their building? It's just not right.
14 And for people on fixed incomes I speak for -- all of
15 us really are on fixed incomes. None of us have -- daddy don't
16 pay our bills. We're not children. We work hard. We don't
17 have extra money to just throw away.
18 And the main thing, please, please, please with the
19 health issue. My daughter-in-law who is very healthy, thank
20 God, her first two children, no problems with her pregnancies.
21 Her third pregnancy, while we lived here in this subdivision
22 and since they have taken over with their little chemicals, she
23 miscarried. My granddaughter, then, the second child was
24 conceived after that miscarriage, was born with a growth in her
25 mouth. Okay. My dog that I had for years was fine, and I

1 started noticing that some of my animals would literally not
2 drink the water. And, I'm like, well, you guys are getting
3 spoiled. I started buying bottled water for my animals.
4 My lovely dog died of cancer, okay? My
5 daughter-in-law's birds, who she had for a while, they
6 literally stopped drinking water, would not drink their water.
7 And then we get these notices. And we are like, oh, my God,
8 you think the animals knew? You know, maybe I can't prove on
9 paper these things, but common sense tells me something is
10 drastically wrong. And now we all have bottled water. And my
11 son has a filterization system he has paid thousands of dollars
12 for, and that still didn't stop my daughter-in-law from
13 miscarrying. You know what the doctor says? He has no
14 explanation. Her sack just let go from the uterus. Hello!
15 That doesn't happen. She doesn't have high-risk pregnancies.
16 So please take the time to really look in all the corners,
17 okay? Because somebody is definitely making money off of --
18 off of tragedy of others. They really are.
19 People in my neighborhood -- you know how many houses
20 we have up for sale? People are losing their house because
21 they have another mortgage payment for water, and it's
22 terrible. And the sale -- I want to sell my house. I want to
23 move from there. And, you know what, just like that lady said,
24 we are bad news to people. They don't even want to come in our
25 neighborhood. So something needs to be done, please. And

1 thank you for your time.

2 (Audience applause.)

3 MR. REILLY: Katherine Parker.

4 MR. HUBBARD: Can I speak for my wife?

5 COMMISSIONER McMURRIAN: I'm sorry, sir, but --

6 MR. HUBBARD: No, it's okay. I have about two

7 seconds.

8 MR. REILLY: This is for Parker?

9 COMMISSIONER McMURRIAN: Cindy.

10 MR. HUBBARD: Cindy Hubbard.

11 MR. REILLY: Cindy Hubbard. It's up to the

12 Commission.

13 COMMISSIONER McMURRIAN: Come forward.

14 CHARLES HUBBARD

15 appeared as a witness and, swearing to tell the truth,

16 testified as follows:

17 DIRECT STATEMENT

18 MR. HUBBARD: I was here this morning for awhile. I

19 had to go back to work. Let me just share a quick story. We

20 came home and had our water turned off this last winter. And

21 my wife is psychotic about our checkbook. And we had paid a

22 month in advance, and they had turned off the wrong house.

23 They decided not to check the hose when they turned off the

24 water. And the turn-off notice was actually on my neighbor's

25 house, but they had turned off my water.

And so I called, and they came -- I made them come out. It was about midnight when they got there to turn my water back on. And come to find out Miranda had sodded over their valve -- their meter. So their meter had not been checked in two and a half years, since the building of the house.

I don't know how you bill without checking the meter in two and a half years. It just doesn't make a lot of sense to me. I'm an administrator here in the area in a school, and we had somebody who had to back out of buying a home in our neighborhood because they couldn't afford the water bill. It's just out of control.

Thank you.

COMMISSIONER McMURRIAN: Mr. Hubbard, what was your first name again? I'm sorry.

MR. HUBBARD: Charles, and it's 318 Velveteen Place.

COMMISSIONER McMURRIAN: And, Mr. Reilly, should we perhaps go ahead and enter the exhibits into the record and try to get some of that stuff cleaned up.

MR. REILLY: We have a number of people who have provided written statements, Cynthia and Don Diehl, and Svetlana Shtrom. And we have Sandra Caudill and Marie Watts and Lewis Kuniegel and Nancy Evans. And Nancy Evans again, a second page. Could we enter these written comments?

COMMISSIONER McMURRIAN: Should we mark those as an

1 exhibit or do we just enter them?
2 (Exhibit 78 marked for identification.)
3 MR. REILLY: We can have a composite exhibit of
4 customer comments.
5 COMMISSIONER McMURRIAN: Okay. And should we go
6 ahead and enter them or should we --
7 MS. GERVASI: Before the hearing concludes --
8 UNIDENTIFIED SPEAKER: Excuse me, we have a person on
9 the end that has a comment.
10 UNIDENTIFIED SPEAKER: I have been coming and going
11 all day, and I am one of the ones that submitted comments in
12 writing, but will it help me to speak in person versus --
13 COMMISSIONER McMURRIAN: I just don't believe we are
14 going to have time. I'm trying to get some of the housekeeping
15 stuff done really quick.
16 UNIDENTIFIED SPEAKER: Who really cares if we're out
17 of here at 5:00 o'clock, the janitors?
18 (Simultaneous conversation.)
19 COMMISSIONER McMURRIAN: Ma'am, I'm sorry. I'm just
20 trying to do the best I can. It's not my building.
21 UNIDENTIFIED SPEAKER: Whose building is it? Could
22 we have that person come forward and say?
23 POLICE OFFICER: Ma'am, it's a city building, and
24 when it's time to go, it's time to go.
25 UNIDENTIFIED SPEAKER: Are you the only

representative of the --

POLICE OFFICER: I'm not a representative of the building, but I am --

(Simultaneous audience conversation.)

UNIDENTIFIED SPEAKER: Let the woman speak.

COMMISSIONER McMURRIAN: Ma'am, I haven't said that she can't speak. And if you will let me finish, I was going to say we will try to do the best we can. I am being told that we have to be out of here at 5:00. I don't know what to do. It is not --

(Simultaneous audience conversation.)

COMMISSIONER McMURRIAN: We still have a list to go through. I'm just trying to -- I wanted to try to at least get a list of names of who we have left. I can definitely talk to people outside. We can get comments --

MR. REILLY: We have nine people signed. Some of these may or may not be here. Let's just see what we can get done with the indulgence of the --

UNIDENTIFIED SPEAKER: Yeah.

MR. REILLY: -- officer. It could be that we might be able to proceed.

COMMISSIONER ARGENZIANO: Well, if the city is not here to throw us out, then why don't we stay until they throw us out.

(Simultaneous conversation.)

1 MR. REILLY: The next listed witness is Lisa, and
2 it's S-H-E-Y-T-H-E. Is she here?
3 Okay. Edwin Pardo.
4 Is Jonathan Parker here?
5 Juan Cruz, C-R-U-Z?
6 Sandra Caldwell?
7 Rob Mills?
8 UNIDENTIFIED SPEAKER: Already spoke.
9 MR. REILLY: Already spoke. That's right. He spoke
10 out of turn.
11 Matt Hammock?
12 Ronnie Hawkins?
13 COMMISSIONER McMURRIAN: Again, ma'am, I'm sorry.
14
15 UNIDENTIFIED SPEAKER: I know. I know. I've been
16 here all day.
17 UNIDENTIFIED SPEAKER: Excuse me. (Inaudible.)
18 I don't think so.
19 (Inaudible.)
20 (Audience applause.)
21 RONNIE HAWKINS
22 appeared as a witness and, swearing to tell the truth,
23 testified as follows:
24 DIRECT STATEMENT
25 MS. HAWKINS: I do appreciate the Commissioner

1 bringing up issues of trust. And, I mean, I have been here all
2 day. I am actually not one of the people that gets billed by
3 this water company, but I do live in Chuluota.
4 My name is Dr. Ronnie Hawkins. I live at 2621 Sweet
5 Creek Crossing. I came here 14 years ago in a position at UCF.
6 I have two doctorate degrees, one is in medicine and one is in
7 philosophy, and I teach philosophy now.
8 And I have been finding out over the last several
9 years increasingly the incredible degree to which we Americans
10 are being scammed in so many different ways. And I just
11 listened all day long to story after story of, you know, very,
12 very personal ways that the people in this room are scammed. I
13 would like to just address a few things that haven't been
14 addressed in any great detail quickly.
15 One is, yes, with my medical training, I am very
16 concerned about trihalomethanes. I'm also very concerned about
17 the way our regulatory agencies are violating public trust.
18 (Audience applause.)
19 You know, the FDA is in amazing influence by the
20 pharmaceutical corporations. And just yesterday Christine Todd
21 Whitman had to appear before Congress and explain why the EPA
22 said that the air around ground zero was safe for people to
23 breathe after 9/11. And these things are astonishing to me.
24 If you know even just a little bit about medical science, you
25 wouldn't be taking the positions some of our regulatory

1 commissions are taking. So there is influence peddling at all
2 different levels.
3 Our systems are so corrupt. And what I want to say
4 about the idea of water privatization, okay? I mean, there is
5 sort of two ways of structuring the reality, we believe. And
6 one way it centers on the health and well-being of people and
7 other living things, and that's the way I think it ought to be.
8 Another way of structuring your reality is all about
9 the abstractions of returns on investments, which I see on the
10 front sheet of what you folks are supposed to be deciding
11 about. This is another whole paradigm, okay, if that's what
12 you are supposed to be doing. And I am concerned that three of
13 you were appointed by Jeb Bush, okay? If you do a search like
14 I did last night on Google, and you put water privatization
15 with Jeb Bush, you would find out that Jeb Bush has been
16 involved in trying to get privatization of water, and who knows
17 what else for a long time. Their association with Enron before
18 Enron fell apart. It had something to do with ideas about, you
19 know, the deep well injection, like we are going to take our
20 contaminated water and inject it into the aquifer, you know,
21 down in the Everglades and other places. This stuff is
22 completely against any kind of scientific understanding of what
23 we ought to be doing. And so I am concerned. We need to
24 address these water issues in the larger sphere. We also
25 need --

1 COMMISSIONER McMURRIAN: Doctor Hawkins, Commissioner
2 Argenziano wanted to ask you a question.
3 MS. HAWKINS: Okay.
4 COMMISSIONER ARGENZIANO: I just want to make a
5 statement. The Legislature did not allow the deep well
6 injection of the aquifer storage.
7 MS. HAWKINS: I'm very glad to hear that.
8 COMMISSIONER ARGENZIANO: They are still moving to
9 try to do that, but that will be done through a legislative
10 process, and that is the time to speak to your legislators.
11 MS. HAWKINS: Well, you know, I sat here all day, and
12 I think -- I'm hoping that the kind of energy we have in this
13 room is the beginning of turning a lot of these things around.
14 Because when it comes to something like water, okay, I mean,
15 you know, you need water to live. You are going to die without
16 water faster than you are going to die without food. And,
17 frankly, I mean, as a medical person I believe that to
18 privatize water and to make a profit off water, and this is
19 happening not just here, all over America, and all around the
20 globe. That's obscene. The idea that people are going to be
21 buying their fancy suits and paying for their yachts and their
22 golf clubs and everything off the profit they make selling
23 something to other people that those people need for their very
24 survival, there is something obscene about that. And we have
25 to turn that kind of thinking around. It is a whole different

1 paradigm that has gone on way too long. So that's why I stayed
2 all day to try to say. You know, I think it goes way beyond
3 individual water bills.
4 And another thing, the last thing I want to say,
5 because it is a very serious issue in Florida, you know, yes,
6 there is this nice pipe that maybe, you know, some of the
7 Chuluota residents can hook up to, but I am very concerned when
8 I hear about the water pressure falling at the time that people
9 are irrigating their lawns. We cannot continue with this idea
10 of massive growth that goes on forever in Florida. It has a
11 limit. A year or so ago the Orlando Sentinel reported that the
12 St. Johns River Water Management District says we have already
13 lowered the Floridan aquifer by three feet. Huh? They
14 shouldn't be allowing that. We have to realize that there is
15 something that we must recognize as physically and biologically
16 a limit that we have to live within.
17 Thank you very much.
18 (Audience applause.)
19 COMMISSIONER ARGENZIANO: I would like to speak and I
20 know Commissioner Skop, too. We were not appointed by Jeb
21 Bush, just for clarification.
22 MR. REILLY: We have one last witness listed,
23 Michelle Humphrey.
24 MS. EVANS: Can I speak for her? I'm Nancy. If I
25 may speak?

1 COMMISSIONER McMURRIAN: Certainly. You were sworn
2 in earlier, right?
3 MS. EVANS: Yes, this morning.
4 NANCY EVANS
5 appeared as a witness and, swearing to tell the truth,
6 testified as follows:
7 DIRECT STATEMENT
8 MS. EVANS: My name is Nancy Evans. I live at 319
9 Velveteen Place. And to be honest, I had to scratch my
10 testimony down, because I was in a hurry. And with the
11 documentation that we received in the mail, unless you were
12 really keen in the community, you would not even know that this
13 was happening unless you understood how to read the piece of
14 paper that came to us in the mail. So the people that were
15 here today, they came together on their own.
16 I am just one person, but I, after hearing the things
17 I have heard over the last few weeks and my own research, I
18 have had two pets die since we've moved here. They were
19 totally healthy. Granted you are going to laugh. One of them
20 was a fish. That's okay. He survived quite awhile until we
21 changed his water just recently with the latest high readings.
22 The other one was a dog who lived a very healthy life in five
23 different cities, here and Orlando. And the vet even asked me
24 what is she taking in? What is in the water? How could you
25 get this level? We can't figure out why she is having liver

1 breakdowns. There still was no excuse. She started to drink
2 more and more water due to the sickness. And the more water
3 she drank, the sicker she got. And she had to be put down. We
4 got a new puppy. He got extremely sick. Different vet. What
5 are you giving your dog? We took him off the water. We told
6 them about the readings we had received. He is perfectly
7 healthy. He's fine.
8 I have another neighbor who was not here today. I'm
9 sure they would submit maybe in writing. The husband got
10 chemo -- had chemo two years for an unknown disease that he did
11 not get -- they've lived here in this area for ten years, they
12 moved to Chuluota. He fought that for the first two years
13 living there. They then put a well in their yard. He was --
14 they had done research at Shands Hospital, they never could
15 find why his organs were attacking each other and dying until
16 he stopped consuming all of that. He is in remission now.
17 They never found cancer, never knew what it was. But his
18 immune system was low, and there is no doubt that there were
19 apparently some effects from that.
20 The other item is I own a local business. It has to
21 do with children, so I work directly with the schools in
22 Chuluota. I do know that the elementary school was not
23 notified. There were 800 children there consuming that water
24 for two years. 800 children. No notice to the school. Well,
25 I guess they received it in May this year.

1 Because I run a local business that has to do with
2 children, as well, I hear a lot more from families than you
3 would hear from your local person on the street. And the
4 sickness, the immune system problems, the -- and then just back
5 to the water bill itself. I have never experienced that. I
6 have lived in College Park, Winter Springs, Oviedo. And I came
7 from, of course, the Northeast and Midwest. And I still have
8 never experienced that.
9 So, I mean, we all at this time knew something wasn't
10 right, but we couldn't prove it until the community came
11 together. And even with the community together, like I said,
12 the only notice we got was a very confusing piece of paper in
13 the mail. Most people I don't even think were fairly
14 represented until the homeowners were able to pull together
15 over the weekend. I just -- I think it is bigger than what we
16 just saw for eight hours in this room. And I just wanted to
17 have a chance to tell you how I think it has affected us. And
18 that's it.
19 (Audience applause.)
20 COMMISSIONER McMURRIAN: Thank you, Ms. Evans.
21 I guess at this time what we typically do is ask if
22 there was anyone else that signed up to speak that wanted to
23 speak. And I see -- in fact, I have forgotten your name, but I
24 remember that you have spoken before. Did you want to add to
25 your --

1 MR. KANE: One final 20-second question, please, for
2 information.
3 COMMISSIONER McMURRIAN: You will need to -- you will
4 need to come to the microphone and remind me of your name
5 again.
6 MR. KANE: Steve Kane. I live at 350 Velveteen --
7 COMMISSIONER McMURRIAN: K-A-N-E?
8 MR. KANE: K-A-N-E, correct.
9 A question for anybody that is willing to answer, if
10 you don't mind. With the rate of the water, if we are not able
11 to pay the entire bill, but can pay a substantial amount for a
12 needed -- water is a necessity, can they legally shut it off if
13 a honest, good attempt has been made on my family's part or any
14 other family's part?
15 You know, I understand if I paid nothing they could
16 shut it off. But if water is a necessity, and I could pay my
17 $150 bill that has normally been happening, will they shut me
18 off if I can't pay my 300? Are they actively pursuing that?
19 COMMISSIONER McMURRIAN: Mr. Willis, do you --
20 MR. WILLIS: Unfortunately, they can shut you off if
21 you don't pay your entire bill, unless it is under protest. If
22 you protest it with the Commission and file a complaint with
23 the Commission, while that complaint is pending, they cannot
24 shut you off.
25 MR. KANE: What Commission?

1 MR. WILLIS: The Florida Public Service Commission.
2 COMMISSIONER McMURRIAN: The address that you have
3 here and the contact information on the front, the 800 number,
4 if you call and register a complaint, and we will look into
5 that complaint. During the pendency of that complaint and
6 while we are dealing with that --
7 MR. KANE: So if I notify the Commission and notify
8 Aqua that I am making the attempts, and that there is a protest
9 going on, then I'm safe? Is that --
10 MR. WILLIS: No, sir, that's not what I'm saying.
11 I'm saying if you file a complaint with the Commission. Just
12 notifying us that you cannot pay your bill would not be a
13 complaint. That's what I am trying to tell you. A formal
14 complaint.
15 MR. KANE: Okay. So at the end of the day when they
16 told me I've got until June 29th to pay the full amount, that
17 is my only recourse is to go into the red?
18 COMMISSIONER McMURRIAN: Mr. Kane, the only other
19 thing I would suggest to you is to try to talk to them. And if
20 you can't get them on the phone --
21 (Simultaneous conversation.)
22 COMMISSIONER McMURRIAN: Ma'am, I have been listening
23 today, so I know about your concerns with getting in touch with
24 them. But let us know, and we will try to contact them.
25 But what I was saying is that you can possibly try to

1 arrange some kind of payment arrangements, that sort of thing.
2 But I think that Mr. Willis is --
3 UNIDENTIFIED SPEAKER: They don't take payments.
4 MR. KANE: So on the 29th they double my bill and --
5 COMMISSIONER ARGENZIANO: Sir, I think what you are
6 being told is if you file a complaint, then that would not
7 occur to you at this point. So my suggestion to you if you are
8 worried about that is to file a formal complaint with the PSC.
9 Can someone help him and tell him how to go about doing that?
10 MR. KANE: Thank you.
11 COMMISSIONER McMURRIAN: Is there any other person
12 that didn't sign up to speak? Ms. Nease.
13 MS. NEASE: I just have one question for this
14 gentleman here. This audit thing, how do we know what we are
15 requesting from the board is actually going to happen? This
16 gentleman was here representing them, and he hasn't answered
17 one question. He is supposed to be their lawyer. Several
18 times people have referred to you, and you have not answered
19 anything. I guess it is safe to not say anything.
20 COMMISSIONER McMURRIAN: Ms. Nease.
21 MS. NEASE: What we need -- what we want to know is
22 how do we know, after coming here, sitting here all day long
23 our concerns are going to be addressed?
24 COMMISSIONER McMURRIAN: I understand. I assure you
25 they will be. And we typically don't, you know, look to the

1 utility so much, because we are trying to get in concerns from
2 the customers. And we try to answer your questions the best we
3 can, but this is really set up to give you time to give
4 information to us. That's typically what happens. They have
5 already -- we have already asked them to respond to each and
6 every customer complaint.
7 If you want to see the outcome of that information
8 about the concerns you have raised, if there were specific
9 information that they provide to us about your complaint, then
10 my suggestion would be to get in contact with the staff after
11 the fact and see what information we received in response to
12 yours.
13 MS. NEASE: To Mr. Wilson?
14 MR. WILLIS: Willis.
15 COMMISSIONER McMURRIAN: Mr. Willis would be fine. I
16 note that Ms. Banks' number is listed on the front here. There
17 is also an 800 number to call. And if you can just let them
18 know what your concerns are, they could always call you back,
19 an appropriate person.
20 MS. NEASE: The chemical thing, would I ask him or
21 would I ask that gentleman over there? When my grandchildren
22 taking their baths every night, can they absorb that chemical
23 into their body?
24 MR. SEKERKE: The trihalomethane?
25 MS. NEASE: Yes, sir.

1 MR. SEKERKE: They can, but the amount that's allowed
2 considers that in the calculation.
3 MS. NEASE: Allowed?
4 MR. SEKERKE: When we look at how much -- what causes
5 an adverse effect, we look at what they ingest plus what is
6 absorbed into the skin or what is inhaled.
7 COMMISSIONER McMURRIAN: Ms. Nease, I do suggest that
8 you --
9 MS. NEASE: I understand.
10 COMMISSIONER McMURRIAN: -- talk with some of the
11 experts in the Department of Health later.
12 MS. NEASE: Love for money is more than man.
13 MR. ORAL: Can I add and then I will go?
14 COMMISSIONER McMURRIAN: You can come up to the
15 microphone, but --
16 MR. ORAL: John Oral again. O-R-A-L, like the
17 toothbrush.
18 I do want to reiterate my importance of having that
19 CFE audit material, not just the utility expert. I want that
20 person -- and I don't know if it is in my power to say so, but
21 I would prefer that person to be a certified fraud examiner, an
22 expert in utilities.
23 Secondly, I just wanted to pass on a very good note
24 to Aqua. Nicholas DeBenedictis has been chosen as regional
25 finalist for entrepreneur of 2007. Pretty good for a guy that,

1 you know, 500 families are angry at. I just wanted to, you
2 know, send him my best. And, hopefully, that someone will do
3 something about this, because obviously people have been
4 appeased a bit. Someone has been appeasing us this long. It
5 is not going to be done anymore. Our voices are heard.
6 Something needs to be done.
7 You cannot have a 220, $240 water bill, and be afraid
8 to bathe your child and put that bucket and bathe them halfway,
9 because you don't want to fill it up all the way so he doesn't
10 have a good enough time because you can't afford it anymore. I
11 am sick and tired of it. I want to enjoy my life. This is one
12 of God's given rights to us is water. Stop exploiting it.
13 COMMISSIONER McMURRIAN: Thank you, Mr. Oral.
14 (Audience applause.)
15 At this time I think we need to enter in all the
16 exhibits that we received from you all today, enter them into
17 the record.
18 Ms. Gervasi, what do I need to do to make sure that
19 is done?
20 MS. GERVASI: That will be Exhibit Numbers 59 through
21 78, and if there are no objections, I suggest moving those in
22 at this time.
23 COMMISSIONER McMURRIAN: Any objection? Seeing none,
24 those are moved into the record.
25 (Exhibits 59 through 78 admitted into the record.)

1 COMMISSIONER McMURRIAN: And are any other
2 housekeeping matters that we need to attend to before we --
3 just let me say thank you all for coming today. We appreciate
4 the opportunity to hear from you. I'm sorry about the
5 confusion at the end of the day.
6 I appreciate, Commissioner, you working out some
7 extra time for us to make sure we hear from everyone. And
8 thank you all for your patience. I realize that many of you
9 have been here all day, and we definitely appreciate it. And,
10 definitely, if you think of something else later or if you have
11 friends and neighbors who weren't able to make it, there are
12 two suggestions: We have the green sheets that you can send in
13 or a separate letter to that address; or we do have service
14 hearings tomorrow in Mount Dora at 10:00 and 6:00. And those
15 locations are listed on Page 2.
16 I realize that's a bit of a drive. But if there are
17 any friends and neighbors that would be interested in that,
18 make sure you let them know, because we are here to hear from
19 you. And thank you very much for coming, and I suppose this
20 hearing is adjourned.
21 (Hearing adjourned at 5:20 p.m.)
22
23
24
25

STATE OF FLORIDA)

: CERTIFICATE OF REPORTER

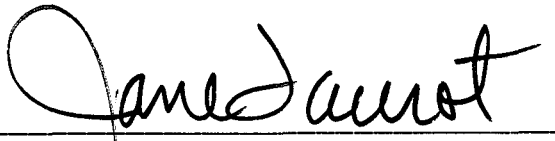
COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 20th DAY OF JULY, 2007.



JANE FAUROT, RPR
Official FPSC Hearings Reporter
FPSC Division of Commission Clerk
(850) 413-6732

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 59
COMPANY Aqua - Newspaper Publication
WITNESS Affidavit of Publication + Individual Notice
DATE 06-26-07

Exh. 59

THE SPACE COAST'S NEWSPAPER
FLORIDA TODAY
PUBLISHED IN BREVARD COUNTY

Published Daily

STATE OF FLORIDA
COUNTY OF BREVARD

Before the undersigned authority personally appeared **MAUREEN MALECHUK**
who on oath says that she is **LEGAL ADVERTISING CLERK**
of the **FLORIDA TODAY**, a newspaper published in Brevard County, Florida;
that the attached copy of advertising being a **LEGAL NOTICE**
(AD#233082-$497.70) **in the** matter of
INTELLI MEDIA DBC
The Court
MT. DORA HEARINGS

was published in the **FLORIDA TODAY**
in the issues of **JUNE 1, 2007**
affiant further says that the said **FLORIDA TODAY**
is a newspaper in said Brevard County, Florida, and that the said newspaper has heretofore been continuously published in said Brevard County, Florida, regularly as stated above, and has been entered as periodicals matter at the post office in **MELBOURNE** in said Brevard County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

Maureen Malechuk
(Signature of Affiant)

Sworn to and subscribed before this **1ST DAY OF JUNE, 2007**

Linda L Braud
(Signature of Notary Public)

LINDA L. BRAUD
(Name of Notary Typed, Printed or Stamped)

Personally Known ✓ or Produced Identification
Type Identification Produced

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 30, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following time and place:

Date and Time:	June 26, 2007 at 10:00 a.m.
Place:	City of Oviedo City Hall City Council Chambers 400 Alexandria Boulevard Oviedo, FL 32765

Date and Time:	June 27, 2007 at 10:00 a.m. and 6:00 p.m.
Place:	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

Exh. 59

Legal Notice

Notice of Commission Customer Service Hearings

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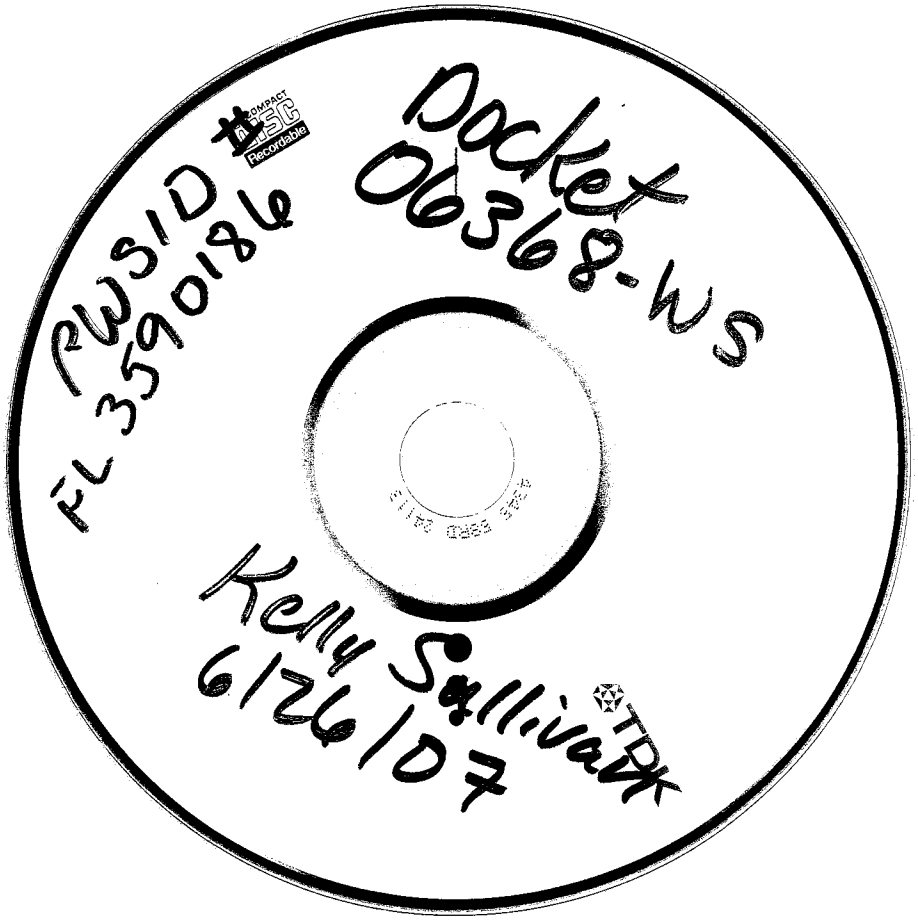
FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 60
COMPANY Aqua
WITNESS (Sullivan) Petitioner Documents
DATE 06-26-07



Exh. 60

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File Edit View Favorites Tools Help

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Name	Size	Type	Date Modified
PSC Service Hearing 6-26-07.ppt	787 KB	Microsoft Powe...	6/25/2007 11:...

File and Folder Tasks

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- Move this file
- Copy this file
- Publish this file to the Web
- E-mail this file
- Print this file
- Delete this file

Other Places

- My Computer
- My Documents
- My Network Places

Details

Type: Microsoft PowerPoint Presentation Author: Default Title: Microsoft® Office PowerPoint® 2007 Training Date Modified: 6/25/ 786 KB My Computer

Start Inbox - Microsoft ... D:\ 9:58 AM Wednesday

The Problem

Contaminated Water

Unfair and Discriminatory Rates

Aqua America, Inc.

Aqua's growth strategy has allowed the company to achieve an annual customer growth rate of approximately four percent since 1995, and achieve ***record earnings*** and above average shareholder return while remaining a ***low-cost provider*** of ***quality*** drinking water.

Indeed, Aqua America has paid dividends to shareholders 16 times in 15 years.

History: Florida Water Services

- 1996 Chuluota population less than 2,000
- Of 756 of homes, 520 built prior to 1990
- Non-irrigated lots
- Average home size about 1,500 sq ft
- Homes on septic and well
- Public water supplied to few customers

History: Development

D·R·HORTON · DHI NYSE America's Builder

ENGLE HOMES

Maronda Homes

- Builders acquire large parcels of land for the sole purpose of subdivided residential communities **prior to** the granting of high rates to FWS

- Receive required permits and break ground, presumably with proper zoning and environmental impact reports

History: Utilities Management

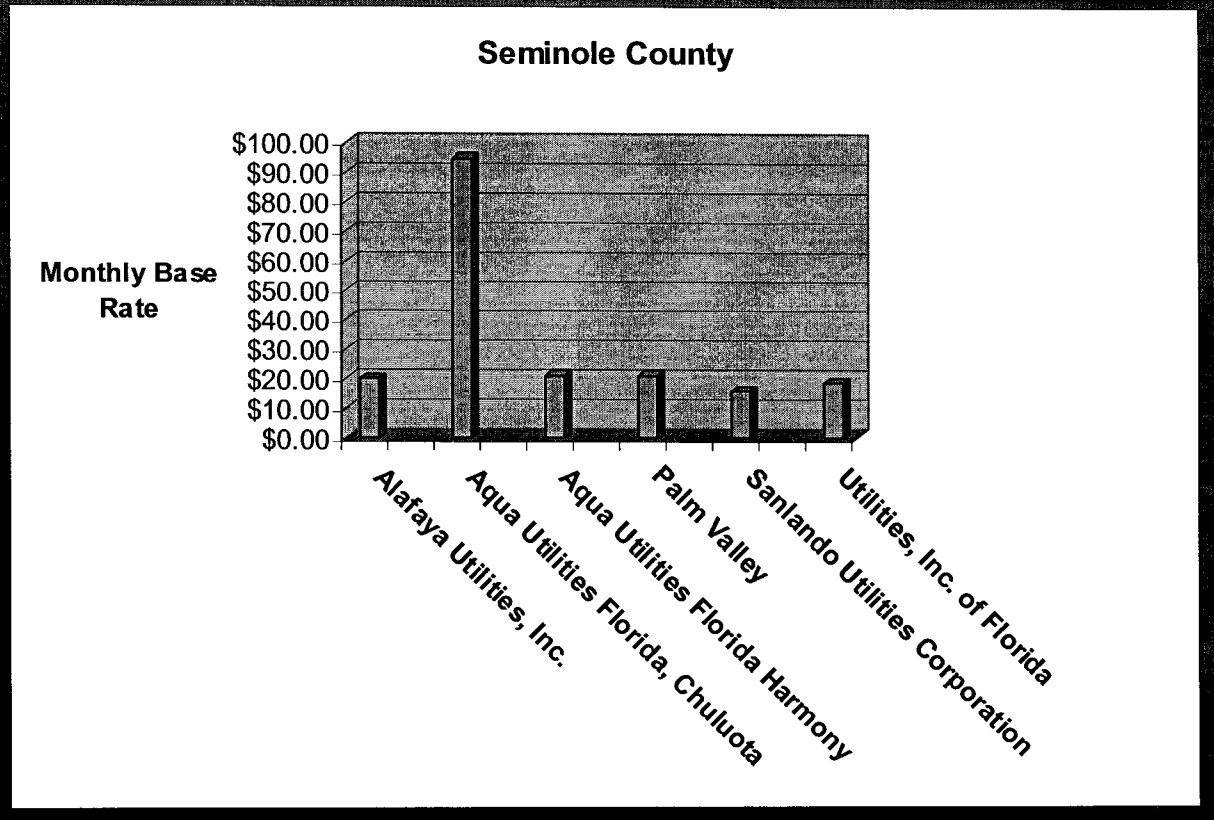
- SJRWMD reports FWS over allocation, yet development goes on unabated, including a new elementary school and other new housing communities.

- FDEP enforcement history dates back to 1997.

Today: Aqua Utilities

- Chuluota population approximately 5000
- Water/sewer bills substantially higher than surrounding neighborhoods
- Non-compliance with regulatory agencies
- Water quality issues continue
- Questionable meter accuracy

Proposed Base Rate Comparison



FL Department of Environmental Protection

- Issued more than 24 violations to AQUA
- Consent Order imposed January 2007
- Modifications due to be complete by May 2007
- Work had not begun early June 2007
- AQUA estimates 6 months to complete the work

Contamination

- October 2005 AQUA receives first violation for exceeding the Maximum Contaminant Level (MCL) set by the EPA for total trihalomethanes (TTHMs).

- Notice to Public: Some people who drink water containing TTHMs in excess of the MCL over many years may experience problems with liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer. Research suggests a possible connection between high levels of TTHMs and pregnancy problems.

- AQUA exceeds the MCL for Odor.

Public Notices

- Notices are undated
- Do not include a toll free number
- Language in the notices is inconsistent
- Numbers reported on subsequent notices are inconsistent
- Public notification required March 2006
- Public Notice first sent July 2006
- Walker Elementary received notice May 2007
- Many Walker Elementary parents may not know

FDEP Staff Report

In reviewing the facts leading up to imposing its Consent Order, FDEP staff expressed concerns about Aqua's

"seeming disregard for public health and safety"

SJRWMD

- CUP **expired** April 12, 2007
- 35 unresolved violations
- 10 citations outstanding

Public Service Commission

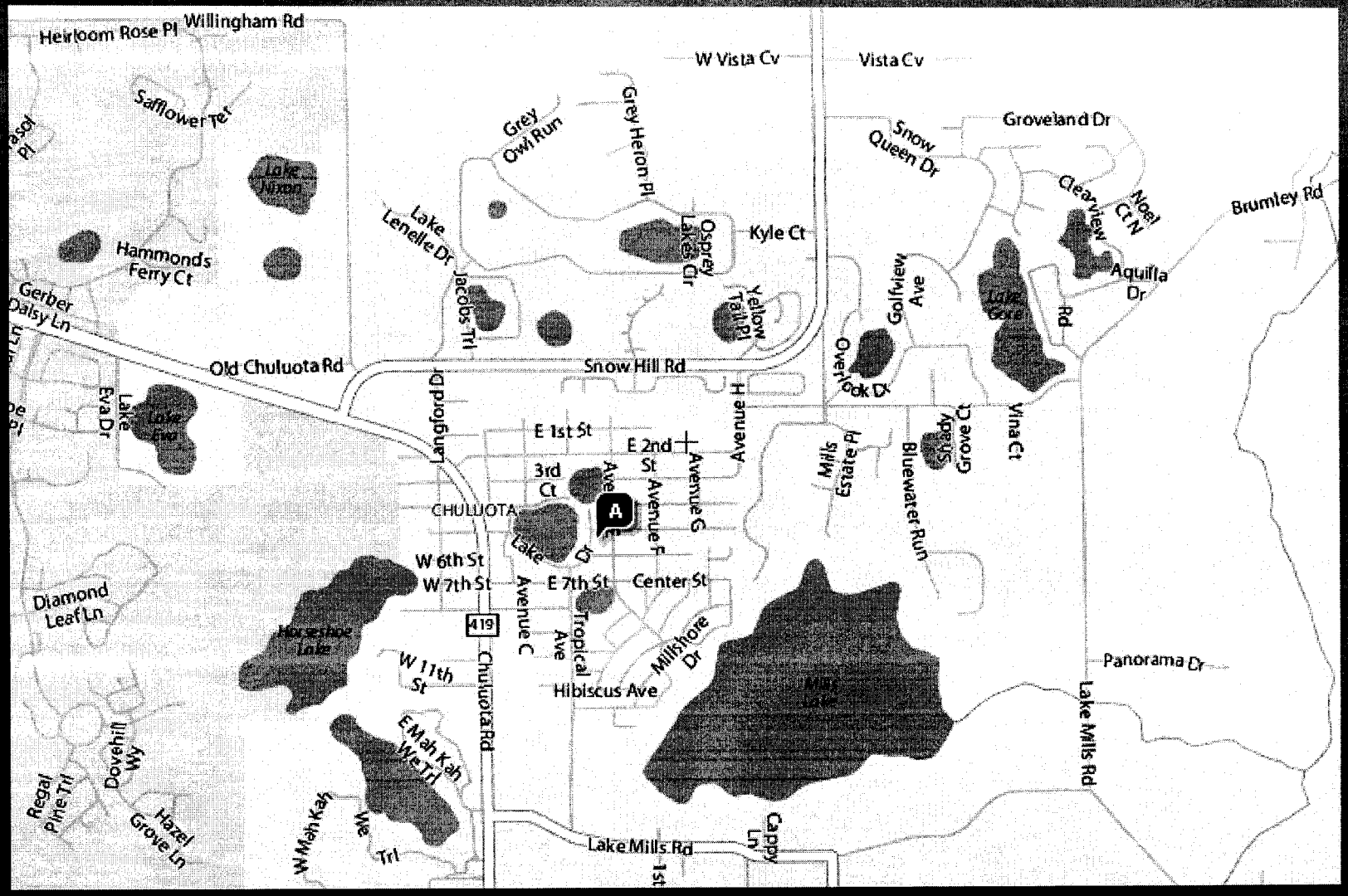
- The outflow report provided the PSC as part of the application for rate increase has a discrepancy suggesting almost a million gallons a year are unaccounted for.

- Staff audit report indicates Aqua has supplied inaccurate and incomplete information.

Chuluota Residents

- Consumers are entitled to expect safe, reliable utility services at ***reasonable rates***.
- Consumers are paying hundreds of dollars each month for inferior water.

Higher quality water nearby



PSC Decision Criteria

Competitive market oversight

Rate base/economic regulation

Monitoring of safety, reliability, and service issues

AQUA Fails on all Counts!

Competitive Market Oversight

The Certificate of Authority grants AQUA a state-authorized monopoly. AQUA has exploited its monopoly power to exact unfair and discriminatory rates from Chuluota residents.

The PSC must protect citizens from an abusive monopoly by liberally construing its authorizing statute for the protection of the public.

Rate Base / Economic Regulation

Audits show that AQUA's application for a rate increase is riddled with inaccurate and incomplete information.

Aqua America made a bad investment in an "antiquated" system. Now AQUA wants the PSC to bail them out with a rate increase.

OUR money should not continue to support a private utility's bad business decision when high quality, reasonably priced water is so close.

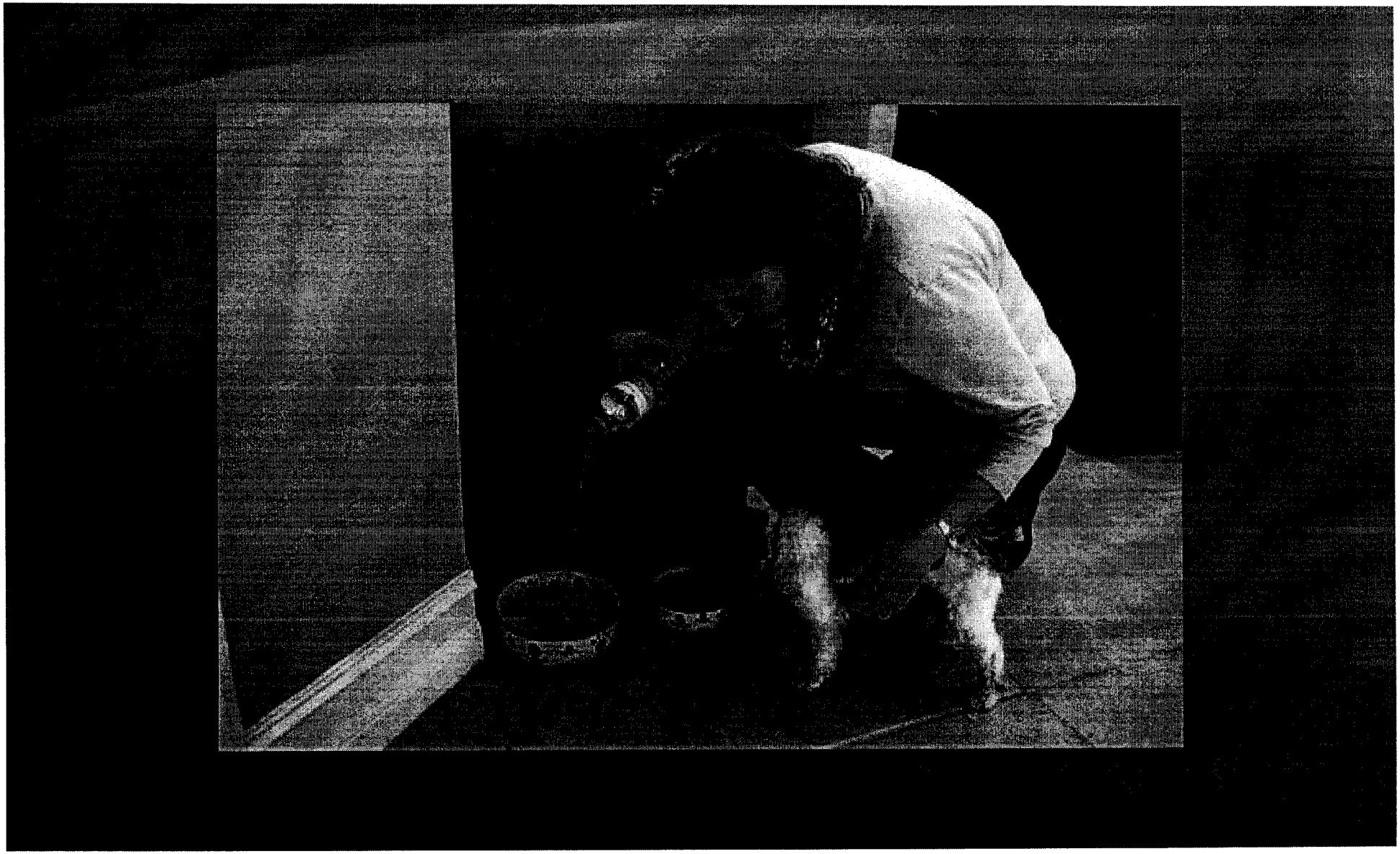
Monitoring of Safety, Reliability, and Service Issues

There is *overwhelming* evidence of poor quality water, unreliable and substandard service.

PSC Action Requested

- ***Deny*** AQUA's rate increase request.
- ***Suspend*** the interim rates.
- ***Refund*** Chuluota residents for interim rate hike.
- ***Revoke*** AQUA's Certificate of Authority for Chuluota PWSID# FL 3590186 and award water and wastewater utility rights to an alternate, responsible provider.

Our customer experience



Chuluota Water Crisis

AQUA

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 384.35**	**May 17, 2007**

Meter Data

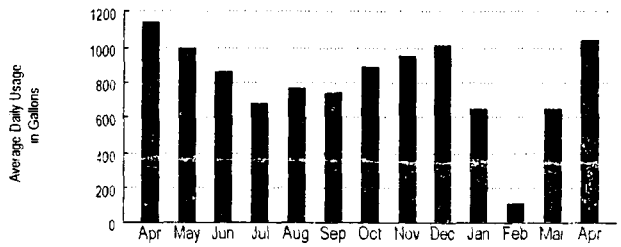
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76478930	5/8	04/20/07	30	Actual	1226900	31,300	Gallons
		03/21/07		Actual	1195600		

Average Daily Usage = 1,043 Gallons Total Days: 30 Total Usage: 31,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 155.17
Total Payments Received	0.00
Balance	**155.17**
Current Water Charges	144.64
Current Sewer Charges	78.75
Utility Tax	5.79
Amount Due 05/17/07	**$ 384.35**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

384.35
-155.17
229.18

2.95 Fee
$232.13
Conf # 147141

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942

Total Amount Due	Due Date
$ 384.35	**May 17, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=26189 Cyc=33DI 1up=328508

******AUTO**5-DIGIT 32766 C 70 P 76
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA FL 32766-6658

0009044440646942000000384353

D 1-2

AQUA

FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658

Account Number
000904444 0646942
CHULOTA

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8301**
eMail: **custserv@aquaamerica.com**

10 Day Shut Off Notice

COLLECTION DEPARTMENT OFFICE HOURS ARE 7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
April 23, 2007	**May 3, 2007**	**$ 155.17**

Your water bill for $ 155.17 is overdue. Because your water bill is overdue, we will SHUT OFF water to:
570 OSPREY LAKES CIR on or after 8:00 AM on May 3, 2007.

To stop the shut off, you must do one (1) of the following immediately:

1. Pay the total amount overdue. To pay by phone, simply call our toll free number at **866.261.2989.**
2. Contact Aqua Utilities Florida, Inc. at 762 W. Lancaster Avenue, Bryn Mawr, PA 19010-3489 or call **877.987.2782** (Select Collections) to let us know that you made a payment, to request a payment arrangement or to dispute the overdue bill.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua Util. FL representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your water, you may have to pay the following charges to have water turned back on:

Overdue amount:	$ 155.17
Reconnect Fee:	15.00
Service Deposit (If required):	23.00
Total if we shut off your service:	$ 193.17

5/8/07 Not bill - flyer -
Amy
Systems down last week for conversion
waive fee
- Should not have shut off
Emergency reconnection should have been avail -

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658

AQUA

Aqua Utilities Florida, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328

Entered 4/30/07 For Print 5/7/07
6GVJF-7PN58

Account Number
000904444 0646942

Total Amount Due
$ 155.17

Due Date
May 3, 2007

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=226 Cyc= 1up=328120 PG=1

**********SINGLE-PIECE C 1 P 4
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA FL 32766-6658

0009044440646942000000155172

AQUA

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
March 23, 2007	**$ 155.17**	**April 16, 2007**

Meter Data

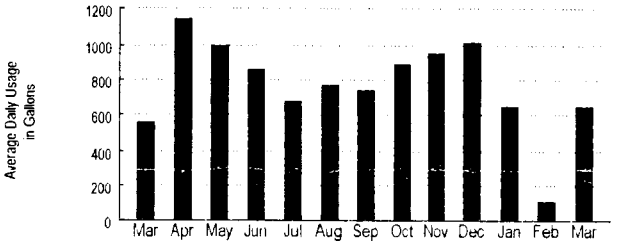
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76478930	5/8	03/21/07	28	Actual	1195600	18,400	Gallons
		02/21/07		Actual	1177200		

Average Daily Usage = 657 Gallons — Total Days: 28 — Total Usage: 18,400 Gallons

Billing Detail

Amount Owed from Last Bill		$ 72.45
Total Payments Received		72.45
Balance		**0.00**
Water Base Facility Charge	10.25	
18,400 gallons @ $0.00389 per gallon	71.58	
Current Water Charges		81.83
Sewer Base Facility Charge	22.01	
6,000 gallons @ $0.00801 per gallon	48.06	
Next 12,400 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges		70.07
Utility Tax		3.27
Amount Due 04/16/07		**$ 155.17**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

Operator 067

Entered 4/1/07
pay by 4/13/07
6CW6M - 57H43

7 pm - cut 80
3rd call - no help
4th call put on hold

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942

Total Amount Due **$ 155.17**
Due Date **April 16, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=24784 Cyc=33DI 1up=321101

******AUTO**5-DIGIT 32766 C 70 P 85
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA FL 32766-6658

0009044440646942000000155172

D 1-2

AQUA

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date

Bill Date	Total Amount Due	Due Date
February 26, 2007	**$ 72.45**	**March 20, 2007**

Meter Data

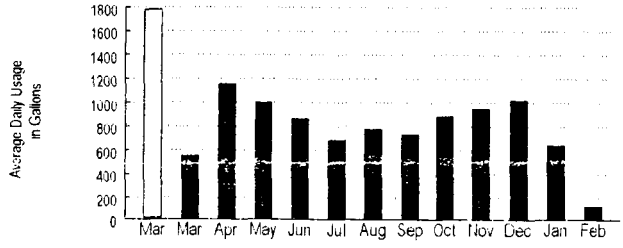
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76478930	5/8	02/21/07	29	Actual	1177200	3,300	Gallons
		01/23/07		Actual	1173900		

Average Daily Usage = 113 Gallons — Total Days: 29 — Total Usage: 3,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 164.88
Total Payments Received	164.88
Balance	**0.00**
Water Base Facility Charge	10.25
3,300 gallons @ $0.00389 per gallon	12.84
Current Water Charges	23.09
Sewer Base Facility Charge	22.01
3,300 gallons @ $0.00801 per gallon	26.43
Current Sewer Charges	48.44
Utility Tax	0.92
Amount Due 03/20/07	**$ 72.45**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Entered 3/3/07 to be paid
3/19/07 68EVC-K3QG6

Seq=27446 Cyc=33DI 1up=314450

******AUTO**5-DIGIT 32766 C 81 P 93
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA FL 32766-6658

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942

Total Amount Due	Due Date
$ 72.45	**March 20, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

0009044440646942000000072458

A UA

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
January 29, 2007	**$ 164.88**	**February 20, 2007**

Meter Data

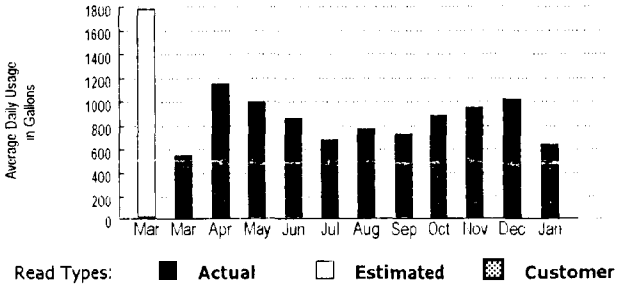
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76478930	5/8	01/23/07	32	Actual	1173900	20,800	Gallons
		12/22/06		Actual	1153100		

Average Daily Usage = 650 Gallons Total Days: 32 Total Usage: 20,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 396.51
Total Payments Received	396.51
Balance	**0.00**
Water Base Facility Charge	10.25
20,800 gallons @ $0.00389 per gallon	80.91
Current Water Charges	91.16
Sewer Base Facility Charge	22.01
6,000 gallons @ $0.00801 per gallon	48.06
Next 14,800 gallons @ $0.00 per gallon	0.00
Current Sewer Charges	70.07
Utility Tax	3.65
Amount Due 02/20/07	**$ 164.88**

Water Usage History



Message Center

1336456 FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Entered into BOA on 2/2/07
For pmt on 2/16/07

Seq=17628 Cyc=33DI Tup=308086 Conf# 65RMY-NJSH9

******AUTO**5-DIGIT 32766 C 47 P 47
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA FL 32766-6658

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942

Total Amount Due	Due Date
$ 164.88	**February 20, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

0009044440646942000000164885

Notice to Public
PWS # 3590186

	First Notice		Second Notice		Third Notice		Fourth Notice	
QTR	TTHM(ug/L)	RAA (ug/L)	TTHM(ug/L)	RAA (ug/L)	TTHM(ug/L)	RAA (ug/L)	TTHM(ug/L)	RAA (ug/L)
3Q05	180.85							
4Q05	123.05		123.1					
1Q06	114.8	104.68	114.8	104.768	114.8	104.7		
2Q06	163	148.88	176.8	148.988	176.8	148.9	176.8	148.9
3Q06			127.3	135.5	127.3	135.5	127.3	135.5
4Q06					147.6	141.6	147.6	141.6
1Q07							161.5	153.3

TTHM levels reported are inconsistent across Notices for 4Q05 and 2Q06.

Notice language is inconsistent, most importantly leaving out concern to women of childbearing years.

No toll free number to contact; No # on 2nd Notice at all

< 80 (ug/L)

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota
(PWS # 3590186)

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers you have a right to know what happened and what is being done to correct the situation.
The Chuluota water system routinely monitors for the presence of drinking water contaminants. . The state of Florida as well as many other states requires the use of a disinfectant (chlorine) to minimize the possibility of bacterial contamination in the drinking water distribution system. Disinfectants (chlorine) combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs.
The U.S. Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP) sets standards for controlling the levels of disinfectants and DBPs in drinking water. Test results from monitoring conducted during the past four quarters through the 2nd Quarter, 2006 showed that our system's running annual average (RAA) exceeded the EPA standard or maximum contaminant level (MCL), for Total Trihalomethanes (TTHMs). The MCL for TTHMs is 80 ug/L (micrograms per liter).

SAMPLE DATE	*TTHM (ug/L)*	*RAA (ug/L)*
Third Quarter 2005 7/28/05	*180.85*	
Fourth Quarter 2005 12/30/05	*123.05*	
First Quarter 2006 3/9/06	*114.8*	***104.68***
Second Quarter 2006 5/16/06	*163.0*	***148.88***

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. *Some research suggests that people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.*

What should I do? Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation. You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" filter, certified by NSF for reducing TTHMs (Contact NSF at 1-800-673-6275 or http://www.nsf.org).

What happened? What is being done? When will the problem be corrected?

Since acquiring the Chuluota water system in July 2004, Aqua Utilities Florida has cleaned and inspected the storage tanks at both water plants, increased flushing of the distribution system, and improved the control of chlorination. Design is underway for modifications to the disinfection process at the treatment plants in order to implement chloramination to reduce TTHM levels. These improvements will be made after receiving the necessary agency approvals. We will continue quarterly testing and will notify you every ninety days of future results until the RAA is below the MCL and compliance is achieved.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please call Brian Heath at 352-787-0980 or write to him at Aqua Utilities Florida, P.O. Box 490310, Leesburg, FL 34749.

This notice is being delivered by Aqua Utilities Florida on 7/16/06

was mailed to residents 7/16/06
put in legal section of paper 7/13/06

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results from monitoring conducted during the past four quarters through the third quarter 2006 (8/4/06) showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard, or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (ug/L). The running annual average (RAA) level of TTHMs for the last four quarters was 135.5 ug/L. Based on these results, an MCL violation continues to exist as indicated in the table below.

SAMPLE DATE	*TTHM (ug/L)*	*RAA (ug/L)*
Fourth Quarter 2005 12/30/05	*123.1*	
First Quarter 2006 3/9/06	*114.8*	***104.768***
Second Quarter 2006 5/16/06	*176.8*	***148.988***
Third Quarter 2006 8/4/06	*127.3*	***135.5***

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Because some research suggests a possible connection between high levels of TTHMs and pregnancy problems, women of childbearing age may wish to seek alternative water sources. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.) *

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. ***Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.***

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida is currently developing modifications to the disinfection process at the treatment plants to reduce TTHM levels. These improvements will be made after necessary permits and approvals are obtained. Meanwhile, interim measures have been taken to reduce THM levels. We will continue quarterly testing and notify you of our progress and future results until the RAA is below the MCL and compliance is achieved.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

was mailed to residents 11/14/06

no contact #

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters through the forth quarter 2006 (November 16, 2006) showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard, or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 141.6 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE		TTHM (µg/L)	RAA (µg/L)
First Quarter 2006	3/9/2006	114.8	104.7
Second Quarter 2006	5/16/2006	176.8	148.9
Third Quarter 2006	8/4/2006	127.3	135.5
Forth Quarter 2006	11/16/2006	147.6	141.6

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Because some research suggests a possible connection between high levels of TTHMs and pregnancy problems, women of childbearing age may wish to seek alternative water sources. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. Some people who drink water containing trihalomethanes in excess of the MCL over many years might experience problems with their liver, kidneys or central nervous system, and might have an increased risk of getting cancer.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatment plants to reduce TTHMs. The work is being bid and will begin as soon as we receive the DEP permits. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310
Phone Number (352) 787-0980	System PWSID # FL3590186	Aqua Utilities Florida (City, State, Zip) Leesburg, FL. 34749

mailed to residents 1/10/07

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters through the first quarter 2007 (February 8, 2007) showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard, or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 153.30 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	*TTHM (µg/L)*	*RAA (µg/L)*
Second Quarter 2006 5/16/2006	*176.8*	***148.9***
Third Quarter 2006 8/4/2006	*127.3*	***135.5***
Fourth Quarter 2006 11/16/2006	*147.6*	***141.6***
First Quarter 2007 2/8/2007	*161.5*	***153.30***

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.* It has been estimated by the EPA that harmful effects may be noticed if a person consumes 2 liters of water with TTHMs in excess of the standard on a daily basis for 70 years.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatment plants to reduce TTHMs. The work is being bid and will begin as soon as we receive the DEP permits. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310
Phone Number (352) 787-0980	System PWSID # FL3590186	Aqua Utilities Florida (City, State, Zip) Leesburg, FL. 34749

mailed to residents 5/15/07

PW ENFORCEMENT CASE HISTORY

System Name Chuluota Water System
PWS ID # 3590186

Reason for enforcement TTHM MCL Violation, failure to provide public notice, failure to receive approval for change in treatment type, and failure to take necessary corrective action.

DATE	ACTION TAKEN	INSPECTOR	REVIEWER
12/10/97	TTHM exceedance.	PJM	
5/3/2000	TTHM MCL exceedance. Quarterly monitoring initiated. Public notification and corrective action required.	PJM	
5/22/00	Public notification received for TTHM MCL exceedance.	PJM	
6/27/00	Permit application to convert from gaseous chlorine to gaseous chloramines as corrective action for TTHM MCL exceedance.	RSL	
8/21/00	Clearance letter issued for treatment conversion from gaseous chlorine to gaseous chloramines at both water treatment plants. Permits WD59-0080853-003 and 004.	FPH	
10/1/01	4 satisfactory quarters of TTHM monitoring received. Return to normal monitoring.	PJM	
7/16/03	Beginning on this date and running through 7/21/04, the Department received numerous complaints of water quality issues throughout the distribution system.	N/A	
12/16/03	Clearance letter issued for treatment conversion from gaseous chloramines to aqueous chloramines. Permits WD59-0080853-016 and 017.	CMP	
6/29/04	Sanitary Survey. Numerous deficiencies cited.	KMD	
7/7/04	Received letter from Florida Water Services stating date of transfer of ownership of the Chuluota Water System to Aqua Utilities Florida, Inc. effective 7/1/2004.	N/A	
7/8/04	In response to complaints, the Department requested an independent report by a Florida P.E. of the Chuluota Water System. In addition, a *temporary* conversion to free chlorine to remedy the nitrification that was occurring was approved by the Department.	RSL	
8/2/04	Received Aqua Utilities Florida, Inc. report on water quality issues at Chuluota Water System. Some recommendations from the report listed below. • Remain on free chlorine disinfection or, if necessary to meet other water quality objectives, revert to Chloramination with implementation of careful monitoring of water quality during flushing and a periodic switch to free chlorine on a routine to be determined by monitoring results. • Modify disinfection treatment to improve control of chemical dosing and monitoring of water quality; evaluate and optimize points of disinfection chemical application.	N/A	
10/12/04	Received independent analysis of Chuluota Water System from Hartman and Associates, Inc. Some recommendations from the report listed below. • Modify disinfection treatment to improve control of chemical dosing and monitoring of water quality; evaluate points of disinfection chemical application. • Remain on free chlorine disinfection or, if necessary to meet other water quality objectives, revert to Chloramination with implementation of careful monitoring of water quality during flushing and a periodic switch to free chlorine on a routine to be determined by monitoring results. Close coordination with FDEP including scheduled reverting to chlorine and or chloramines as needed in order to avoid water quality issues in the system, public notices shall be included.	N/A	

11/29/04	Response to sanitary survey dated 6/29/04 received.	N/A	
10/27/05	TTHM results received. Results exceeded the MCL and quarterly monitoring initiated.	PJM	
3/31/06	Running annual average TTHM MCL Violation. Public notification and corrective action required.	PJM	
6/30/06	Running annual average TTHM MCL Violation. Public notification and corrective action required.	PJM	
7/13/06	Public notification for both violations received. No notification was published immediately after 3/31/06 MCL violation.	N/A	
8/29/06	Sanitary Survey. Numerous deficiencies cited. Chuluota Water System is still using free chlorine treatment without Department approval.	KMD/NJH	

[illegible]/06 Warning letter
10/26/06 Meeting held.

11/2/06 AUF request for penalty reduction received.

11/27/06 Kim Dodson e-mail to Richard Lott indicating penalty reduction is not justifiable.

11/27/06 Kim Dodson e-mail to Patrick Farris requesting items discussed in October 26 meeting.

11/30/06 Kim Dodson discussion w/ Richard Lott re: penalty reduction — agree that penalty reduction is not justifiable.

12/6/06 LFCO drafted.
12/19/06 Permit app to modify WTP recvd
[illegible]/4/07 LFCO signed
[illegible] LFCO executed
2/7/07 $9,500 payment recvd
3/12/07 Permit issued → see e-mail
5/11/07 Modifications due → not started yet
5/[illegible] Written statement [illegible] due
5/18/07 Above statement received

Florida Department of Environmental Protection
Central District

MEETING DOCUMENTATION

COUNTY: Seminole **TYPE**: Enforcement/Compliance Assistance

CASE NAME: 3590186 Chuluota Water System

- Failure to obtain written approval for discontinuing use of ammonia feed facilities.
- Failure to comply with the MCL for TTHMs.
- Failure to take necessary corrective action to meet the MCL for TTHMs.

DATE OF MEETING: October 26, 2006
TIME START/CONCLUDE: 9:00 a.m./10:15 a.m.
MEETING REQUESTED BY: Reggie Phillips, FDEP
ATTENDED BY: Brian Heath, Aqua Utilities Florida (AUF)
Patrick Farris, Aqua Utilities Florida
Candace McClure, Aqua Utilities Florida
Jim Boyd, Boyd Environmental
Reggie Phillips, FDEP
Nathan Hess, FDEP
Kim Dodson, FDEP

OBJECTIVE(S) OF MEETING: To resolve pending enforcement case (Warning Letter OWL-PW-06-0006).

DISCUSSION:

*SEE ATTACHED DOCUMENT FOR DEP DISCUSSION ITEMS.

- Brian Heath, AUF, stated they were not aware of the violation for failure to obtain Department approval for discontinuance of ammonia feed facilities until the Warning Letter was received.
- Mr. Heath discussed July 28, 2004 TTHM results that were below the MCL and his belief that the MCL could continue to be met with flushing activities.

  Note: July 2004 TTHM results were just slightly below the MCL of 80 ppb as an average. Results for one site were 66 ppb and results at another site were 87 ppb.

- Mr. Heath stated that he thought the high TTHM results could be remedied by "tweaking" the free chlorine doses.
- Mr. Heath discussed testing of raw water for TTHM formation potential that showed the potential to be high.
- Mr. Heath stated that they contracted w/ Boyd Environmental "several months ago," but had been busy with a $5 million project pertaining mostly to wastewater.

- Jim Boyd, Boyd Environmental, provided a document with information about the proposed chloramine system improvements and indicated that a permit application will be submitted.

CONCLUSIONS/AGREEMENTS:

The Utility will discuss the option of entering into a Consent Order. In the meantime, Patrick Farris will begin developing operator training, standard operating procedures, and procedures for timely review of data and response to declining water quality.

FOLLOW-UP ACTION DATES (if required):

Within 10 days of meeting, AUF will advise the Department if they are willing to enter into a Consent Order.

Prepared By: _____

Reviewed By: _____

Discuss possible violations pertaining to operation, maintenance, and compliance monitoring, and to get information you may have pertaining to possible violations.

1 - Go over WL
2 - Review steps to 'Return to Compliance'
3 - Review options for resolution

Warning Letter OWL-PW-06-0006
Chuluota Water System:

- *Failure to obtain written approval for discontinuing the use of ammonia feed facilities.*
- *Failure to comply with the MCL for TTHMs.*
- *Failure to take necessary corrective action to meet the MCL for TTHMs.*

PW ENFORCEMENT CASE HISTORY

System Name Chuluota Water System
PWS ID # 3590186

Reason for enforcement TTHM MCL Violation, failure to provide public notice, failure to receive approval for change in treatment type, and failure to take necessary corrective action.

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7/7/04	Received letter from Florida Water Services stating date of transfer of ownership of the Chuluota Water System to Aqua Utilities Florida, Inc. effective 7/1/2004.	N/A	
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11/29/04	Response to sanitary survey dated 6/29/04 received.	N/A	
10/27/05	TTHM results received. Results exceeded the MCL and quarterly monitoring initiated. **The Department would expect to see some action taken in response to these results.**	PJM	
3/31/06	Running annual average TTHM MCL Violation. Public notification and corrective action required.	PJM	
6/30/06	Running annual average TTHM MCL Violation. Public notification and corrective action required.	PJM	
7/13/06	Public notification for both violations received. No notification was published immediately after 3/31/06 MCL violation.	N/A	
8/29/06	Sanitary Survey. Numerous deficiencies cited. Chuluota Water System is still using free chlorine treatment without Department approval.	KMD/NJH	

Concerns:

- Seeming disregard for public health and safety (not taking immediate action for MCL violation)
- Not following established and permitted treatment protocols
- Not acting upon recommendations presented in the independent system analysis conducted by Hartman and Associates, Inc.
- Slow/late issuance of Public Notice

Corrective action:

- Notify affected consumers of impending change in disinfection.
- Initiate corrective action to comply with the MCL for TTHMs.
- Notify Department of your intention to initiate future disinfection changes.
- Issue timely public notice if MCLs are exceeded in the future (call Paul Morrison)
- Immediately respond with proposals to eliminate future MCL violations.
- Do NOT change treatment processes without written Department approval.
- If use of chloramines is identified as the corrective action, the Utility should ensure standard operating procedures are developed and certified operators receive necessary training. The steps should be taken to ensure treatment is optimized in order to avoid water quality problems in the distribution system.
- Provide details of procedures established for review of water system data providing for more timely response to declining water quality. (Results for TTHM showed MCL exceedances as early as July 2005)

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/3/07	MELISSA A. DAVIS	[illegible]	286 VELVETEEN PL CHULUOTA FL 32766 (2)
6/3/07	DONALD W. OLDHAM	[illegible]	282 Velveteen Pl., Chuluota, FL 32766 (2)
6/17/07	Judy Cruden	Judy Cruden	290 Velveteen PL, Chuluota, FL 32766 (4)
6/17/07	BRUCE A FONTAINE	[illegible]	343 VELVETEEN PLACE CHULUOTA, FL (4)
	[illegible]	Adrienne Gorgurch	600 Osprey Lakes Cir.
	Ryan Rogge	[illegible]	600 Osprey Lakes Cir.
	Kevin Crateau	[illegible]	420 Osprey Lakes Cir (5)
	JOE FERNANDEZ	[illegible]	240 OSPREY LAKES CIR
	Issac Rosa	[illegible]	408 Empress Ln Chuluota, FL 32766
	Ray Wells	[illegible]	550 East 4th St Chuluota FL 32766 (3)
	Carol Wells	Carol Wells	550 E. 4th St. Chuluota FL.

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-24-07	Chris Lilly	C. Lilly	540 Yellow Tail Pl, Chuluota, FL, 32766
6-24-07	Margaret Lilly	M. Lilly	540 Yellow Tail Pl Chuluota, FL 3276
6-24-07	Marsha Phelps	M. Phelps	817 Nocturne Dr. Chuluota 3276
6-24-07	Earl Phelps	E. Phelps	817 Nocturne Dr. Chuluota, FL 3276
6-24-07	Sheryl Hickey	Sheryl Hickey	941 Poinsetta Dr Chuluota, FL
6-24-07	Gary Hickey	Gary Hickey	" "
6-24-07	Richard Shogren	Richard Shogren	341 2nd St. Chuluota, Fl 32766
6-24-07	Jennifer + Scott Herrick	Jennifer Herrick	287 Knot Hole Cir Chuluota, FL 3276
6/24-07	Kristin Stephen Priske	[illegible]	278 Knot Hole Circle Chuluota
6-24-7	ANN DENNIS	Ann Dennis	371 E. 2nd ST - Chuluota
6-24-07	Donna + Frank SEQUINO	Donna Sequino	382 Velveteen PL Chuluota 3276
6-24-07	FREDERICK J CARSETT	[illegible]	118 E 8 ST CHULUOTA FL 32766
6-24-07	JOHN Kobrick	John Kobrick	5249 YELLOW TAIL PL CHULUOTA FL 32766
6-24-07	Michael Tingle	Michael Tingle	390 Medallion Pl Chuluota FL 32766
5-24-07	Joe Olexo	Joe Olexo	8 East 2nd St. Chuluota FL 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/24	ERIC MARTIN	[illegible]	468 OSPREY LAKES CIRCLE
6-24	Kathleen Corbett	Kathleen Corbett	118 E 8th St Chuluota 32766
6-24	Mike Chambley	Mike Chambley	580 Yellowtail Place Chuluota
6-24	Troy Daniel	Troy Daniel	451 E 4st Chuluota Old
6-24	Ella Mae Daniel	Ella Mae Daniel	451 E 4st Chuluota Old Chuluota

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DATE	PRINT NAME	SIGNATURE	ADDRESS
6/22/07	TOMAS PONCE	Tomas Ponce	367 MEDALLION PL CHULUOTA
6/22/07	Linda Bailey	Linda Bailey	375 Medallion PL Chuluota
6/22/07	Scott Bailey	Scott L Bailey	375 Medallion PL Chuluota
6/22/07	William R McGowan	William R McGowan	386 Medallion PL Chuluota
6/22/07	Nancy McGowan	Nancy McGowan	386 Medallion PL Chuluota
6/22/07	TRAVIS CAPLES	Travis Caples	387 Medallion PL Chuluota
6/22/07	ROY DOODNAUTH	Roy Doodnauth	394 MEDALLION PL "
"	Kamal Chunnulal		" " "
6/22/07	Pamela Adkins	Pamela Adkins	398 Medallion Pl. Chuluota
6/22/07	Bruce Adkins	Bruce H. Adkins	" " " "
6/22/07	Diana Tingle	Diana L. Tingle	390 Medallion Pl 32766 Chuluota
6/22/07	Michael Tingle	Diana L Tingle	390 Medallion Pl 32766
6/22/07	DIANNE CAPLES	Dianne Caples	387 Medallion Pl 32766 Chuluota
6-22-07	Hinga Mano	Hinga Mano	449 Empress Ln 32766
6-22-07	CHRIS MARINO	Chris Marino	449 Empress Lane 32766
6-22-07	SON BENNETT	[illegible]	445 Empress Ln 32766
"	KINSYS BENNETT		"
6-22-07	Mark Winters	MWinters	433 Empress Lane 32766
6-22-07	Brooke Oral	Brooke Oral	429 Empress Lane 32766
6-22-07	John C. Oral	John C. Oral	429 Empress Ln. 32766
6/22/07	MIKE PETERSON	[illegible]	359 MEDALLION Pl 32766
	RALPH Peña	Ralph Peña	428 Empress lane 32766
	Jami Peña	Jami Peña	428 Empress lane 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/17/07	RUSSELL STOEWE	Russell Stoewe	440 EMPRESS LANE, 32766 (1)
6/18/07	Alejandro Arellano	[illegible]	175 Osprey Lakes Circle, 32766 (4)
18 JUN 07	James Ellis	[illegible]	180 Osprey Lakes Circle 32766 (5)
6/18/07	Charmin Underhill	C Underhill	174 Osprey Lakes Cir. 32766 (4)
6/18/07	Chris + Rob Nicola	Chris Nicola	168 Osprey Lakes Cir 32766 (2)
6/18/07	JOHN + ANN WINIARSKI	[illegible]	162 OSPREY LAKES CIR. 32766 (5)
6/18/07	Bill & Michelle Moreno	[illegible]	156 Osprey Lakes Cir 32766 (5)
6/18/07	LEE BALPARDA / CYNDY RUSSELL	Lee Balparda	157 OSPREY LAKES CIR. 32766 (3)
6/18/07	Rebecca Matusevic	Rebecca Matusevic	163 Osprey Lakes Cir. (2)
6/18/07	Matt Malaspina	Matt Malaspina	169 Osprey Lakes Cir (1)
6/18/07	Jennifer Petrosky	[illegible]	181 Osprey Lakes Cir (5)
6/18/07	Cindy McGrath	Cindy McGrath	187 Osprey Lakes Cir. (3)
6/18/07	SAM WALSH	[illegible]	193 OSPREY LAKES CIR (5)
6/18/07	LESLIE GARNER	Leslie Garner	199 OSPREY LAKES CIR (3)
6/18/07	Darla Barbee	Darla Barbee	211 Osprey Lakes Cir (4)
6/18/07	DAVE DIAMOND	[illegible]	222 OSPREY LAKES CIR (2)
6/18/07	Judy Dickson	Judith Dickson	204 Osprey Lakes Cir. (5)

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/2/07	JOE GIBBONS	Joseph C. Gibbons	182 VELVETEEN PL
6/2/07	Laura Gibbons	Laura Gibbons	182 Velveteen PL
6/2/07	John Prekeski	John Prekeski	812 FANTASY CT.
6/10/07	Evelise Roman	E. M. Román	178 Velveteen Pl
6/10/07	Roberto Roman	Roberto R	"
6/10/07	Robert Kennedy	[illegible]	174 Velveteen PL
6/10/07	JESSE COLLAZO	[illegible]	170 VELVETEEN PL
6/10/07	Jessica Ruedlinger	Jessica Ruedlinger	166 Velveteen PL.
6/10/07	Bill Chiles	Bill Chiles	203 Velveteen Place, Chuluota Fl 32766
6/10/07	Robyn Zeigen	Robyn Z	162 Velveteen Place, Chul Fl 32766
6/10/07	Sean Nagel	Sean Nagel	"
6/10/07	Shameeza Noorhassan	Shameeza Noorhassan	150 Velveteen Place
	Loveonna Miner	[illegible]	154 Velveteen Place
6/10/07	RAVI POORANDATT	[illegible]	150 VELVETEEN PLACE
6/10/07	DHARMIK PATEL	D. C. Patel	151 VELVETEEN PLACE
6/10/07	Janette Gargiulo	Janette Gargiulo	155 Velveteen Place
6/10/07	Oma Persaud	Oma Persaud	171 VELVETEEN PLACE
6/10/07	Richard Calvo	R. Calvo	304 Nestling Cove
6/10/07	SHIRLEY SAENZ	[illegible]	300 NESTLING CV.
6/10/07	Retha Phillips	RETHA PHILLIPS	305 Nestling Cove
6/10/07	Christine Cole	Christine Cole	313 Nestling Cove
6/10/07	[illegible]	[illegible]	313 Nestling Cove
6/10/07	Kara Chiles	Kara Chiles	203 Velveteen PL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
6-10-07	William Medina		231 Velveteen PL
6-10-07	ZEIGER, Rose		235 Velveteen PL.
6-10-07	MARIE S. Auguste		243 Velveteen place
06-10-07	ERNEST AUGUSTE		243 VELVETEEN PLACE
06-10-07	Laura McCloud	Laura McCloud	247 Velveteen Place
6-10-07	Yvette Baldonado	Y Baldonado	251 Velveteen Place
6/10/07	Maria Morales	Ma Mor	255 Velveteen PL
6/10/07	Robin Beal		311 Maple Tree Lane
6/10/07	JUAN J. CRUZ		323 MAPLE TREE LANE
6/10/07	NILZA I. CRUZ		323 MAPLE TREE LANE
6/10/07	Maria Duvall		203 Velveteen Place
6/10/07	JESSICA Roberson		314 Maple Tree LANE
6/10/07	Kevin Irwin + SHERRY		214 Velveteen Place Chul.
6/10/07	LAURIE CARPINO		310 MAPLE TREE LN
6/10/07	MARIGIS [illegible]		230 Velveteen Plc. Chul
6/10/07	LIONEL SANTIAGO		227 VELVETEEN PLACE
6/10/07	Becky Santiago		222 Velveteen Place
6/10/07	ROY TANNER		218 Velveteen Pl
6/10/07	WENDY TANNER		218 Velveteen Pl
6/10/07	ERIKA COOPER		218 Velveteen
6/10/07	Lisa Stoddard		217 Overlook Drive Chuluota
6/10/07	Hillary Martin		194 Velveteen Place
6/10/07	John P. Balmer		186 Velveteen Place

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DATE	PRINT NAME	SIGNATURE	ADDRESS
6/8/07	Jay Bealmear	Jay Bealmear	1866 Velveteen Pl.
~~6/17/07~~	~~[illegible]~~	~~[illegible]~~	~~[illegible]~~
6/17/07	Logan McKay	[illegible]	624 Red Pepper Loop

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimbursed for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/24/07	MARY HEFFNER	Mary J. Heffner	541 E. 4th St, Chuluota
6/24/07	STEVE HEFFNER	Steve J. Heffner	541 E. 4TH ST, CHULUOTA
6/24/07	Tommie Boyd	Tommy Boyd	540 E. 4th St Chuluota

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimbursed for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
06 June 2007	Sandra Caudill	Sandra Caudill	512 Yellow Tail Place, Chuluota (The Trails The Enclave)
24 Jun 07	Lorna A. McKell	L. A. McKell	540 Osprey Lakes Circle, Chuluota
24 June 07	Barbara D Stebbins	Barbara D Stebbins	265 Ave E Chuluota Fl
" "	Jackie Davidson	Jackie Davidson	265 Ave E Chuluota Fl
24 June 07	Samuel Barlow	[illegible]	560 E 5TH ST Chuluota, FL

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/24/07	Gary Schwerdt		342 Osprey Lakes Circle, Chuluota 32766
6/24/07	BART MULROY		544 YELLOW TAIL PLACE, CHULUOTA, FL
6/24/07	SUSAN JOHN		220 W 3RD St Chuluota FL
6/24/07	Carolyn Bartholomew		924 Mimosa Dr. Chuluota, FL
6/24-07	Shanda Suris		395 Medallion Pl, Chuluota Fl.

The undersigned support the following petition:

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-10-07	K.D. RICHARDSON	KD Richardson	551 GRANITE CIR. CHULUOTA FL 32766
6-10-07	BRIAN C. BOYD	[illegible]	547 GRANITE CIR. CHULUOTA, FL 32766
6-10-07	Glen Mehring	[illegible]	546 Granite Cir Chuluota FL 32766
6-10-07	Tony Mancion	[illegible]	519 Granite Cir Chuluota FL 32766
6-10-07	JAVIER G. RENTAS	Javier G. Rentas	535 GRANITE CIR Chuluota FL 32766
6/10/07	MIGDOL FIGUEROA	[illegible]	538 GRANITE CIR. CHULUOTA FL 32766
6/10/07	MARC CARROLL	[illegible]	531 GRANITE CIR CHULUOTA FL 32766
6/10/07	Mike R Rivera	[illegible]	523 GRANITE CIR. CHULUOTA 32766
6/10/07	KETEMA HARRIS	[illegible]	507 GRANITE CIR. CHULUOTA, FL 32766
6/10/07	Jozett Spence	Jozett Spence	506 Granite Cir Chuluota, FL 32766
6-10-07	NORMA MUNIZ	[illegible]	499 Granite Cir Chuluota FL 32766
6-10-07	Amado Estremera	[illegible]	495 Granite Cir. Chuluota, FL 32766
6/10/07	BRETT LINGENFELTER	[illegible]	483 GRANITE CIR CHULUOTA, FL 32766
6/10/07	Nancy Bellersen	[illegible]	474 Granite Cir. Chuluota, FL 32766
6-10-07	Darly Rodriguez	[illegible]	475 Granite Cir, Chuluota FL 32766
6-10-07	Jeanette Pineda	Jeanette Pineda	458 Granite Cir, Chuluota FL 32766
6-10-07	Jennifer Mehring	Jennifer Mehring	546 Granite Cir Chuluota FL 32766
6-10-07	ANN GLADSTONE	[illegible]	566 Granite Circle, FL 32766
6/10/07	Dmytry Shchukin	[illegible]	571 Granite Circle 32766
6/10/07	Nayda Perez	Nayda Perez	554 Granite Circle 32766
6/10/07	FERNANDO FRANCO		555 GRANITE CIRCLE 32766
6/10/07	EDWIN MEDINA	Edwin Medina	570 GRANITE CIRCLE 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/7/07	Tricia Wieland	Tricia Wieland	637 Red Pepper Loop, Chuluota FL 3276
6/7/07	Jason Wieland	Jason M. Wieland	" " "
6/7/07	Andy Mojberg	[illegible]	688 RED PEPPER LOOP CHULUOTA FL
6/7/07	DAN GARCIA	[illegible]	640 RED PEPPER LOOP, CHULUOTA, FL
6/7/07	Kim Garcia	Kim Garcia	640 Red Pepper Loop Chuluota FL
6/7/07	Arthur Drummond	Arthur Drummond	661 RED PEPPER LOOP
6/7/07	Angel Drummond	Angela Drummond	661 RED PEPPER LOOP
6/7/07	MICHAEL FRYETTE	Michael Fryette	648 RED PEPPER LOOP, CHULUOTA
6/7/07	SHARON Fryette	Sharon Fryette	648 Red Pepper Loop, Chuluota
6/7/07	Irene Smathers	Irene Smathers	240 AVE C, CHULUOTA FL
6/7/07	Alex ARAGON	[illegible]	656 Red Pepper loop.
6/7/07	Eyette Aragon	[illegible]	656 Red pepper loop
6/7/07	Julia Hayes	Katherine Hayes	567 Nutmeg Ct.
6/7/07	Michael Hayes	Michael Hayes	567 Nutmeg Ct.
6/7/07	ALAN E. JONES	Alan E Jones	563 Nutmeg Rd., Chuluota, FL
6/7/07	MARY LOU JONES	Mary Lou Jones	563 Nutmeg Rd.
6/7/07	Frank Adkins	[illegible]	554 nutmeg ct
6/7/07	Ginger Adkins	[illegible]	554 nutmeg ct
6/7/07	Christy Huffman	[illegible]	554 nutmeg ct
6-7-07	KEN BRAN	[illegible]	555 NUTMEG ct
6/7/07	Michelle Alessandrini	[illegible]	621 Red Pepper Loop
6/7/07	MARK McGrath	[illegible]	616 Red Pepper Loop
6/7/07	Lisa McGrath	[illegible]	616 Red Pepper Loop

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/4/07	Siobhan Pitters	Siobhan Pitters	511 Granite Circle Chuluota, FL
6/4/07	Angelica M. Harris	Angelique Harris	507 Granite Cir. Chuluota, FL
6/4/07	Luis Muniz	[illegible]	499 Granite cir. Chuluota FL.
6/4/07	Norma Muniz		499 Granite Cir Chuluota FL
6-4-07	[illegible]		495 Granite Circle Chuluota FL
6-4-07	[illegible]		495 Granite Circle Chuluota FL
6-4-07	Erik Sommerfeld	Erik Sommerfeld	491 Granite Cir Chuluota FL
6-4-07	Tracy Sommerfeld	[illegible]	491 Granite Cr Chuluota, FL
6-4-07	Denise Lingenfelter	Denise Lingenfelter	483 Granite Cir Chuluota, FL
6-4-07	Nelson Rodriguez	[illegible]	475 Granite Cir Chuluota FL
6-4-07	Gary Gorart	[illegible]	467 Granite Cir Chuluota FL
6-4-07	Debbie Gorart	[illegible]	467 Granite Cir Chuluota FL
	Lance Burgess	[illegible]	466 Granite Cir
	Laura Ferringer	[illegible]	470 Granite Cir. Chuluota
6-4-07	Alex Gerritsen	[illegible]	478 Granite Cir. Chuluota
6/4/07	Marisol Gerritsen	[illegible]	478 Granite Cir Chuluota
6/4/07	Franklin W. Martz II	[illegible]	479 Granite Cir Chuluota, FL 32766
6/4/07	Calvin Colling	[illegible]	486 Granite Cir, Chuluota, FL 32766
6/4/07	Shamilee Singh	[illegible]	498 Granit Cir Chuluota FL 32766
6/4/07	Jozett Spence	Jozett Spence	506 Granite Cir Chuluota, FL 32766
6/4/07	Dwight Spence	Dwight Spence	506 Granite Cir Chuluota, FL 32766
6/4/07	Sonny Singh	[illegible]	498 Granit Cir Chuluota FL 32766
6/7/07	Shannen Labedzki	[illegible]	515 Granite Cir Chuluota, FL 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/4/07	Mark Ricci		503 Granite Circle chuluota FL
6/4/07	Catrina Ricci		503 Granite Circle chuluota FL
6/7/07	Phil Labedzki		515 Granite Circle Chuluota, FL 32766
	Mike R Rivera		523 Granite Circle
6/7/07	Linda H. Herrera		526 Granite Circle
6/7/07	Alex J. Herrera		526 GRANITE CIR
6/7/07	DENNIS A. CERRATO		522 GRANITE CIRCLE
6/7/07	Hilda Paez Cerrato		522 Granite Circle
6/9/07	MARC PITTERS		511 GRANITE CIRCLE

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/7/07	Brian Kiley		541 Yellow Tail Pl. Chuluota Fl 32766
6/7/07	Debi Kiley		" " "
6/7/07	Stacey Moberg		633 Red Pepper Loop
6/7/07	Steve Strickland		644 Red Pepper Loop
6/7/07	Michele Strickland		644 Red Pepper Loop
6/7/07	Melodye Delis		645 Red Pepper Loop
6/7/07	Jill Reynolds		665 Red Pepper Loop
6/7/07	Sandi Wirick		669 Red Pepper Loop
6/7/07	Donald J. Wirick		669 Red Pepper Loop
6/7/07	Jennifer Griffin		673 Red Pepper loop
6/7/07	Terry Bryant		677 Red Pepper Loop
6/7/07	Debbie Bryant		677 Red Pepper Loop
6/7/07	Joseph A. Rivas		~~25~~ 553 Yellowtail Pl
6/7/07	Joey L Morris		561 Yellow Tail Pl
6-7-07	Shannon Chambley		580 Yellow Tail Place
6/7/07	Rogeri Kristin Whiteman		576 Yellow Tail Place
6/7/07	Jesse S. Duncan		572 Yellow Tail Pl
6/7/07	CHRIS ELLIS		565 Yellowtail Pl

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/24/07	Dawn Wilbrandt	Dawn Wilbrandt	30 E. 2nd Street Chuluota
6/24/07	Anna Solomon	Anna Solomon	591 E. 4th St, Chuluota
6/24/07	Jeremy Martin	Jeremy Martin	531 E. 4th st Chuluota
6/24/07	Kathy Gilmore	Kathy Gilmore LK. Mills Shores	345 LK. Mills Ave.
6.24.07	TED LUJAN	[illegible]	275 VELVETEEN PL
6.24.07	RHONDA LUJAN	Rhonda Lujan	275 VELVETEEN PL
24 June 07	Steven Dennis	[illegible]	371 E. 2nd st old chuluota
6/24/07	Marie Watts	Marie Watts	518 Sparrow Hawk Cove Chuluota
6/24/07	AUGUSTO GUILLERMO	Augusto Guillermo	379 VELVETEEN PL,
6/24/07	DARREN GONSALVES	[illegible]	503 Osprey Lakes Cir. Chuluota FL
6/24/07	LOU ANN JAMES	Lou Ann James	150 3rd Court Chuluota, FL
6/24/07	Darly Rodriguez	[illegible]	475 Granite Circle Chuluota FL
6/24/07	Sandra Justiniano	~~Granite Circle~~	530 Granite Circle CHULUOTA FL
6/24/07	Angel Justiniano	Sandra Justiniano	530 Granite circle CHULUOTA FL.
6/24/07	Nelson Rodriguez	Nelson Rodriguez	475 Granite Circle Chuluota, fl.
6/24/07	FRANK BURTON	[illegible]	390 Velveteen Pl Chuluota, FL
6/24/07	Kimberly Burton	[illegible]	390 Velveteen Pl. Chuluota, FL
6/24/07	Randall Baldonado	Randall Baldonado	251 Velveteen Pl
6/24/07	TARRANT NGUYEN	[illegible]	192 OSPREY LAKES CIR, CHULUOTA

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-11-07	SIMEON UNGARO	Simeon Ungaro	559 GRANITE CIRCLE CHULUOTA Fl. 32766
6-11-07	Robyn Ungaro	Robyn Ungaro	559 GRANITE CIRCLE CHULUOTA Fl. 32766
6-11-07	John Stewart	John Stewart	563 Granite Circle Chuluota, FL 32766
6-11-07	Margaret Stewart	Margaret Stewart	563 Granite Circle Chuluota Fl. 32766
6-12-07	Ron McKay	[illegible]	624 Red Pepper Loop Chuluota 32766
6/24/07	Rose Cresenta	Rose Cresenta 924 Poinsettia Dr	924 Poinsettia Dr Chuluota
6/24/07	JOHN CRESENTA	John Cresenta	924 Poinsettia Dr Chuluota
6/24/07	Kirby Pruner	[illegible]	534 Chula Woods Ct. Chuluota
6-24-07	LOIS PRUNER	[illegible]	535 Chula Woods Ct Chuluota
6-24-07	Patrick Smith	[illegible]	30 E 2nd St Chuluota
6/24/07	Dana McKay	Dana McKay	624 Red Pepper Loop Chuluota
6/24/07	Carolyn Lawter	Carolyn Lawter	290 E. 2nd St Chuluota
6/28/07	Tony Lawter	[illegible]	290 E 2nd St Chuluota
6/24/07	DEAN SURIS	[illegible]	355 Medallion Place Chuluota, Fl.
6/24/07	Tammy Davis	Tammy Davis	444 Osprey Lakes Cir. Chuluota 32766
6/24/07	Edward Davis IV	[illegible]	444 OSPREY LAKES CIR. CHULUOTA 32766
6/24/07	Phil Sowers	Phil Sowers	331 Grey Owl Run, Chuluota, Fl 32766
6/24/07	Sharon Sowers	Sharon Sowers	331 Grey Owl Run, Chuluota, Fl 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/24	HEIDI VAN WAGNEN	Heidi Van Wagnen	351 E 4th St Chuluota
6-24	Melissa Obar	Melissa Obar	819 Grey Heron Place Chuluota Fl
6-24	Stacy Carroll	[illegible]	807 Grey Heron Pl Chuluota Fl
6-24	Keith Obar	Keith Obar	819 Grey Heron Place Chuluota Fl
6-25	Mike Carroll	[illegible]	807 Grey Heron Pl Chuluota Fl
6-25	KENNETH WATTS	Ken Watts	518 SPARROW HAWK CV, CHULUOTA, FL
6-25	DON Soule	[illegible]	391 velveteen Place Chuluota Fl
6-25	EDWIN MEDINA	[illegible]	570 Granite Circle Chuluota Fl
6-25	Kenneth McPherson	Kenneth McPherson	552 Chulawood Cir Chuluota
6/24	Kathy Gilmore	Kathy Gilmore	345 LK. Mills Ave. Chuluot
6/24	Kenneth Gilmore	Kenneth Gilmore	345 LK. Mills Ave. Chuluot
6/24/07	ELIZABETH BEGAN	[illegible]	198 Velveteen Place Chuluota
6/24/07	CALVIN BEGAN	[illegible]	198 Velveteen Place Chuluota

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et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-23-07	RENE Rodrigue	Rene Rodrigue	457 Osprey LAKES (4)
	Sara M Ostarly	Sara M Ostarly	456 Osprey Lakes (4)
	ERIC P. MARTIN	Eric P. Martin	468 Osprey Lakes (4)
	Mark Hoffmann	Mark Hoffmann	474 Osprey Lakes Cir (3)
	Laura Washington Spangenberg	Laura Washington Spangenberg	486 Osprey Lakes Cir (6)
	Roxanne Singer	Roxanne Singer	504 Osprey Lakes Cir (2)
	Garth K Waters	Garth K Waters	516 Osprey Lakes Cir (2)
	Harry Wise	H Wise	480 Osprey Lakes Cir (5)
	Clint Curby	Clint Curby	528 Osprey Lakes Cir (7)
	ALBERI ALFONSO	Alfonso	467 OSPREY CIR. 2
	Wendy Walsh	Wendy A. Walsh	700 Grey Heron Pl (4)

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-24-07	Sharon McMullin	Sharon McMullin	540 E. 4th St. Chuluota FL
6-24-07	Curtis McMullin	Curtis McMullin	540 E 4th St Chuluota FL
6-24-07	Tammie Boyd	Tammy Boyd	540 E 4th ST Chuluota
6-24-07	Dwane Grotkopf	Dwane D. Grotkopf	533 Yellow Tail Pl Chuluota FL
6.24.07	Netty Smedley	Smedley	850 Lookout Point Osprey Lakes
6/24/07	Debbie Oglesby	Debbie Oglesby	644 White Crane Court
6-24-07	Jennifer Herrick	Jennifer Herrick	287 Knot Hole circle Chuluota, FL
6-24-07	John Stewart	[illegible]	563 Granite Circle, Chuluota FL 32766
6-24-07	Kevin Croteau	[illegible]	420 Osprey Lakes Circle 32766
6/24/07	Brian Bartholomew	[illegible]	824 Mimosa Dr. Chuluota, FL 32766
6/24/07	Lisa Paniks	Lisa Paniks	491 Osprey Lks Chuluota 32766
6/24/07	Bruce Bent	Bruce Bent	311 Maple Tree Ln
6-24-07	James Russell	James Russell	310 E. 6th St. Chuluota FL 32766
6.24.07	Barbara Barretta (Duquette)	Barbara Barretta	336 Osprey Lakes Cir Chuluota, FL 32766
6-24-07	Roy TANNER	[illegible]	218 VELVETLEAF PLACE " "
6-24-07	WENDY TANNER	Wendy Tanner	218 " " " "
6/24/07	VICTOR HUGO HERNANDEZ	[illegible]	462 GRANITE circle CHOLUOTA FL
6/24/07	Gary M. Jones	Gary M. Jones	551 East 4th Street, Chuluota, FL 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/22/07	Marcus Lynn	[illegible]	421 Empress Lane, Chuluota Fl 32766
	Thomasa Lynn		
6/22/07	Milton Castro	[illegible]	416 Empress Lane
6/22/07	Christen Castro	Christen Castro	416 Empress Ln, Chuluota
6/22/07	Kevin Albert	Kevin Albert	409 Empress Ln, Chuluota
6/22/07	LeighAnn Albert	LeighAnn Albert	409 Empress Lane Chuluota 32766
6/22/07	DIEGO TORUNO	[illegible]	412 EMPRESS LANE, CHULUOTA
6/22/07	KRISTIE TORUNO	[illegible]	412 EMPRESS LANE, CHULUOTA
6/22/07	Richard Russel	Richard Russel	401 Empress Ln, Chuluota
6/22/07	Christina McKown-Russel		
6/22/07	[illegible]	Tania Black	363 Medallion pl.
6/22/07	John C. Black	Chris Black	363 Medallion pl.
6/24/07	Nicole Bavta	Nicole A. Bavta	367 Medallion pl
6/24/07	Maria E. Ponce	Maria E. Ponce	367 Medallion Pl., Chuluota, FL
06/24/07	LEYDA A. BRACITO	[illegible]	771 Gray Heron Pl. Chuluota, FL
6/24/07	JONATHON T. SCHUCHMANN	[illegible]	706 GREY HERON PL. CHULUOTA, FL.
6/24/07	Shanti Doodnauth	Shanti Doodnauth	394 Medallion Pl. Chuluota FL 32766
6/24/07	Pamela Adkins	Pamela Adkins	398 Medallion Pl. Chuluota 32766
6/24/07	JEFFREY G. VAN TREESE	[illegible]	556 CHULA WOODS CT, CHULUOTA FL 32766
6/24/07	Robert A. McNeill	[illegible]	391 medallion pl Chuluota 32766

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et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
613			
617 6/23	Nayan Patel	Nayan Patel	613 white Crane Ct. (6)
635 6/23	Shannon Sottilare	Shannon J. Sottilare	631 White Crane Ct. (4)
2 23	Jill Redding	Jill Redding	619 white Crane ct (8)
23	Nick Wonnell		607 White Crane Ct (3)
6/23	Erica Walker	Erica J Walker	601 White Crane Ct (4)
6/23	Shannon Armstrong	SA Armstrong	614 White Crane Ct (4)
6/23	Stephen TURANO	Steve Turano	626 white Crane CT (5)
6/23	Chivanne Binder	Chivanne Binder	632 White Crane Ct (4)
6/23	Richard Oglesby	Richard Oglesby	644 White Crane CT (4)
	THERESA BUSH		759 Grey Heron PL (6)
711	Paula Bradley	Paula Bradley	783 Grey Heron Pl (4)
	Lissette Almanzar	Lissette Almanzar	789 Grey Heron Pl (8)
807	REELI GORE		813 GREY HERON (3)
819	Maria Guzman		820 Grey Heron Pl (4)

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et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
	Sherlynn Smith	Sherlynn Smith	808 Gray Heron PL (1)
	Nancy Raymond	Nancy Raymond	710 Gray Heron Place (3)
	Liqiang Zhu	[illegible]	747 Grey Heron - (4)
	Traci Poff	[illegible]	524 Sparrow Hawk Cv (5)
	Denna McGarey	Denna McGarey	530 Sparrow Hawk Cv (3)
	Hugo Arbucias	[illegible]	512 Sparrow Hawk Cv (3)
	Heriot Prentice	[illegible]	501 Sparrow Hawk Cv (5)
	Michael Agar	[illegible]	507 Sparrow Hawk Cv (2)
	Billie Jo Creamer	Billie Jo Creamer	517 Sparrow Hawk Cove (5)

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-3-07	Dickson Andwe Onesday Huaus	[illegible]	396 Osprey Lakes Circle, Chuluota, FL 32766 (4)
6-3-07	Norrie Spenia	Norrie Spenia	367 Grey Owl Run, 32766 (1)
[illegible]	Carmen West	[illegible]	370 Osprey Lakes Circle, 32766 (3)
6-3-07	Evangelos & Susanne Dratzikis	[illegible]	353 Osprey Lakes Circle (5)
6-3-07	Jeff McGann	[illegible]	359 Osprey Lakes Circle (2)
6-6-07	Julie Hilt Bidal	[illegible]	347 Osprey Lakes Circle (5)
6-12-07	Morton & Jeri Yerzeroff	[illegible]	366 Osprey Lakes Cir. (2)
6-12-07	Nick + Jill Sheehan	[illegible]	419 Osprey Lakes Cir (5)
6/12/07	Matt & Joanne Denny	[illegible]	372 Osprey Lakes Cir (3)
6/12/07	Brett + Jacque Gossett	[illegible]	857 Lookout Pt. (4)
6/12/07	Ron Mallonee	[illegible]	360 Osprey lake cir (7)
6/12/07	Sandra Hughes	[illegible]	342 Osprey Lakes Circle (1)
6/12/07	Gary Schwerdt	[illegible]	342 Osprey Lakes Circle (2)
6/12/07	[illegible]	[illegible]	365 Osprey Lakes Circle (4)

The undersigned support the following petition:

he residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the .m rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs ıonies paid to AQUA as a result of their improper billing practices.

;et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/16/07	Laurie Eskew	Laurie A Eskew	319 Grey Owl Run, Chuluota 32766 (5)
6/16/07	PHIL SOUERS	Phil Souers	331 Grey Owl Run (2)
6/16/07	Avinash Seetharamaiah	[illegible]	337 Grey Owl Run
6-16-07	MARRIE SPENIA	Marrie Spenia	367 Grey Owl Run (1)
6/16/07	PAUL KUNDA	Paul Kunda	373 Grey Owl Run (2)
6/16/07	Nilda Diff	NILDA DISERAFINO	342 Grey Owl Run (5)
6/16/07	Scott Fife	Scott D Fife	336 Grey Owl Run (4)
6/16/07	Jacqueline Romanzi	Jacqueline Romanzi	330 Grey Owl Run (4)
6/16/07	VINCENT PROVENZANO	[illegible]	318 Grey Owl Run (4)
6/16/07	Sam DeMan	Sam DeMan	312 Grey Owl Run (3)
6-17	Kim DiSpirito	Kim DiSpirito	306 Grey OWL Run (4)

The undersigned support the following petition:

he residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the m rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs ionies paid to AQUA as a result of their improper billing practices.

;et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/16/07	Richard L. Campbell	[illegible]	544 Osprey Lakes Circle (2)
6-16-07	Heather Wittman	Heather Wittman	623 Osprey Lakes Circle (4)
6/16/07	Karen Lane & Darrell	Karen Lane	611 Osprey Lakes Cir (4)
6/16/07	Starlene & Bill Byrd	[illegible]	605 Osprey Lakes Circle (5)
6/16/07	Geeta Kumar and Ranganathan	Geeta Kumar	313 Grey Owl Run, Chuluota, FL 32766 (4)
6/16/07	Mary Hitch	Mary W. Hitch	301 Grey Owl Run Chuluota, FL (4)
6/16/07	Asuncion Gutierrez	Asuncion Gutierrez	587 Osprey Lakes Circle (5)
6/16/07	Chris Wong.	[illegible]	581 Osprey Lakes Cir. (3)
6/07	Al & Tiffany Bassani		593 Osprey Lakes Circle (4)

The undersigned support the following petition:

he residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the m rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs ionies paid to AQUA as a result of their improper billing practices.

et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/20/07	Robert Chinchar	[illegible]	672 OLC
6/20/07	Kimberly Rogers	Kim Rogers	654 Osprey Lks Cir (5)
6/20/07	Brian Owen Zinck	[illegible]	648 Osprey Lakes Circle (4)
6/20/07	Stephanie Cohen	[illegible]	642 Osprey Lakes Circle (5)
6/20/07	Steven Krebs	[illegible]	636 Osprey Lakes Circle (4)
6/20/07	Barbara Tainter	Barbara Tainter	125 Osprey Lakes Circle (4)
6/20/07	Sally Yoches	Sally Yoches	143 Osprey Lakes Circle (5)
6/20/07	James A. Mikell	[illegible]	540 Osprey Lakes Circle (4)

The undersigned support the following petition:

he residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the .m rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimburs ıonies paid to AQUA as a result of their improper billing practices.

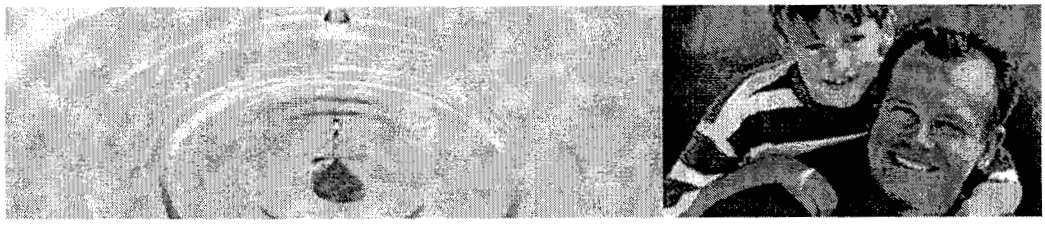
;et: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/19	Ron JACOBS		678 Osprey Lks Cr. (3)
6/19	Vickie Chinehar		622 Osprey Lakes Cir (6)
6/19	JASON ZONTS		618 Osprey lakes Cir (4)
6/19	Louise Gurgurich	L Gurgurich	600 Osprey Lakes Circle (5)
6/18	David J Makose		594 " " " (4)
6-18	Chuck + Jo	CR Goldstein	588 " " " (2)
	Mark T. Harmon		582 Osprey Lakes Cir. (4)
6-18	Kevin + Lynda Garvey	K. Garvey	576 OLC (4)
	JAMES JOHNSON		564 OLC (3)
	Kerri O'Donnell	O'Donnell	558 OLC (5)
	Joan Bailey		552 Osprey Lakes (4)

Ex. 61
McKay

AQUA

About Us Investor Relations Your State



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FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 61
COMPANY Aqua
WITNESS (McKay) Documents
DATE 06-26-07

Ex. 61

St. Johns River Water Management District

Kirby B. Green III, Executive Director • David W. Fisk, Assistant Executive Director
David Dewey, Altamonte Springs Service Center Director

975 Keller Road • Altamonte Springs, FL 32714-1618 • (407) 659-4800
On the Internet at www.sjrwmd.com.

April 10, 2007

Aqua Utilities Florida, Inc.
Attn: Jack Lihvarcik
PO BX 490310
Leesburg, FL 34749

RE: Consent Order for Consumptive Use Permit 8362; Chuluota

Dear Mr. Lihvarcik:

Enclosed please find the Consent Order, with the associated penalty recommendations, along with Exhibit A which details the permit violations as was referenced in my March 22, 2007 letter to Aqua Utilities Florida, Inc.

You may contact me by telephone at (407) 659-4848 or by e-mail at sjoyce@sjrwmd.com to discuss settlement of the Consent Order. Although I am frequently traveling between our different offices and you may not be able to speak with me immediately by telephone, you may always contact me by e-mail. I look forward to hearing from you within the next fourteen (14) days to initiate resolution of the consent order. If you would like to arrange a meeting to discuss these issues, if you can provide me with a listing of dates you are available, via e-mail, I will coordinate with the appropriate District staff.

Sincerely,

Shannon L. Joyce, P.G.; Compliance Manager
Division of Water Use Regulation
Department of Resource Management

cc: PDS – CO; Compliance Number 566722
Kris Davis
Catherine Walker
James Lemine
Bill Adams

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

CUP GENERAL CONSENT ORDER NUMBER 03

IN RE: **Aqua Utilities Florida, Inc.**
Attn: Jack Lihvarcik
PO BX 490310
Leesburg, FL 34749

F.O.R. #2007-06

This CUP General Consent Order is entered into by **Aqua Utilities Florida, Inc.** ("Respondent") and the St. Johns River Water Management District ("District") to settle certain matters at issue between them under Chapter 373, Florida Statutes (F.S.), and Chapters 40C-2, 40C-3, 40C-20, or 40C-22, Florida Administrative Code (F.A.C.).

1. The St. Johns River Water Management District is a special taxing district established by Chapter 373, F.S., and charged with the duty to administer and enforce Chapter 373, F.S., and the rules promulgated thereunder, including Chapters 40C-2, 40C-3, 40C-20, and 40C-22,F.A.C.

2. Respondent owns or controls real property (the "subject property") and the water use located at **Chuluota water services area; identified as Consumptive Use Permit 8362.**

3. Respondent violated Sections 373.219, 373.323, 373.324, 373.333, or 373.342, F.S., and Rules 40C-2.041(1), 40C-2.381, 40C-3.037, 40C-3.038, 40C-3.041, 40C-3.492, or 40C-22.030, F.A.C., by (brief description of illegal activity): **Violations of conditions for Consumptive Use Permit 8362; detailed in Exhibit A; attached.**

4. The District has jurisdiction over this matter, the well(s), Respondent, and the water use. Sections 373.069(2)(c), 373.219, 373.323, 373.324, 373.333, and 373.342, F.S.

5. The District is authorized under Section 373.129, F.S., to seek injunctive relief and/or a civil penalty not to exceed ten thousand dollars ($10,000.00), per offense per day, for violations of Chapter 373, F.S., and Chapters 40C-2, 40C-3, 40C-20, or 40C-22, F.A.C.

6. Respondent agrees to pay a settlement penalty of **$40,699.00** and staff costs of **$116.00**. Within ten (10) days of rendition of this consent order, Respondent shall deliver to the District a cashier's check or money order made payable to the St. Johns River Water Management District, 4049 Reid Street, Palatka, FL 32177-2529, in the total amount of **$40,815.00**. Any sums unpaid within the time frame provided herein shall bear interest at the rate of 1.5 percent per month until paid.

7. Respondent shall not undertake any further use of water or further construction, repair, or abandonment of water wells on the subject property except as authorized by District permit and this consent order.

8. The complete and timely performance of the obligations set forth herein shall be dispositive of the violation(s).

9. The District waives its rights to seek judicial imposition of civil or criminal penalties. The Respondent waives its rights, including its defenses, under section 120.69, F.S., to judicial review or an administrative hearing on the terms of this Order.

Approved as to form by Office of General Counsel

Date	Attorney

Respondent		District Staff	
Date	(Signature)	Date	(Signature)
	(Printed Name)		Shannon L. Joyce St. Johns River Water Management District
Date	Assistant Director, Division of Water Use Regulation St. Johns River Water Management District	Rendered this ____ day of _____, 2007.	
		Robert Nawrocki District Clerk	

Send cashiers check or money order (Do Not Send Cash) to: SJRWMD, 4049 Reid Street, Palatka, FL 32177-2529. (NOTE: **When remitting payment, please include: CUP General Consent Order Number 03, F.O.R. #2007-06 on the check, and return with the original of this CUP General Consent Order.)**

EXHIBIT A

Summary

Eighteen (18) conditions were tracked for CUP compliance in this Comprehensive Compliance Review (CCR). The permittee was in compliance for five (5) conditions (13 – 15, 19 and 22), compliance unknown for five (5) conditions (16, 17, 21, 27 and 29), and out of compliance for eight (8) conditions (12, 18, 20, 23 – 26 and 28).

At least 33 violations were identified over the 2-year duration for the permit. There were ten (10) documented citations (letters, email messages or phone calls) sent to the permittee for violations associated with four (4) conditions (23, 24, 26 and 28). There were 0 citations for violations associated with four (4) conditions (12, 18, 20 and 25).

District staff notified Aqua Utilities (AU) representatives that the District would be pursing enforcement action against AU for multiple violations associated with three (3) permits. AU contacted Dave Fisk regarding the proposed enforcement action, and a meeting was arranged with District staff (Shannon Joyce and Catherine Walker) and AU representatives (William Cross and John Lihvarcik) at the Altamonte Springs Service Center on 01-28-06 to identify information needed to achieve compliance for CUP 8362 Chuluota, CUP 4555 Tavares Ridge and CUP 2608 Venetian Village. The outcomes of the meeting were that all missing information needed for achieving compliance would be submitted and future submittals would be provided to maintain compliance with the permit conditions.

Shannon Joyce sent William Cross and John Lihvarcik an email message on 06-06-06 requesting amicable resolution of continued violations of permit conditions despite the outcome of the January meeting. No response was received to this request.

14 MONTHS!

X	Condition 12	Out of Compliance – 1 violation with 0 citations

Permittee must implement the conservation plan approved by the District in accordance with the schedule contained therein. A report detailing the progress of plan implementation must be submitted to the District on or before the midpoint of the permit duration.

Comments:

The midpoint of the permit duration was 04-12-06 and the District has not received the report.

✓	Condition 13	In Compliance

All submittals made to demonstrate compliance with this permit shall have the CUP number 8362 plainly labeled on the submittal.

Comments:

A random review of documents indicated that the CUP number was included with the submittals reviewed.

✓	Condition 14	In Compliance

This permit will expire on April 12, 2007

Comments:

01-24-07	A permit expiration warning letter from the District was mailed certified to AU Florida.
02-07-07	The District received confirmation that the letter was delivered to and received by the permittee on 02-05-07.
03-22-07	A reminder of permit expiration was included in a letter of Proposed Enforcement Action dated 03-22-07 from Shannon Joyce to Jack Lihvarcik.

✓	Condition 15	In Compliance

Maximum annual ground water withdrawals must not exceed:

193.99-million gallons (mg) in 2005;

202.91-mg in 2006;

212.24-mg in 2007.

Comments:

Withdrew 141.130-mg of ground water in 2005, which was about 52.86-mg (27%) below the permitted maximum annual ground water withdrawal;

Withdrew 161.538-mg of ground water in 2006, which was about 41.46-mg (20%) below the permitted maximum annual ground water withdrawal.

?	**Condition 16**	**Compliance Unknown**

Wells no 1 (GRS Station No 19800), 2 (GRS Station No 19801), 3 (GRS Station No 19802) and 5 (GRS Station No 33865) as listed on the application must continue to be monitored with totalizing flow meters. These flow meters must maintain 95% accuracy, be verifiable and be installed according to manufacturer's specifications.

Comments:

Please refer to *Comments* for Condition 18.

?	**Condition 17**	**Compliance Unknown**

The permittee must maintain all flow meters. In case of failure or breakdown of any meter, the District must be notified in writing within 5-days of its discovery. A defective meter must be repaired or replaced within 30-days of its discovery.

Comments:

The permittee has not reported to the District that any defective flow meters were repaired or replaced.

X	Condition 18	Out of Compliance – 4 violations (4 meters) with 0 citations

The permittee must have all flow meters calibrated once every 3 years within 30 days of the anniversary date of permit issuance, and recalibrated if the difference between the actual flow and the meter reading is greater than 5%. District Form No. EN-51 must be submitted to the District within 10 days of the inspection/ calibration.

Comments:

Although the permittee was issued a CUP with a 2-year expiration date, flow meters must be tested for accuracy every 3-years and calibrated or replaced (if necessary). The CUP was transferred from Florida Water Services to AU during the application for modification, and the permittee agreed to comply with the conditions for the permit as documented in a notice of transfer letter dated 07-01-04 to Jim Lemine from Glenn LaBrecque.

There were no GRS digital or file hardcopy records documenting that the flow meter for PW-1 had been tested for accuracy within the last 3-years.

The District received EN-51 flow meter accuracy reports from Florida Water Services on 01-14-04 for PW-2 and PW-3 flow meter tests performed on 12-17-02. There was no documentation that the flow meters for these wells have been tested for accuracy within at least 4-years.

PW-4 was modified to a monitoring well (MW-4) and does not require a flow meter.

The well completion report (GRS 80815) indicated that PW-5 was completed on 12-23-02. Assuming that a new flow meter was installed with the new well, this well has been operating without a flow meter accuracy test for about 4-years.

The EN-51 reports were not entered into the GRS compliance submittals with the TSR, and the District has not provided the permittee with courtesy notification of the need for meter testing.

✓	Condition 19	In Compliance

Total withdrawal from each well, as listed on the application, must be recorded continuously, totaled monthly, and reported to the District at least every six months using District Form No. EN-50

Reporting Period	Report Due Date
January – June	July 31
July – December	January 31

Comments:

For 4 reporting periods, the permittee submitted water use reports an average 20.5-days before the required submittal date.

07-19-05 The District received EN-50 water use reports for Jan – Jun 2005 (12-days before the required submittal date).

01-09-06 The District received EN-50 water use reports for Jul – Dec 2005 (22-days before the required submittal date).

07-05-06 The District received EN-50 water use reports for Jan – Jun 2006 (26-days before the required submittal date).

01-09-07 The District received EN-50 water use reports for Jul – Dec 2006 (22-days before the required submittal date).

X	Condition 20	Out of Compliance – 3 violations with 0 citations

Combined withdrawals form Wells 3 and 5 shall not exceed 12.00-mg in any month.

Comments:

The monthly combined withdrawal of ground water from Wells 3 and 5 exceeded the 12.00-mg combined withdrawal threshold for 3-months (12%) of the 24-month period:

- The May 2005 withdrawal of 12.93-mg exceeded 12.00-mg by 0.93-mg (about 8%).
- The Apr 2006 withdrawal of 13.50-mg exceeded 12.00-mg by 1.50-mg (about 12%).
- The May 2006 withdrawal of 13.71-mg exceeded 12.00-mg by 1.71-mg (about 14%).

The monthly combined withdrawal of ground water from Wells 3 and 5 was below the 12.00-mg combined withdrawal threshold for 21-months (88%) of the 24-month period.

The average combined withdrawal of ground water from Wells 3 and 5 for the 24-month period was 10.67-mg, which was 1.33-mg (about 11%) below the 12.00-mg combined withdrawal threshold.

?	Condition 21	Compliance Unknown

Maximum daily groundwater withdrawals for essential use, for fire protection must not exceed 2.88-mg.

Comments:

The permittee has not reported to the District that water has been withdrawn for fire protection.

✓	Condition 22	In Compliance

The lowest quality water source, such as reclaimed water or surface/storm water, must be used as irrigation water when deemed feasible pursuant to District rules and applicable state law.

Comments:

District staff concluded during review of the CUP modification application that it was not feasible to make use of reclaimed water over the recommended duration of this permit.

X	Condition 23	Out of Compliance – 2 violations with 2 citations

The permittee shall install a monitor well (MW-1) to monitor water quality in the basal horizon of the upper production zone of the upper Floridan aquifer no later than October 31, 2005.

Comments:

07-20-05 Cheryl Astey sent Brian Heath a NOV letter regarding installation of MW-1.

09-12-05 Gary Eichler (Connect Consulting) sent Bill Adams an email message with an attached map representing the proposed location for MW-1.

09-13-05 Bill Adams sent Gary Eichler an email message indicating the proposed location was not acceptable.

09-14-05	Bill Adams received from Gary Eichler an email message with an attached map representing possible locations for MW-1.
09-20-05	Bill Adams sent Gary Eichler an email message indicating the proposed location was not acceptable and proposed alternative locations.
11-14-05	Bill Adams received from Gary Eichler an email message providing more information regarding the proposed location for MW-1 (AU Brain Heath, Phil Maio and Candice McClure received a cc).
11-16-05	Bill Adams sent Gary Eichler an email message approving the monitoring well location near the intersection of Snow Hill Road and Vista Cove.
12-13-05	Bill Adams received from Gary Eichler an email message with same day notification that construction would begin on MW-1 (AU Brian Heath, John Lihvarcik, Jaime Uchuya and Candice McClure received a cc).
01-04-06	Jim Frazee received from Gary Eichler an email message with the MW-1 completion report (Bill Adams and Shannon Joyce received a cc).
01-04-06	Bill Adams sent an email message to Jim Frazee and Shannon Joyce reporting that there was too much open hole in the monitoring well to meet the objective of the permit condition.
01-05-06	District staff exchanged internal email messages regarding the depth of MW-1 and consistency with the requirement to monitor the basal horizon of the upper production zone of the UFA.
03-27-06	Bill Adams sent Glenn LaBrecque a letter reporting that the open hole interval for MW-1 was not constructed to isolate the basal horizon of the upper production zone of the UFA and proposed packer installation for correcting the problem.
06-21-06	Bill Adams and Gary Eichler exchanged email messages regarding ideas for modifying MW-1.
06-28-06	District staff exchanged internal email messages regarding potential enforcement for out of compliance items.
06-29-06	Gary Eichler sent Bill Adams an email message reporting that a letter would be provided that outlined a proposed alternative sampling protocol for review and approval (Shannon Joyce received a cc).
10-19-06	Gary Eichler sent Bill Adams an email message with an update on the MW-1 sampling protocol (Jerry Connolly and Phil Maio received a cc).
01-12-07	Bill Adams sent Gary Eichler an email message requesting the status for modification to MW-1. Gary Eichler replied with an email message that the well had been modified but additional work was still required.
01-23-07	Gary Eichler sent Bill Adams an email message documenting construction modifications to MW-1.
01-24-07	Bill Adams sent Gary Eichler an email message with confirmation that the District received the well construction report documenting the modification.
02-13-07	Bill Adams sent Gary Eichler an email message requesting additional information for the MW-1 modification to resolve construction detail

inconsistencies for the well completion reports submitted by Connect Consulting and the drilling contractor.

02-22-07 Gary Eichler met with Bill Adams, Jim Frazee and Jim Lemine at the ASSC to clarify construction modification details for MW-1.

The well completion report submitted to the District indicated that MW-1 was completed on 12-16-05, which was 46-days beyond the 10-31-05 required completion date. The open hole interval for the well extended from 134-feet through 240-feet below ground surface (bgs), which spanned the entire upper production zone of the Upper Floridan aquifer (UFA) and not the basal production zone of the UFA. MW-1 was not constructed according to the criteria specified in the condition.

The well completion report submitted to the District indicated that modification to MW-1 was completed on 11-15-06, which was 380-days beyond the 10-31-05 required completion date and 332-days beyond the 12-18-05 well completion date. The open hole interval for modified MW-1 extended from 240-feet through 260-feet bgs, which may monitor the lower middle portion of the upper production zone of the UFA. The marker bed for the contact with the lower production zone of the UFA occurred from 317-327 feet bgs at the WTP #2. Although MW-1 is located about 0.5-miles northeast from WTP #2, it may be possible that the well need to be drilled about 70-feet deeper in order to reach the required monitoring horizon.

X	Condition 24	Out of Compliance – 10 violations with 6 citations

The permittee shall collect groundwater samples from Well 1 (GRS Station No. 19800), Well 5 (GRS Station No. 33865), Well 4 (GRS Station No. 33971), and MW-1 in January, April, July, and October of each year of this permit. The permittee shall notify the District of the date on which samples will be collected 14 days prior to each sample collection event and shall afford the District the opportunity to split samples at the time of each sample event. Sample collection and handling procedures shall be performed by a qualified person and shall follow the requirements of all relevant Florida Department of Environmental Protection Standard Operating Procedures (DEP SOPs). Analyses shall include field measurements of temperature, pH, and specific conductance following DEP SOPs and laboratory measurements of chloride, sulfate, carbonate, bicarbonate, calcium, magnesium, sodium, and potassium. Laboratory analyses shall be performed by a laboratory that has been certified to perform the specified analyses by the Florida Department of Health Environmental Laboratory Certification Program. The permittee shall submit a report of each sample event's data no later than 30 days following collection of the samples. The report shall include field sample data records and calibration records for field measurements, chain of custody records, Piper diagrams of the major ion data, and laboratory reports for laboratory measurements.

Comments:

Production wells PW-1 and PW-5 and monitoring well MW-4 were sampled from the 2nd Q 2005 through the 1st Q 2007. MW-1 was sampled for the 1st Q 2006, but not for 3rd Q 2005 through 4th Q 2006 because the open hole portion of the well did not monitor the correct horizon. Modification to MW-1 was completed on 11-15-06, but a sample was not collected during the 1st Q 2007 sampling event. Water samples were analyzed for the parameters as required under the condition.

14-Day Advance Notification

There is no documentation that advance notification was provided for 4 of 8 sampling events (2nd Q, 3rd Q and 4th Q of 2005 and 1st Q 2006). The average advance notification for 4 sampling events was about 10-days.

04-05-06 Bill Adams received from Bill Trendel an email message with advance notification that the 2nd Q 2006 water quality sampling would be performed on 04-20-06 (15-day advance notification).

07-16-06 Bill Adams received from Candice McClure an email message with advance notification that the 3rd Q 2006 water quality sampling would be performed on 07-27-06 (10-day advance notification).

10-23-06 Bill Adams received from Candice McClure an email message with advance notification that the 4th Q 2006 water quality sampling would be performed on 10-31-06 (8-day advance notification).

01-18-06 Bill Adams received from Candice McClure an email message with advance notification that the 1st Q 2007 water quality sampling would be performed on 01-26-07 (8-day advance notification).

01-23-07 Jim Lemine received from Candice McClure an email message reporting that the 1st Q 2007 water quality sampling was changed from 01-26-07 to 01-29-07 (6-day advance notification).

Sampling Procedures

AU Chuluota WTP staff performed the 2nd Q 2005 water quality samplings, and Andreyev Engineering staff performed the 3rd Q 2005 through 1st Q 2007 water quality samplings. Sampling protocol generally conformed with FDEP SOPs with respect to calibration of field equipment and measurement of field parameters (temperature, pH and specific conductivity to stabilization).

Laboratory Analytical Results

Although anion-cation balances were not required under the condition, the anion-cation balances were less than 10% difference for all results except PW-1 10-31-06 (29.2%) and PW-5 10-31-06 (-20.3%), and less than 5% difference for all results except MW-4 07-27-06 (-6.5%) and PW-5 07-21-05 (8.4%) and 04-20-06 (6.9%).

Laboratories

Harbor Branch Environmental Laboratories, Inc. performed the water quality chemical analyses for the 2nd Q 2005 sampling.

PC&B Environmental Laboratories, Inc. performed the water quality chemical analyses for the 3rd Q 2005 through 1st Q 2007 samplings.

Harbor Branch and PC&B laboratories are both certified under the Florida Department of Health Environmental Laboratory Certification Program.

Submittals of Laboratory Analytical Results for Water Quality Samplings:

The District received the laboratory analytical results for the water quality samplings within 30-days from the sampling date for every quarterly sampling except for the 4th Q 2006.

05-16-05 The District received the 2nd Q 2005 laboratory analytical results for the water quality samples collected on 04-28-05 (18-days).

08-15-05 The District received the 3rd Q 2005 laboratory analytical results for the water quality samples collected on 07-21-05 (25-days).

11-01-05 The District received the 4th Q 2005 laboratory analytical results for the water quality samples collected on 10-12-05 (20-days).

02-15-06 The District received the 1st Q 2006 laboratory analytical results for the water quality samples collected on 01-27-06 (19-days).

05-08-06 The District received the 2nd Q 2006 laboratory analytical results for the water quality samples collected on 04-20-06 (18-days).

07-27-06 The District received the 3rd Q 2006 laboratory analytical results for the water quality samples collected on 07-16-06 (11-days).

02-27-07 The District received the 1st Q 2007 laboratory analytical results for the water quality samples collected on 01-29-07 (29-days).

03-06-07 The District received the 4th Q 2006 laboratory analytical results for the water quality samples collected on 10-31-06 (126-days).

Water quality reports submitted include all of the required information except for the Piper plots. Staff has made numerous attempts to notify the permittee through letters, phone calls and emails regarding the missing Piper plots. The permittee has not included any additional Piper plots with reports submitted after a 03-15-06 response to two NOV letters.

Chronology of Violations and Notifications:

10 Months!

05-25-05 Cheryl Astey sent Brian Heath a NOV letter regarding permittee failure to include field equipment calibration measurements and Piper Plots with the 2nd Q 2005 report. No response received.

06-30-05 Cheryl Astey sent Brain Heath a 2nd NOV letter regarding permittee failure to include the requested information with the 2nd Q 2005 report.

03-15-06 The District received from Jaime Uchuya the information that was requested in 05-25-05 NOV letter.

01-19-07 Jim Lemine sent Candice McClure an email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling. No response received.

01-23-07 Jim Lemine sent Candice McClure another email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling. No response received.

02-15-07 Jim Lemine sent Jerry Connolly an email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling (Candice McClure received a cc). Jerry Connolly replied in an email message that he would discuss this with Candice McClure and the information would be provided to the District.

03-05-07 Jim Lemine sent Jerry Connolly another email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling (Candice McClure received a cc). Candice McClure replied in an email message that the information would be sent that afternoon.

WAS IT Received?

X	Condition 25	Out of Compliance – 4 violations with 0 citations

Within 18 months of the date of issuance of this permit, permittee shall identify viable, potential water supply partners including those that could provide water supplies or partner with the permittee in the development of water supplies. In addition, permittee shall identify potential water supply projects that could be implemented with these partners to secure the quantities of water necessary to meet permittee's projected demands through 2025 without unacceptable impacts to water resources and related natural systems. Permittee shall contact these potential partners to determine the viability of developing partnership agreements with them for the identified potential water supply projects. A written description of the potential partners and projects along with a description of the contacts between permittee and the potential partners and the viability of the development of partnership agreements shall be submitted to the District no later than October 31, 2006

Comments:

The District has not received the submittal documenting these activities, and it was about 4-months overdue at the time of the review.

X	Condition 26	Out of Compliance – 2 violations with 1 citation

The permittee shall continue to pursue an agreement to construct an inter-connect with other nearby reclaimed water systems to provide public access reclaimed water on a bulk basis to such reclaimed water systems. The permittee shall provide a status report by January 31 of each year for the duration this permit of actions taken in conformance with this condition and agreements reached as a result of those actions.

14 MONTHS OVERDUE AS OF THIS DOCUMENT DATE

Comments:

04-11-06 Cheryl Astey sent John Lihvarcik a NOV letter for permittee failure to submit a status report describing the status of an agreement to construct a reuse water inter-connect with other nearby utilities. No response received.

05-18-06 Cheryl Astey re-sent the 04-11-06 NOV letter to Glen LaBrecque. No response received.

?	**Condition 27**	**Compliance Unknown**

If the District determines that unacceptable saline water intrusion or salt water interface migration is occurring as a result of the withdrawals authorized by this permit, the District shall revoke the permit in whole or in part to curtail or abate the saline water intrusion.

Comments:

Based upon water quality laboratory analytical results, it appears that ground water quality has experienced salinity degradation over the decade. Statistical multi-variant regression analyses will be required for determining compliance with this condition.

X	Condition 28	Out of Compliance – 6 violations with 0 citations

The permittee shall conduct hydrologic and photo monitoring at each of the six (6) wetland areas listed below:

a. CPH #5, Unnamed Shallow Marsh, (Sec. 22, T. 21 S., R. 32 E.);

b. CPH #21Unnamed Shallow Lake/Marsh, (Sec. 21, T. 21 S., R. 32 E.);

c. CPH #22 Unnamed Lake, (Sec. 21, T. 21 S., R. 32 E.);

d. CPH #40 Bayhead, (Sec. 29, T. 21 S., R. 32 E.);

e. CPH #41Horseshoe Lake, (Sec. 29, T. 21 S., R. 32 E.);

f. CPH #52 Marsh, (Sec. 21, T. 21 S., R. 32 E.).

The permittee shall install staff gauges and/or shallow wells (hereinafter referred to as monitoring devices) in each of the above-listed wetland sites. The monitoring devices and specific locations must be approved in writing by the District. The monitoring wells must be installed by a licensed water well contractor (as required in 373.336 (1)(b), F.S.), and all monitoring devices shall be surveyed to NGVD (1929) to an accuracy of +/- 0.01 foot. The permittee must submit station location and descriptor data electronically as spreadsheets in a District approved format. Station descriptor information must include: latitude/longitude, brief text site description, date of installation, type of instrument, installation entity, maintenance entity, and access instructions.

If another agency or utility is monitoring the same water body, then the same monitoring equipment/data can, upon written approval by SJRWMD, be used with the owner's consent. Data collection at all six (6) sites must be daily at midday. Water level monitoring must be initiated within 6 months of issuance of this permit.

At each wetland monitoring site, an elevation profile along a transect 150 feet in length must be surveyed such that 50 feet of the adjacent upland is included. If the adjacent upland consists of placed fill, then the transect may be limited to 120 feet in length, such that 20 feet of the adjacent upland is included. The location of each transect must be reviewed and approved by the District prior to survey. Soil elevations must be recorded at 5-foot intervals and wherever there is a change in soil profile and/or change in plant community to an accuracy of +/- 0.1-foot. Other environmental features such as current water level, cypress buttress inflection points, lower extent of lichen lines, upper extent of moss collars, watermarks, and palmetto lines must be surveyed, if present. A general description of the vegetation present at each vegetation zone must include the dominant species in each stratum and the presence of nuisance/weedy/exotic species. A full soil description must be made in the top 24 inches of soil at each of the transect elevations described above. If the soil survey depicts the soils as open water, then the soil description will occur out to a water depth of 3 feet, and depth to sediment surface, and depth of organic substrate will be recorded for the remaining intervals. The data collection described in this paragraph is a one-time event. Well completion reports for the peizometers will also be included in this report. The vegetation and soil survey must be submitted within 6 months of permit issuance.

Permanent photo stations must be monumented and panoramic photographs must be taken in September for each of the wetland monitoring sites, starting in 2005 and annually thereafter. These stations must be reviewed and approved by the District prior to monumentation.

Weekly rainfall data must be obtained for each monitored location from the nearest existing rain gauge approved by the District. The same rainfall station may be used for more than one monitoring site.

The following information must be recorded by the permittee for each monitoring site: water level (weekly without data loggers, daily with data loggers), rainfall (weekly), and pumping volume (weekly by well). Monitoring data must be submitted electronically as spreadsheets every six months in a District approved computer accessible format. Permittee must contact the District for specific details on how to submit the computer accessible information. This data must also be submitted as a legible paper copy (two copies) along with the EN-50 forms for the project. On January 31st, the permittee must submit an annual report summarizing the monitoring efforts. The report must include the panoramic photographs, and graphs summarizing the rainfall and monitoring data.

Comments:

03-31-06 Bob Fewster received from Bill Brammell of Johnson Engineering, Inc. (JEI) a phone call with notification that they had been retained to install the monitoring wells.

05-17-06 Bob Fewster received from Bill Brammell a phone call with notification that they were attempting to gain permission from landowners to site the monitoring well locations.

12-14-06 Bob Fewster received from Jerry Connolly a phone call with notification that JEI could gain access to only one location. Bob Fewster informed him that they were very late in getting the monitoring started and needed to get the one site started as soon as possible while attempting to gain access to the remaining monitoring sites.

01-16-07 Bob Fewster received from Bill Brammell a phone call reporting that they had obtained permission for 2 sites. Bob Fewster informed him that they needed to get the transects and monitoring well locations selected, and he would make a field site visit to review the proposed locations.

01-23-07 Bob Fewster received from Bill Brammell a phone call reporting that 4 sites had been set up for his review. A field site meeting was scheduled for 01-29-07.

01-29-07 Bob Fewster approved the locations for 4 monitoring sites during the field site meeting with Bill Brammell.

02-08-07 Bob Fewster received from Bill Brammell an email message requesting that only one monitoring well location be located in the Little Big Econ State Forest due to the reluctance of the DOF to allow access from monitoring additional locations in the forest.

03-15-07 Bob Fewster sent Bill Brammell an email message requiring that a total of 2 replacement monitoring well locations be selected so that the monitoring sites are replaced on a one-to-one basis.

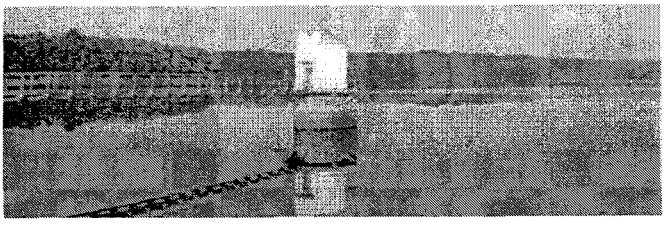
04-02-07 The District received from Bill Brammell a report documenting the methodology for installing the ground water monitoring instruments and one-time biological monitoring for 4 sites (Jerry Connolly received a cc).

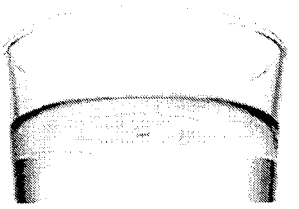
?	Condition 29	Compliance Unknown

Wetlands, lakes, and spring flows may not be adversely impacted as a result of the consumptive use authorized by this permit. If unanticipated significant adverse impacts occur, the SJRWMD shall revoke the permit in whole or in part to curtail or abate the adverse impacts, unless the impacts can be mitigated by the permittee.

Comments:

District staff could not make this determination because the wetland monitoring data was incomplete at the time this COR was written.





Service Territory

Aqua Utilities Florida, Inc. serves approximately 110,000 residents throughout parts of the following counties: Alachua, Brevard, Citrus, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington.

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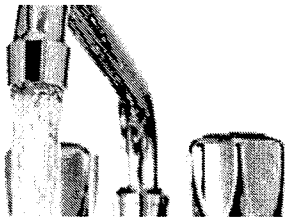
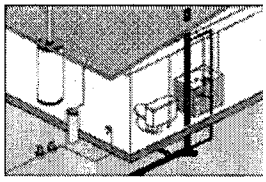


Water, water everywhere!

It's in the sky, in the ground, and in our homes; and we use it everyday! Here you can explore different water ecosystems and learn about the plants and animals that make water their home

Your Plumbing System

What You Should Know About Your Plumbing System



When many people think of their plumbing, they consider only the pipes inside of their home. However, the plumbing for which you are responsible actually includes the service line -the pipe that originates at the curb box near your front property line and connects to your home or building. You are also responsible for protecting your water meter from damage. If your meter is located in a pit, you are also responsible for the pit.

There are a few basic things that every property owner should know about their plumbing system.

1. Know the location of your curb box.
2. Know the location of your master valve in case of an emergency.
This will allow you to shut off the water to your home.
3. Know how to protect your plumbing form severe weather conditions that can result in expensive repairs.
4. Repair any leaks to avoid increased water bills.
5. Know how to read your water meter.

Conservation

Many people do not think about how much water they use until their bills arrive in the mail. By then, it's too late to consider what steps could have been taken to reduce water usage, and therefore, water bills.

Water Science for Schools

Offering information on many aspects of water, along with pictures, data, maps, and an interactive center where you can give opinions and test your water knowledge.

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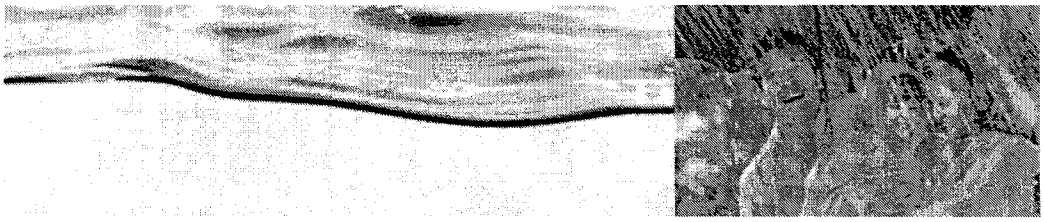

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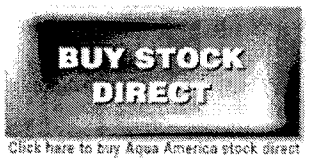

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About Us

Aqua Utilities Florida, Inc. (Aqua) provides water and wastewater service to approximately 110,000 residents in Florida. Aqua is a subsidiary of Aqua America, Inc., the largest publicly-traded water utility based in the United States.

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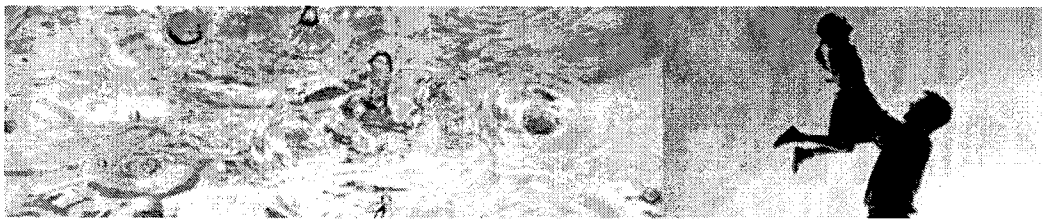

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Customer service representatives are available by phone weekdays between 7:30 a.m. and 5:00 p.m. at 877.WTR.AQUA (877.987.2782). Emergencies that occur after business hours, or on weekends and holidays should be reported to the same number.

Payment Methods

ZipCheck

Convenient direct payment plan that automatically deducts the exact amount of your bill from your checking account on the due date. Participants receive a bill detailing your usage, the amount that will be withdrawn, and the date which the amount will be withdrawn. **Print a ZipCheck application**, attach a voided check and send both to Aqua Utilities Florida, Inc., ZipCheck Department, 762 W. Lancaster Avenue, Bryn Mawr, PA 19010-3489.

Check-By-Phone

Aqua Utilities Florida has partnered with NCO Financial Systems, Inc. to offer you the convenience of paying your bill with a credit card or by Check-by-Phone. You will need your checking account number, bank routing number and a check number to complete this transaction. To pay by phone, simply call our toll free number at (866.261.2989) or pay online. A $4.25 convenience fee will be charged by the service provider for each check-by-phone transaction.

Pay-By-Mail

Mail payments to:

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P.O. Box 1229
Newark, NJ 07101-1229

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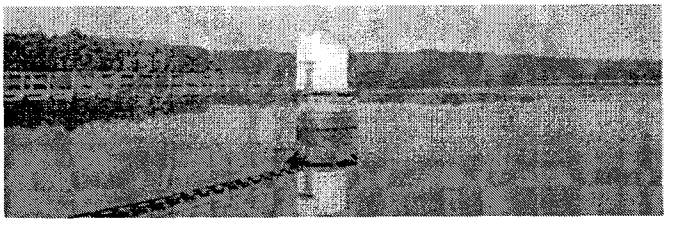

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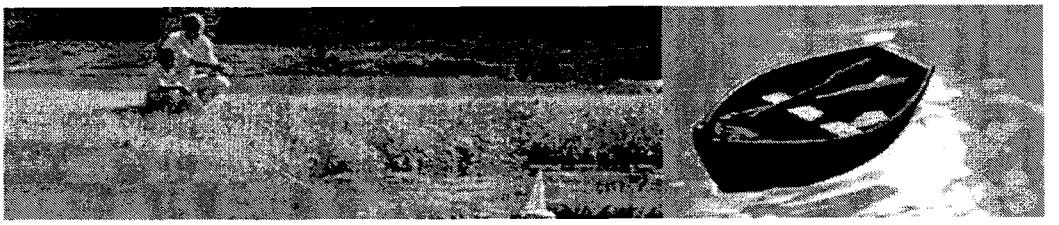

Aqua America, Inc. is a U.S.-based publicly-traded water and wastewater utility, serving more than 2.8 million residents in Pennsylvania, Ohio, North Carolina, Illinois, Texas, New Jersey, New York, Indiana, Florida, Virginia, Maine, Missouri, and South Carolina . Aqua America is listed on both the New York and Philadelphia Stock Exchanges under the ticker symbol WTR. Its aggressive growth-through-acquisition strategy has resulted in nearly 200 acquisitions and growth ventures in the last ten years. These growth ventures have allowed Aqua America to achieve its growth goals and has had a favorable impact on its financial performance.

2006 Year End Financial Highlights

Operating Revenues:	$533.5 million
Net Income:	$92 million
Diluted Net Income Per Share	$.70

Recent News

more »

June 18, 2007
Aqua America Acquires Municipal Water System in Illinois

June 13, 2007
Aqua America's Nicholas DeBenedictis Named Regional Finalist for Ernst & Young Entrepreneur Of The Year(R) 2007 Award

May 30, 2007
Aqua America Chief Executive Officer to Present at AG Edwards Mid-Cap Utilities Conference

Upcoming Events

more »

No scheduled events.

Current Stock Quote

NYSE:WTR
4:02 PM ET - 06/25/07

$21.95 (↑ 0.22)

Volume	1,226,600
Day High	22.11
Day Low	21.72
52-week High	24.94
52-week Low	20.50

Detailed quote »

Reconciliation of GAAP to Non-GAAP Financial Measures

- GAAP vs Non-GAAP EPS for years 1998, 1999 and 2000
- Reconciliation of GAAP to Non-GAAP Financial Measures
- Reconciliation of GAAP vs. Non-GAAP Financial Measures - Net Income

Recent Webcasts

2007 Annual Meeting
May 24, 2007

Q1 2007 Aqua America Earnings Conference Call
May 2, 2007 at 11:00 AM ET
For additional information related to the Aqua America, Inc. earnings conference calls, please see the Reconciliation of GAAP to Non-GAAP financial measures - EBITDA reconciliation

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Ex.61

AQUA

RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

000905908 0648323
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 135.43**	**June 14, 2007**

Meter Data

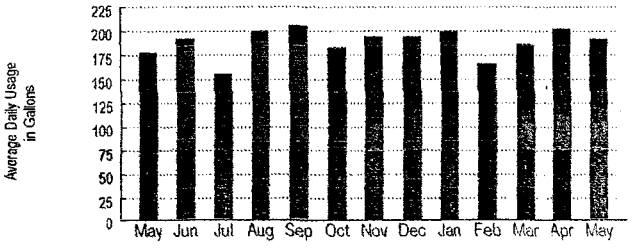
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362768	5/8	05/18/07	29	Actual	476700	5,600	Gallons
		04/19/07		Actual	471100		

Average Daily Usage = 193 Gallons Total Days: 29 Total Usage: 5,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 114.72	
Total Payments Received	117.72	
Balance	**3.00**	**Credit**
Current Water Charges	42.27	
Current Sewer Charges	94.47	
Utility Tax	1.69	
Amount Due 06/14/07	**$ 135.43**	

Water Usage History



Read Types: Actual Estimated Customer

NO Detail

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- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456

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Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323

Total Amount Due **$ 135.43**
Due Date **June 14, 2007**

Amount Enclosed
$ ____ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=28088 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
RON MCKAY
624 RED PEPPER LOOP
CHULUOTA FL 32766-6011

0009059080648323000000135433

AQUA

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 114.72**	**May 17, 2007**

Meter Data

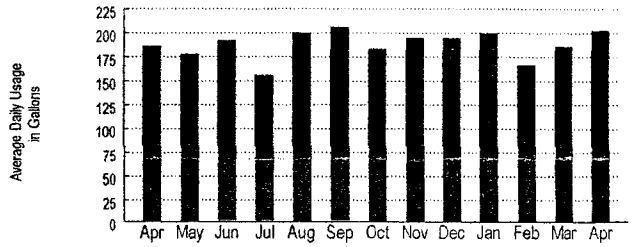
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362768	5/8	04/19/07	29	Actual	471100	5,900	Gallons
		03/21/07		Actual	465200		

Average Daily Usage = 203 Gallons Total Days: 29 Total Usage: 5,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 189.12
Total Payments Received	189.12
Balance	**0.00**
Current Water Charges	36.13
Current Sewer Charges	77.15
Utility Tax	1.44
Amount Due 05/17/07	**$ 114.72**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Detail!
Gone.

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762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323

Total Amount Due **$ 114.72**
Due Date **May 17, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=26051 Cyc=33DI 1up=328508

******AUTO**5-DIGIT 32766 C 70 P 76
RON MCKAY
624 RED PEPPER LOOP
CHULUOTA FL 32766-6011

0009059080648323000000114722

AQUA

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323
CHULOTA

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762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
March 23, 2007	**$ 189.12**	**April 16, 2007**

Meter Data

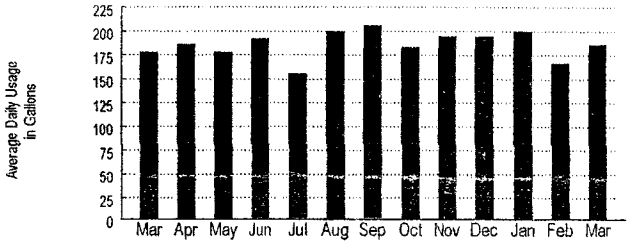
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362768	5/8	03/21/07	28	Actual	465200	5,200	Gallons
		02/21/07		Actual	460000		

Average Daily Usage = 185 Gallons Total Days: 28 Total Usage: 5,200 Gallons

Billing Detail

Amount Owed from Last Bill	$ 198.76
Total Payments Received	105.00
Balance	**93.76**
Water Base Facility Charge	10.25
5,200 gallons @ $0.00389 per gallon	20.23
Current Water Charges	30.48
Sewer Base Facility Charge	22.01
5,200 gallons @ $0.00801 per gallon	41.65
Current Sewer Charges	63.66
Utility Tax	1.22
Amount Due 04/16/07	**$ 189.12**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

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There's My Detail

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REV 01/07

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624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323

Total Amount Due **$ 189.12**
Due Date **April 16, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=24647 Cyc=33DI 1up=321101

******AUTO**5-DIGIT 32766 C 70 P 85
RON MCKAY
624 RED PEPPER LOOP
CHULUOTA FL 32766-6011

0009059080648323000000189125

AQUA

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
January 29, 2007	**$ 105.81**	**February 20, 2007**

Meter Data

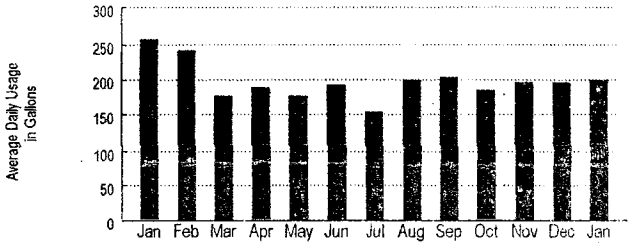
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362768	5/8	01/22/07	31	Actual	455000	6,200	Gallons
		12/22/06		Actual	448800		

Average Daily Usage = 200 Gallons Total Days: 31 Total Usage: 6,200 Gallons

Billing Detail

Amount Owed from Last Bill	$ 103.80
Total Payments Received	103.80
Balance	**0.00**
Water Base Facility Charge	10.25
6,200 gallons @ $0.00389 per gallon	24.12
Current Water Charges	34.37
Sewer Base Facility Charge	22.01
6,000 gallons @ $0.00801 per gallon	48.06
Next 200 gallons @ $0.00 per gallon	0.00
Current Sewer Charges	70.07
Utility Tax	1.37
Amount Due 02/20/07	**$ 105.81**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▨ **Customer**

Message Center

1336456 FL3590186

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Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323

Total Amount Due **$ 105.81**
Due Date **February 20, 2007**

Amount Enclosed
$ ____.__

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=17495 Cyc=33DI 1up=308086

******AUTO**5-DIGIT 32766 C 47 P 47
RON MCKAY
624 RED PEPPER LOOP
CHULUOTA FL 32766-6011

0009059080648323000000105812

AQUA

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date

Bill Date	Total Amount Due	Due Date
December 28, 2006	**$ 103.80**	**January 19, 2007**

Meter Data

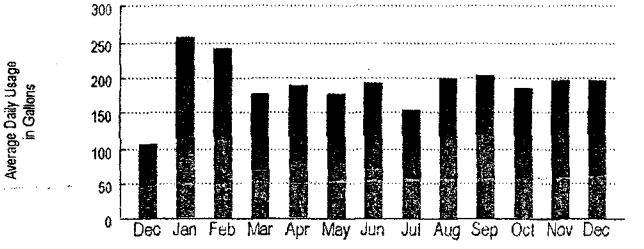
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362768	5/8	12/22/06	30	Actual	448800	5,900	Gallons
		11/22/06		Actual	442900		

Average Daily Usage = 196 Gallons Total Days: 30 Total Usage: 5,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 103.80
Total Payments Received	103.80
Balance	**0.00**
Water Base Facility Charge	10.25
5,900 gallons @ $0.00389 per gallon	22.95
Current Water Charges	33.20
Sewer Base Facility Charge	69.27
Utility Tax	1.33
Amount Due 01/19/07	**$ 103.80**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
RON MCKAY
624 RED PEPPER LOOP
OVIEDO, FL 32766-6011
Lot: 0009000 Block:

Account Number
000905908 0648323

Total Amount Due **$ 103.80**
Due Date **January 19, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=26974 Cyc=33DI 1up=302043

******AUTO**5-DIGIT 32766 C 77 P 86
RON MCKAY
624 RED PEPPER LOOP
CHULUOTA FL 32766-6011

0009059080648323000000103805

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-4975-1-0	92.95
DUE DATE	AMOUNT ENCLOSED
11/16/06	

DO NOT SEND CASH THROUGH THE MAIL

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842497510 000009295

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-4975-1-0	624 RED PEPPER LOOP	10/27/06	11/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78362768	R	9/26/06	10/23/06	27	437	432	5

USAGE HISTORY
ONE YEAR AGO
6
LAST MONTH
7
LAST YEAR AVG.
5

FOR CUSTOMER SERVICE, CALL 800-250-7532

VAGUE

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	19.45
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	40.05
SURCHARGE	1.19

PAY THIS AMOUNT 92.95

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-4975-1-0	109.05
DUE DATE	AMOUNT ENCLOSED
10/19/06	

DO NOT SEND CASH THROUGH THE MAIL

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842497510 000010905

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-4975-1-0	624 RED PEPPER LOOP	9/29/06	10/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78362768	R	8/23/06	9/26/06	34	432	425	7

USAGE HISTORY	
ONE YEAR AGO	5
LAST MONTH	6
LAST YEAR AVG.	5

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	27.23
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.50

PAY THIS AMOUNT 109.05

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-4975-1-0	105.00
DUE DATE	AMOUNT ENCLOSED
9/19/06	

DO NOT SEND CASH THROUGH THE MAIL

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842497510 000010500

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-4975-1-0	624 RED PEPPER LOOP	8/30/06	9/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78362768	R	7/24/06	8/23/06	30	425	419	6

USAGE HISTORY	
ONE YEAR AGO	WATER BASE FACILITY CHARGE 10.25
6	WATER USAGE 23.34
LAST MONTH	SEWER BASE FACILITY CHARGE 22.01
5	SEWER USAGE 48.06
LAST YEAR AVG.	SURCHARGE 1.34
5	

FOR CUSTOMER SERVICE, CALL 800-250-7532

PAY THIS AMOUNT 105.00

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-4975-1-0	92.95
DUE DATE	AMOUNT ENCLOSED
8/16/06	

DO NOT SEND CASH THROUGH THE MAIL

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842497510 000009295

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

RON MCKAY
624 RED PEPPER LOOP
OVIEDO FL 32766-6011

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-4975-1-0	624 RED PEPPER LOOP	7/27/06	8/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78362768	R	6/22/06	7/24/06	32	419	414	5

USAGE HISTORY
ONE YEAR AGO
5
LAST MONTH
6
LAST YEAR AVG.
5

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	19.45
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	40.05
SURCHARGE	1.19

PAY THIS AMOUNT 92.95

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA

Service To:
ELIZABETH BRYAN
198 VELVETEEN PL
CHULUOTA, FL 32766-6022

Account Number
001124929 0633745
CHULOTA

Extel

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 462.54**	**May 17, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445434	5/8	04/20/07	35	Actual	423900	81,900	Gallons
		03/16/07		Actual	342000		

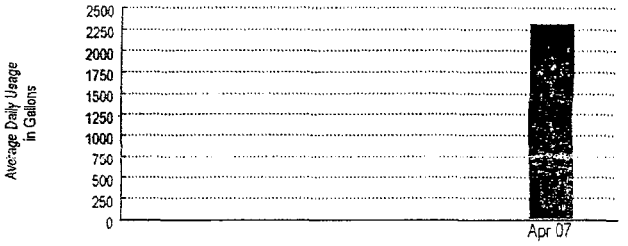
Average Daily Usage = 2,340 Gallons — Total Days: 35 — Total Usage: 81,900 Gallons

Billing Detail

Lemar 45J800

Amount Owed from Last Bill	$ 0.00
Total Payments Received	0.00
Balance	**0.00**
Current Water Charges	355.80
Current Sewer Charges	77.51
Turn On Fee	15.00
Utility Tax	14.23
Amount Due 05/17/07	**$ 462.54**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

when renters were living here there were 6 people & usage was about 4000 for month.

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456

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FL3590186 AP-515-A-0 REV 01/07

Return this portion with your payment.
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AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
ELIZABETH BRYAN
198 VELVETEEN PL
CHULUOTA, FL 32766-6022

Account Number
001124929 0633745

Total Amount Due **$ 462.54**
Due Date **May 17, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=35217 Cyc=33DI 1up=328508

*****AUTO**MIXED AADC 189 C 100 P 133
ELIZABETH BRYAN
4773 WILLAMETTE CIR
ORLANDO FL 32826-4284

0011249290633745000000046254 3

ORANGE COUNTY GOVERNMENT FLORIDA

ORANGE COUNTY UTILITIES
9150 CURRY FORD ROAD
ORLANDO, FLORIDA 32825-7600

CUSTOMER INQUIRIES: (407) 836-5515
TOLL FREE: (800) 626-1140
24 HOUR EMERGENCY: (407) 836-2777

Account Number: 5011866200
Billing Date: 5/1/2007
Due Date: 5/21/2007

Visit our new Website at http://www.ocfl.net/PayUtilities/

Account Summary as of May 1, 2007	
Previous Balance	$64.95
Payments Received	-64.95
Balance Forward	0.00
Current Charges	64.95
Total Amount Due	**$64.95**

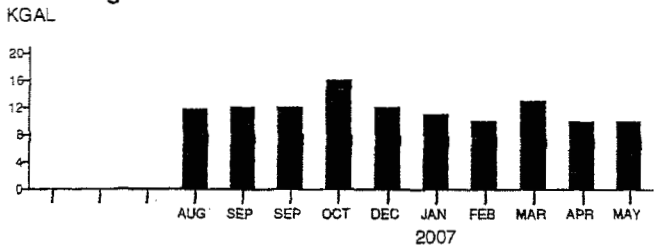
Service Address: 4773 WILLAMETTE CR, ORLANDO, FL 32826

Water Residential

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
58987785	5/1/2007	909	4/2/2007	899	10 KGAL	+

(KGAL = 1,000 Gallons)

Water Usage At-A-Glance



Water Residential
Service from 4/3/07 - 5/1/07

Meter Fixed Charge $5.80		5.80
First 3 KGAL at $0.95 per KGAL	2.85	
Next 7 KGAL at $1.27 per KGAL	8.89	
Consumption Summary Charge		11.74
Public Service Tax		1.75
Subtotal		**$19.29**

Does irrigate lawn 2x week at 4:30am
& there are 4 people in the Home.

"will call # instead of attending"

Ex.61

Cel # Ann
631-219-6592
Ann
gone for 6-8 wks
as of June 26/07
Daughter
Stephanie
631 704 2509

AQUA

meter
#13858

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

Spoke to Stephanie
6-5-2007 sent $100.00

Account Number
000904385 0646887
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 454.53**	**June 14, 2007**

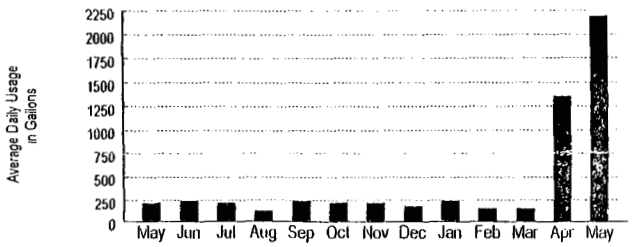
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	05/17/07	29	Actual	342200	64,000	Gallons
		04/18/07		Actual	278200		
Average Daily Usage = 2,206 Gallons		Total Days:	29		Total Usage:	64,000	Gallons

Billing Detail

Amount Owed from Last Bill	$ 267.79
Total Payments Received	267.79
Balance	**0.00**
Current Water Charges	341.86
Current Sewer Charges	99.00
Utility Tax	13.67
Amount Due 06/14/07	**$ 454.53**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Will investigate

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

AQUA

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

5-17-2007
Paid
267.79

Account Number
000904385 0646887
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 267.79**	**May 17, 2007**

Meter Data

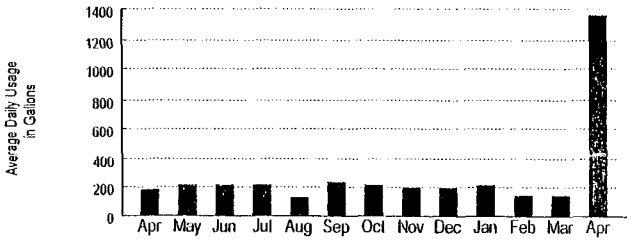
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	04/18/07	30	Actual	278200	41,300	Gallons
		03/19/07		Actual	236900		

Average Daily Usage = 1,376 Gallons Total Days: 30 Total Usage: 41,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 83.30
Total Payments Received	83.30
Balance	**0.00**
Current Water Charges	183.63
Current Sewer Charges	76.82
Utility Tax	7.34
Amount Due 05/17/07	**$ 267.79**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

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1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 BAP-515-A-0 REV 01 07

Service To:

AQUA

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

Paid 4-9-2007 $83.30

Account Number
000904385 0646887
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
March 23, 2007	**$ 83.30**	**April 16, 2007**

Meter Data

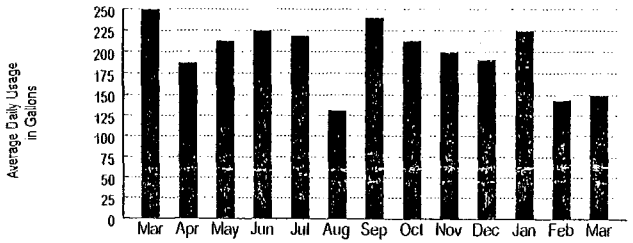
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	03/19/07	28	Actual	236900	4,200	Gallons
		02/19/07		Actual	232700		

Average Daily Usage = 150 Gallons Total Days: 28 Total Usage: 4,200 Gallons

Billing Detail

Amount Owed from Last Bill		$ 86.93
Total Payments Received		86.93
Balance		**0.00**
Water Base Facility Charge	10.25	
4,200 gallons @ $0.00389 per gallon	16.34	
Current Water Charges		26.59
Sewer Base Facility Charge	22.01	
4,200 gallons @ $0.00801 per gallon	33.64	
Current Sewer Charges		55.65
Utility Tax		1.06
Amount Due 04/16/07		**$ 83.30**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

PAP-515-A-0
REV 01 07

Service To:

AQUA

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

3-14-07 Paid $86.93

Account Number
000904385 0646887
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
February 26, 2007	**$ 86.93**	**March 20, 2007**

Meter Data

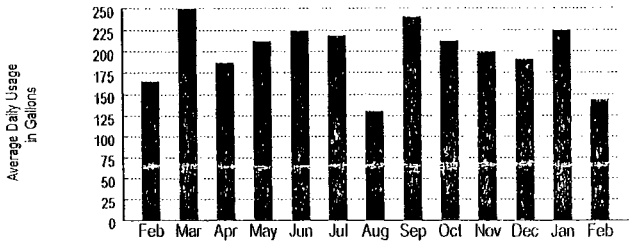
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	02/19/07	31	Actual	232700	4,500	Gallons
		01/19/07		Actual	228200		

Average Daily Usage = 145 Gallons Total Days: 31 Total Usage: 4,500 Gallons

Billing Detail

Amount Owed from Last Bill	$ 108.24
Total Payments Received	108.24
Balance	**0.00**
Water Base Facility Charge	10.25
4,500 gallons @ $0.00389 per gallon	17.51
Current Water Charges	27.76
Sewer Base Facility Charge	22.01
4,500 gallons @ $0.00801 per gallon	36.05
Current Sewer Charges	58.06
Utility Tax	1.11
Amount Due 03/20/07	**$ 86.93**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

A UA

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

Called AQUA Change Address Send someone for water Quick 2-14-07

Account Number
000904385 0646887
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
January 29, 2007	**$ 108.24**	**February 20, 2007**

Meter Data

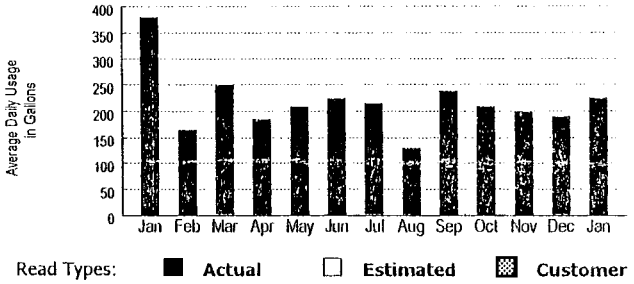
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	01/19/07	30	Actual	228200	6,800	Gallons
		12/20/06		Actual	221400		

Average Daily Usage = 226 Gallons Total Days: 30 Total Usage: 6,800 Gallons

Billing Detail

Amount Owed from Last Bill		$ 102.59
Total Payments Received		102.59
Balance		**0.00**
Water Base Facility Charge	10.25	
6,800 gallons @ $0.00389 per gallon	26.45	
Current Water Charges		36.70
Sewer Base Facility Charge	22.01	
6,000 gallons @ $0.00801 per gallon	48.06	
Next 800 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges		70.07
Utility Tax		1.47
Amount Due 02/20/07		**$ 108.24**

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

Service To:

A UA

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

Account Number
000904385 0646887
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
December 28, 2006	**$ 102.59**	**January 19, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	12/20/06	30	Actual	221400	5,800	Gallons
		11/20/06		Actual	215600		

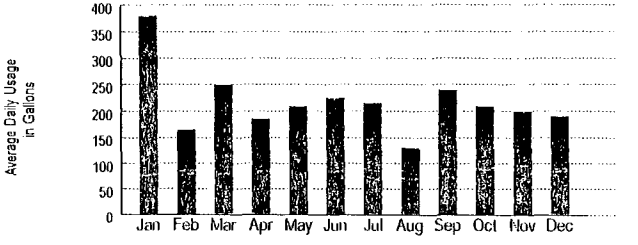
Average Daily Usage = 193 Gallons Total Days: 30 Total Usage: 5,800 Gallons

1-8-07

Billing Detail

Amount Owed from Last Bill	$ 100.18
Total Payments Received	100.18
Balance	**0.00**
Water Base Facility Charge	10.25
5,800 gallons @ $0.00389 per gallon	22.56
Current Water Charges	32.81
Sewer Base Facility Charge	68.47
Utility Tax	1.31
Amount Due 01/19/07	**$ 102.59**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▒ **Customer**

Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

Ex.61

12-18-06

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

Account Number
000904385 0646887
CHULOTA

$100.18

AQUA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
December 01, 2006	**$ 100.18**	**December 27, 2006**

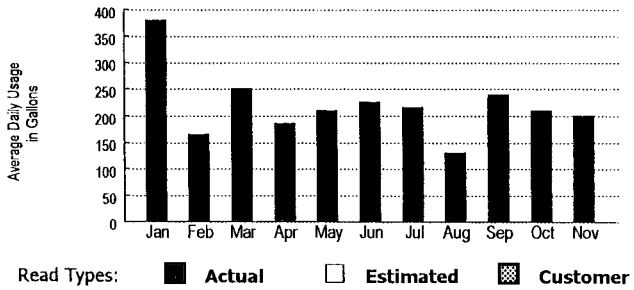
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	11/20/06	28	Actual	215600	5,600	Gallons
		10/23/06		Actual	210000		
Average Daily Usage = 200 Gallons		Total Days:	28		Total Usage:	5,600	Gallons

Billing Detail

Amount Owed from Last Bill	$ 98.90	
Total Payments Received	0.00	
Balance	**98.90**	
Adjustments	98.90	Credit
Water Base Facility Charge	10.25	
5,600 gallons @ $0.00389 per gallon	21.78	
Current Water Charges	32.03	
Sewer Base Facility Charge	66.87	
Utility Tax	1.28	
Amount Due 12/27/06	**$ 100.18**	

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment

Service To:

BS-APA-02

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

11-9-06 Paid $105.00

ANN GLADSTONE
PO BOX 2465
PATCHOGUE NY 11772-0878

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	10/27/06	11/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	9/25/06	10/23/06	28	210	204	6

USAGE HISTORY	
ONE YEAR AGO	5
LAST MONTH	8
LAST YEAR AVG.	13

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	23.34
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.34

PAY THIS AMOUNT 105.00

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

10-17-06
$113.09

ANN GLADSTONE
PO BOX 2465
PATCHOGUE NY 11772-0878

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	9/29/06	10/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	8/23/06	9/25/06	33	204	196	8

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
4
LAST YEAR AVG.
14

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	31.12
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.65
PAY THIS AMOUNT	113.09

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

09-11-06 Rec'd #8084

ANN GLADSTONE
PO BOX 2465
PATCHOGUE NY 11772-0878

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	8/30/06	9/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	7/24/06	8/23/06	30	196	192	4

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
7
LAST YEAR AVG.
15

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	15.56
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	32.04
SURCHARGE	1.03
PAY THIS AMOUNT	80.89

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

8-7-06
Paid
8/10.05

ANN GLADSTONE
PO BOX 2465
PATCHOGUE NY 11772-0878

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	7/27/06	8/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	6/22/06	7/24/06	32	192	185	7

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	7
LAST YEAR AVG.	16

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	27.23
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.50
PAY THIS AMOUNT	109.05

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

7-11-06 Paid

Charge to P.O. 3
2465

ANN GLADSTONE
160 OVERLOOK DR
EAST ISLIP NY 11730-3513

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	6/27/06	7/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	5/22/06	6/22/06	31	185	178	7

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	6
LAST YEAR AVG.	18

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	27.23
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.50
PAY THIS AMOUNT	109.05

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at www.aquautilitiesflorida.com to see your report.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

5-31-06 Paid

ANN GLADSTONE
160 OVERLOOK DR
EAST ISLIP NY 11730-3513

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	5/25/06	6/14/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	4/24/06	5/22/06	28	178	172	6

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
6
LAST YEAR AVG.
20

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	23.34
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.34
PAY THIS AMOUNT	105.00

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

5-3-06 Paid $105.00

ANN GLADSTONE
160 OVERLOOK DR
EAST ISLIP NY 11730-3513

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIR	4/28/06	5/18/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	3/23/06	4/24/06	32	172	166	6

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
7
LAST YEAR AVG.
23

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	23.34
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.34
PAY THIS AMOUNT	105.00

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

4-6-06
Paid
$38.98

ANN GLADSTONE
160 OVERLOOK DR
EAST ISLIP NY 11730-3513

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIRCLE	3/28/06	4/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	2/23/06	3/23/06	28	166	159	7

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
5
LAST YEAR AVG.
27

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	27.23
SURCHARGE	1.50
PAY THIS AMOUNT	38.98

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

ANN GLADSTONE
160 OVERLOOK DR
EAST ISLIP NY 11730-3513

Paid 3-2-06

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIRCLE	2/27/06	3/20/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	1/24/06	2/23/06	30	159	154	5

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
8
LAST YEAR AVG.
34

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	19.45
SURCHARGE	1.19
PAY THIS AMOUNT	30.89

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

Read 1/3/06 1/24/06

ANN GLADSTONE
160 OVERLOOK DR
EAST ISLIP NY 11730-3513

Paid 1-31-06

8000 gallons

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7130-2-3	566 GRANITE CIRCLE	1/27/06	2/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422039	R	1/03/06	1/24/06	21	154	146	8

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
0
LAST YEAR AVG.
47

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	6.93
WATER USAGE	30.48
SURCHARGE	1.50
TURN ON CHARGE	15.00

$3.81 per 1000 gallons

monthly charge

*** PRORATED BILL ***

PAY THIS AMOUNT 53.91

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Ex. 61

Chemical Analyses	02-15-00		04-28-05		07-21-05		10-12-05		01-27-06		04-20-06		07-27-06		10-31-06	
	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L
Sodium (Na^+)	88.0	3.8280	76.0	3.3060	52.6	2.2881	64.5	2.8058	60.6	2.6361	60.2	2.6187	59.5	2.5883	63.0	2.7405
Magnesium (Mg^{+2})	14.00	1.1521	13.00	1.0698	11.10	0.9134	11.90	0.9793	12.00	0.9875	12.00	0.9875	11.90	0.9793	10.50	0.8640
Potassium (K^+)	4.10	0.1049	4.00	0.1023	4.00	0.1023	4.30	0.1100	4.50	0.1151	4.50	0.1151	4.70	0.1202	3.91	0.1000
Calcium (Ca^{+2})	58.0	2.8942	55.0	2.7445	51.0	2.5449	55.0	2.7445	55.0	2.7445	60.0	2.9940	56.2	2.8044	52.0	2.5948
Ferrous Iron (Fe^{+2})	0.0420	0.0015	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000
Chloride (Cl^-)	160.0	-4.5136	140.0	-3.9494	140.0	-3.9494	115.0	-3.2442	130.0	-3.6673	110.0	-3.1031	125.0	-3.5263	20.0	-0.5642
Sulfate (SO_4^{-2})	29.00	-0.6038	18.00	-0.3748	14.00	-0.2915	13.00	-0.2707	15.00	-0.3123	22.00	-0.4580	15.00	-0.3123	5.00	-0.1041
Bicarbonate (HCO_3^-)	169	-2.7756	150	-2.4585	80	-1.3112	155	-2.5405	180	-2.9502	165	-2.7044	170	-2.7863	170	-2.7863
Carbonate (CO_3^{-2})	0.63	-0.0210	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000
Fluid Properties																
Water Type	Na Cl		Na Cl		Ca (Cl)2		Na Cl		Ca (Cl)2		Ca (Cl)2		Ca (Cl)2		Na HCO3	
TDS (mg/L)	430		NR		NR		NR		NR		NR		NR		NR	
EC (µmho/cm)	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*
	870	NR	NR	986	NR	583	NR	577	NR	572	NR	587	NR	590	NR	560
Hardness (mg $CaCO_3$ / L)	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*
Total	200	202	NR	191	NR	173	NR	186	NR	187	NR	199	NR	189	NR	173
Calcualted Carbonate	200	202	246	191	131	131	254	186	295	187	271	199	279	189	279	173
Calculated Non-Carbonate	0	0	NA	0	NA	42	NA	0	NA	0	NA	0	NA	0	NA	0
Total Alkalinity (mg $CaCO_3$ / L)	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*
	170	170	150	NA	NR	NA	NR	NA	NR	NA	NR	NA	NR	NA	NR	NA
pH	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*
	7.60	NR	7.81	7.30	NR	7.84	NR	7.64	NR	7.24	NR	7.15	NR	6.95	NR	7.37
T (°C)		NR		24.1		24.3		23.8		22.7		9.0		23.7		23.8
Analyses Check																
Anion - Cation Balance																
Σ Anions		-7.914		-6.783		-5.552		-6.055		-6.930		-6.265		-6.625		-3.455
Σ Cations		7.981		7.223		5.849		6.639		6.483		6.715		6.492		6.299
Difference		0.067		0.440		0.297		0.584		-0.447		0.450		-0.133		2.845
EN (% Difference)	*B*	0.4%	*B*	3.1%	*B*	2.6%	*B*	4.6%	*B*	-3.3%	*B*	3.5%	*B*	-1.0%	*U*	29.2%
Σ Anion / Σ Cation Ratio		0.992		0.939		0.949		0.912		1.069		0.933		1.020		0.548
Total Dissolved Solids																
Measured TDS (mg/L)	430		NR		NR		NR		NR		NR		NR		NR	
Calculated TDS (mg/L)	455		396		NA		NA		NA		NA		NA		NA	
Meas TDS / *Calc* TDS Ratio	0.94	*S Cat TDS*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
Specific Conductivity																
Measured EC (µmho/cm)	870		NR		NR		NR		NR		NR		NR		NR	
Calculated EC (µmho/cm)	759		674		581		609		643		620		630		433	
Calc EC / *Meas* EC Ratio	0.87	*S An*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
***Measured* EC and Ion Sums**																
Σ Anion / *Meas* EC Ratio	0.91	*OK*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
Σ Cation / *Meas* EC Ratio	0.92	*OK*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
***Calc* TDS to *Meas* EC Ratio**	0.523	*S An*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
***Meas* TDS to *Meas* EC Ratio**	0.494	*S TDS EC*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
	End		*End*		*End*		*End*		*End*		*End*		*End*		*End*	

SJRWMD
PW-1

Jim Lemire
SJRWMD

Chemical Analyses	01-29-07		04-26-07		MCL											
	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L
Sodium (Na^+)	67.1	2.9189	52.4	2.2794	28 mg/L											
Magnesium (Mg^{+2})	13.40	1.1027	11.70	0.9628												
Potassium (K^+)	4.60	0.1177	3.00	0.0767												
Calcium (Ca^{+2})	62.2	3.1038	51.8	2.5848												
Ferrous Iron (Fe^{+2})	NR	0.0000	NR	0.0000	0.3 mg/L											
Chloride (Cl^-)	125.0	-3.5263	530.0	-14.9513	250 mg/L											
Sulfate (SO_4^{-2})	15.20	-0.3165	53.50	-1.1139												
Bicarbonate (HCO_3^-)	205	-3.3600	ND	0.0000												
Carbonate (CO_3^{-2})	ND	0.0000	ND	0.0000												
Fluid Properties																
Water Type	Ca (Cl)2		Ca (Cl)2													
TDS (mg/L)	NR		NR													
EC (μmho/cm)	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*
	NR	515	NR	743												
Hardness (mg $CaCO_3$ / L)	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*
Total	NR	210	NR	178	50-150 mg		>250 HARD									
Calcualted Carbonate	336	210	NA	NA												
Calculated Non-Carbonate	NA	0	NA	NA												
Total Alkalinity (mg $CaCO_3$ / L)	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*
	NR	NA	NR	NA												
pH	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*
	NR	7.84	NR	6.78	6.4 - 10.0											
T (°C)		23.8		23.8												
Analyses Check																
Anion - Cation Balance																
Σ Anions		-7.203		-16.065												
Σ Cations		7.243		5.904												
Difference		0.040		-10.161												
EN (% Difference)	*B*	0.3%	*U*	-46.3%												
Σ Anion / Σ Cation Ratio		0.994		2.721												
Total Dissolved Solids																
Measured TDS (mg/L)	NR		NR													
Calculated TDS (mg/L)	NA		NA													
Meas TDS / *Calc* TDS Ratio	NA	*NA*	NA	*NA*												
Specific Conductivity																
Measured EC (μmho/cm)	NR		NR													
Calculated EC (μmho/cm)	678		1,204													
Calc EC / *Meas* EC Ratio	NA	*NA*	NA	*NA*												
***Measured* EC and Ion Sums**																
Σ Anion / *Meas* EC Ratio	NA	*NA*	NA	*NA*												
Σ Cation / *Meas* EC Ratio	NA	*NA*	NA	*NA*												
***Calc* TDS to *Meas* EC Ratio**	NA	*NA*	NA	*NA*												
***Meas* TDS to *Meas* EC Ratio**	NA	*NA*	NA	*NA*												
	End		*End*		*End*		*End*		*End*		*End*		*End*		*End*	

Chemical Analyses	04-28-05		07-21-05		10-12-05		01-27-06		04-20-06		07-27-06		10-31-06		01-29-07	
	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L	mg/L	meq/L
Sodium (Na^+)	67.0	2.9145	48.4	2.1054	54.4	2.3664	57.6	2.5056	54.0	2.3490	50.6	2.2011	62.0	2.6970	61.7	2.6840
Magnesium (Mg^{+2})	9.50	0.7818	8.70	0.7159	9.00	0.7406	10.20	0.8394	9.40	0.7735	9.90	0.8147	12.70	1.0451	10.90	0.8970
Potassium (K^+)	3.30	0.0844	3.30	0.0844	3.20	0.0819	4.20	0.1074	3.60	0.0921	4.00	0.1023	4.50	0.1151	3.60	0.0921
Calcium (Ca^{+2})	48.0	2.3952	50.0	2.4950	47.0	2.3453	53.0	2.6447	53.0	2.6447	52.7	2.6297	59.8	2.9840	56.7	2.8293
Ferrous Iron (Fe^{+2})	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000	NR	0.0000
Chloride (Cl^-)	130.0	-3.6673	115.0	-3.2442	110.0	-3.1031	110.0	-3.1031	93.0	-2.6235	120.0	-3.3852	250.0	-7.0525	125.0	-3.5263
Sulfate (SO_4^{-2})	17.00	-0.3539	12.00	-0.2498	13.00	-0.2707	14.00	-0.2915	13.00	-0.2707	14.00	-0.2915	43.00	-0.8953	15.30	-0.3185
Bicarbonate (HCO_3^-)	140	-2.2946	65	-1.0654	130	-2.1307	165	-2.7044	135	-2.2127	140	-2.2946	145	-2.3766	180	-2.9502
Carbonate (CO_3^{-2})	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000	ND	0.0000
Fluid Properties																
Water Type	Na Cl		Ca (Cl)2		Na Cl		Ca (Cl)2		Ca (Cl)2		Ca (Cl)2		Ca (Cl)2		Ca (Cl)2	
TDS (mg/L)	NR		NR		NR		NR		NR		NR		NR		NR	
EC (μmho/cm)	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*
	NR	2,600	NR	502	NR	529	NR	513	NR	523	NR	548	NR	513	NR	480
Hardness (mg $CaCO_3$ / L)	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*
Total	NR	159	NR	161	NR	154	NR	174	NR	171	NR	172	NR	202	NR	186
Calcualted Carbonate	230	159	107	107	213	154	271	174	221	171	230	172	238	202	295	186
Calculated Non-Carbonate	NA	0	NA	54	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0
Total Alkalinity (mg $CaCO_3$ / L)	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*	*Measured*	*Calculated*
	160	NA	NR	NA	NR	NA	NR	NA	NR	NA	NR	NA	NR	NA	NR	NA
pH	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*	*Laboratory*	*Field*
	7.78	7.50	NR	7.77	NR	7.67	NR	8.10	NR	7.69	NR	7.21	NR	7.62	NR	8.06
T (°C)		24.3		24.1		23.8		22.4		23.7		23.7		23.7		23.8
Analyses Check																
Anion - Cation Balance																
Σ Anions		-6.316		-4.559		-5.504		-6.099		-5.107		-5.971		-10.324		-6.795
Σ Cations		6.176		5.401		5.534		6.097		5.859		5.748		6.841		6.502
Difference		-0.140		0.841		0.030		-0.002		0.752		-0.223		-3.483		-0.293
EN (% Difference)	*B*	-1.1%	*U*	8.4%	*B*	0.3%	*B*	0.0%	*U*	6.9%	*B*	-1.9%	*U*	-20.3%	*B*	-2.2%
Σ Anion / Σ Cation Ratio		1.023		0.844		0.995		1.000		0.872		1.039		1.509		1.045
Total Dissolved Solids																
Measured TDS (mg/L)	NR		NR		NR		NR		NR		NR		NR		NR	
Calculated TDS (mg/L)	371		NA		NA		NA		NA		NA		NA		NA	
Meas TDS / *Calc* TDS Ratio	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
Specific Conductivity																
Measured EC (μmho/cm)	NR		NR		NR		NR		NR		NR		NR		NR	
Calculated EC (μmho/cm)	611		510		543		586		531		576		865		636	
Calc EC / *Meas* EC Ratio	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
***Measured* EC and Ion Sums**																
Σ Anion / *Meas* EC Ratio	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
Σ Cation / *Meas* EC Ratio	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
***Calc* TDS to *Meas* EC Ratio**	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
***Meas* TDS to *Meas* EC Ratio**	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*	NA	*NA*
	End		*End*		*End*		*End*		*End*		*End*		*End*		*End*	

SJRWMD

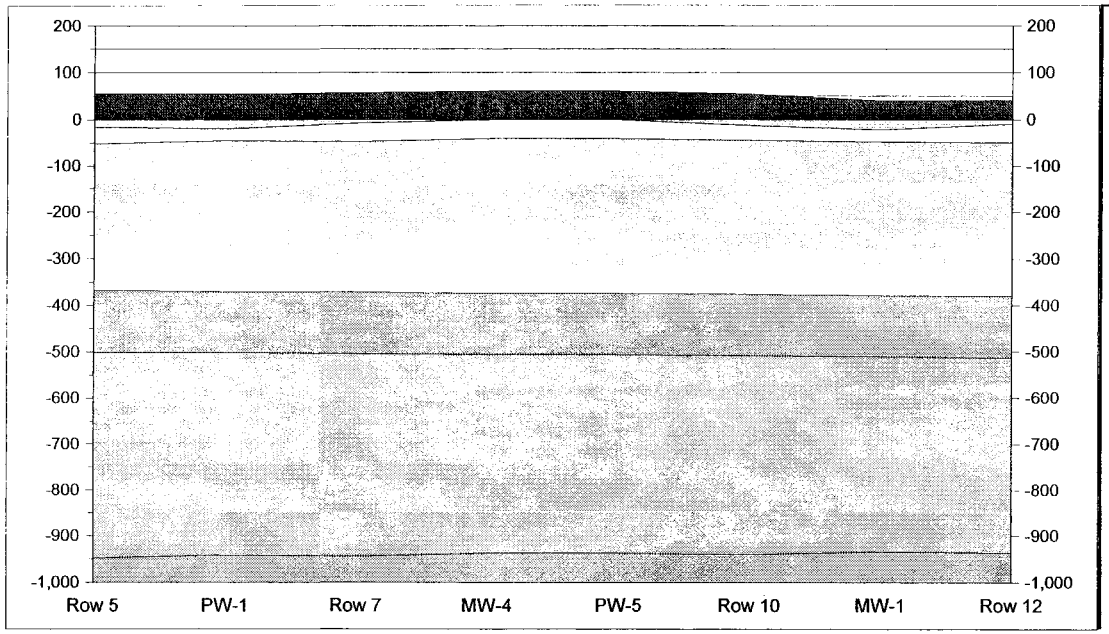
PW-5

Chemical Analyses	04-26-07	
	mg/L	meq/L
Sodium (Na^+)	56.7	2.4665
Magnesium (Mg^{+2})	10.30	0.8476
Potassium (K^+)	3.20	0.0819
Calcium (Ca^{+2})	54.8	2.7345
Ferrous Iron (Fe^{+2})	NR	0.0000
Chloride (Cl^-)	175.0	-4.9368
Sulfate (SO_4^{-2})	25.40	-0.5288
Bicarbonate (HCO_3^-)	145	-2.3766
Carbonate (CO_3^{-2})	ND	0.0000
Fluid Properties		
Water Type	Ca (Cl)2	
TDS (mg/L)	NR	
EC (μmho/cm)	*Laboratory*	*Field*
	NR	705
Hardness (mg $CaCO_3$ / L)	*Measured*	*Calculated*
Total	NR	179
Calcualted Carbonate	238	179
Calculated Non-Carbonate	NA	0
Total Alkalinity (mg $CaCO_3$ / L)	*Measured*	*Calculated*
	NR	NA
pH	*Laboratory*	*Field*
	NR	6.93
T (°C)		23.8
Analyses Check		
Anion - Cation Balance		
Σ Anions		-7.842
Σ Cations		6.130
Difference		-1.712
EN (% Difference)	*U*	-12.3%
Σ Anion / Σ Cation Ratio		1.279
Total Dissolved Solids		
Measured TDS (mg/L)	NR	
Calculated TDS (mg/L)	NA	
Meas TDS / *Calc* TDS Ratio	NA	*NA*
Specific Conductivity		
Measured EC (μmho/cm)	NR	
Calculated EC (μmho/cm)	697	
Calc EC / *Meas* EC Ratio	NA	*NA*
***Measured* EC and Ion Sums**		
Σ Anion / *Meas* EC Ratio	NA	*NA*
Σ Cation / *Meas* EC Ratio	NA	*NA*
***Calc* TDS to *Meas* EC Ratio**	NA	*NA*
***Meas* TDS to *Meas* EC Ratio**	NA	*NA*
	End	

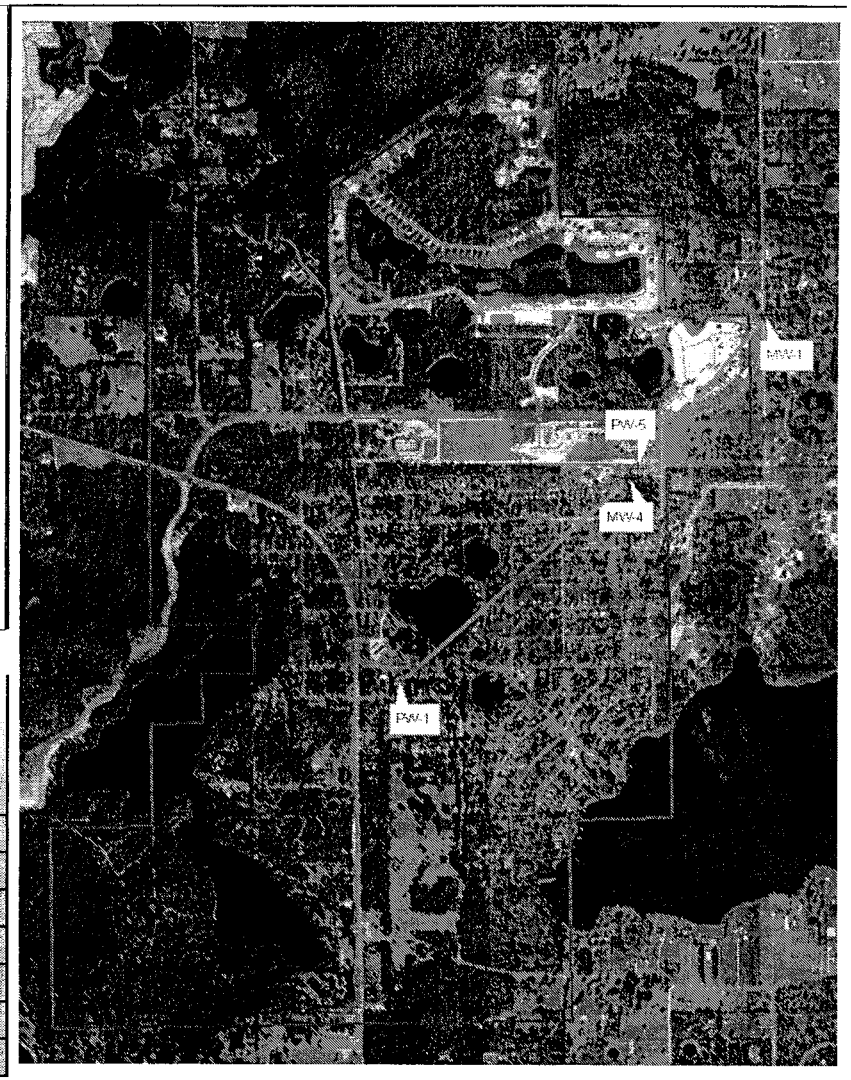
MCL

250 mg/L

SW - NE Cross-Sectional Profile



Well and Cross-Sectional Profile Location Map



Well Construction and Hydrostratigraphic Information

Well Information				Predicted Topo Elevation (ft, NGVD)	Hydrostratigraphic Unit Predicted Thickness					
Well ID	Diameter (inches)	Casing Depth (feet)	Total Depth (feet)		SAS (feet)	ICU (feet)	UUFA (feet)	LUFA (feet)	MSCU (feet)	LFA (feet)
PW-1	8	90	240	55	74	26	325	132	439	1,440
MW-4	5	327	370	62	62	40	333	132	431	1,439
PW-5	12	135	250	62	62	40	333	132	431	1,439
MW-1	4	240	260	40	61	27	330	132	423	1,441
				MIN	51	26	316	132	423	1,439
				MAX	74	40	333	134	446	1,441
				MEAN	65	34	327	133	433	1,440

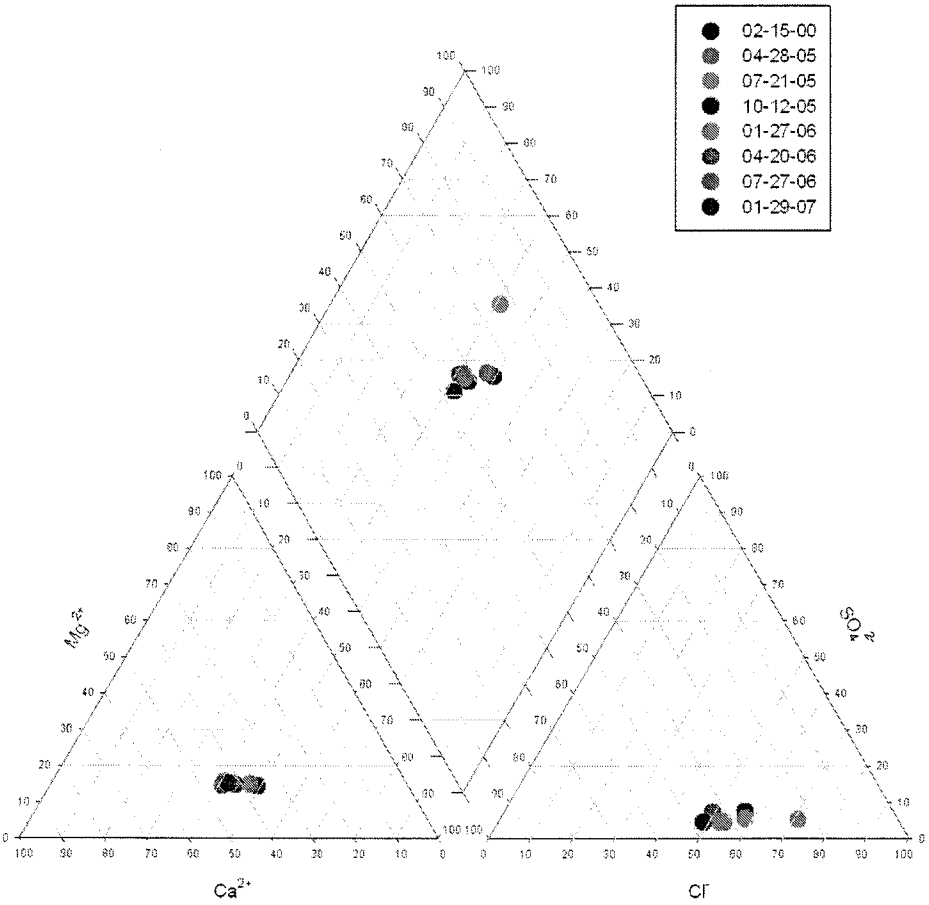
SW - NE Cross-Sectional Profile

				Thickness						Elevations		
Cell ID	Well	Diam	Topo Elev	SAS	ICU	UUFA	LUFA	MSCU	LFA	Topo	TD	CD
13500			57	-72	-36	-316	-134	-446	-1,441			
13306	PW-1	8	55	-74	-26	-325	-132	-439	-1,440	55	-185	-35
13307			58	-65	-40	-324	-133	-439	-1,440			
13113	MW-4	5	62	-62	-40	-333	-132	-431	-1,439	62	-309	-266
13113	PW-5	12	62	-62	-40	-333	-132	-431	-1,439	62	-189	-74
13114			55	-67	-32	-331	-133	-431	-1,440			
12920	MW-1	4	40	-61	-27	-330	-132	-423	-1,441	40	-220	-200
12921			42	-51	-40	-330	-134	-423	-1,441			
			MIN	51	26	316	132	423	1,439			
			MAX	74	40	333	134	446	1,441			
			MEAN	65	34	327	133	433	1,440			

PIPER PLOTS

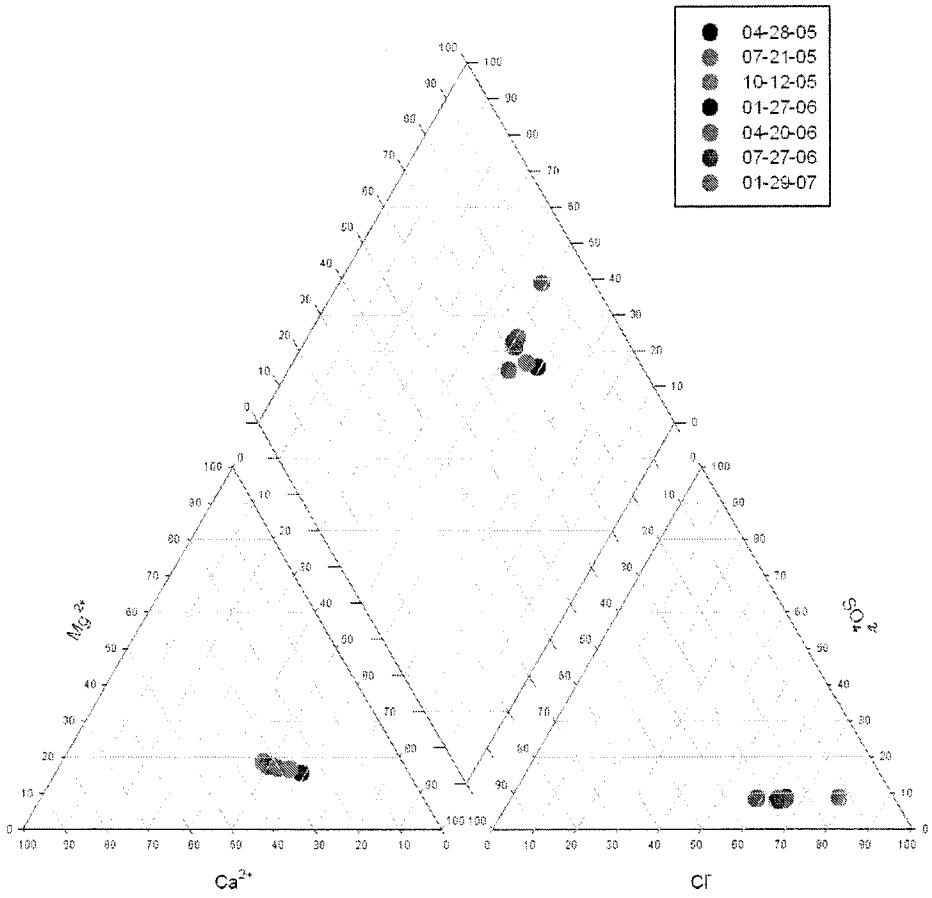
CUP 8362 PW-1

Geochemical Pattern Analysis



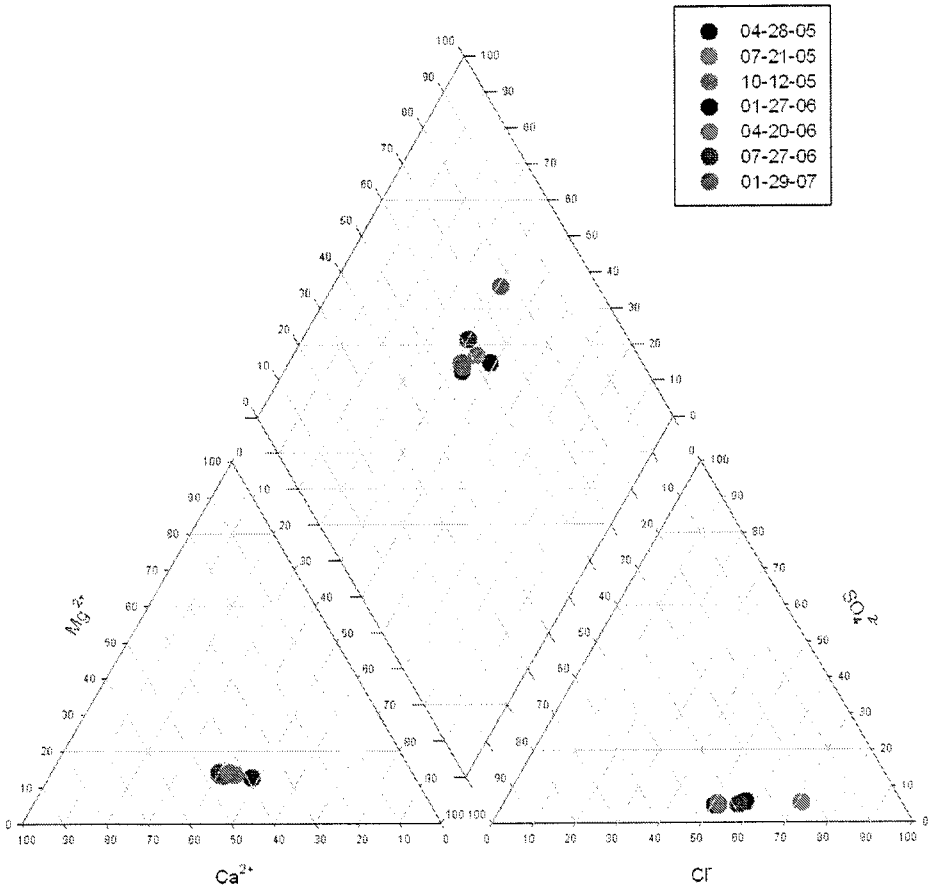
CUP 8362 MW-4

Geochemical Pattern Analysis



CUP 8362 PW-5

Geochemical Pattern Analysis



Ex. 61

Summary

Eighteen (18) conditions were tracked for CUP compliance in this Comprehensive Compliance Review (CCR). The permittee was in compliance for five (5) conditions (13 – 15, 19 and 22), compliance unknown for five (5) conditions (16, 17, 21, 27 and 29), and out of compliance for eight (8) conditions (12, 18, 20, 23 – 26 and 28).

At least 35 violations were identified over the 2-year duration for the permit. There were ten (10) documented citations (letters, email messages or phone calls) sent to the permittee for violations associated with four (4) conditions (23, 24, 26 and 28). There were 0 citations for violations associated with four (4) conditions (12, 18, 20 and 25).

District staff notified Aqua Utilities (AU) representatives that the District would be pursing enforcement action against AU for multiple violations associated with three (3) permits. AU contacted Dave Fisk regarding the proposed enforcement action, and a meeting was arranged with District staff (Shannon Joyce and Catherine Walker) and AU representatives (William Cross and John Lihvarcik) at the Altamonte Springs Service Center on 01-28-06 to identify information needed to achieve compliance for CUP 8362 Chuluota, CUP 4555 Tavares Ridge and CUP 2608 Venetian Village. The outcomes of the meeting were that all missing information needed for achieving compliance would be submitted and future submittals would be provided to maintain compliance with the permit conditions.

Shannon Joyce sent William Cross and John Lihvarcik an email message on 06-06-06 requesting amicable resolution of continued violations of permit conditions despite the outcome of the January meeting. No response was received to this request.

A Consent Order (CO) was mailed to the attention of Jack Lihvarcik on 04-10-07. The District requested that AU contact Shannon Joyce within 14-days to initiate resolution of the CO. Shannon Joyce received a phone call and two email messages on 04-23, 05-09 and 05-16-07 (respectively) from the office of Gerald T Buhr, P.A. (legal council retained by the permittee) regarding the scheduling of a meeting to discuss resolution of the CO. Shannon Joyce requested assistance from District legal council in an email message dated 05-29-07 to Vance Kidder for expediting the meeting. A meeting has been scheduled with AU and District staff for 06-22-07 at the Altamonte Springs Service Center.

X	Condition 12	Out of Compliance – 1 violation with 0 citations

Permittee must implement the conservation plan approved by the District in accordance with the schedule contained therein. A report detailing the progress of plan implementation must be submitted to the District on or before the midpoint of the permit duration.

Comments:

The midpoint of the permit duration was 04-12-06 and the District has not received the report.

✔	Condition 13	In Compliance

All submittals made to demonstrate compliance with this permit shall have the CUP number 8362 plainly labeled on the submittal.

Comments:

A random review of documents indicated that the CUP number was included with the submittals reviewed.

✔	Condition 14	In Compliance

This permit will expire on April 12, 2007

Comments:

01-24-07 A permit expiration warning letter from the District was mailed certified to AU Florida.

02-07-07 The District received confirmation that the letter was delivered to and received by the permittee on 02-05-07.

03-22-07 A reminder of permit expiration was included in a letter of Proposed Enforcement Action dated 03-22-07 from Shannon Joyce to Jack Lihvarcik.

04-12-07 The District received a substantially incomplete application including $200.00 fee from Johnson Engineering (agent) for the CUP renewal.

05-10-07 Bill Adams sent Jack Lihvarcik a RAI letter with a 120-day response time frame (about 09-07-07).

✔	Condition 15	In Compliance

Maximum annual ground water withdrawals must not exceed:

193.99-million gallons (mg) in 2005;

202.91-mg in 2006;

212.24-mg in 2007.

Comments:

Withdrew 141.130-mg of ground water in 2005, which was about 52.86-mg (27%) below the permitted maximum annual ground water withdrawal;

Withdrew 161.538-mg of ground water in 2006, which was about 41.46-mg (20%) below the permitted maximum annual ground water withdrawal.

?	Condition 16	Compliance Unknown

Wells no 1 (GRS Station No 19800), 2 (GRS Station No 19801), 3 (GRS Station No 19802) and 5 (GRS Station No 33865) as listed on the application must continue to be monitored with totalizing flow meters. These flow meters must maintain 95% accuracy, be verifiable and be installed according to manufacturer's specifications.

Comments:

Please refer to *Comments* for Condition 18.

?	Condition 17	Compliance Unknown

The permittee must maintain all flow meters. In case of failure or breakdown of any meter, the District must be notified in writing within 5-days of its discovery. A defective meter must be repaired or replaced within 30-days of its discovery.

Comments:

The permittee has not reported to the District that any defective flow meters were repaired or replaced.

X	Condition 18	Out of Compliance – 4 violations (4 meters) with 0 citations

The permittee must have all flow meters calibrated once every 3 years within 30 days of the anniversary date of permit issuance, and recalibrated if the difference between the actual flow and the meter reading is greater than 5%. District Form No. EN-51 must be submitted to the District within 10 days of the inspection/ calibration.

Comments:

Although the permittee was issued a CUP with a 2-year expiration date, flow meters must be tested for accuracy every 3-years and calibrated or replaced (if necessary). The CUP was transferred from Florida Water Services to AU during the application for modification, and the permittee agreed to comply with the conditions for the permit as documented in a notice of transfer letter dated 07-01-04 to Jim Lemine from Glenn LaBrecque.

There were no GRS digital or file hardcopy records documenting that the flow meter for PW-1 had been tested for accuracy within the last 3-years.

The District received EN-51 flow meter accuracy reports from Florida Water Services on 01-14-04 for PW-2 and PW-3 flow meter tests performed on 12-17-02. There was no documentation that the flow meters for these wells have been tested for accuracy within at least 4-years.

PW-4 was modified to a monitoring well (MW-4) and does not require a flow meter.

The well completion report (GRS 80815) indicated that PW-5 was completed on 12-23-02. Assuming that a new flow meter was installed with the new well, this well has been operating without a flow meter accuracy test for about 4-years.

The EN-51 reports were not entered into the GRS compliance submittals with the TSR, and the District has not provided the permittee with courtesy notification of the need for meter testing.

✔	Condition 19	In Compliance

Total withdrawal from each well, as listed on the application, must be recorded continuously, totaled monthly, and reported to the District at least every six months using District Form No. EN-50

Reporting Period	Report Due Date
January – June	July 31
July – December	January 31

Comments:

For 4 reporting periods, the permittee submitted water use reports an average 20.5-days before the required submittal date.

07-19-05 The District received EN-50 water use reports for Jan – Jun 2005 (12-days before the required submittal date).

01-09-06 The District received EN-50 water use reports for Jul – Dec 2005 (22-days before the required submittal date).

07-05-06 The District received EN-50 water use reports for Jan – Jun 2006 (26-days before the required submittal date).

01-09-07 The District received EN-50 water use reports for Jul – Dec 2006 (22-days before the required submittal date).

X	Condition 20	Out of Compliance – 3 violations with 0 citations

Combined withdrawals form Wells 3 and 5 shall not exceed 12.00-mg in any month.

Comments:

The monthly combined withdrawal of ground water from Wells 3 and 5 exceeded the 12.00-mg combined withdrawal threshold for 3-months (12%) of the 24-month period:

The May 2005 withdrawal of 12.93-mg exceeded 12.00-mg by 0.93-mg (about 8%).

The Apr 2006 withdrawal of 13.50-mg exceeded 12.00-mg by 1.50-mg (about 12%).

The May 2006 withdrawal of 13.71-mg exceeded 12.00-mg by 1.71-mg (about 14%).

The monthly combined withdrawal of ground water from Wells 3 and 5 was below the 12.00-mg combined withdrawal threshold for 21-months (88%) of the 24-month period.

The average combined withdrawal of ground water from Wells 3 and 5 for the 24-month period was 10.67-mg, which was 1.33-mg (about 11%) below the 12.00-mg combined withdrawal threshold.

?	Condition 21	Compliance Unknown

Maximum daily groundwater withdrawals for essential use, for fire protection must not exceed 2.88-mg.

Comments:

The permittee has not reported to the District that water has been withdrawn for fire protection.

✔	Condition 22	In Compliance

The lowest quality water source, such as reclaimed water or surface/storm water, must be used as irrigation water when deemed feasible pursuant to District rules and applicable state law.

Comments:

District staff concluded during review of the CUP modification application that it was not feasible to make use of reclaimed water over the recommended duration of this permit.

X	Condition 23	Out of Compliance – 2 violations with 2 citations

The permittee shall install a monitor well (MW-1) to monitor water quality in the basal horizon of the upper production zone of the upper Floridan aquifer no later than October 31, 2005.

Comments:

07-20-05 Cheryl Astey sent Brian Heath a NOV letter regarding installation of MW-1.

09-12-05 Gary Eichler (Connect Consulting) sent Bill Adams an email message with an attached map representing the proposed location for MW-1.

09-13-05 Bill Adams sent Gary Eichler an email message indicating the proposed location was not acceptable.

09-14-05 Bill Adams received from Gary Eichler an email message with an attached map representing possible locations for MW-1.

09-20-05 Bill Adams sent Gary Eichler an email message indicating the proposed location was not acceptable and proposed alternative locations.

11-14-05 Bill Adams received from Gary Eichler an email message providing more information regarding the proposed location for MW-1 (AU Brain Heath, Phil Maio and Candice McClure received a cc).

11-16-05 Bill Adams sent Gary Eichler an email message approving the monitoring well location near the intersection of Snow Hill Road and Vista Cove.

12-13-05 Bill Adams received from Gary Eichler an email message with same day notification that construction would begin on MW-1 (AU Brian Heath, John Lihvarcik, Jaime Uchuya and Candice McClure received a cc).

01-04-06 Jim Frazee received from Gary Eichler an email message with the MW-1 completion report (Bill Adams and Shannon Joyce received a cc).

01-04-06 Bill Adams sent an email message to Jim Frazee and Shannon Joyce reporting that there was too much open hole in the monitoring well to meet the objective of the permit condition.

01-05-06 District staff exchanged internal email messages regarding the depth of MW-1 and consistency with the requirement to monitor the basal horizon of the upper production zone of the UFA.

03-27-06 Bill Adams sent Glenn LaBrecque a letter reporting that the open hole interval for MW-1 was not constructed to isolate the basal horizon of the upper production zone of the UFA and proposed packer installation for correcting the problem.

06-21-06 Bill Adams and Gary Eichler exchanged email messages regarding ideas for modifying MW-1.

06-28-06 District staff exchanged internal email messages regarding potential enforcement for out of compliance items.

06-29-06 Gary Eichler sent Bill Adams an email message reporting that a letter would be provided that outlined a proposed alternative sampling protocol for review and approval (Shannon Joyce received a cc).

10-19-06 Gary Eichler sent Bill Adams an email message with an update on the MW-1 sampling protocol (Jerry Connolly and Phil Maio received a cc).

01-12-07 Bill Adams sent Gary Eichler an email message requesting the status for modification to MW-1. Gary Eichler replied with an email message that the well had been modified but additional work was still required.

01-23-07 Gary Eichler sent Bill Adams an email message documenting construction modifications to MW-1.

01-24-07 Bill Adams sent Gary Eichler an email message with confirmation that the District received the well construction report documenting the modification.

02-13-07 Bill Adams sent Gary Eichler an email message requesting additional information for the MW-1 modification to resolve construction detail inconsistencies for the well completion reports submitted by Connect Consulting and the drilling contractor.

02-22-07 Gary Eichler met with Bill Adams, Jim Frazee and Jim Lemine at the ASSC to clarify construction modification details for MW-1.

The well completion report submitted to the District indicated that MW-1 was completed on 12-16-05, which was 46-days beyond the 10-31-05 required completion date. The open hole interval for the well extended from 134-feet through 240-feet below ground surface (bgs), which spanned the entire upper production zone of the Upper Floridan aquifer (UFA) and not the basal production zone of the UFA. MW-1 was not constructed according to the criteria specified in the condition.

The well completion report submitted to the District indicated that modification to MW-1 was completed on 11-15-06, which was 380-days beyond the 10-31-05 required completion date and 332-days beyond the 12-18-05 well completion date. The open hole interval for modified MW-1 extended from 240-feet through 260-feet bgs, which may monitor the lower middle portion of the upper production zone of the UFA. The marker bed for the contact with the lower production zone of the UFA occurred from 317-327 feet bgs at the WTP #2. Although MW-1 is located about 0.5-miles northeast from WTP #2, it may be possible that the well need to be drilled about 70-feet deeper in order to reach the required monitoring horizon.

X	Condition 24	Out of Compliance – 12 violations with 6 citations

The permittee shall collect groundwater samples from Well 1 (GRS Station No. 19800), Well 5 (GRS Station No. 33865), Well 4 (GRS Station No. 33971), and MW-1 in January, April, July, and October of each year of this permit. The permittee shall notify the District of the date on which samples will be collected 14 days prior to each sample collection event and shall afford the District the opportunity to split samples at the time of each sample event. Sample collection and handling procedures shall be performed by a qualified person and shall follow the requirements of all relevant Florida Department of Environmental Protection Standard Operating Procedures (DEP SOPs). Analyses shall include field measurements of temperature, pH, and specific conductance following DEP SOPs and laboratory measurements of chloride, sulfate,

carbonate, bicarbonate, calcium, magnesium, sodium, and potassium. Laboratory analyses shall be performed by a laboratory that has been certified to perform the specified analyses by the Florida Department of Health Environmental Laboratory Certification Program. The permittee shall submit a report of each sample event's data no later than 30 days following collection of the samples. The report shall include field sample data records and calibration records for field measurements, chain of custody records, Piper diagrams of the major ion data, and laboratory reports for laboratory measurements.

Comments:

Production wells PW-1 and PW-5 and monitoring well MW-4 were sampled from the 2nd Q 2005 through the 1st Q 2007. MW-1 was sampled for the 1st Q 2006, but not for 3rd Q 2005 through 4th Q 2006 because the open hole portion of the well did not monitor the correct horizon. Modification to MW-1 was completed on 11-15-06, but a sample was not collected during the 1st Q 2007 sampling event. Water samples were analyzed for the parameters as required under the condition.

14-Day Advance Notification

There is no documentation that advance notification was provided for 4 of 8 sampling events (2nd Q, 3rd Q and 4th Q of 2005 and 1st Q 2006). The average advance notification for 5 sampling events was about 9-days.

04-05-06 Bill Adams received from Bill Trendel an email message with advance notification that the 2nd Q 2006 water quality sampling would be performed on 04-20-06 (15-day advance notification).

07-16-06 Bill Adams received from Candice McClure an email message with advance notification that the 3rd Q 2006 water quality sampling would be performed on 07-27-06 (10-day advance notification).

10-23-06 Bill Adams received from Candice McClure an email message with advance notification that the 4th Q 2006 water quality sampling would be performed on 10-31-06 (8-day advance notification).

01-18-06 Bill Adams received from Candice McClure an email message with advance notification that the 1st Q 2007 water quality sampling would be performed on 01-26-07 (8-day advance notification).

01-23-07 Jim Lemine received from Candice McClure an email message reporting that the 1st Q 2007 water quality sampling was changed from 01-26-07 to 01-29-07 (6-day advance notification).

04-20-07 Bill Adams received from Candice McClure an email message reporting that the 2nd Q 2007 water quality sampling would be performed on 04-26-07 (6-day advance notification).

Sampling Procedures

AU Chuluota WTP staff performed the 2nd Q 2005 water quality samplings, and Andreyev Engineering staff performed the 3rd Q 2005 through 2nd Q 2007 water quality samplings. Sampling protocol generally conformed with FDEP SOPs with respect to calibration of field equipment and measurement of field parameters (temperature, pH and specific conductivity to stabilization).

Laboratory Analytical Results

Although anion-cation balances were not required under the condition, the anion-cation balances were less than 10% difference for all results except PW-1 10-31-06 (29.2%) and 04-26-07 (-46.3%); MW-4 04-26-07 (-16.4%); PW-5 10-31-06 (-20.3%) and 04-26-07 (-12.3%); and MW-1 04-26-07 (-13.5%); and less than 5% difference for all results except MW-4 07-27-06 (-6.5%) and PW-5 07-21-05 (8.4%) and 04-20-06 (6.9%).

Laboratories

Harbor Branch Environmental Laboratories, Inc. performed the water quality chemical analyses for the 2nd Q 2005 sampling.

PC&B Environmental Laboratories, Inc. performed the water quality chemical analyses for the 3rd Q 2005 through 1st Q 2007 samplings.

Harbor Branch and PC&B laboratories are both certified under the Florida Department of Health Environmental Laboratory Certification Program.

Submittals of Laboratory Analytical Results for Water Quality Samplings:

The District received the laboratory analytical results for the water quality samplings within 30-days from the sampling date for every quarterly sampling except for 4th Q 2006 and 2nd Q 2007.

05-16-05 The District received the 2nd Q 2005 laboratory analytical results for the water quality samples collected on 04-28-05 (18-days).

08-15-05 The District received the 3rd Q 2005 laboratory analytical results for the water quality samples collected on 07-21-05 (25-days).

11-01-05 The District received the 4th Q 2005 laboratory analytical results for the water quality samples collected on 10-12-05 (20-days).

02-15-06 The District received the 1st Q 2006 laboratory analytical results for the water quality samples collected on 01-27-06 (19-days).

05-08-06 The District received the 2nd Q 2006 laboratory analytical results for the water quality samples collected on 04-20-06 (18-days).

07-27-06 The District received the 3rd Q 2006 laboratory analytical results for the water quality samples collected on 07-16-06 (11-days).

02-27-07 The District received the 1st Q 2007 laboratory analytical results for the water quality samples collected on 01-29-07 (29-days).

03-06-07 The District received the 4th Q 2006 laboratory analytical results for the water quality samples collected on 10-31-06 (126-days).

06-06-07 The District received the 2nd Q 2007 laboratory analytical results for the water quality samples collected on 04-26-07 (41-days).

Water quality reports submitted include all of the required information except for the Piper plots. Staff has made numerous attempts to notify the permittee through letters, phone calls and emails regarding the missing Piper plots. The permittee has not included any additional Piper plots with reports submitted after a 03-15-06 response to two NOV letters.

Chronology of Violations and Notifications:

05-25-05 Cheryl Astey sent Brian Heath a NOV letter regarding permittee failure to include field equipment calibration measurements and Piper Plots with the 2nd Q 2005 report. No response received.

06-30-05 Cheryl Astey sent Brain Heath a 2nd NOV letter regarding permittee failure to include the requested information with the 2nd Q 2005 report.

03-15-06 The District received from Jaime Uchuya the information that was requested in 05-25-05 NOV letter.

01-19-07 Jim Lemine sent Candice McClure an email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling. No response received.

01-23-07 Jim Lemine sent Candice McClure another email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling. No response received.

02-15-07 Jim Lemine sent Jerry Connolly an email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling (Candice McClure received a cc). Jerry Connolly replied in an email message that he would discuss this with Candice McClure and the information would be provided to the District.

03-05-07 Jim Lemine sent Jerry Connolly another email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling (Candice McClure received a cc). Candice McClure replied in an email message that the information would be sent that afternoon.

X	Condition 25	Out of Compliance – 4 violations with 0 citations

Within 18 months of the date of issuance of this permit, permittee shall identify viable, potential water supply partners including those that could provide water supplies or partner with the permittee in the development of water supplies. In addition, permittee shall identify potential water supply projects that could be implemented with these partners to secure the quantities of water necessary to meet permittee's projected demands through 2025 without unacceptable impacts to water resources and related natural systems. Permittee shall contact these potential partners to determine the viability of developing partnership agreements with them for the identified potential water supply projects. A written description of the potential partners and projects along with a description of the contacts between permittee and the potential partners and the viability of the development of partnership agreements shall be submitted to the District no later than October 31, 2006.

Comments:

The District has not received the submittal documenting these activities, and it was about 4-months overdue at the time of the review.

X	Condition 26	Out of Compliance – 2 violations with 1 citation

The permittee shall continue to pursue an agreement to construct an inter-connect with other nearby reclaimed water systems to provide public access reclaimed water on a

bulk basis to such reclaimed water systems. The permittee shall provide a status report by January 31 of each year for the duration this permit of actions taken in conformance with this condition and agreements reached as a result of those actions.

Comments:

04-11-06 Cheryl Astey sent John Lihvarcik a NOV letter for permittee failure to submit a status report describing the status of an agreement to construct a reuse water inter-connect with other nearby utilities. No response received.

05-18-06 Cheryl Astey re-sent the 04-11-06 NOV letter to Glen LaBrecque. No response received.

?	Condition 27	Compliance Unknown

If the District determines that unacceptable saline water intrusion or salt water interface migration is occurring as a result of the withdrawals authorized by this permit, the District shall revoke the permit in whole or in part to curtail or abate the saline water intrusion.

Comments:

Based upon water quality laboratory analytical results, it appears that ground water quality has experienced salinity degradation over the decade. Statistical multi-variant regression analyses will be required for determining compliance with this condition.

X	Condition 28	Out of Compliance – 6 violations with 0 citations

The permittee shall conduct hydrologic and photo monitoring at each of the six (6) wetland areas listed below:

a. CPH #5, Unnamed Shallow Marsh, (Sec. 22, T. 21 S., R. 32 E.);

b. CPH #21Unnamed Shallow Lake/Marsh, (Sec. 21, T. 21 S., R. 32 E.);

c. CPH #22 Unnamed Lake, (Sec. 21, T. 21 S., R. 32 E.);

d. CPH #40 Bayhead, (Sec. 29, T. 21 S., R. 32 E.);

e. CPH #41Horseshoe Lake, (Sec. 29, T. 21 S., R. 32 E.);

f. CPH #52 Marsh, (Sec. 21, T. 21 S., R. 32 E.).

The permittee shall install staff gauges and/or shallow wells (hereinafter referred to as monitoring devices) in each of the above-listed wetland sites. The monitoring devices and specific locations must be approved in writing by the District. The monitoring wells must be installed by a licensed water well contractor (as required in 373.336 (1)(b), F.S.), and all monitoring devices shall be surveyed to NGVD (1929) to an accuracy of +/- 0.01 foot. The permittee must submit station location and descriptor data electronically as spreadsheets in a District approved format. Station descriptor information must include: latitude/longitude, brief text site description, date of installation, type of instrument, installation entity, maintenance entity, and access instructions.

If another agency or utility is monitoring the same water body, then the same monitoring equipment/data can, upon written approval by SJRWMD, be used with the

owner's consent. Data collection at all six (6) sites must be daily at midday. Water level monitoring must be initiated within 6 months of issuance of this permit.

At each wetland monitoring site, an elevation profile along a transect 150 feet in length must be surveyed such that 50 feet of the adjacent upland is included. If the adjacent upland consists of placed fill, then the transect may be limited to 120 feet in length, such that 20 feet of the adjacent upland is included. The location of each transect must be reviewed and approved by the District prior to survey. Soil elevations must be recorded at 5-foot intervals and wherever there is a change in soil profile and/or change in plant community to an accuracy of +/- 0.1-foot. Other environmental features such as current water level, cypress buttress inflection points, lower extent of lichen lines, upper extent of moss collars, watermarks, and palmetto lines must be surveyed, if present. A general description of the vegetation present at each vegetation zone must include the dominant species in each stratum and the presence of nuisance/weedy/exotic species. A full soil description must be made in the top 24 inches of soil at each of the transect elevations described above. If the soil survey depicts the soils as open water, then the soil description will occur out to a water depth of 3 feet, and depth to sediment surface, and depth of organic substrate will be recorded for the remaining intervals. The data collection described in this paragraph is a one-time event. Well completion reports for the peizometers will also be included in this report. The vegetation and soil survey must be submitted within 6 months of permit issuance.

Permanent photo stations must be monumented and panoramic photographs must be taken in September for each of the wetland monitoring sites, starting in 2005 and annually thereafter. These stations must be reviewed and approved by the District prior to monumentation.

Weekly rainfall data must be obtained for each monitored location from the nearest existing rain gauge approved by the District. The same rainfall station may be used for more than one monitoring site.

The following information must be recorded by the permittee for each monitoring site: water level (weekly without data loggers, daily with data loggers), rainfall (weekly), and pumping volume (weekly by well). Monitoring data must be submitted electronically as spreadsheets every six months in a District approved computer accessible format. Permittee must contact the District for specific details on how to submit the computer accessible information. This data must also be submitted as a legible paper copy (two copies) along with the EN-50 forms for the project. On January 31st, the permittee must submit an annual report summarizing the monitoring efforts. The report must include the panoramic photographs, and graphs summarizing the rainfall and monitoring data.

Comments:

03-31-06 Bob Fewster received from Bill Brammell of Johnson Engineering, Inc. (JEI) a phone call with notification that they had been retained to install the monitoring wells.

05-17-06 Bob Fewster received from Bill Brammell a phone call with notification that they were attempting to gain permission from landowners to site the monitoring well locations.

12-14-06 Bob Fewster received from Jerry Connolly a phone call with notification that JEI could gain access to only one location. Bob Fewster informed him that

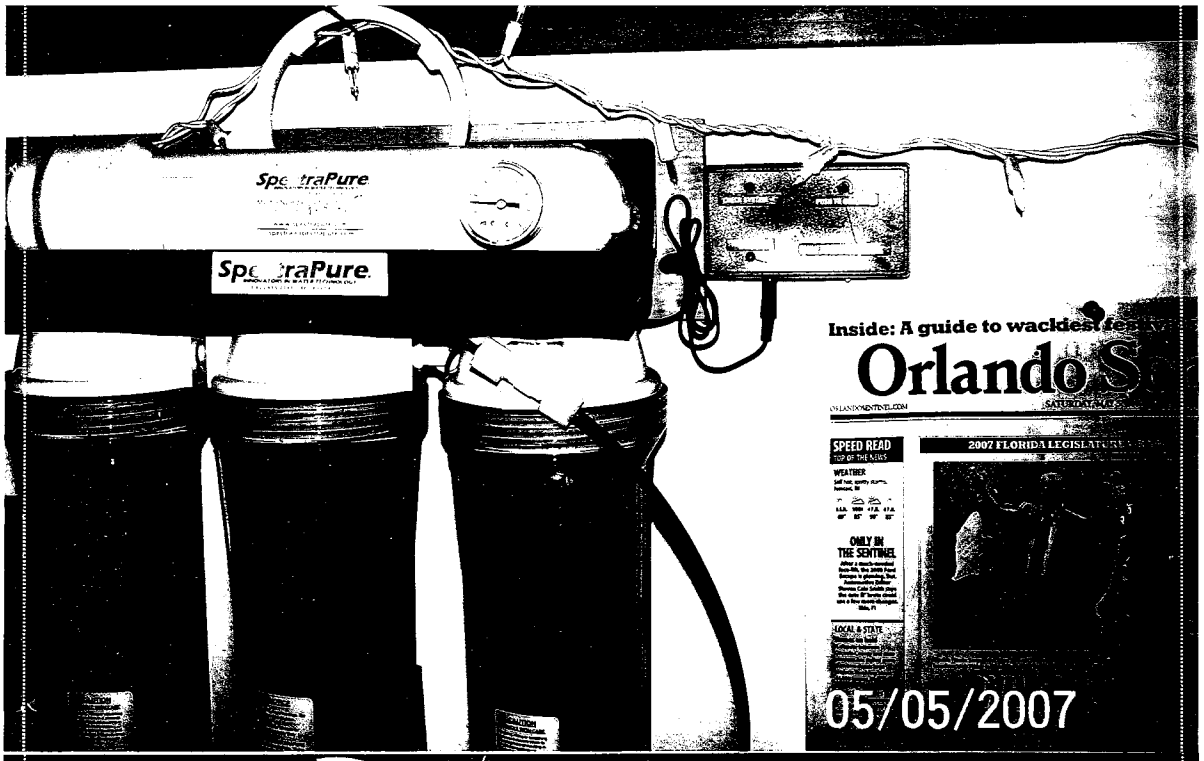
	they were very late in getting the monitoring started and needed to get the one site started as soon as possible while attempting to gain access to the remaining monitoring sites.
01-16-07	Bob Fewster received from Bill Brammell a phone call reporting that they had obtained permission for 2 sites. Bob Fewster informed him that they needed to get the transects and monitoring well locations selected, and he would make a field site visit to review the proposed locations.
01-23-07	Bob Fewster received from Bill Brammell a phone call reporting that 4 sites had been set up for his review. A field site meeting was scheduled for 01-29-07.
01-29-07	Bob Fewster approved the locations for 4 monitoring sites during the field site meeting with Bill Brammell.
02-08-07	Bob Fewster received from Bill Brammell an email message requesting that only one monitoring well location be located in the Little Big Econ State Forest due to the reluctance of the DOF to allow access from monitoring additional locations in the forest.
03-15-07	Bob Fewster sent Bill Brammell an email message requiring that a total of 2 replacement monitoring well locations be selected so that the monitoring sites are replaced on a one-to-one basis.
04-02-07	The District received from Bill Brammell a report documenting the methodology for installing the ground water monitoring instruments and one-time biological monitoring for 4 sites (Jerry Connolly received a cc).

?	Condition 29	Compliance Unknown

Wetlands, lakes, and spring flows may not be adversely impacted as a result of the consumptive use authorized by this permit. If unanticipated significant adverse impacts occur, the SJRWMD shall revoke the permit in whole or in part to curtail or abate the adverse impacts, unless the impacts can be mitigated by the permittee.

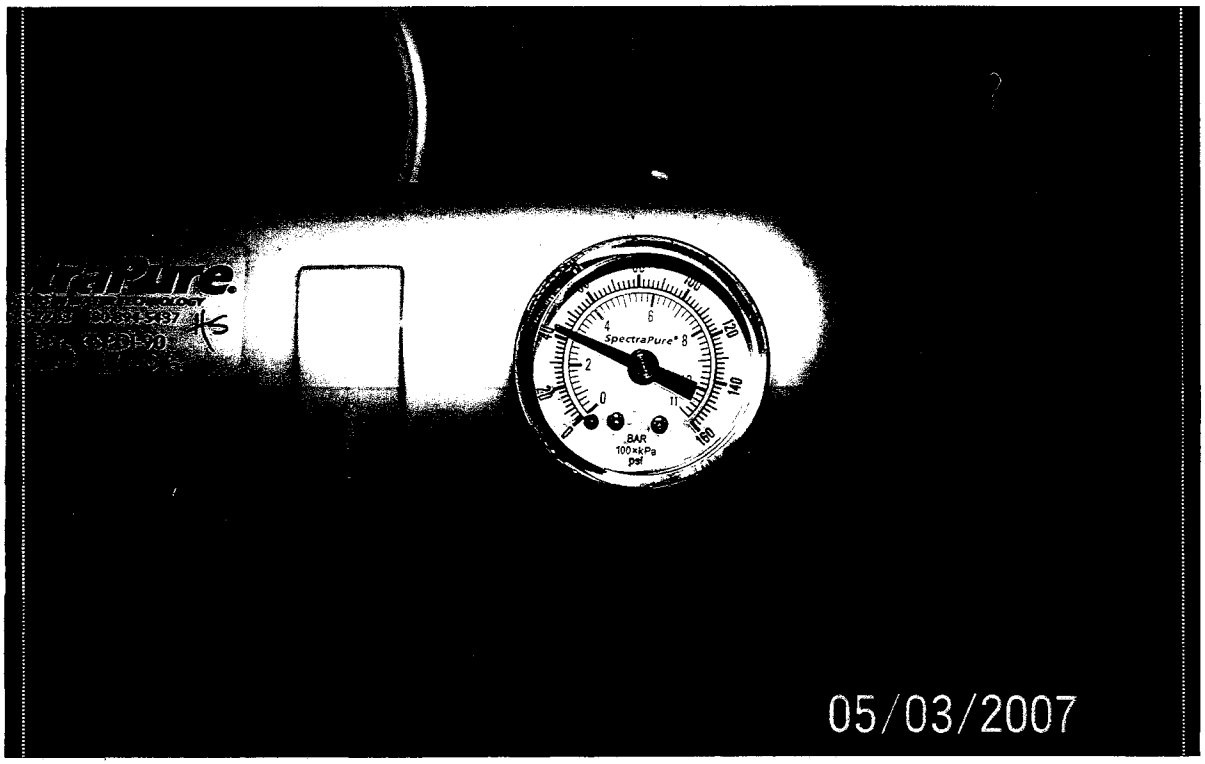
Comments:

District staff could not make this determination because the wetland monitoring data was incomplete at the time this CCR was written.



30 PSI 5/5/07

14 PSI 5/3/07


SpectraPure
BAR
100×kPa
psi
05/03/2007

Ex 61

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Steven J. Strickland
644 Red Pepper Loop
Chuluota, Florida 32766
Trails Subdivision

To whom it may concern:

It goes without saying that I am one of the many upset residents of Chuluota in regards to the proposed rate increase that Aqua Utilities is requesting. I have lived in Chuluota for the past 3 years and in Seminole County for 15 years. I can honestly say that I have never seen anything like the current rates which we pay. When I lived in Oviedo, my bills averaged $60 a month. I now am paying in excess of $250 a month for the same type of service. When I lived in Oviedo, I never once received a notice telling me that my water quality was poor and had failed the standards set forth by the Environmental Protection Agency. Since Aqua Utilities has been in place in Chuluota, I have received that notice every year. When I lived in Oviedo, I never had any trouble with my water pressure. Now there are days when it takes 10 minutes to fill up a tub for my kids bath. No doubt someone loves it when I run the tub for 10 minutes but I feel the pain when the bill comes.

Aqua Utilities has slowly been pricing me out of the neighborhood. In my opinion, they have looked at the property values in the area and assume that all of us are millionaires. They seem to think that we can afford the rates that they have set. I have a hard time believing that my Gallons Usage varies quite like they say that it does. I don't do things different from month to month yet my bills go from 22,700 gallons used to 6100 in 2 months. I want these folks held accountable. They should be required to leave documentation at my door when they come to read the meter. In 3 years I have never once seen a meter reader except when I called to report a problem.

These folks at Aqua Utilities are criminals. They are holding a gun to our heads because none of us can do without the water they provide, no matter how poor quality it may be. They know I won't send my kids to school without a bath, I won't stop doing laundry, I won't stop watering the yard so that I can avoid trouble with my homeowner's association and I won't let my pets go without water.

I implore you, please put an end to our suffering. Don't allow this rate increase. I realize that there is little that we can do to reduce what we pay now, but making us pay more will cause a lot of us to leave an area of Florida that is still quiet and laid back, all because someone wants to get rich. Make our water better and keep our rates the same. **PLEASE!!!!**

Ex. 61

St. Johns River Water Management District

Kirby B. Green III, Executive Director • David W. Fish, Assistant Executive Director
David Dewey, Altamonte Springs Service Center Director

975 Keller Road • Altamonte Springs, FL 32714-1618 • (407) 659-4800
On the Internet at www.sjrwmd.com.

April 10, 2007

Aqua Utilities Florida, Inc.
Attn: Jack Lihvarcik
PO BX 490310
Leesburg, FL 34749

RE: Consent Order for Consumptive Use Permit 8362; Chuluota

Dear Mr. Lihvarcik:

Enclosed please find the Consent Order, with the associated penalty recommendations, along with Exhibit A which details the permit violations as was referenced in my March 22, 2007 letter to Aqua Utilities Florida, Inc.

You may contact me by telephone at (407) 659-4848 or by e-mail at sjoyce@sjrwmd.com to discuss settlement of the Consent Order. Although I am frequently traveling between our different offices and you may not be able to speak with me immediately by telephone, you may always contact me by e-mail. I look forward to hearing from you within the next fourteen (14) days to initiate resolution of the consent order. If you would like to arrange a meeting to discuss these issues, if you can provide me with a listing of dates you are available, via e-mail, I will coordinate with the appropriate District staff.

Sincerely,

Shannon L. Joyce

Shannon L. Joyce, P.G.; Compliance Manager
Division of Water Use Regulation
Department of Resource Management

cc: PDS – CO; Compliance Number 566722
Kris Davis
Catherine Walker
James Lemine
Bill Adams

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

CUP GENERAL CONSENT ORDER NUMBER 03

IN RE: Aqua Utilities Florida, Inc.
Attn: Jack Lihvarcik
PO BX 490310
Leesburg, FL 34749

F.O.R. #2007-06

This CUP General Consent Order is entered into by **Aqua Utilities Florida, Inc.** ("Respondent") and the St. Johns River Water Management District ("District") to settle certain matters at issue between them under Chapter 373, Florida Statutes (F.S.), and Chapters 40C-2, 40C-3, 40C-20, or 40C-22, Florida Administrative Code (F.A.C.).

1. The St. Johns River Water Management District is a special taxing district established by Chapter 373, F.S., and charged with the duty to administer and enforce Chapter 373, F.S., and the rules promulgated thereunder, including Chapters 40C-2, 40C-3, 40C-20, and 40C-22,F.A.C.

2. Respondent owns or controls real property (the "subject property") and the water use located at **Chuluota water services area; identified as Consumptive Use Permit 8362.**

3. Respondent violated Sections 373.219, 373.323, 373.324, 373.333, or 373.342, F.S., and Rules 40C-2.041(1), 40C-2.381, 40C-3.037, 40C-3.038, 40C-3.041, 40C-3.492, or 40C-22.030, F.A.C., by (brief description of illegal activity): **Violations of conditions for Consumptive Use Permit 8362; detailed in Exhibit A; attached.**

4. The District has jurisdiction over this matter, the well(s), Respondent, and the water use. Sections 373.069(2)(c), 373.219, 373.323, 373.324, 373.333, and 373.342, F.S.

5. The District is authorized under Section 373.129, F.S., to seek injunctive relief and/or a civil penalty not to exceed ten thousand dollars ($10,000.00), per offense per day, for violations of Chapter 373, F.S., and Chapters 40C-2, 40C-3, 40C-20, or 40C-22, F.A.C.

6. Respondent agrees to pay a settlement penalty of **$40,699.00** and staff costs of **$116.00**. Within ten (10) days of rendition of this consent order, Respondent shall deliver to the District a cashier's check or money order made payable to the St. Johns River Water Management District, 4049 Reid Street, Palatka, FL 32177-2529, in the total amount of **$40,815.00**. Any sums unpaid within the time frame provided herein shall bear interest at the rate of 1.5 percent per month until paid.

7. Respondent shall not undertake any further use of water or further construction, repair, or abandonment of water wells on the subject property except as authorized by District permit and this consent order.

8. The complete and timely performance of the obligations set forth herein shall be dispositive of the violation(s).

9. The District waives its rights to seek judicial imposition of civil or criminal penalties. The Respondent waives its rights, including its defenses, under section 120.69, F.S., to judicial review or an administrative hearing on the terms of this Order.

Approved as to form by Office of General Counsel

Date _____ Attorney _____

Respondent

Date _____ (Signature) _____

(Printed Name) _____

Date _____ Assistant Director,
Division of Water Use Regulation
St. Johns River Water
Management District

District Staff

Date _____ (Signature) _____

Shannon L. Joyce
St. Johns River Water
Management District

Rendered this ____ day of _____, 2007.

_____
Robert Nawrocki
District Clerk

Send cashiers check or money order (Do Not Send Cash) to: SJRWMD, 4049 Reid Street, Palatka, FL 32177-2529. (NOTE: **When remitting payment, please include: CUP General Consent Order Number 03, F.O.R. #2007-06 on the check, and return with the original of this CUP General Consent Order.**)

EXHIBIT A

Summary

Eighteen (18) conditions were tracked for CUP compliance in this Comprehensive Compliance Review (CCR). The permittee was in compliance for five (5) conditions (13 – 15, 19 and 22), compliance unknown for five (5) conditions (16, 17, 21, 27 and 29), and out of compliance for eight (8) conditions (12, 18, 20, 23 – 26 and 28).

At least 33 violations were identified over the 2-year duration for the permit. There were ten (10) documented citations (letters, email messages or phone calls) sent to the permittee for violations associated with four (4) conditions (23, 24, 26 and 28). There were 0 citations for violations associated with four (4) conditions (12, 18, 20 and 25).

District staff notified Aqua Utilities (AU) representatives that the District would be pursing enforcement action against AU for multiple violations associated with three (3) permits. AU contacted Dave Fisk regarding the proposed enforcement action, and a meeting was arranged with District staff (Shannon Joyce and Catherine Walker) and AU representatives (William Cross and John Lihvarcik) at the Altamonte Springs Service Center on 01-28-06 to identify information needed to achieve compliance for CUP 8362 Chuluota, CUP 4555 Tavares Ridge and CUP 2608 Venetian Village. The outcomes of the meeting were that all missing information needed for achieving compliance would be submitted and future submittals would be provided to maintain compliance with the permit conditions.

Shannon Joyce sent William Cross and John Lihvarcik an email message on 06-06-06 requesting amicable resolution of continued violations of permit conditions despite the outcome of the January meeting. No response was received to this request.

14 MONTHS!

X	Condition 12	Out of Compliance – 1 violation with 0 citations

Permittee must implement the conservation plan approved by the District in accordance with the schedule contained therein. A report detailing the progress of plan implementation must be submitted to the District on or before the midpoint of the permit duration.

Comments:

The midpoint of the permit duration was 04-12-06 and the District has not received the report.

✓	Condition 13	In Compliance

All submittals made to demonstrate compliance with this permit shall have the CUP number 8362 plainly labeled on the submittal.

Comments:

A random review of documents indicated that the CUP number was included with the submittals reviewed.

✓	Condition 14	In Compliance

This permit will expire on April 12, 2007

Comments:

01-24-07	A permit expiration warning letter from the District was mailed certified to AU Florida.
02-07-07	The District received confirmation that the letter was delivered to and received by the permittee on 02-05-07.
03-22-07	A reminder of permit expiration was included in a letter of Proposed Enforcement Action dated 03-22-07 from Shannon Joyce to Jack Linvarcik.

✓	Condition 15	In Compliance

Maximum annual ground water withdrawals must not exceed:

193.99-million gallons (mg) in 2005;

202.91-mg in 2006;

212.24-mg in 2007.

Comments:

Withdrew 141.130-mg of ground water in 2005, which was about 52.86-mg (27%) below the permitted maximum annual ground water withdrawal.

Withdrew 161.538-mg of ground water in 2006, which was about 41.46-mg (20%) below the permitted maximum annual ground water withdrawal.

?	**Condition 16**	**Compliance Unknown**

Wells no 1 (GRS Station No 19800), 2 (GRS Station No 19801), 3 (GRS Station No 19802) and 5 (GRS Station No 33865) as listed on the application must continue to be monitored with totalizing flow meters. These flow meters must maintain 95% accuracy, be verifiable and be installed according to manufacturer's specifications.

Comments:

Please refer to *Comments* for Condition 18.

?	**Condition 17**	**Compliance Unknown**

The permittee must maintain all flow meters. In case of failure or breakdown of any meter, the District must be notified in writing within 5-days of its discovery. A defective meter must be repaired or replaced within 30-days of its discovery.

Comments:

The permittee has not reported to the District that any defective flow meters were repaired or replaced.

X	Condition 18	Out of Compliance – 4 violations (4 meters) with 0 citations

The permittee must have all flow meters calibrated once every 3 years within 30 days of the anniversary date of permit issuance, and recalibrated if the difference between the actual flow and the meter reading is greater than 5%. District Form No. EN-51 must be submitted to the District within 10 days of the inspection/ calibration.

Comments:

Although the permittee was issued a CUP with a 2-year expiration date, flow meters must be tested for accuracy every 3-years and calibrated or replaced (if necessary). The CUP was transferred from Florida Water Services to AU during the application for modification, and the permittee agreed to comply with the conditions for the permit as documented in a notice of transfer letter dated 07-01-04 to Jim Lemine from Glenn LaBrecque.

There were no GRS digital or file hardcopy records documenting that the flow meter for PW-1 had been tested for accuracy within the last 3-years.

The District received EN-51 flow meter accuracy reports from Florida Water Services on 01-14-04 for PW-2 and PW-3 flow meter tests performed on 12-17-02. There was no documentation that the flow meters for these wells have been tested for accuracy within at least 4-years.

PW-4 was modified to a monitoring well (MW-4) and does not require a flow meter.

The well completion report (GRS 80815) indicated that PW-5 was completed on 12-23-02. Assuming that a new flow meter was installed with the new well, this well has been operating without a flow meter accuracy test for about 4-years.

The EN-51 reports were not entered into the GRS compliance submittals with the TSR, and the District has not provided the permittee with courtesy notification of the need for meter testing.

✓	Condition 19	In Compliance

Total withdrawal from each well, as listed on the application, must be recorded continuously, totaled monthly, and reported to the District at least every six months using District Form No. EN-50

Reporting Period	Report Due Date
January – June	July 31
July – December	January 31

Comments:

For 4 reporting periods, the permittee submitted water use reports an average 20.5-days before the required submittal date.

07-19-05 The District received EN-50 water use reports for Jan – Jun 2005 (12-days before the required submittal date).

01-09-06 The District received EN-50 water use reports for Jul – Dec 2005 (22-days before the required submittal date).

07-05-06 The District received EN-50 water use reports for Jan – Jun 2006 (26-days before the required submittal date).

01-09-07 The District received EN-50 water use reports for Jul – Dec 2006 (22-days before the required submittal date).

X	Condition 20	Out of Compliance – 3 violations with 0 citations

Combined withdrawals form Wells 3 and 5 shall not exceed 12.00-mg in any month.

Comments:

The monthly combined withdrawal of ground water from Wells 3 and 5 exceeded the 12.00-mg combined withdrawal threshold for 3-months (12%) of the 24-month period:

- The May 2005 withdrawal of 12.93-mg exceeded 12.00-mg by 0.93-mg (about 8%).
- The Apr 2006 withdrawal of 13.50-mg exceeded 12.00-mg by 1.50-mg (about 12%).
- The May 2006 withdrawal of 13.71-mg exceeded 12.00-mg by 1.71-mg (about 14%).

The monthly combined withdrawal of ground water from Wells 3 and 5 was below the 12.00-mg combined withdrawal threshold for 21-months (88%) of the 24-month period.

The average combined withdrawal of ground water from Wells 3 and 5 for the 24-month period was 10.67-mg, which was 1.33-mg (about 11%) below the 12.00-mg combined withdrawal threshold.

?	Condition 21	Compliance Unknown

Maximum daily groundwater withdrawals for essential use, for fire protection must not exceed 2.88-mg.

Comments:

The permittee has not reported to the District that water has been withdrawn for fire protection.

✓	Condition 22	In Compliance

The lowest quality water source, such as reclaimed water or surface/storm water, must be used as irrigation water when deemed feasible pursuant to District rules and applicable state law.

Comments:

District staff concluded during review of the CUP modification application that it was not feasible to make use of reclaimed water over the recommended duration of this permit.

X	Condition 23	Out of Compliance – 2 violations with 2 citations

The permittee shall install a monitor well (MW-1) to monitor water quality in the basal horizon of the upper production zone of the upper Floridan aquifer no later than October 31, 2005.

Comments:

07-20-05 Cheryl Asley sent Brian Heath a NOV letter regarding installation of MW-1.

09-12-05 Gary Eichler (Connect Consulting) sent Bill Adams an email message with an attached map representing the proposed location for MW-1.

09-13-05 Bill Adams sent Gary Eichler an email message indicating the proposed location was not acceptable.

09-14-05	Bill Adams received from Gary Eichler an email message with an attached map representing possible locations for MW-1.
09-20-05	Bill Adams sent Gary Eichler an email message indicating the proposed location was not acceptable and proposed alternative locations.
11-14-05	Bill Adams received from Gary Eichler an email message providing more information regarding the proposed location for MW-1 (AU Brain Heath, Phil Maio and Candice McClure received a cc).
11-16-05	Bill Adams sent Gary Eichler an email message approving the monitoring well location near the intersection of Snow Hill Road and Vista Cove.
12-13-05	Bill Adams received from Gary Eichler an email message with same day notification that construction would begin on MW-1 (AU Brian Heath, John Lihvarcik, Jaime Uchuya and Candice McClure received a cc).
01-04-06	Jim Frazee received from Gary Eichler an email message with the MW-1 completion report (Bill Adams and Shannon Joyce received a cc).
01-04-06	Bill Adams sent an email message to Jim Frazee and Shannon Joyce reporting that there was too much open hole in the monitoring well to meet the objective of the permit condition.
01-05-06	District staff exchanged internal email messages regarding the depth of MW-1 and consistency with the requirement to monitor the basal horizon of the upper production zone of the UFA.
03-27-06	Bill Adams sent Glenn LaBrecque a letter reporting that the open hole interval for MW-1 was not constructed to isolate the basal horizon of the upper production zone of the UFA and proposed packer installation for correcting the problem.
06-21-06	Bill Adams and Gary Eichler exchanged email messages regarding ideas for modifying MW-1.
06-28-06	District staff exchanged internal email messages regarding potential enforcement for out of compliance items.
06-29-06	Gary Eichler sent Bill Adams an email message reporting that a letter would be provided that outlined a proposed alternative sampling protocol for review and approval (Shannon Joyce received a cc).
10-19-06	Gary Eichler sent Bill Adams an email message with an update on the MW-1 sampling protocol (Jerry Connolly and Phil Maio received a cc).
01-12-07	Bill Adams sent Gary Eichler an email message requesting the status for modification to MW-1. Gary Eichler replied with an email message that the well had been modified but additional work was still required.
01-23-07	Gary Eichler sent Bill Adams an email message documenting construction modifications to MW-1.
01-24-07	Bill Adams sent Gary Eichler an email message with confirmation that the District received the well construction report documenting the modification.
02-13-07	Bill Adams sent Gary Eichler an email message requesting additional information for the MW-1 modification to resolve construction detail

inconsistencies for the well completion reports submitted by Connect Consulting and the drilling contractor.

02-22-07 Gary Eichler met with Bill Adams, Jim Frazee and Jim Lemine at the ASSC to clarify construction modification details for MW-1.

The well completion report submitted to the District indicated that MW-1 was completed on 12-16-05, which was 46-days beyond the 10-31-05 required completion date. The open hole interval for the well extended from 134-feet through 240-feet below ground surface (bgs), which spanned the entire upper production zone of the Upper Floridan aquifer (UFA) and not the basal production zone of the UFA. MW-1 was not constructed according to the criteria specified in the condition.

The well completion report submitted to the District indicated that modification to MW-1 was completed on 11-15-06, which was 380-days beyond the 10-31-05 required completion date and 332-days beyond the 12-18-05 well completion date. The open hole interval for modified MW-1 extended from 240-feet through 260-feet bgs, which may monitor the lower middle portion of the upper production zone of the UFA. The marker bed for the contact with the lower production zone of the UFA occurred from 317-327 feet bgs at the WTP #2. Although MW-1 is located about 0.5-miles northeast from WTP #2, it may be possible that the well need to be drilled about 70-feet deeper in order to reach the required monitoring horizon.

X	Condition 24	Out of Compliance – 10 violations with 6 citations

The permittee shall collect groundwater samples from Well 1 (GRS Station No. 19800), Well 5 (GRS Station No. 33865), Well 4 (GRS Station No. 33971), and MW-1 in January, April, July, and October of each year of this permit. The permittee shall notify the District of the date on which samples will be collected 14 days prior to each sample collection event and shall afford the District the opportunity to split samples at the time of each sample event. Sample collection and handling procedures shall be performed by a qualified person and shall follow the requirements of all relevant Florida Department of Environmental Protection Standard Operating Procedures (DEP SOPs). Analyses shall include field measurements of temperature, pH, and specific conductance following DEP SOPs and laboratory measurements of chloride, sulfate, carbonate, bicarbonate, calcium, magnesium, sodium, and potassium. Laboratory analyses shall be performed by a laboratory that has been certified to perform the specified analyses by the Florida Department of Health Environmental Laboratory Certification Program. The permittee shall submit a report of each sample event's data no later than 30 days following collection of the samples. The report shall include field sample data records and calibration records for field measurements, chain of custody records, Piper diagrams of the major ion data, and laboratory reports for laboratory measurements.

Comments:

Production wells PW-1 and PW-5 and monitoring well MW-4 were sampled from the 2nd Q 2005 through the 1st Q 2007. MW-1 was sampled for the 1st Q 2006, but not for 3rd Q 2005 through 4th Q 2006 because the open hole portion of the well did not monitor the correct horizon. Modification to MW-1 was completed on 11-15-06, but a sample was not collected during the 1st Q 2007 sampling event. Water samples were analyzed for the parameters as required under the condition.

<u>14-Day Advance Notification</u>

There is no documentation that advance notification was provided for 4 of 8 sampling events (2nd Q, 3rd Q and 4th Q of 2005 and 1st Q 2006). The average advance notification for 4 sampling events was about 10-days.

04-05-06 Bill Adams received from Bill Trendel an email message with advance notification that the 2nd Q 2006 water quality sampling would be performed on 04-20-06 (15-day advance notification).

07-16-06 Bill Adams received from Candice McClure an email message with advance notification that the 3rd Q 2006 water quality sampling would be performed on 07-27-06 (10-day advance notification).

10-23-06 Bill Adams received from Candice McClure an email message with advance notification that the 4th Q 2006 water quality sampling would be performed on 10-31-06 (8-day advance notification).

01-18-06 Bill Adams received from Candice McClure an email message with advance notification that the 1st Q 2007 water quality sampling would be performed on 01-26-07 (8-day advance notification).

01-23-07 Jim Lemine received from Candice McClure an email message reporting that the 1st Q 2007 water quality sampling was changed from 01-26-07 to 01-29-07 (6-day advance notification).

Sampling Procedures

AU Chuluota WTP staff performed the 2nd Q 2005 water quality samplings, and Andreyev Engineering staff performed the 3rd Q 2006 through 1st Q 2007 water quality samplings. Sampling protocol generally conformed with FDEP SOPs with respect to calibration of field equipment and measurement of field parameters (temperature, pH and specific conductivity to stabilization).

Laboratory Analytical Results

Although anion-cation balances were not required under the condition, the anion-cation balances were less than 10% difference for all results except PW-1 10-31-06 (29.2%) and PW-5 10-31-06 (-20.3%), and less than 5% difference for all results except MW-4 07-27-06 (-6.5%) and PW-5 07-21-06 (8.4%) and 04-20-06 (6.9%).

Laboratories

Harbor Branch Environmental Laboratories, Inc. performed the water quality chemical analyses for the 2nd Q 2005 sampling.

PC&B Environmental Laboratories, Inc. performed the water quality chemical analyses for the 3rd Q 2005 through 1st Q 2007 samplings.

Harbor Branch and PC&B laboratories are both certified under the Florida Department of Health Environmental Laboratory Certification Program.

Submittals of Laboratory Analytical Results for Water Quality Samplings:

The District received the laboratory analytical results for the water quality samplings within 30-days from the sampling date for every quarterly sampling except for the 4th Q 2006.

05-16-05 The District received the 2nd Q 2005 laboratory analytical results for the water quality samples collected on 04-28-05 (18-days).

08-15-05 The District received the 3rd Q 2005 laboratory analytical results for the water quality samples collected on 07-21-05 (25-days).

11-01-05 The District received the 4th Q 2005 laboratory analytical results for the water quality samples collected on 10-12-05 (20-days).

02-15-06 The District received the 1st Q 2006 laboratory analytical results for the water quality samples collected on 01-27-06 (19-days).

05-08-06 The District received the 2nd Q 2006 laboratory analytical results for the water quality samples collected on 04-20-06 (18-days).

07-27-06 The District received the 3rd Q 2006 laboratory analytical results for the water quality samples collected on 07-16-06 (11-days).

02-27-07 The District received the 1st Q 2007 laboratory analytical results for the water quality samples collected on 01-29-07 (29-days).

03-06-07 The District received the 4th Q 2006 laboratory analytical results for the water quality samples collected on 10-31-06 (126-days).

Water quality reports submitted include all of the required information except for the Piper plots. Staff has made numerous attempts to notify the permittee through letters, phone calls and emails regarding the missing Piper plots. The permittee has not included any additional Piper plots with reports submitted after a 03-15-06 response to two NOV letters.

Chronology of Violations and Notifications:

10 Months!

05-25-05 Cheryl Astey sent Brian Heath a NOV letter regarding permittee failure to include field equipment calibration measurements and Piper Plots with the 2nd Q 2005 report. No response received.

06-30-05 Cheryl Astey sent Brain Heath a 2nd NOV letter regarding permittee failure to include the requested information with the 2nd Q 2005 report.

03-15-06 The District received from Jaime Uchuya the information that was requested in 05-25-05 NOV letter.

01-19-07 Jim Lemine sent Candice McClure an email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling. No response received.

01-23-07 Jim Lemine sent Candice McClure another email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling. No response received.

02-15-07 Jim Lemine sent Jerry Connolly an email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling (Candice McClure received a cc). Jerry Connolly replied in an email message that he would discuss this with Candice McClure and the information would be provided to the District.

03-05-07 Jim Lemine sent Jerry Connolly another email message reporting that the District had not received the laboratory analytical results for the 4th Q 2006 water quality sampling (Candice McClure received a cc). Candice McClure replied in an email message that the information would be sent that afternoon.

WAS IT RECEIVED?

X	Condition 25	Out of Compliance – 4 violations with 0 citations

Within 18 months of the date of issuance of this permit, permittee shall identify viable, potential water supply partners including those that could provide water supplies or partner with the permittee in the development of water supplies. In addition, permittee shall identify potential water supply projects that could be implemented with these partners to secure the quantities of water necessary to meet permittee's projected demands through 2025 without unacceptable impacts to water resources and related natural systems. Permittee shall contact these potential partners to determine the viability of developing partnership agreements with them for the identified potential water supply projects. A written description of the potential partners and projects along with a description of the contacts between permittee and the potential partners and the viability of the development of partnership agreements shall be submitted to the District no later than October 31, 2006.

Comments:

The District has not received the submittal documenting these activities, and it was about 4-months overdue at the time of the review.

X	Condition 26	Out of Compliance – 2 violations with 1 citation

14 MONTHS OVERDUE AS OF THIS DOCUMENT DATE

The permittee shall continue to pursue an agreement to construct an inter-connect with other nearby reclaimed water systems to provide public access reclaimed water on a bulk basis to such reclaimed water systems. The permittee shall provide a status report by January 31 of each year for the duration this permit of actions taken in conformance with this condition and agreements reached as a result of those actions.

Comments:

04-11-06 Cheryl Astey sent John Lihvarcik a NOV letter for permittee failure to submit a status report describing the status of an agreement to construct a reuse water inter-connect with other nearby utilities. No response received.

05-18-06 Cheryl Astey re-sent the 04-11-06 NOV letter to Glen LaBrecque. No response received.

?	**Condition 27**	**Compliance Unknown**

If the District determines that unacceptable saline water intrusion or salt water interface migration is occurring as a result of the withdrawals authorized by this permit, the District shall revoke the permit in whole or in part to curtail or abate the saline water intrusion.

Comments:

Based upon water quality laboratory analytical results, it appears that ground water quality has experienced salinity degradation over the decade. Statistical multi-variant regression analyses will be required for determining compliance with this condition.

X	Condition 28	Out of Compliance – 6 violations with 0 citations

The permittee shall conduct hydrologic and photo monitoring at each of the six (6) wetland areas listed below:

a. CPH #5, Unnamed Shallow Marsh, (Sec. 22, T. 21 S., R. 32 E.);

b. CPH #21Unnamed Shallow Lake/Marsh, (Sec. 21, T. 21 S., R. 32 E.);

c. CPH #22 Unnamed Lake, (Sec. 21, T. 21 S., R. 32 E.);

d. CPH #40 Bayhead, (Sec. 29, T. 21 S., R. 32 E.);

e. CPH #41Horseshoe Lake, (Sec. 29, T. 21 S., R. 32 E.);

f. CPH #52 Marsh, (Sec. 21, T. 21 S., R. 32 E.).

The permittee shall install staff gauges and/or shallow wells (hereinafter referred to as monitoring devices) in each of the above-listed wetland sites. The monitoring devices and specific locations must be approved in writing by the District. The monitoring wells must be installed by a licensed water well contractor (as required in 373.336 (1)(b), F.S.), and all monitoring devices shall be surveyed to NGVD (1929) to an accuracy of +/- 0.01 foot. The permittee must submit station location and descriptor data electronically as spreadsheets in a District approved format. Station descriptor information must include: latitude/longitude, brief text site description, date of installation, type of instrument, installation entity, maintenance entity, and access instructions.

If another agency or utility is monitoring the same water body, then the same monitoring equipment/data can, upon written approval by SJRWMD, be used with the owner's consent. Data collection at all six (6) sites must be daily at midday. Water level monitoring must be initiated within 6 months of issuance of this permit.

At each wetland monitoring site, an elevation profile along a transect 150 feet in length must be surveyed such that 50 feet of the adjacent upland is included. If the adjacent upland consists of placed fill, then the transect may be limited to 120 feet in length, such that 20 feet of the adjacent upland is included. The location of each transect must be reviewed and approved by the District prior to survey. Soil elevations must be recorded at 5-foot intervals and wherever there is a change in soil profile and/or change in plant community to an accuracy of +/- 0.1-foot. Other environmental features such as current water level, cypress buttress inflection points, lower extent of lichen lines, upper extent of moss collars, watermarks, and palmetto lines must be surveyed, if present. A general description of the vegetation present at each vegetation zone must include the dominant species in each stratum and the presence of nuisance/weedy/exotic species. A full soil description must be made in the top 24 inches of soil at each of the transect elevations described above. If the soil survey depicts the soils as open water, then the soil description will occur out to a water depth of 3 feet, and depth to sediment surface, and depth of organic substrate will be recorded for the remaining intervals. The data collection described in this paragraph is a one-time event. Well completion reports for the peizometers will also be included in this report. The vegetation and soil survey must be submitted within 6 months of permit issuance.

Permanent photo stations must be monumented and panoramic photographs must be taken in September for each of the wetland monitoring sites, starting in 2005 and annually thereafter. These stations must be reviewed and approved by the District prior to monumentation.

Weekly rainfall data must be obtained for each monitored location from the nearest existing rain gauge approved by the District. The same rainfall station may be used for more than one monitoring site.

The following information must be recorded by the permittee for each monitoring site: water level (weekly without data loggers, daily with data loggers), rainfall (weekly), and pumping volume (weekly by well). Monitoring data must be submitted electronically as spreadsheets every six months in a District approved computer accessible format. Permittee must contact the District for specific details on how to submit the computer accessible information. This data must also be submitted as a legible paper copy (two copies) along with the EN-50 forms for the project. On January 31st, the permittee must submit an annual report summarizing the monitoring efforts. The report must include the panoramic photographs, and graphs summarizing the rainfall and monitoring data.

Comments:

03-31-06 Bob Fewster received from Bill Brammell of Johnson Engineering, Inc. (JEI) a phone call with notification that they had been retained to install the monitoring wells.

05-17-06 Bob Fewster received from Bill Brammell a phone call with notification that they were attempting to gain permission from landowners to site the monitoring well locations.

12-14-06 Bob Fewster received from Jerry Connolly a phone call with notification that JEI could gain access to only one location. Bob Fewster informed him that they were very late in getting the monitoring started and needed to get the one site started as soon as possible while attempting to gain access to the remaining monitoring sites.

01-16-07 Bob Fewster received from Bill Brammell a phone call reporting that they had obtained permission for 2 sites. Bob Fewster informed him that they needed to get the transects and monitoring well locations selected, and he would make a field site visit to review the proposed locations.

01-23-07 Bob Fewster received from Bill Brammell a phone call reporting that 4 sites had been set up for his review. A field site meeting was scheduled for 01-29-07.

01-29-07 Bob Fewster approved the locations for 4 monitoring sites during the field site meeting with Bill Brammell.

02-08-07 Bob Fewster received from Bill Brammell an email message requesting that only one monitoring well location be located in the Little Big Econ State Forest due to the reluctance of the DOF to allow access from monitoring additional locations in the forest.

03-15-07 Bob Fewster sent Bill Brammell an email message requiring that a total of 2 replacement monitoring well locations be selected so that the monitoring sites are replaced on a one-to-one basis.

04-02-07 The District received from Bill Brammell a report documenting the methodology for installing the ground water monitoring instruments and one-time biological monitoring for 4 sites (Jerry Connolly received a cc).

?	Condition 29	Compliance Unknown

Wetlands, lakes, and spring flows may not be adversely impacted as a result of the consumptive use authorized by this permit. If unanticipated significant adverse impacts occur, the SJRWMD shall revoke the permit in whole or in part to curtail or abate the adverse impacts, unless the impacts can be mitigated by the permittee.

Comments:

District staff could not make this determination because the wetland monitoring data was incomplete at the time this CCR was written.

Ex. 61

Skip	Billing Start	Billing End	Days	Meter Start	Meter End	Gal Used	Trend	Base Water	Water Use	Base Sewer	Sewer Use	Tax	Total Bill	AvGPD	CstPGal	CstPDay	
	04/19/07	05/18/07	29	471100	476700	5600	V	$13.54	$28.73	$31.08	$63.39	$1.69	**$138.43**	193.10	$0.0244179	$4.77	
	03/21/07	04/19/07	29	465200	471100	5900	Λ	$13.54	$22.95	$31.08	$47.26	$1.44	**$116.27**	203.45	$0.0194627	$4.01	I-RATE INCR
	02/21/07	03/21/07	28	460000	465200	5200	Λ	$10.25	$20.23	$22.01	$41.65	$1.22	**$95.36**	185.71	$0.0181038	$3.41	
Y	01/22/07	02/21/07	30	455000	460000	5000	V	$10.25	$19.45	$22.01	$40.05	$1.19	**$92.95**	166.67	$0.0183520	$3.10	
	12/22/06	01/22/07	31	448800	455000	6200	Λ	$10.25	$24.12	$22.01	$48.06	$1.37	**$105.81**	200.00	$0.0168448	$3.41	
	11/22/06	12/22/06	30	442900	448800	5900	=	$10.25	$22.95	$22.01	$47.26	$1.33	**$103.80**	196.67	$0.0173678	$3.46	
Y	10/23/06	11/22/06	30	437000	442900	5900	Λ	$10.25	$22.95	$22.01	$47.26	$1.33	**$103.80**	196.67	$0.0173678	$3.46	
	09/26/06	10/23/06	27	432000	437000	5000	V	$10.25	$19.45	$22.01	$40.05	$1.19	**$92.95**	185.19	$0.0183520	$3.44	
	08/23/06	09/26/06	34	425000	432000	7000	Λ	$10.25	$27.23	$22.01	$48.06	$1.50	**$109.05**	205.88	$0.0153643	$3.21	
	07/24/06	08/23/06	30	419000	425000	6000	Λ	$10.25	$23.34	$22.01	$48.06	$1.34	**$105.00**	200.00	$0.0172767	$3.50	
	06/22/06	07/24/06	32	414000	419000	5000	V	$10.25	$19.45	$22.01	$40.05	$1.19	**$92.95**	156.25	$0.0183520	$2.90	
	05/22/06	06/22/06	31	408000	414000	6000	Λ	$10.25	$23.34	$22.01	$48.06	$1.34	**$105.00**	193.55	$0.0172767	$3.39	
	04/24/06	05/22/06	28	403000	408000	5000	V	$10.25	$19.45	$22.01	$40.05	$1.19	**$92.95**	178.57	$0.0183520	$3.32	
	03/23/06	04/24/06	32	397000	403000	6000	Λ	$10.25	$23.34	$22.01	$48.06	$1.34	**$105.00**	187.50	$0.0172767	$3.28	
	02/23/06	03/23/06	28	392000	397000	5000	V	$10.25	$19.45	$22.01	$40.05	$1.19	**$92.95**	178.57	$0.0183520	$3.32	
	01/25/06	02/23/06	29	385000	392000	7000	V	$10.25	$27.23	$22.01	$48.06	$1.50	**$109.05**	241.38	$0.0153643	$3.76	RATE INCR
	12/21/05	01/25/06	35	376000	385000	9000	Λ	$10.05	$34.29	$21.81	$47.64	$1.77	**$115.56**	257.14	$0.0126433	$3.30	
	11/23/05	12/21/05	28	373000	376000	3000	V	$10.05	$11.43	$21.81	$23.82	$0.86	**$67.97**	107.14	$0.0223700	$2.43	
	10/25/06	11/23/06	29	367000	373000	6000	=	$10.05	$22.86	$21.81	$47.64	$1.32	**$103.68**	206.90	$0.0170600	$3.58	
	09/23/05	10/25/05	32	361000	367000	6000	Λ	$10.05	$22.86	$21.81	$47.64	$1.32	**$103.68**	187.50	$0.0170600	$3.24	
	08/25/05	09/23/05	29	356000	361000	5000	V	$10.05	$19.05	$21.81	$39.70	$1.16	**$91.77**	172.41	$0.0181220	$3.16	
	07/27/05	08/25/05	29	350000	356000	6000	Λ	$10.05	$22.86	$21.81	$47.64	$1.32	**$103.68**	206.90	$0.0170600	$3.58	
	06/26/05	07/27/05	31	345000	350000	5000	V	$10.05	$19.05	$21.81	$39.70	$1.16	**$91.77**	161.29	$0.0181220	$2.96	
	05/21/05	06/26/05	36	336000	345000	9000	V	$10.05	$34.29	$21.81	$47.64	$1.77	**$115.56**	250.00	$0.0126433	$3.21	
	04/21/05	05/21/05	30	318000	336000	18000	V	$10.05	$68.58	$21.81	$47.64	$3.15	**$151.23**	600.00	$0.0082267	$5.04	**L Inst *Est by**
	03/23/05	04/21/05	29	299000	318000	19000	Λ	$10.05	$72.39	$21.81	$47.64	$3.30	**$155.19**	655.17	$0.0079942	$5.35	RATE INCR
	02/22/05	03/23/05	29	285000	299000	14000	V	$9.96	$52.78	$21.60	$47.16	$2.51	**$134.01**	482.76	$0.0093929	$4.62	
	01/19/05	02/22/05	34	255000	285000	30000	Λ	$9.96	$113.10	$21.60	$47.16	$4.92	**$196.74**	882.35	$0.0063940	$5.79	
	12/22/04	01/19/05	28	236000	255000	19000	Λ	$9.96	$71.63	$21.60	$47.16	$3.26	**$153.61**	678.57	$0.0079132	$5.49	
	11/22/04	12/22/04	30	218000	236000	18000	=	$9.96	$67.86	$21.60	$47.16	$3.11	**$149.69**	600.00	$0.0081433	$4.99	
	10/25/04	11/22/04	28	200000	218000	18000	Λ	$9.96	$67.86	$21.60	$47.16	$3.11	**$149.69**	642.86	$0.0081433	$5.35	
	09/29/04	10/25/04	26	192000	200000	8000	V	$9.96	$30.16	$21.60	$47.16	$1.60	**$110.48**	307.69	$0.0136100	$4.25	
	08/30/04	09/29/04	30	174000	192000	18000	Λ	$9.96	$67.86	$21.60	$47.16	$3.11	**$149.69**	600.00	$0.0081433	$4.99	*EST by AU
	07/26/04	08/30/04	35	160000	174000	14000	V	$9.96	$52.78	$21.60	$47.16	$2.51	**$134.01**	400.00	$0.0093929	$3.83	
	06/22/04	07/26/04	34	140000	160000	20000	V	$9.96	$75.40	$21.60	$47.16	$3.41	**$157.53**	588.24	$0.0077060	$4.63	
Y	05/20/04	06/22/04	33	118680	140000	21320	Λ	$9.96	$80.38	$21.60	$47.16	$3.49	**$162.59**	646.06	$0.0074623	$4.93	** AUF **
	04/22/04	05/20/04	28	98350	118680	20330	V	$9.96	$76.64	$21.60	$47.16	$3.46	**$158.82**	726.07	$0.0076421	$5.67	FLA Water
	03/19/04	04/22/04	34	72110	98350	26240	Λ	$9.96	$98.92	$21.60	$47.16	$4.35	**$181.99**	771.76	$0.0067700	$5.35	FLA Water
	02/21/04	03/19/04	27	58540	72110	13570	Λ	$9.96	$51.16	$21.60	$47.16	$2.44	**$132.32**	502.59	$0.0095710	$4.90	FLA Water
	01/30/04	02/21/04	22	46020	58540	12520	Λ	$9.96	$47.20	$21.60	$47.16	$2.28	**$128.20**	569.09	$0.0100575	$5.83	FLA Water
		TOTALS	**1146**			**419,180**							**$4,606.09**				

AVERAGE GAL PER BILL **11,031**
AVERAGE BILL AMOUNT **$121.21**

COMPARISON OF RATES AND USAGE INCREMENTS TO THE STANDARD (OLD) RATE

Ex. 61

TABLE – 1 Gallons	Standard Rate	% Difference Frm Standard	Interim Rate	% Difference Frm Standard	Final Rate	% Difference Frm Standard
0	$32.26	0.00%	$44.62	38.31%	$94.56	193.12%
100	$33.45	0.00%	$46.27	38.33%	$95.58	185.74%
500	$38.21	0.00%	$52.85	38.31%	$99.68	160.87%
1000	$44.16	0.00%	$61.07	38.29%	$104.79	137.30%
3000	$67.96	0.00%	$93.97	38.27%	$125.25	84.30%
6000	$103.66	0.00%	$143.32	38.26%	$155.94	50.43%
7000	$107.55	0.00%	$148.45	38.03%	$162.56	51.15%
10000	$119.22	0.00%	$163.84	37.43%	$171.62	43.95%
15000	$138.67	0.00%	$189.49	36.65%	$186.72	34.65%
20000	$158.12	0.00%	$215.14	36.06%	$201.82	27.64%
25000	$177.57	0.00%	$240.79	35.60%	$216.92	22.16%
30000	$197.02	0.00%	$266.44	35.24%	$232.02	17.76%
35000	$216.47	0.00%	$292.09	34.93%	$247.12	14.16%
40000	$235.92	0.00%	$317.74	34.68%	$262.22	11.15%
45000	$255.37	0.00%	$343.39	34.47%	$277.32	8.60%
50000	$274.82	0.00%	$369.04	34.28%	$292.42	6.40%
55000	$294.27	0.00%	$394.69	34.13%	$307.52	4.50%
60000	$313.72	0.00%	$420.34	33.99%	$322.62	2.84%
65000	$333.17	0.00%	$445.99	33.86%	$337.72	1.37%
70000 *	$352.62	0.00%	$471.64	33.75%	$352.82	0.06%
75000	$372.07	0.00%	$497.29	33.65%	$367.92	-1.12%
80000	$391.52	0.00%	$522.94	33.57%	$383.02	-2.17%
85000	$410.97	0.00%	$548.59	33.49%	$398.12	-3.13%
90000	$430.42	0.00%	$574.24	33.41%	$413.22	-4.00%
95000	$449.87	0.00%	$599.89	33.35%	$428.32	-4.79%
100000	$469.32	0.00%	$625.54	33.29%	$443.42	-5.52%

T-1 SHOWS PERCENTAGE DIFFERENCE FROM THE STANDARD TO INTERIM & FINAL RATES

TABLE – 2 Gallons	Standard Rate	% Difference Frm Standard	Interim Rate	% Difference Frm Standard	Final Rate	% Difference Frm Standard
0	$32.26	$0.00	$44.62	$12.36	$94.56	$62.30
100	$33.45	$0.00	$46.27	$12.82	$95.58	$62.13
500	$38.21	$0.00	$52.85	$14.64	$99.68	$61.47
1000	$44.16	$0.00	$61.07	$16.91	$104.79	$60.63
3000	$67.96	$0.00	$93.97	$26.01	$125.25	$57.29
6000	$103.66	$0.00	$143.32	$39.66	$155.94	$52.28
7000	$107.55	$0.00	$148.45	$40.90	$162.56	$55.01
10000	$119.22	$0.00	$163.84	$44.62	$171.62	$52.40
15000	$138.67	$0.00	$189.49	$50.82	$186.72	$48.05
20000	$158.12	$0.00	$215.14	$57.02	$201.82	$43.70
25000	$177.57	$0.00	$240.79	$63.22	$216.92	$39.35
30000	$197.02	$0.00	$266.44	$69.42	$232.02	$35.00
35000	$216.47	$0.00	$292.09	$75.62	$247.12	$30.65
40000	$235.92	$0.00	$317.74	$81.82	$262.22	$26.30
45000	$255.37	$0.00	$343.39	$88.02	$277.32	$21.95
50000	$274.82	$0.00	$369.04	$94.22	$292.42	$17.60
55000	$294.27	$0.00	$394.69	$100.42	$307.52	$13.25
60000	$313.72	$0.00	$420.34	$106.62	$322.62	$8.90
65000	$333.17	$0.00	$445.99	$112.82	$337.72	$4.55
70000 *	$352.62	$0.00	$471.64	$119.02	$352.82	$0.20
75000	$372.07	$0.00	$497.29	$125.22	$367.92	-$4.15
80000	$391.52	$0.00	$522.94	$131.42	$383.02	-$8.50
85000	$410.97	$0.00	$548.59	$137.62	$398.12	-$12.85
90000	$430.42	$0.00	$574.24	$143.82	$413.22	-$17.20
95000	$449.87	$0.00	$599.89	$150.02	$428.32	-$21.55
100000	$469.32	$0.00	$625.54	$156.22	$443.42	-$25.90

T-2 SHOWS DOLLAR DIFFERENCE FROM THE STANDARD TO INTERIM & FINAL RATES

* Threshold to start paying less is 70,228 gallons with the proposed final rate.

Ex. 61

FLORIDA STATUTES AND ST. JOHNS RIVER WATER MANAGEMENT DISTRICT RULES THAT AQUA UTILITIES, INC. ARE IN VIOLATION OF:

373.219 | PERMITS REQUIRED
373.323 | LICENSURE OF WATER WELL CONTRACTORS; APPLICATIONS, QUALIFICATIONS, AND EXAMINATIONS; EQUIPMENT IDENTIFICATION
373.324 | LICENSE RENEWAL
373.333 | DISCIPLINARY GUIDELINES; ADOPTION AND ENFORCEMENT; LICENSE SUSPENSION OR REVOCATION
373.342 | PERMITS

In addition, it states that the following SJRWMD Rules were violated by Aqua Utilities:

40C-2.041(1) | PERMITS REQUIRED
40C-2.381 | LIMITING CONDITIONS
40C-3.037 | WATER WELL CONTRACTOR LICENSING
40C-3.038 | VIOLATION OF CONTRACTOR LICENSING REQUIREMENTS
40C-3.041 | PERMITS REQUIRED
40C-3.492 | VIOLATIONS OF PERMITS
40C-22.030 | NOTICED GENERAL PERMIT FOR SHORT-TERM CONSTRUCTION DEWATERING

The PDF for the following rules can be found here:
40C-2 | PERMITTING OF CONSUMPTIVE USES OF WATER
http://www.sjrwmd.com/programs/regulation/rules/pdfs/40C-2.pdf
40C-3 | WATER WELLS
http://www.sjrwmd.com/programs/regulation/rules/pdfs/40C-3.pdf
40C-22 | NOTICED GENERAL PERMITS FOR CONSUMPTIVE USE
http://www.sjrwmd.com/programs/regulation/rules/pdfs/40C-22.pdf

FLORIDA STATUTES

373.219 Permits required.--

(1) The governing board or the department may require such permits for consumptive use of water and may impose such reasonable conditions as are necessary to assure that such use is consistent with the overall objectives of the district or department and is not harmful to the water resources of the area. However, no permit shall be required for domestic consumption of water by individual users.

(2) In the event that any person shall file a complaint with the governing board or the department that any other person is making a diversion, withdrawal, impoundment, or consumptive use of water not expressly exempted under the provisions of this chapter and without a permit to do so, the governing board or the department shall cause an investigation to be made, and if the facts stated in the complaint are verified the governing board or the department shall order the discontinuance of the use.

History.--s. 2, part II, ch. 72-299; s. 9, ch. 73-190.

373.323 Licensure of water well contractors; application, qualifications, and examinations; equipment identification.--

(1) Every person who wishes to engage in business as a water well contractor shall obtain from the water management district a license to conduct such business.

(2) Each person desiring to be licensed as a water well contractor shall apply to take the licensure examination. Application shall be made to the water management district in which the applicant resides or in which his or her principal place of business is located. A resident of another state shall apply to the water management district in which most of the business of the applicant will take place. Application shall be made on forms provided by the water management district.

(3) An applicant who meets the following requirements shall be entitled to take the licensure examination to practice water well contracting:

(a) Is at least 18 years of age.

(b) Has at least 2 years of experience in constructing, repairing, or abandoning wells.

(c) Has completed the application form and remitted a nonrefundable application fee.

(4) The department shall prepare an examination which shall test an applicant's knowledge of rules and regulations adopted under this part; ability to construct, repair, and abandon a well; and ability to supervise, direct, manage, and control the contracting activities of a water well contracting business. The department shall provide each water management district and representatives of the water well contracting industry with meaningful opportunity to participate in the development of the examination.

(5) The water management district shall issue a water well contracting license to any applicant who receives a passing grade on the examination, has paid the initial application fee, takes and completes, to the satisfaction of the department, a minimum of 12 hours of approved coursework, and has complied with the requirements of this section. A passing grade on the examination shall be as established by the department by rule. A license issued by any water management district shall be valid in every water management district in the state.

(6) An employee of a political subdivision or of a governmental entity engaged in water well drilling shall be licensed pursuant to this part but shall be exempt from paying fees required pursuant to this part.

(7) When a water management district has probable cause to believe that any person not licensed as a

water well contractor has violated any provision of this part or any statute that relates to the construction, repair, or abandonment of water wells, or any rule adopted pursuant thereto, the water management district may issue and deliver to such person a notice to cease and desist from such violation. In addition, the water management district may issue and deliver a notice to cease and desist to any person who aids and abets the unlicensed construction, repair, or abandonment of a water well by employing an unlicensed person. For the purpose of enforcing a cease and desist order, a water management district may file a proceeding in the name of the state seeking issuance of an injunction or a writ of mandamus against any person who violates any provision of such order.

(8) The department shall adopt rules which specifically provide for uniformity among all water management districts for the application process and qualifications for licensure, providing each water management district and representatives of the water well contracting industry with meaningful opportunity to participate in the development of the rules as they are drafted. The rules shall be adopted by each water management district.

(9) Each piece of drilling equipment owned, leased, or operated by a water well contractor shall have the water well contractor's license number prominently displayed thereon.

[1](10) Water well contractors licensed under this section may install, repair, and modify pumps and tanks in accordance with the Florida Building Code, Plumbing; Section 612--Wells pumps and tanks used for private potable water systems. In addition, licensed water well contractors may install pumps, tanks, and water conditioning equipment for all water well systems.

(11) A licensed well water contractor may facilitate the performance of additional work by an appropriately licensed contractor which is incidental to the construction, repair, or abandonment of a water well. For purposes of this subsection, incidental work is limited to the electrical connection of a pump, connecting a well to a residential dwelling, constructing a pump house or pump vault of 100 square feet or less, constructing a nonstructural well slab of 100 square feet or less, constructing fencing, and landscaping. This part does not authorize a licensed water well contractor to perform any services or work for which a license under chapter 489 is required.

History.--s. 7, part III, ch. 72-299; s. 114, ch. 77-104; s. 14, ch. 78-95; s. 77, ch. 83-310; s. 1, ch. 84-94; ss. 12, 23, 24, ch. 88-242; s. 4, ch. 91-429; s. 602, ch. 95-148; s. 4, ch. 2001-186; s. 16, ch. 2001-270; s. 1, ch. 2006-87.

[1]**Note.**--As enacted by s. 4, ch. 2001-186. For a description of multiple acts in the same session affecting a statutory provision, *see* preface to the *Florida Statutes*, "Statutory Construction." Subsection (10) was also added by s. 16, ch. 2001-270, and that version reads:

(10) Water well contractors licensed pursuant to this section shall be authorized to install, repair, and modify pumps and tanks in accordance with the Florida Building Code, chapter 29; Section 612--Well Pumps and Tanks Used for Private Potable Water Systems. In addition, licensed water well contractors shall be able to install pumps, tanks, and water conditioning equipment for all water well systems.

373.324 License renewal.--

(1) A water well contractor shall submit an application for renewal of a license to the water management district which issued the license.

(2) The water management district shall renew a license upon receipt of the renewal application, proof of completion of 12 classroom hours of continuing education for each renewal cycle, and renewal fee.

(3) The department shall prescribe by rule the method for renewal of a license, which shall include continuing education requirements of not less than 12 classroom hours for each renewal cycle. However, if a water well contractor has received his or her first license within 180 days before the end of the biennium renewal of licenses, the continuing education requirements shall be waived for the licensee's first renewal cycle. Notwithstanding s. 373.329, the department by rule shall establish an

administrative fee based on the actual costs incurred in administering the responsibilities related to continuing education requirements.

(4) The department shall adopt rules establishing a procedure for the biennial renewal of licenses, which shall be adopted by each water management district.

(5) A license which is not renewed at the end of the biennium prescribed by the department shall automatically revert to inactive status. Such license may be reactivated only if the licensee meets the qualifications for reactivation in s. 373.325.

(6) At least 60 days prior to the automatic reversion of a license to inactive status, the water management district shall mail a notice of such reversion to the last known address of the licensee.

(7) Notwithstanding the renewal requirements in subsection (3) and s. 250.4815 for members of the Florida National Guard and the United States Armed Forces Reserves, any active water well contractor license issued under this part to a servicemember as defined in s. 250.01 or his or her spouse, both of whom reside in Florida, may not become inactive while the servicemember is serving on military orders which take him or her over 35 miles from his or her residence and shall be considered an active license for up to 180 days after the servicemember returns to his or her Florida residence. If the license renewal requirements are met within the 180-day extension period, the servicemember or his or her spouse may not be charged any additional costs, such as, but not limited to, late fees or delinquency fees, above the normal license fees. This subsection does not waive renewal requirements such as registering, continuing education, and all associated fees. The servicemember must present to the water management district issuing the license a copy of his or her official military orders or a written verification from the member's commanding officer before the end of the 180-day period in order to qualify for the extension.

History.--ss. 13, 24, ch. 88-242; s. 4, ch. 91-429; s. 17, ch. 2001-270; s. 2, ch. 2006-87.

373.333 Disciplinary guidelines; adoption and enforcement; license suspension or revocation.--

(1) The department shall adopt by rule disciplinary guidelines applicable to each specific ground for disciplinary action which may be imposed by the water management districts, providing each water management district and representatives of the water well contracting industry with meaningful opportunity to participate in the development of the disciplinary guideline rules as they are drafted. The disciplinary guidelines shall be adopted by each water management district. The guideline rules shall be consistently applied by the water management districts and shall:

(a) Specify a meaningful range of designated penalties based upon the severity and repetition of specific offenses.

(b) Distinguish minor violations from those which endanger public health, safety, and welfare or contaminate the water resources.

(c) Inform the public of likely penalties which may be imposed for proscribed conduct.

A specific finding of mitigating or aggravating circumstances shall allow a water management district to impose a penalty other than that provided in the guidelines. Disciplinary action may be taken by any water management district, regardless of where the contractor's license was issued.

(2) Whenever the water management district has reasonable grounds for believing that there has been a violation of this part or any rule or regulation adopted pursuant hereto, it shall give written notice to the person alleged to be in violation. Such notice shall identify the provision of this part or regulation issued hereunder alleged to be violated and the facts alleged to constitute such violation.

(3) Such notice shall be served in the manner required by law for the service of process upon a person in a civil action or by registered United States mail to the last known address of the person. The water management district shall send copies of such notice only to persons who have specifically requested such notice or to entities with which the water management district has formally agreed to provide such notice. Notice alleging a violation of a rule setting minimum standards for the location, construction, repair, or abandonment of wells shall be accompanied by an order of the water management district requiring remedial action which, if taken within the time specified in such order, will effect compliance with the requirements of this part and regulations issued hereunder. Such order shall become final unless a request for hearing as provided in chapter 120 is made within 30 days from the date of service of such order. Upon compliance, notice shall be served by the water management district in a timely manner upon each person and entity who received notice of a violation, stating that compliance with the order has been achieved.

(4) The following acts constitute grounds for which disciplinary actions specified in subsection (5) may be taken by a water management district:

(a) Attempting to obtain, obtaining, or renewing a license under this part by bribery or fraudulent misrepresentation.

(b) Being convicted or found guilty, regardless of adjudication, of fraud or deceit; or of gross negligence, incompetency, or misconduct in the performance of work; or of a crime in any jurisdiction which directly relates to the practice of water well contracting or the ability to practice water well contracting. A plea of nolo contendere shall create a presumption of guilt to the underlying criminal charges, and the water management district shall allow the person being disciplined to present any evidence relevant to the underlying charges and the circumstances surrounding his or her plea.

(c) Allowing any other person to use the license.

(d) Violating or refusing to comply with any provision of this part or a rule adopted by the department or water management district, or any order of the water management district previously entered in a disciplinary hearing.

(e) Constructing, repairing, or abandoning a water well without first obtaining all applicable permits.

(f) Having had administrative or disciplinary action relating to water well construction, repair, or abandonment taken by any municipality or county or by any state agency, which action shall be reviewed by the water management district before the water management district takes any disciplinary action of its own.

(g) Practicing with a revoked, suspended, or inactive license.

(5) When the water management district finds a person guilty of any of the grounds set forth in subsection (4), it may enter an order imposing one or more of the following disciplinary actions:

(a) Denial of an application for licensure or for renewal of a license.

(b) Revocation or suspension of a license.

(c) Imposition of an administrative fine not to exceed $5,000 for each count or separate offense.

(d) Placement of the water well contractor on probation for a period of time subject to such conditions as the water management district may specify.

(e) Restriction of the licensee's authorized scope of practice.

(6) When disciplinary action is taken against a contractor which results in suspension or revocation of the contractor's license, a water management district shall notify each water management district of

such action.

(7) The water management district shall reissue the license of a contractor whose license has been suspended or revoked upon determination by the water management district that the disciplined person has complied with all of the terms and conditions set forth in the final order.

(8) The water management district may impose through an order an administrative fine not to exceed $5,000 against an unlicensed person when it determines that the unlicensed person has engaged in the practice of water well contracting, for which a license is required.

History.--s. 10, part III, ch. 72-299; s. 78, ch. 83-310; s. 1, ch. 84-94; s. 3, ch. 84-338; s. 2, ch. 84-341; ss. 17, 23, 24, ch. 88-242; s. 4, ch. 91-429; s. 604, ch. 95-148; s. 3, ch. 2006-87.

373.342 Permits.--

(1) The governing board of any water management district which, pursuant to the authority delegated to it by the department under s. 373.308 or s. 373.309, regulates water wells may in its discretion authorize its executive director to issue permits for the construction, repair, or modification of any water well.

(2) In granting authority to its executive director under subsection (1), the governing board shall prescribe those certain circumstances in which such a permit may be issued.

History.--s. 3, ch. 79-160; s. 1, ch. 84-94; ss. 21, 23, ch. 88-242; s. 10, ch. 91-305.

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT RULES

40C-2.041 Permits Required.
(1) Unless expressly exempted in subsection 40C-2.051, F.A.C., the Board hereby requires consumptive use permit for any of the following:
(a) Average annual daily withdrawal exceeding one hundred thousand (100,000) gallons average per day on an annual basis.
(b) Withdrawal equipment or other facilities which have a capacity of more than one million (1,000,000) gallons per day.
(c) Withdrawals from a combination of wells or of other facilities, having a combined capacity of more than one million (1,000,000) gallons per day.
(d) Withdrawals from a well in which the outside diameter of the largest permanent water bearing casing is six inches or greater. For purposes of this paragraph, the diameter of the well at ground surface will be presumed to be the diameter of the well for the entire length unless the well owner or well contractor can demonstrate that the well has a smaller diameter water bearing casing below ground surface.
(e) Within the Delineated Area as set forth in 6.7.1.6, Applicant's Handbook: Consumptive Uses of Water, withdrawals from a well in which the outside diameter of the largest permanent water bearing casing is five inches or greater. For purposes of this paragraph, the diameter of the well at ground surface will be presumed to be the diameter of the well for the entire length unless the well owner or well contractor can demonstrate that the well has a smaller diameter water bearing casing below ground surface.
(f) Within the Delineated Area as set forth in 6.7.1.6, Applicant's Handbook: Consumptive Uses of Water, uses of water for freeze protection of agricultural and nursery property greater than five acres in size.
(g) Any secondary use, as defined in paragraph 2.0(w) of the Applicant's Handbook: Consumptive Uses of Water, which exceeds 100,000 gallons per day estimated on an average annual basis.
(2) Those thresholds in paragraph 40C-2.041(1)(a) through (c) and (g) above refer to the total capacity of the water withdrawal equipment or wells located on contiguous properties that are owned, operated or controlled by any person, or facilities that are part of one contiguous system.
(3) Uses not exceeding 500,000 gallons per day calculated as an annual average are processed as standard general permits pursuant to Chapter 40C-20, F.A.C.
(4) Uses which are existing on the effective date of implementation shall be governed in accordance with the provisions of Section 373.226, Florida Statutes.
(5)(a) The Governing Board may designate specific geographic areas in which permits shall be required for amounts less than those specified in subsection (1) above.
(b) Such designation shall be adopted by rule pursuant to Chapters 120 and 373, Florida Statutes.
(c) Prior to the adoption of such rule, the Governing Board shall hold at least one public meeting in the vicinity of the area for which such designation is proposed. The purpose of such public meeting shall be to hear testimony regarding the justification for such designation and regarding the anticipated impacts of such designation.
Specific Authority 373.113, 373.216 FS. Law Implemented 373.219, 373.226 FS. History--New 1-2-77, Amended 1-1-83, 6-1-84, Formerly 40C-2.04, Amended 5-31-84, Formerly 40C-2.041, 40C-2.0041. Amended 7-23-91, 1-20-93, 12-6-93, 2-15-95, 4-25-96, 1-7-99. 11-11-03.

40C-2.381 Limiting Conditions.
(1) The Board will impose upon any permit granted pursuant to this Chapter such reasonable conditions as are necessary to assure that the permitted use of water will be consistent with the provisions of Rule 40C-2.011, Florida Administrative Code, and will not be harmful to the water resources of the District.
(2)(a) The Board hereby determines and finds that the inclusion of the following limiting conditions on general permits issued under Chapter 40C-20, F.A.C., and permits issued under this chapter are necessary in order to meet the requirements set forth in subsection 40C-2.381(1), and will be imposed at the time a consumptive use permit is issued or granted by rule:
1. District authorized staff, upon proper identification, will have permission to enter, inspect and observe permitted and related facilities in order to determine compliance with the approved plans, specifications and conditions of this permit.

2. Nothing in this permit should be construed to limit the authority of the St. Johns River Water Management District to declare a water shortage and issue orders pursuant to Section 373.175, F.S., or to formulate a plan for implementation during periods of water shortage, pursuant to Section 373.246, F.S. In the event a water shortage, is declared by the District Governing Board, the permittee must adhere to the water shortage restrictions, as specified by the District, even though the specified water shortage restrictions may be inconsistent with the terms and conditions of this permit.
3. Prior to the construction, modification or abandonment of a well, the permittee must obtain a water well permit from the St. Johns River Water Management District or the appropriate local government pursuant to Chapter 40C-3, Florida Administrative Code. Construction, modification, or abandonment of a well will require modification of the consumptive use permit when such construction, modification, or abandonment is other than that specified and described on the consumptive use permit application form.
4. Leaking or inoperative well casings, valves, or controls must be repaired or replaced as required to eliminate the leak or make the system fully operational.
5. Legal uses of water existing at the time of permit application may not be significantly adversely impacted by the consumptive use. If unanticipated significant adverse impacts occur, the District shall revoke the permit in whole or in part to curtail or abate the adverse impacts, unless the impacts can be mitigated by the permittee.
6. Off-site land uses existing at the time of permit application may not be significantly adversely impacted as a result of the consumptive use. If unanticipated significant adverse impacts occur, the District shall revoke the permit in whole or in part, to curtail or abate the adverse impacts, unless the impacts can be mitigated by the permittee.
7. The District must be notified, in writing, within 30 days of any sale, conveyance, or other transfer of a well or facility from which the permitted consumptive use is made or within 30 days of any transfer of ownership or control of the real property at which the permitted consumptive use is located. All transfers of ownership or transfers of permits are subject to the provisions of Rule 40C-1.612.
8. A District-issued identification tag shall be prominently displayed at each withdrawal site by permanently affixing such tag to the pump, headgate, valve, or other withdrawal facility as provided by Rule 40C-2.401, Florida Administrative Code. Permittee shall notify the District in the event that a replacement tag is needed.
(b) In addition to these general limiting conditions which are applied to all permits, other limiting conditions will be applied to specific permits. These additional limiting conditions are described in Part III, "Applicant's Handbook Consumptive Uses of Water".
Specific Authority 373.044, 373.113 FS. Law Implemented 373.216, 373.219(1) FS. History--New 1-1-83, Amended 5-31-84, Formerly 40C-2.381, 40C-2.0381. Amended 8-1-89, 7-23-9, 2-15-061.

40C-3.037 Water Well Contractor Licensing. Chapter 62-531, F.A.C., effective May 25, 1989, which requires the licensing of water well contractors and includes the water well contractor disciplinary guidelines and procedures manual, is hereby adopted by reference and made part of this rule. The licensing program shall be administered and enforced by the District under the authority delegated to it by the Department of Environmental Protection.
Specific Authority 373.044, 373.113, 373.171, FS. Law Implemented 373.323, 373.326, 373.333, 373.336, FS. History--New 10-14-84, Formerly 40C-3.038, 40C-3.0038. Amended 8-1-89.

40C-3.038 Violations of Contractor Licensing Requirements.
(1) Violations of the licensing requirements of this chapter are specifically listed at Rules 62-531.380, 62-531.450, and 62-531.500, F.A.C., in effect on July 1, 1989.
(2) Actions which may be taken by the District upon determination that a violation has occurred are set forth in Section 373.333, F.S., and Chapter 40C-1, F.A.C.
Specific Authority 373.044, 373.309, 373.333, 373.119, 373.129, 373.136, FS. Law Implemented 373.119, 373.333, 373.306, 373.313, 373.129, 373.336, FS. History--New 10-14-84, Formerly 40C-3.0391, 40C-3.00391. Amended 8-1-89.

40C-3.041 Permits Required.

(1) Unless expressly exempted by Statute or this chapter, a well construction permit must be obtained from the District prior to the construction, repair or abandonment of any well within the District's jurisdiction.
(2) A well construction permit must be obtained from the District prior to the construction, repair, or abandonment of any non-potable water well in areas designated by the Department pursuant to Chapter 62-524, F.A.C. All potable wells will require a permit under Chapter 62-524, F.A.C., from the entity to which the authority to issue a permit has been delegated.
(3) Unless expressly exempted by Statute or District rule, a well construction permit must be obtained prior to the construction of any gang well, the total nominal casing sizes of which equal six inches or more, for the purpose of procuring or obtaining water other than for dewatering.
(4) No test hole or exploratory well shall be converted to a water well until a well construction permit is obtained.
(5) A well construction permit is required prior to the construction of any public supply well. Those parts of Chapters 62-550, 62-555, and 62-560, F.A.C., which set forth public supply well construction standards and permitting standards are hereby adopted by reference and made part of this rule. This permitting program shall be administered and enforced by the District under the authority delegated to it by the Department, pursuant to general delegation of authority to water management districts on August 20, 1974. This authority with respect to public supply wells is more specifically set forth in the Memorandum of Understanding between the St. Johns River Water Management District and the Department, dated February 15, 1978.
Specific Authority 373.044, 373.113, 373.171, FS. Law Implemented 373.103, 373.309, 373.313, 373.316, FS. History--New 10-14-84, Amended 12-5-85, Formerly 40C-3.041, 40C-3.0041. Amended 9-17-89, 1-8-96.

40C-3.492 Violations of Permits.
(1) Actions, omissions, or conduct which may be considered a violation of this Part shall include but are not limited to the following:
(a) Failure to submit a complete well completion report within 30 days of the completion of construction, repair or abandonment of any well.
(b) Intentional misrepresentation or falsification of records.
(c) Failure to obtain a permit when required under Rule 40C-3.041.
(d) Failure to keep a field log at the drilling site with accurate information of all construction activities.
(e) Failure to provide a field log upon request to a District representative at the drilling site unless a field log is not available at the site.
(f) Failure to report to the District within 30 days of expiration of the permit when no work is performed or the well is not completed.
(g) Failure to comply with any or all permit conditions.
(h) Failure to notify the District 24 hours prior to the commencement of drilling operations of any public supply well.
(i) Failure to notify the District 24 hours prior to the placement of grout in the annular space of any public supply well.
(j) Failure to attach a metallic tag to any well as required in subsection 40C-3.461(3). The contractor shall not be responsible for the tag after it has been attached to the well.
(2) Violations may be reported by any person, including District staff.
Specific Authority 373.044, 373.113, 373.171, FS. Law Implemented 373.308, 373.309, 373.342, FS. History--New 10-14-84, Amended 12- 5-85, Formerly 40C-3.492, 40C-3.0492. Amended 8-1-89, 9-17-89, 11-11-03.

40C-22.030 Noticed General Permit for Short-term Construction Dewatering.
(1) The Governing Board hereby grants a general permit to withdraw ground or surface water anywhere within the District for short term construction dewatering activities (excluding borrow operations), after notice is provided on form no. 40C-22-0590-1 to the District as described in this chapter, and subject to the limiting conditions of subsection 40C-22.030(3), F.A.C.
(2) This general permit shall have a duration of three years from the date notice is submitted to the District.
(3) This noticed general permit for short-term construction dewatering shall be subject to the following limiting conditions:
(a) This permit shall expire three years from the date the notice is submitted on form 40C-22-0590-1.
(b) Maximum daily withdrawals for any dewatering activity shall not exceed four million gallons per day (MGD), except during the first 120 hours of dewatering when the daily and instantaneous pumpage rates shall not exceed six MGD. Average daily withdrawal shall not exceed two MGD for the first 60 days of the dewatering activity and shall not exceed one MGD over a 180 day duration.
(c) Each specific dewatering project shall not exceed 180 days.
(d) Withdrawals for dewatering shall be by one of the following:
1. A conventional wellpoint system consisting of one or more stages of wellpoints installed near the excavation in lines or rings. These wellpoints shall be installed in variable spacings, and connected to a common header pumped by one or more pumps.
2. Vacuum underdrain consisting of a typical pipeline dewatering with the underdrain or "sock" placed horizontally below the design invert elevation of the pipeline via a large trenching machine. The underdrain shall be connected to a pump with the water conveyed through the underdrain and discharged from the pump.
3. Shallow vacuum well(s) consisting of one or more stages installed near an excavation in lines or rings. The vacuum well(s) shall be constructed of six inch or smaller pipe with a slotted screen area near the bottom of the well, and connected to a common header pumped by one or more pumps.
4. Hydraulic pumps to dewater stormwater management ponds and basins, as part of their construction or maintenance, through the discharge control structures for up to 30 days duration. The stormwater management pond or basin and associated discharge control structure must be permitted by the District and be in operational phase at the time the dewatering is to occur.
(e) The permittee shall take turbidity readings once per week at all points of direct discharge into rivers, streams, or natural lakes. A direct discharge means a discharge which enters a river, stream or natural lake without an adequate opportunity for prior mixing and dilution to prevent significant degradation. A state certified laboratory must analyze the samples collected from the backside of the appropriate turbidity barrier, and the results shall be submitted monthly to the nearest St. Johns River Water Management District office. The results must contain the following information that must be submitted at project completion:
1. Name of person sampling.
2. Date and time sample was taken.
3. Location of sample point.
4. Time at which turbidity was measured.
5. Turbidity reading in NTU's.
6. The permit tracking number.
(f) Dewatering discharge must not cause or contribute to flooding of off-site

properties.
(g) The permittee shall implement the following turbidity control measures, as appropriate, for any discharges off-site:
1. If the discharge is to be to a drainage system either pipe water directly into the drainage structure; or if the discharge will be through a swale, or overland, to a structure or water body, then the path of discharge shall be lined with visqueen plastic, sod, or hay bales appropriately to prevent a turbid discharge to the structure or water body.
2. If water will discharge to an open water body, appropriate fabric silt screen or hay bales shall be used to prevent turbid discharges. When possible, establish a detention area to allow suspended solids to settle prior to entering the water body.
3. If the above turbidity control measures are inadequate to retain sediment on-site and prevent turbid discharge, the permittee shall select, implement, and operate such additional or modified erosion and sediment control measures necessary to prevent violations of water quality standards as specified in Chapter 62-302, F.A.C.
(h) There shall be no direct discharges into Outstanding Florida Water (OFW), Class I or Class II waterbodies. A direct discharge means a discharge which enters an OFW, Class I or Class II waterbody without an adequate opportunity for prior mixing and dilution to prevent significant degradation.
(i) The dewatering shall not be located within lands which have been used for industrial purposes or landfills, unless dewatering has previously been authorized by DER/DEP permit or order.
(j) Ten days prior to conducting any dewatering, the permittee must provide to the District form RDS-50 containing the following: a site map with a north arrow; a scale (no greater than 1 inch = 2000 feet); area to be dewatered; location and type of turbidity barriers to be used; the general route of discharge and all points of discharge offsite to waterbodies and wetlands; and the permit tracking number. Any other District permits issued for the project shall also be noted. Submittal of form RDS-50 is not required if:
1. The dewatering will be 300,000 gallons per day or less and will not exceed 30 days in duration; or
2. The dewatering is in response to an emergency situation involving a threat to public safety. For emergency situations, notification shall be provided on form RDS-50 the next working day.
(k) The permittee shall clearly identify all pumps with the District permit tracking number issued to the permittee. The permit tracking number shall be painted on the pump, or a metal embossed tag with the number must be attached to the pump.
(l) District authorized staff, upon proper identification, shall have permission to inspect and observe dewatering operations in order to determine compliance with this permit.
(m) The permittee must mitigate any adverse impact caused by withdrawals permitted herein on adjacent land uses or legal uses of water existing at the time of permit application. Adverse impacts include but are not limited to:
1. Reductions of well water levels resulting in a reduction of 10% in the ability of an adjacent well to produce water;
2. Reductions of water levels in an adjacent surface water body resulting in a significant impairment of the use of water in that water body;
3. Saline water intrusion;
4. Change in water quality resulting in either impairment or loss of use of a well or water body;
5. Land collapse or subsidence caused by a reduction in water levels; and
6. Damage to crops and other types of vegetation.

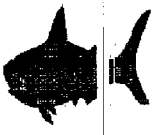
Specific Authority 373.044, 373.113, 373.118, 373.171 FS. Law Implemented 373.118, 373.219, 373.229 FS. History--New 4-25-96.

Ex. 61

DEPARTMENT OF
ENVIRONMENTAL PROTECTION

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

FAX TRANSMITTAL



To: Ron McKay

Agency/Company: 624 Red Pepper Loop - Chuluota

Telephone Number: 321-415-2221

Fax Telephone Number: 928-833-8978 Number of pages (*including cover sheet*): 7

FROM: Paul J. Morrison, Environmental Manager

Program: **Drinking Water Compliance/Enforcement** 6-12-07

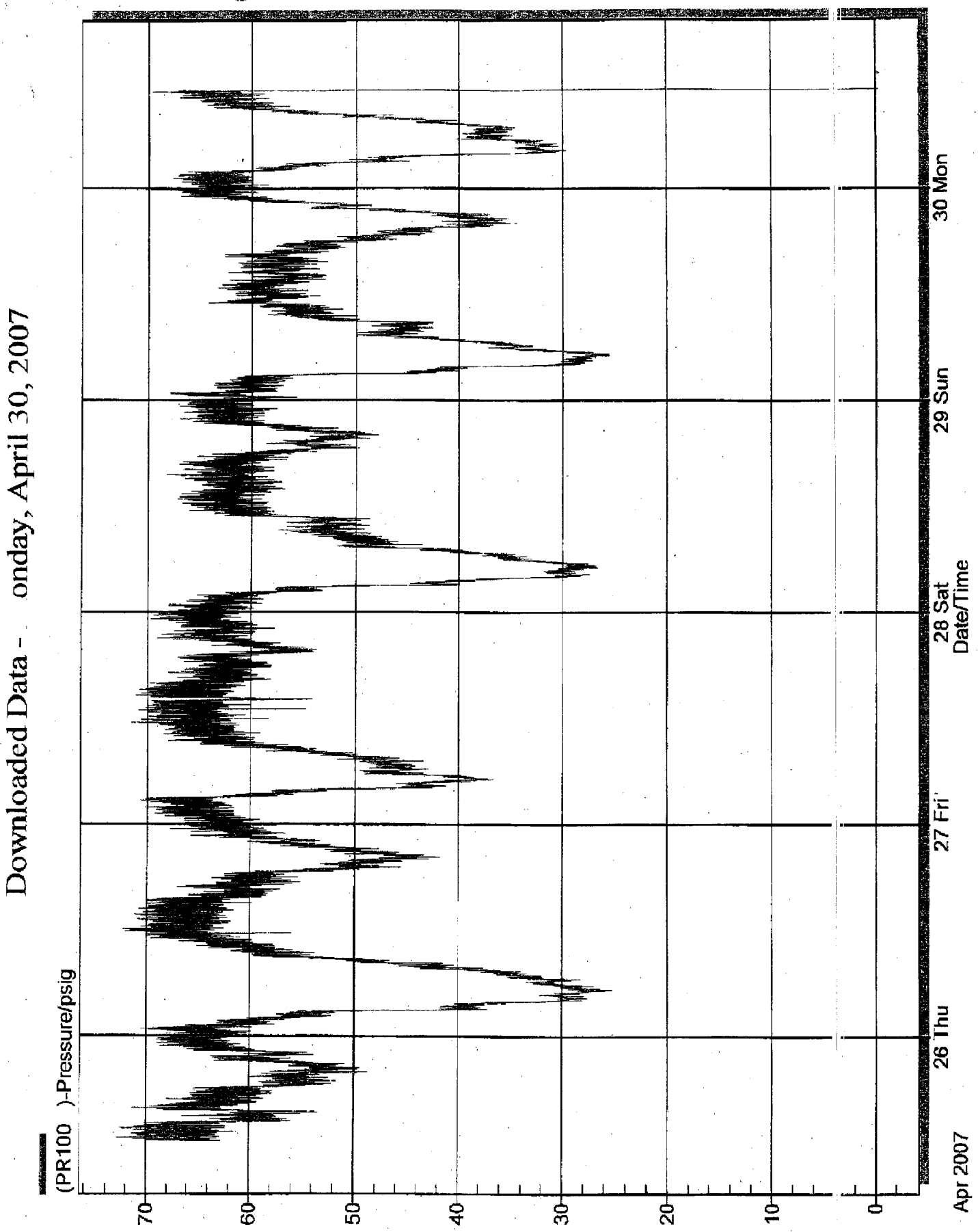
Phone Number: **407/893-3978**

Fax Phone Number: **407/893-4418**

E-mail Address: paul.morrison **@dep.state.fl.us**

COMMENTS: Complaint # 07-016. Attached, as you requested, are the pressure recorder readings taken on April 25 through April 30, 2007, from the fire hydrant in your front yard.

3590186 Chulhota



Date/Time	(PR100)-Pressure/psig
4/26/2007 4:00	29.6
4/26/2007 4:01	28.1
4/26/2007 4:02	29
4/26/2007 4:03	29.5
4/26/2007 4:04	29.5
4/26/2007 4:05	29.1
4/26/2007 4:06	29.5
4/26/2007 4:07	29.9
4/26/2007 4:11	29
4/26/2007 4:12	28.6
4/26/2007 4:13	29.5
4/26/2007 4:14	29.5
4/26/2007 4:15	29.6
4/26/2007 4:16	27.6
4/26/2007 4:17	27.7
4/26/2007 4:18	28.2
4/26/2007 4:19	28.7
4/26/2007 4:20	29.1
4/26/2007 4:21	29.5
4/26/2007 4:23	28
4/26/2007 4:24	28.5
4/26/2007 4:25	29.4
4/26/2007 4:27	29.5
4/26/2007 4:28	29.6
4/26/2007 4:31	27.9
4/26/2007 4:32	29.2
4/26/2007 4:33	29.9
4/26/2007 4:35	29
4/26/2007 4:36	28.9
4/26/2007 4:37	29.9
4/26/2007 4:41	29.9
4/26/2007 4:46	29.4
4/26/2007 4:47	29.9
4/26/2007 4:49	29.1
4/26/2007 4:50	28.3
4/26/2007 4:51	29.6
4/26/2007 4:54	29.3
4/26/2007 4:55	28.5
4/26/2007 4:56	28.9
4/26/2007 4:57	29.1
4/26/2007 4:58	28.8
4/26/2007 4:59	29
4/26/2007 5:00	27.7
4/26/2007 5:01	27.5
4/26/2007 5:02	27.6
4/26/2007 5:03	28.2
4/26/2007 5:04	28.2
4/26/2007 5:05	25.9
4/26/2007 5:06	26.7
4/26/2007 5:07	27.7
4/26/2007 5:08	28.5
4/26/2007 5:09	27
4/26/2007 5:10	26.3
4/26/2007 5:11	27.6
4/26/2007 5:12	27.6
4/26/2007 5:13	28.4

All readings below 30 psi listed here.

Lowest reading 25.0.

Date/Time	(PR100)-Pressure/psig
4/26/2007 5:14	28.1
4/26/2007 5:15	25.2
4/26/2007 5:16	26.1
4/26/2007 5:17	28.1
4/26/2007 5:18	28.6
4/26/2007 5:19	29.4
4/26/2007 5:20	28.6
4/26/2007 5:21	26.9
4/26/2007 5:22	28
4/26/2007 5:23	28.8
4/26/2007 5:24	28.5
4/26/2007 5:25	26.4
4/26/2007 5:26	28
4/26/2007 5:27	29.2
4/26/2007 5:28	29.7
4/26/2007 5:29	27.7
4/26/2007 5:30	28.1
4/26/2007 5:31	28.9
4/26/2007 5:32	29.8
4/26/2007 5:34	28.1
4/26/2007 5:35	28.9
4/26/2007 5:36	29.5
4/26/2007 5:37	29.5
4/26/2007 5:38	27
4/26/2007 5:39	28.6
4/26/2007 5:40	29.8
4/26/2007 5:42	28.3
4/26/2007 5:43	28.5
4/26/2007 5:44	29.4
4/26/2007 5:47	28.1
4/26/2007 5:48	29.8
4/26/2007 5:51	29.9
4/26/2007 5:55	29.7
4/26/2007 6:19	29
4/26/2007 6:24	29
4/26/2007 6:27	29.5
4/26/2007 6:28	28.2
4/26/2007 6:29	29.8
4/26/2007 6:32	29.7
[illegible]	[illegible]

Date/Time	(PR100)-Pressure/psig
4/28/2007 4:23	28.7
4/28/2007 4:24	29.4
4/28/2007 4:27	29.4
4/28/2007 4:34	29.8
4/28/2007 4:36	28.8
4/28/2007 4:37	29.9
4/28/2007 4:40	29.2
4/28/2007 4:41	29.9
4/28/2007 4:45	28.5
4/28/2007 4:46	28.8
4/28/2007 4:47	29.5
4/28/2007 4:48	28.5
4/28/2007 4:49	29.6
4/28/2007 4:50	29.8
4/28/2007 4:51	28
4/28/2007 4:52	29.2
4/28/2007 4:54	28.7
4/28/2007 4:55	28.3
4/28/2007 4:56	28.9
4/28/2007 4:57	29.3
4/28/2007 4:58	27.3
4/28/2007 5:00	26.5
4/28/2007 5:01	29.4
4/28/2007 5:02	29.4
4/28/2007 5:03	29.5
4/28/2007 5:04	29.1
4/28/2007 5:05	26.7
4/28/2007 5:06	28.7
4/28/2007 5:07	29.8
4/28/2007 5:08	28.2
4/28/2007 5:09	28.9
4/28/2007 5:10	28.2
4/28/2007 5:11	29.2
4/28/2007 5:12	29.3
4/28/2007 5:13	28.5
4/28/2007 5:14	26.8
4/28/2007 5:15	28
4/28/2007 5:16	28.8
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4/28/2007 5:21	29.7
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4/28/2007 5:33	29.6
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4/29/2007 4:05	29.2
4/29/2007 4:08	28.3

Date/Time	(PR100)-Pressure/psig
4/29/2007 4:09	29.4
4/29/2007 4:11	29.4
4/29/2007 4:12	28.7
4/29/2007 4:13	29.6
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4/29/2007 4:22	29.1
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4/29/2007 4:26	28
4/29/2007 4:27	28.2
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4/29/2007 4:32	29.4
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4/29/2007 4:48	27.2
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4/29/2007 5:06	27.6
4/29/2007 5:07	25.9
4/29/2007 5:08	26.4

Date/Time	(PR100)-Pressure/psig
4/29/2007 5:09	27.6
4/29/2007 5:10	27.9
4/29/2007 5:11	25.7
4/29/2007 5:12	26
4/29/2007 5:13	26.9
4/29/2007 5:14	27.4
4/29/2007 5:15	27.4
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4/29/2007 5:17	27.3
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4/29/2007 5:19	28.9
4/29/2007 5:20	27.1
4/29/2007 5:21	28.6
4/29/2007 5:22	29.7
4/29/2007 5:23	28.6
4/29/2007 5:24	27
4/29/2007 5:25	28.2
4/29/2007 5:26	29.3
4/29/2007 5:27	29.2
4/29/2007 5:28	27.1
4/29/2007 5:29	28.7
4/29/2007 5:30	29.8
4/29/2007 5:31	28
4/29/2007 5:32	28.1
4/29/2007 5:35	29.6
4/30/2007 4:16	29.6

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 62
COMPANY Aqua
WITNESS (Crews) Petitions + Documents
DATE 06-26-07

Ex. 602

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimbursed for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/15/07	Lynne Frankos	Lynne Frankos	490 Lake Lenelle Dr
06.15.07	Dennis Frankos	[illegible]	490 Lake Lenelle Dr.
6-26-07	BECKI VEBER	[illegible]	305 HIBISCUS ST.

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimbursed for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/5/07	TINA R. CREWS	Tina R. Crews	351 LK. LENELLE DR.
	MYRNA CREWS	Myrna Crews	CHULUOTA, FL 32766
	DON MILLER	Don Miller	" "
	Jonathan Parker	[illegible]	688 Red Pepper Loop
	Katherine Parker	Katherine Parker	688 Red Pepper Loop
	Sandra Caldwell	Sandra Caldwell	301 Nestling Cove

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimbursed for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/19/07	NANCY FINNESSY	Nancy Finnessy	441 LAKE LENELLE DRIVE CHULUOTA 32766
6/19/07	Greg Finnessy	Greg Finnessy	441 Lake Lenelle Dr. Chuluota 32766
6/19/07	Scott Finnessy	Scott Finnessy	441 Lake Lenelle Dr., Chuluota, 32766

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-14-07	ADRIANA GARCIA	[illegible]	340 Lake Lenell Dr.
6-16-07	ALBERTO GARCIA	[illegible]	340 LAKE Lenelle Dr
6-17-07	Anthony Garcia	Anthony Garcia	340 Lake Lenelle Dr.

"LAKE LENELLE WOODS SUBDIVISION"

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/15/07	SUZANNE HAWK	Suzanne Hawk	420 LAKE LENELLE DR CHULUOTA
6-15-07	RALPH HAWK	Ralph Hawk	420 LAKE LENELLE DR.

The undersigned support the following petition:

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
07/14/07	Angela Murray		561 Lake Lenelle Drive
6/16/07	SCOTT MURRAY		561 Lake Lenelle Drive, Chuluota, FL 32766

The undersigned support the following petition:

We, the residents of Chuluota, Florida petition the State of Florida Public Service Commission (PSC) to reject the proposed final rate increase and the interim rate increase as requested by Aqua Utilities Florida, Inc. (AQUA) and as outlined in **docket # 060368-WS**. We also ask that residents be reimbursed for monies paid to AQUA as a result of their improper billing practices.

Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-15-07	GAYLE STANKO	Gayle Y. Stanko	370 Lake Lenelle Dr., Chuluota, FL 32766
6-15-07	Neil Stanko	Neil Stanko	370 Lake Lenelle Dr., Chuluota, Fl 32766
6-15-07	Andrea Stanko	Andrea Stanko	370 Lake Lenelle Dr., Chuluota, FL

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
4-14-07	Thomas Van Horn	[illegible]	540 Lake Lenolle Dr. Chuluota 32766

The undersigned support the following petition:

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/14/07	Jennifer Sarvis	Jennifer Sarvis	320 Lake Lenelle Dr.
6/14/07	Adam Sarvis	do Sarvis	320 Lake Lenelle Dr

The undersigned support the following petition:

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6-14-07	Bernice Downs	Bernice A Downs	390 Lake Levelle, Chuluota, FL 32766
6/15/07	Thomas A. Downs	TA Downs	" " "

The undersigned support the following petition:

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/18/07	Reinaldo Rodriguez	Reinaldo Rodriguez	361 Lake Lenelle Dr Chuluota Fl 32766
6/18/07	Nelly Rodriguez	Nelly Rodriguez	361 Lake Lenelle Dr. Chuluota Fl. 32766

The undersigned support the following petition:

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Target: Aqua Utilities Florida, Inc. and Aqua America, Inc.

DATE	PRINT NAME	SIGNATURE	ADDRESS
6/23/07	Carol English	Carol English	331 Lk. Lenelle Dr.
6/23/07	STEVEN Collins	[illegible]	331 LAKE LENELLE DR

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 63
COMPANY Aqua
WITNESS (Davis) Documents
DATE 06-26-07

Ex.103

AQUA

Service To:
MELISSA DAVIS
286 VELVETEEN PL
CHULUOTA, FL 32766-6003
Lot: 0009000 Block:

Account Number
000894136 0637113
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due da

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 192.50**	**June 14, 2007**

Meter Data

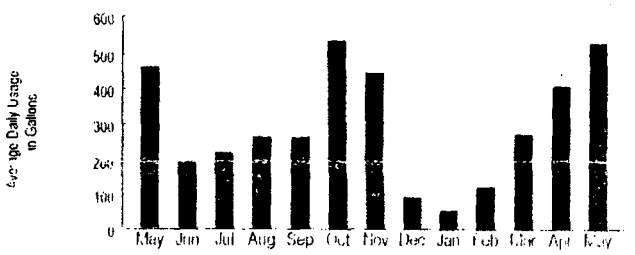
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
78664608	5/8	05/18/07	28	Actual	425900	14,900	Gallo
		04/20/07		Actual	411000		

Average Daily Usage = 532 Gallons Total Days: 28 Total Usage: 14,900 Gallor

Billing Detail

Amount Owed from Last Bill	$ 256.40	
Total Payments Received	256.48	
Balance	**0.08**	**Credit**
Current Water Charges	89.98	
Current Sewer Charges	99.00	
Utility Tax	3.60	
Amount Due 06/14/07	**$ 192.50**	

Water Usage History



Read Types: Actual Estimated Customer

Message Center

- Please note your account number is a 16-digit number The full 16-digits must be provided to ensure correct posting of your Aqua payment
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
MELISSA DAVIS
286 VELVETEEN PL
CHULUOTA, FL 32766-6003
Lot: 0009000 Block:

Account Number
000894136 0637113

Total Amount Due	Due Date
$ 192.50	**June 14, 2007**

Amount Enclosed

$

Seq: 27974 Cycle: 5301 Trip: 534399

******AUTO**5-DIGIT 32766 C 77 P 90
MELISSA DAVIS
286 VELVETEEN PL
CHULUOTA FL 32766-6003

Please make check payable to Aqua Util. FL.

Ex. 63

DATE: [illegible]
NAME: [illegible]
ADDRESS: [illegible]
ACCT# _____
METER # [illegible]

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ❑ will be discontinued if payment is not received by _____ Date
- ❑ has been discontinued for non-payment
- ❑ water deposit has not been received. Service will be discontinued _____ Date
- ❑ was not turned on because water was running in home.
- ❑ bill returned - no mail receptacle
- ❑ TOTAL DUE $_____

Please contact Customer Service immediately!

877-987-2782

A service call was made at this address:

- ❑ Turn water on LAST READ 4234
- ❑ Meter left off, water running in house
- ❑ Re-read meter / New read [illegible]
- ❑ Check for leak
- ❑ Checked for Pressure
- ❑ Changed meter
- ❑ Locked meter
- ❑ Other: _____

Ex. 64

HEIDI S. VAN WAGNEN
351 EAST FOURTH STREET
CHULUOTA, FL 32766
EMAIL HEIDIHOVAN@GMAIL.COM
407-366-1394
HEIDIHOVAN@GMAILOCOM
JUNE 25, 2007

AQUA WATER PRICE HIKE

HI, I'M HEIDI VAN WAGNEN AND I HAVE LIVED IN CHULUOTA FOR 20 YEARS.

THERE ARE RESIDENTS HERE WHO ARE MUCH MORE KNOWLEDGEABLE THAN I AM ABOUT THIS WATER PRICE HIKE ISSUE. THEY CAN PRESENT YOU WITH THE BIG PICTURE. BUT EVERY BIG PICTURE IS MADE UP OF SMALLER PIECES. THIS IS MY LITTLE SNAPSHOT---I AM A DISABLED WIDOW WHOSE SOLE INCOME IS SOCIAL SECURITY. I CAN'T AFFORD PERSCRIPTION DRUG COVERAGE NOR CAN I AFFORD MEDGAP HEALTH INSURANCE. EVERY MONTH WHEN I GET MY SS CHECK. I HAVE TO JUGGLE MY BILLS AND MAKE SERIOUS SACRIFICES. MY STORY IS **NOT** EXCLUSIVE AS THERE ARE MANY MORE PEOPLE IN CHULUOTA WITH THE SAME OR SIMILAR FINANCIAL CIRCUMSTANCES.

NOW WE ARE PRESENTED WITH A CONFLICTING AND CONFUSING DILEMA. SEMI-RURAL CHULUOTA, WITH POPULATION OF 5,000 IS BEING IMPOSED ON TO PAY THREE TIMES MORE FOR THEIR WATER AND SEWER SERVICE THAN THE MUNICIPALITY OF ORLANDO.

WE HAVE AN ILLEGAL, BUT LEGALIZED MONOPOLY (AQUA UTILITES) HOLDING US HOSTAGE AND DEMANDING THAT WE A PAY RANSOM, OR *BASE FEE* OF $95 DOLLARS A MONTH FOR CONTAMINATED WATER BEFORE WE CAN EVEN CONSUME A POLLUTED DROP.

WHAT IS WRONG WITH THIS PICTURE?

THIS IS NOT ONLY, UNHEALTHY, UNFAIR AND DISCRIMINATORY BUT IT'S DOWNRIGHT UNCONSTITUTIONAL! THE ONLY FREEDOM THAT SOME OF US WILL HAVE IS TO CHOOSE WHETHER WE CAN AFFORD TO PAY TO HAVE WATER ***OR*** ELECTIRICITY.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS **EXHIBIT** 64
COMPANY Aqua
WITNESS (Van Wagnen) Documents
DATE 07-26-07

HEIDI S. VAN WAGNEN
351 EAST FOURTH STREET
CHULUOTA, FL 32766
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AQUA WATER PRICE HIKE

HI, I'M HEIDI VAN WAGNEN AND I HAVE LIVED IN CHULUOTA FOR 20 YEARS.

THERE ARE RESIDENTS HERE WHO ARE MUCH MORE KNOWLEDGEABLE THAN I AM ABOUT THIS WATER PRICE HIKE ISSUE. THEY CAN PRESENT YOU WITH THE BIG PICTURE. BUT EVERY BIG PICTURE IS MADE UP OF SMALLER PIECES. THIS IS MY LITTLE SNAPSHOT—I AM A DISABLED WIDOW WHOSE SOLE INCOME IS SOCIAL SECURITY. I CAN'T AFFORD PERSCRIPTION DRUG COVERAGE NOR CAN I AFFORD MEDGAP HEALTH INSURANCE. EVERY MONTH WHEN I GET MY SS CHECK. I HAVE TO JUGGLE MY BILLS AND MAKE SERIOUS SACRIFICES. MY STORY IS **NOT** EXCLUSIVE AS THERE ARE MANY MORE PEOPLE IN CHULUOTA WITH THE SAME OR SIMILAR FINANCIAL CIRCUMSTANCES.

NOW WE ARE PRESENTED WITH A CONFLICTING AND CONFUSING DILEMA. SEMI-RURAL CHULUOTA, WITH POPULATION OF 5,000 IS BEING IMPOSED ON TO PAY THREE TIMES MORE FOR THEIR WATER AND SEWER SERVICE THAN THE MUNICIPALITY OF ORLANDO.

WE HAVE AN ILLEGAL, BUT LEGALIZED MONOPOLY (AQUA UTILITES) HOLDING US HOSTAGE AND DEMANDING THAT WE A PAY RANSOM, OR *BASE FEE* OF $95 DOLLARS A MONTH FOR CONTAMINATED WATER BEFORE WE CAN EVEN CONSUME A POLLUTED DROP.

WHAT IS WRONG WITH THIS PICTURE?

THIS IS NOT ONLY, UNHEALTHY, UNFAIR AND DISCRIMINATORY BUT IT'S DOWNRIGHT UNCONSTITUTIONAL! THE ONLY FREEDOM THAT SOME OF US WILL HAVE IS TO CHOOSE WHETHER WE CAN AFFORD TO PAY TO HAVE WATER ***OR*** ELECTIRICITY.

Ex. 65

AQUA

Service To:
JIM GROTKOPF
533 YELLOW TAIL PL
CHULUOTA, FL 32766-6008
Lot: 0009000 Block:

Account Number
000903352 0645908
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 229.38**	**June 14, 2007**

Meter Data

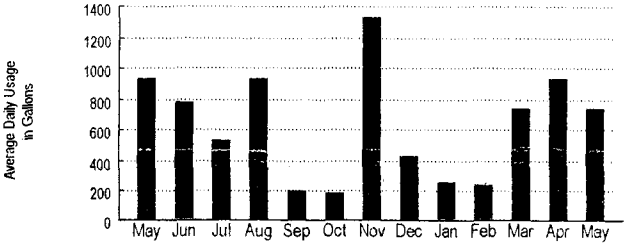
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
79401523	5/8	05/18/07	29	Actual	598000	21,800	Gallons
		04/19/07		Actual	576200		

Average Daily Usage = 751 Gallons Total Days: 29 Total Usage: 21,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 209.37
Total Payments Received	209.37
Balance	**0.00**
Current Water Charges	125.37
Current Sewer Charges	99.00
Utility Tax	5.01
Amount Due 06/14/07	**$ 229.38**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

My family was out of town for 4 days in November 2006

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS **EXHIBIT** 65
COMPANY Aqua
WITNESS (Grotkopf) Documents
DATE 06-26-07

Your electric statement

For: Apr 23 2007 to May 22 2007 (29 days)
Customer name: JAMES H GROTKOPF
Service address: 533 YELLOW TAIL PL

Account number: 87721-23413

Statement date: May 22 2007
Next meter reading: Jun 21 2007

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
150.31	150.31 CR	0.00	0.00	155.75	**$155.75**	**Jun 12 2007**

Meter reading - Meter 5C95086

Current reading	45929
Previous reading	- 44512
kWh used	**1417**

Energy usage

	Last Year	This Year
kWh this month	1872	1417
Service days	32	29
kWh per day	59	49

****The electric service amount includes the following charges:**

Customer charge:	$5.34
Fuel:	$79.20
(First 1000 kWh at $0.052950)	
(Over 1000 kWh at $0.062950)	
Non-fuel:	$64.70
(First 1000 kWh at $0.042630)	
(Over 1000 kWh at $0.052950)	

Amount of your last bill		150.31
Payment received - Thank you		150.31 CR
Balance before new charges		$0.00
New charges (Rate: RS-1 RESIDENTIAL SERVICE)		
Electric service amount	149.24**	
Gross receipts tax	3.83	
Utility tax	2.68	
Total new charges		$155.75

Total amount you owe **$155.75**

- NOTICE: A late payment charge of 1.50% will apply if not paid by June 12, 2007, and your account may be subject to being billed an additional deposit.
- When the lights go out, seconds count! Get faster service by making sure FPL has your phone number and email address. Go to FPL.com/update or call the number at the bottom of your bill.

FPL.

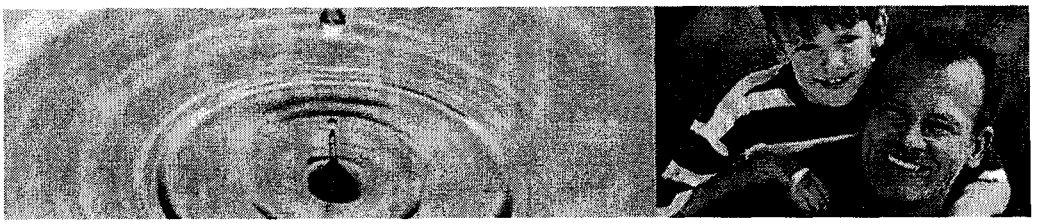
Florida Power & Light Company
PO Box 025576
Miami, FL 33102

Please have your account number ready when contacting FPL.

Customer service:	1-800-226-3545
Outside Florida:	1-800-226-3545
To report power outages:	1-800-4OUTAGE (468-8243)
Hearing/speech impaired:	1-800-432-6554 (TTY/TDD)
Online at:	**www.FPL.com**

AQUA

About Us Investor Relations Your State



Search >

- Home
- About Us
- Work @ Aqua America
- Your State

Aqua America, Inc.

Aqua America, Inc. is the nation's largest U.S.-based, publicly-traded water company, providing water and wastewater services to approximately 2.8 million residents in Pennsylvania, Ohio, Illinois, Texas, New Jersey, Indiana, Virginia, Florida, North Carolina, Maine, Missouri, New York and South Carolina. Aqua America also provides water and wastewater consulting and contract operations and management services to selected clients.

Click here to buy Aqua America stock direct

Login

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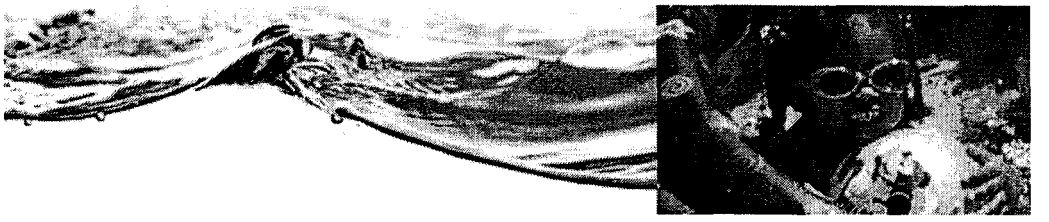
Index Time Elapsed: 1145.72402995349

AQUA

About Us Investor Relations Your State



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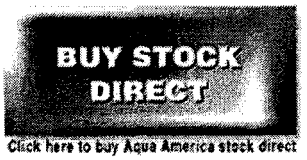

Click here to buy Aqua America stock direct

> About Us

Company Overview

Aqua America embarked on a successful growth-through-acquisition strategy in the early 1990s, which has resulted in more than 120 acquisitions and other growth ventures—more than 90 of which have been completed in the last five years. This growth strategy has allowed the company to achieve an annual customer growth rate of approximately four percent since 1995, and achieve record earnings and above average shareholder return while remaining a low-cost provider of quality drinking water.

Going forward, Aqua America will remain focused on its strategy of growth and continue to be a leader in the water utility industry.

Aqua America has been committed to the preservation and improvement of the environment throughout its history, which spans more than 100 years.

Aqua America's common shares are traded on both the New York and Philadelphia Stock Exchanges under the ticker symbol WTR.

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
610-525-1400

Login

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Index Time Elapsed: 1138.96780503366

AQUA

Aqua America Reports First Quarter Earnings

Net income up despite harsh winter

BRYN MAWR, Pa., May 02, 2007 (BUSINESS WIRE) -- Aqua America, Inc. (NYSE: WTR) today reported increases in revenue and net income for the quarter ending March 31, 2007 compared to the same period in 2006. Operating revenue was up 16.4 percent to $137.3 million compared to $117.9 million in the first quarter of 2006. Net income was up two percent to $16.9 million, from $16.6 million in the same period in 2006. Corresponding diluted earnings per share for the quarter was flat at $0.13 per share on two percent more shares outstanding.

Increased revenue in the first quarter was due primarily to recent rate awards, which accounted for an additional $10.3 million in revenue in the first quarter of 2007 compared to the same period in 2006. Revenue from regulated and non-regulated acquisitions accounted for $6.9 million in the first quarter, including the acquisitions of New York Water Service Corporation, which serves water to 135,000 residents on Long Island and added five percent to the company's customer base, and a septage hauling business acquired last summer.

Net income was up slightly, despite being negatively impacted by higher expenses, due in part to a sharp increase in main breaks associated with the rapid drop in temperatures in our Midwest and Mid-Atlantic operating territories during February. "The above average temperatures we experienced during January swung drastically and February was the coldest on record since 1979," said Aqua America Chairman and CEO Nicholas DeBenedictis. "Additionally, hurting year-over-year net income comparisons was a one-time, non-recurring item that positively affected the first quarter of 2006 and the effects of increased water production costs such as power and chemicals in the first quarter of 2007," explained DeBenedictis.

Normal operating and maintenance expenses of newly acquired systems as well as increased depreciation expense also affected the first quarter of 2007 as compared to the same quarter in 2006. "Depreciation expense was up 20 percent as a direct result of the record amounts of capital we invested in 2006 and our new acquisitions. Although depreciation is a non-cash expense, when received in rates it generates cash for future investment," explained DeBenedictis.

Interest expense increased in the first quarter of 2007, as compared to the same period last year, due to increases in short term interest rates in 2006 and the increased debt needed to finance acquisitions and fund capital spending. State, local and other taxes were up 48 percent during the quarter primarily due to the level of property taxes associated with the New York Water Service operations, which is being recovered in revenue.

DeBenedictis said that the company is continuing with its core strategy to grow its customer base through acquisitions and invest appropriate amounts of capital to maintain quality service for customers while creating a base to earn a fair return on our investments for shareholders. "Earlier this week we closed two deals--the Aquarion Water Company of Sea Cliff, Inc. (Sea Cliff), which serves about 13,000 residents located on Long Island just north of our recently acquired New York Water Service operations and the Fairways at Mt. Plymouth water and wastewater system in Lake County, Florida, which provides water and wastewater services to more than 700 residents." DeBenedictis said that these two acquisitions coupled with three others completed this year--one each in Virginia, Pennsylvania and North Carolina--bring the year's completed acquisitions to five.

The company plans to invest approximately $240 million in capital projects this year. Rate cases were recently completed in New Jersey, Illinois (Kankakee), Virginia (Lake Monticello), and Ohio (Struthers). Cases have been filed and are pending in Florida and Virginia. Additional rate case filings are planned this year in Pennsylvania, Indiana, New Jersey, Illinois, North Carolina, Ohio and Florida (Sarasota).

The company's conference call with analysts will take place on Wednesday, May 2, 2007 at 11:00 a.m. Eastern Daylight Time. The call will be webcast live so that interested parties may listen over the Internet by logging on to www.aquaamerica.com. The conference call will be archived in the investor relations section of the company's Web site for 90 days following the call. Additionally, the call will be recorded and made available for replay beginning at 2:00 p.m. on May 2, 2007 for 10 business days following the call. To access the audio replay in the U.S., dial 888.203.1112 (passcode 4292759). For

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 66
COMPANY Aqua
WITNESS (Suris) Documents
DATE 06-26-07

Aqua Utilities

6/25/07
3:15 pm
Chris - carey call center
- said that ain't right

Pg. 66

Read Date	Usage
6/22/06	93,000
7/24/06	80,000
8/23/06	73,000
9/26/06	86,000
10/23/06	59,000
11/22/06	77,300
12/22/06	69,100
1/22/07	61,700
2/21/07	48,100
3/21/07	44,400
4/19/07	49,600
5/18/07	52,500

Base $13.54.00 > water
5.13 / 1000 Gallons

Base $31.08.00 > Sewage
1.13 / 1000 Gallons
Capped @ 60,000 Gallons

$393.18

269.33
13.54
282.87

67.90
31.08
99.00

11.13/1000

381.87 + $11.31 surcharges

As of 12/06
Base $10.25.00 > water
3.89 / 1000 Gallons

Base $22.01.00 > Sewage
.81 / 1000 Gallons

1/25/06	21,000
2/23/06	22,000
3/23/06	26,000
4/24/06	29,000
5/22/06	47,000

Filled 17,000 Gallon Swimming Pool
Proposed

27.54 Final Base water
67.14 Final Base sewer

(7)

DEAN & SHANDA SUTTS
395 Medallion Pl.
Chuluota, FL 32766

407-366-5283
(Home #)

CITY OF TALLAHASSEE

Utility Services Statement

City of Tallahassee, City Hall, Tallahassee, FL 32301-1731

Sent out 1st

RETAIN FOR YOUR RECORDS

ACCOUNT NUMBER 0111 0337 03 2
BILLING DATE 04/02/2002

TOTAL AMOUNT DUE $300.60

PLEASE BRING ENTIRE BILL IF PAYING IN PERSON

SHANDA SURIS
5606 COUNTRYSIDE DR
TALLAHASSEE FL 32317

pd. 4-22-02
Ch # 972
300.00

RESIDENTIAL SERVICE

E111 ELECTRIC SERVICE	**$133.87**
G111 GAS SERVICE	52.20
W110 WATER SERVICE	29.38
S110 SEWER SERVICE	30.91
R170 GARBAGE SERVICE (INCLUDES LEON COUNTY LANDFILL CHARGE)	15.30
H110 STORMWATER SERVICE	6.25
U110 FIRE SERVICE CHARGE	11.83
M370 FLORIDA GROSS RECEIPTS TAX	4.77
T300 TAX	16.09
CURRENT SERVICE & FEES	$300.60

THANK YOU FOR PROMPT PAYMENT

YOUR METER(S) WERE READ ON 04/01/2002
AND REPRESENT 32 DAY(S) OF SERVICE

METER READINGS

SERV.	METER#	CURRENT	PREVIOUS
ELEC	118958	83213	81480
GAS	41760	1229	1187
WATER	542684	6161	5962

UTILITY USAGE

BILL MO.	ELEC KWH	GAS CF	WATER GALS
APR 02	**1733**	4200	19900
MAR 02	**1433**	5400	8400
APR 01	**1426**	3900	7000

AVERAGE DAILY USAGE

BILL MO.	ELEC KWH	GAS CF	WATER GALS
APR 02	54	131	622
MAR 02	49	186	290
APR 01	48	130	233

PAID BY CHECK #_____

PLEASE ADDRESS ALL QUESTIONS AND
CONCERNS ABOUT YOUR BILL TO:
CUSTOMER ACCOUNT SERVICES - 891-8120.

**GET CONNECTED TO YOUR GOVERNMENT AT THE CITY'S WEBSITE. TALGOV.COM IS A CONVENIENT WAY TO ACCESS CITY SERVICES - ALWAYS AT YOUR FINGERTIPS AND AVAILABLE 24 HOURS A DAY - EVERY DAY!!
VISIT TALGOV.COM - THE OFFICIAL WEBSITE OF THE CITY OF TALLAHASSEE!

AQUA

Service To:
DEAN & SHANDA SURIS
395 MEDALLION PL
CHULUOTA, FL 32766-6015
Lot: 0009000 Block:

Account Number
000899351 0642099
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date

Bill Date	Total Amount Due	Due Date
January 29, 2007	**$ 686.10**	**February 20, 2007**

Meter Data

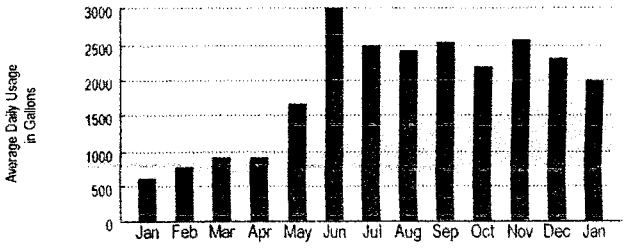
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78608126	5/8	01/22/07	31	Actual	1255100	61,700	Gallons
		12/22/06		Actual	1193400		

Average Daily Usage = 1,990 Gallons — Total Days: 31 — Total Usage: 61,700 Gallons

Billing Detail

Amount Owed from Last Bill	$ 753.74	
Total Payments Received	393.46	
Balance	**360.28**	
Water Base Facility Charge	10.25	
61,700 gallons @ $0.00389 per gallon	240.01	
Current Water Charges	250.26	
Sewer Base Facility Charge	22.01	
6,000 gallons @ $0.00801 per gallon	48.06	
Next 55,700 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges	70.07	
Interest On Deposit	4.52	Credit
Utility Tax	10.01	
Amount Due 02/20/07	**$ 686.10**	

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

300.34
25.95
Current 535.68
Pd. 2-22-07
Ck# 1302
$330.34
121939
$278.27
3/24/07

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

AQUA

Service To:
DEAN & SHANDA SURIS
395 MEDALLION PL
CHULUOTA, FL 32766-6015
Lot: 0009000 Block:

Account Number
000899351 0642099
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
December 28, 2006	**$ 753.74**	**January 19, 2007**

Meter Data

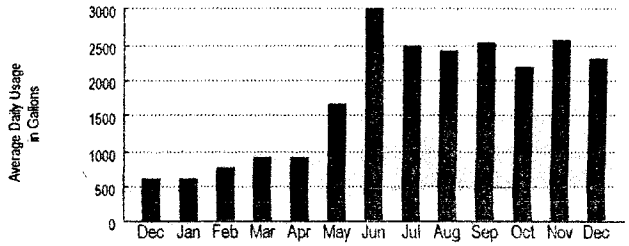
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78608126	5/8	12/22/06	30	Actual	1193400	69,100	Gallons
		11/22/06		Actual	1124300		

Average Daily Usage = 2,303 Gallons Total Days: 30 Total Usage: 69,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 712.88
Total Payments Received	319.42
Balance	**393.46**
Water Base Facility Charge	10.25
69,100 gallons @ $0.00389 per gallon	268.80
Current Water Charges	279.05
Sewer Base Facility Charge	70.07
Utility Tax	11.16
Amount Due 01/19/07	**$ 753.74**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

Pd 1-5-07
393.46
Ck # 1285

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

Account History - Consumption And Actual Charges - CITY OF OVIEDO

Home | New Window | Support
Email | | Help

Account History - Consumption And Actual Charges

Customer ID: 41715 SURIS, SHANDA
Location ID: 9730 2095 EMERALD GREEN CIR
Cycle/route: 04 04 **Bill type:** CYCLE BILL
Comment:

Bill Summary		Budget Summary		Discount Summary	
Bill date:	4/23/04	Previous balance:			.00
Due date:	5/03/04	Adjustments / payments:			.00
Bill amount:	27.49	Charges:			27.49

NA	INT	4/02/04	.00	.00	0	97603071		

UT		UTILITY TAX	.00	.81	AU/I/R	
BF	BFI	GARBAGE PICKUP	.00	14.63	AU/I/R	
SC	SWC	STORMWATER CAPITAL	.00	1.00	AU/I/R	
SO	SWO	STORMWATER OPERATING	.00	3.00	AU/I/R	
WA	MIN	0-3000	2.25	8.05	AU/I/R	
WA	USAG	0-3000	(2.25)	.00	AU/I/R	

2,250 gallons

Sewage 2.65/1000 +6% TAX
19.85 Base charge

$26.17

Total $53.66

Account History - Consumption And Actual Charges - CITY OF OVIEDO

Home | New Window | Support
Email | | Help

Account History - Consumption And Actual Charges

Customer ID: 41715 SURIS, SHANDA
Location ID: 9730 2095 EMERALD GREEN CIR
Cycle/route: 04 04 **Bill type:** CYCLE BILL
Comment:

Bill Summary		Budget Summary		Discount Summary	
Bill date:	6/28/04	Previous balance:			27.49
Due date:	6/07/04	Adjustments / payments:			.00
Bill amount:	59.45	Charges:			30.96

UT		UTILITY TAX	.00	1.12	AU/I/R
SF	RFI	GARBAGE PICKUP	.00	14.63	AU/I/R
SC	SWC	STORMWATER CAPITAL	.00	1.00	AU/I/R
SO	SWO	STORMWATER OPERATING	.00	3.00	AU/I/R
WA	MIN	0-3000	2.00	8.05	AU/I/R
WA	UGAG	0-3000	5.34	3.16	AU/I/R

(5,340 gallons)

$34.85

Total $65.81

Account History - Consumption And Actual Charges - CITY OF OVIEDO

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Account History - Consumption And Actual Charges

Customer ID: 41715 SURIS, SHANDA
Location ID: 9730 2095 EMERALD GREEN CIR
Cycle/route: 04 04 **Bill type:** CYCLE BILL
Comment:

Bill Summary		Budget Summary		Discount Summary	
Bill date:	6/25/04	Previous balance:			30.95
Due date:	7/05/04	Adjustments / payments:			.00
Bill amount:	76.76	Charges:			45.80

LF		LATE PAYMENT FEE	.00	2.75	
UT		UTILITY TAX	.00	2.22	AU/I/R
SF	SFI	GARBAGE PICKUP	.00	14.63	AU/I/R
SC	SWC	STORMWATER CAPITAL	.00	1.00	AU/I/R
SO	SWO	STORMWATER OPERATING	.00	1.00	AU/I/R
WA	MIN	0-3000	3.00	8.05	AU/I/R

8,000 gallons

$28.28

Total $73.88

Account History - Consumption And Actual Charges - CITY OF OVIEDO

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Account History - Consumption And Actual Charges

Customer ID: 41715 SURIS, SHANDA
Location ID: 9730 2095 EMERALD GREEN CIR
Cycle/route: 04 04 **Bill type:** CYCLE BILL
Comment:

Bill Summary		Budget Summary		Discount Summary
Bill date:	7/23/04	Previous balance:		45.80
Due date:	8/02/04	Adjustments / payments:		.00
Bill amount:	90.92	Charges:		45.12

UT		UTILITY TAX	.00	2.41	AU/I/R	
SF	SFI	GARBAGE PICKUP	.00	14.63	AU/I/R	
SC	SWC	STORMWATER CAPITAL	.00	1.00	AU/I/R	
SO	SWO	STORMWATER OPERATING	.00	3.00	AU/I/R	
WA	MIN	0-2000	3.00	8.05	AU/I/R	
WA	USAG	0-3000	12.00	16.03	AU/I/R	

12,800 gallons

$55.80 / $47.94 (capped)

Total $93.06

Account History - Consumption And Actual Charges - CITY OF OVIEDO

Home | New Window | Support
Small | | Help

Account History - Consumption And Actual Charges

Customer ID: 41715 SURIS, SHANDA
Location ID: 9730 2095 EMERALD GREEN CIR
Cycle/route: 04 04 **Bill type:** CYCLE BILL
Comment:

Bill Summary		Budget Summary		Discount Summary	
Bill date:	7/23/04	Previous balance:			45.60
Due date:	8/02/04	Adjustments / payments:			.00
Bill amount:	60.92	Charges:			45.12

UT		UTILITY TAX	.00	2.41	AU/I/R
BF	RFY	GARBAGE PICKUP	.00	14.63	AU/I/R
SC	SWC	STORMWATER CAPITAL	.00	1.00	AU/I/R
SO	SWO	STORMWATER OPERATING	.00	3.00	AU/I/R
WA	MIN	0-3000	3.00	8.05	AU/I/R
WA	USAG	0-3000	12.80	16.03	AU/I/R

12,800 gallons

$55.80 / $47.94 (CAPPED)

Total $93.06

Account History - Consumption And Actual Charges - CITY OF OVIEDO

Home | New Window | Support
Email | | Help

Account History - Consumption And Actual Charges

Customer ID: 41715 SURIS, SHANDA
Location ID: 9730 2095 EMERALD GREEN CIR
Cycle/route: 04 04 **Bill type:** CYCLE BILL
Comment:

Bill Summary		Budget Summary		Discount Summary
Bill date:	6/27/04	Previous balance:		.00
Due date:	9/08/04	Adjustments / payments:		.00
Bill amount:	62.17	Charges:		62.17

UT		UTILITY TAX	.00	5.78	AU/I/R
DF	RFI	GARBAGE PICKUP	.00	14.63	AU/I/R
SC	SRC	STORMWATER CAPITAL	.00	1.00	AU/I/R
SO	SWO	STORMWATER OPERATING	.00	3.00	AU/I/R
WA	MIN	0-3000	3.00	8.05	AU/I/R
WA	USAG	0-3000	23.51	49.71	AU/I/R

23,510 gallons

$85.89/$47.94 (CAPPED)

TOTAL $110.11

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 67
COMPANY Aqua
WITNESS (Santiago/Tanner) Documents
DATE 06-26-07

AQUA

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 250.73**	**June 14, 2007**

Meter Data

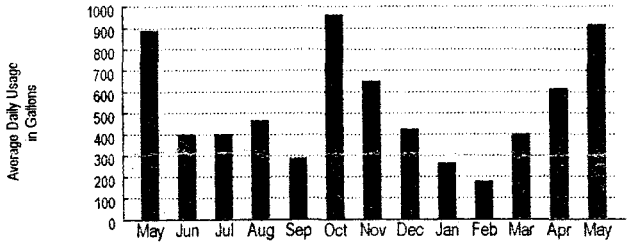
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445453	5/8	05/18/07	28	Actual	565200	25,800	Gallons
		04/20/07		Actual	539400		

Average Daily Usage = 921 Gallons Total Days: 28 Total Usage: 25,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 298.05
Total Payments Received	298.05
Balance	**0.00**
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

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- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due **$ 250.73**
Due Date **June 14, 2007**

Amount Enclosed
$ ____ . __

Seq=27965 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
ROY TANNER
218 VELVETEEN PL
CHULUOTA FL 32766-6002

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

[redacted]

D:1-2

AQUA

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
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Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 250.73**	**June 14, 2007**

Meter Data

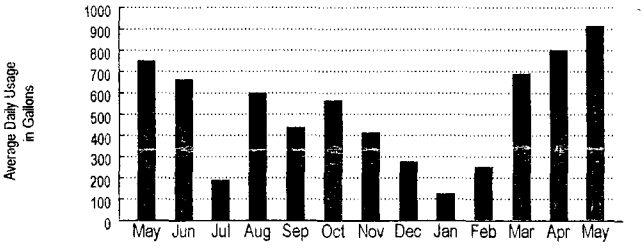
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445452	5/8	05/18/07	28	Actual	598300	25,800	Gallons
		04/20/07		Actual	572500		

Average Daily Usage = 921 Gallons Total Days: 28 Total Usage: 25,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 197.71
Total Payments Received	197.71
Balance	**0.00**
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



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1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186 PAP-515-A-0 REV 01/07

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Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due **$ 250.73**
Due Date **June 14, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=27968 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA FL 32766-6002

[redacted]

Ex 67

Gretchen; posey.bill.web@flsenate.gov; info@nancyargenziano.com
Cc: rmckay@vertiquest.com
Subject: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Public Service Commission Docket # 060368-WS

CHULOUTA WATER CRISIS

I am writing in reference to the proposed water and sewer rate increase by Aqua Utilities of Florida.

I am a resident of Seminole County and live in the area of Chuluota, in the The Trails subdivision. Since moving into the area, we were shocked to experience very high water and sewer rates. As a previous resident of Orange County for the last 25 years, my family has never been subjected to such unfair rates. **Since moving to the Chuluota area two years ago, we have received several letters from Aqua Utilities in reference to contamination in our water supply. It even urged pregnant women, not to drink the water.**

The table data below, taken from a **"Notice to the Public"** flyer sent to Aqua Utilities customers in our community clearly illustrate the aforementioned. Astonishingly…the rate of pollution in our water actually INCREASED from previous samples.

SAMPLE DATE		TTHM (µg/L)	RAA (µg/L)
First Quarter 2006	3/9/2006	114.8	104.7
Second Quarter 2006	5/16/2006	176.6	148.9
Third Quarter 2006	8/4/2006	127.3	135.5
Forth Quarter 2006	11/16/2006	147.6	141.6

SAMPLE DATE	TTHM (µg/L)	RAA (µg/L)
Second Quarter 2006	176.8	148.9
Third Quarter 2006	127.3	135.5
Fourth Quarter 2006	147.6	141.6
First Quarter 2007	161.5	153.3

Amazing…the residents of our community have been priced gouged for years by a company who is providing contaminated drinking water.

Adding insult to injury, Aqua Utilities has submitted to the **PSC** a proposal to increase the base water rates almost **3 TIMES** what we are currently paying, which is high in the first place when compared to other utilities in the area.

CHULUOTA MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.25	$ 13.94	$ 27.42
3/4 inch	$ 15.39	$ 20.33	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.28	$ 67.73	$ 137.11
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.28	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 3.89	$ 5.13	
< 6,001 (Residential)			$ 2.42
Over 6,000 (Residential)			$ 3.02
Non-residential			$ 2.42

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.06	$ 67.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.43	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.26	$ 777.21	$ 1,678.53
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.16	$ 7,721.24

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.01	$ 11.32	$ 7.01
Non-residential	$ 9.60	$ 13.55	$ 9.36

Current Water Rates

Proposed Water Rates

This is an outrage. It is insulting that such blatant abuse is tolerated by government officials.

Recently, I started to scrutinize my monthly water bills and "documenting" evidence of their deceptive practices. For example, the following bill is my bill for the period of 4/20/07 to 5/18/2007. It is for $250.73 for 25,800 gallons of water used according to Aqua Utilities. Not only is the amount of water used erroneous, note my amount of water used and gallons and then compare them to my next door neighbor..THEY ARE THE SAME. Coincidense…NO WAY. We have no pool and in my 11 years as a homeowner, I have never used 25,800 gallons. This is only a small sample of the evidence accumulated in the past several months documenting Aqua Utilities's behavior.

AQUA

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULUOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaamerica.com

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	$ 250.73	June 14, 2007

Meter Data

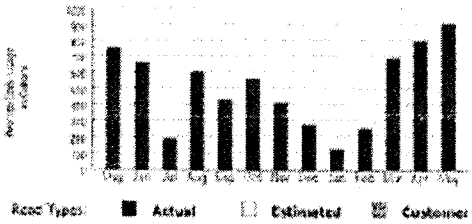
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80446452	5/8	05/19/07	28	Actual	598300	25,800	Gallons
		04/20/07		Actual	572500		

Average Daily Usage = 921 Gallons Total Days 28 Total Usage 25,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 197.71
Total Payments Received	197.71
Balance	**0.00**
Current Water Charges	145.69
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



Message Center

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- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1309456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL 8960196

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due	Due Date
$ 250.73	June 14, 2007

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

******AUTO**5-DIGIT 32766 C 77 9 90
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA FL 32766-6002

[redacted]

AQUA

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULUOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaamerica.com

Questions about your water/sewer service? ... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	$ 250.73	June 14, 2007

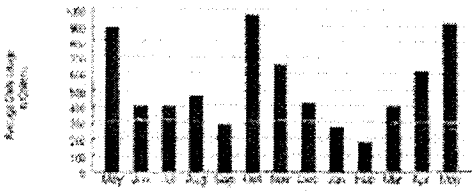
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Reading	Usage	Units
80445453	5/8	05/18/07	28	Actual	567200	25,800	Gallons
		04/20/07		Actual	539400		
Average Daily Usage = 921 Gallons		Total Days:	28		Total Usage:	25,800	Gallons

Billing Detail

Amount Owed from Last Bill	$ 298.05
Total Payments Received	298.05
Balance	**0.00**
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



Read Types: Actual Estimated Customer

Message Center

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1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** PL 3990 (Art

Remit this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due	Due Date
$ 250.73	**June 14, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back

[redacted]

******AUTO**S DIGIT 32766 C 77 P 90
ROY TANNER
218 VELVETEEN PL
CHULUOTA FL 32766-6002

Being the informed and educated citizen that I am, it would be naïve to think Aqua Utilities does not have an orquestrated lobbying campaign to ensure their side is being heard loud and clear by politicians and other government regulatory agencies. It would indeed be a travesty, a fleecing of the flock to let such outright abuse continue any further. It is my sincere hope, that government officials look at the facts, compare the rates of

surrounding counties and cities, compare pollutant levels and rate increases and then decide if Aqua Utilities has the community's best interest in mind. Furthermore, I hope that their high priced lobbying and public relations campaign does not cloud the judgment of regulatory officials and politicians.

I look forward to the PSC meeting scheduled for June 26th in Oviedo, in order to systematically illustrate in detail the abuses of Aqua Utilities

I believe the residents of our community are being held hostage by Aqua Utilities. I strongly urge you to look at the facts. I am confident you will side with the decent, hard working people of this community.

Respectfully submitted,

Lionel and Becky Santiago
222 Velveteen Place
Chuluota, FL 32766
321-689-9877
lsant777@bellsouth.net

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

(JUNE 26, ~~TESTIMONY~~)

Ex.67

DEAR COMMISSIONS: I'M ROY TANNER
A CHULUOTA RESIDENT C...

1 ◦ IN ADDITION TO THE CLAIMS MADE AGAINST AQUA UTILITIES... REGARDING QUALITY OF SERVICE.

2 ◦ I WANT TO BRING SOME POTENTIALLY CRIMINAL ACTIVITY TO YOUR ATTENTION.

3 ◦ I HAVE PROOF THAT AQUA UTILITIES IS MAKING FRAUDULENT CLAIMS ON WATER USAGE TO JUSTIFY OUTRAGEOUS BILLS TO CUSTOMERS

A ◦ SUPPOSEDLY, MY WATER USAGE ~~HAS~~ IS UP 400% ~~DOUBLED SINCE MARCH, FROM 11,000 GAL~~ SINCE FEB & NOW OVER 2500 GAL.

B ◦ AND TO CONFIRM THEIR FRAUD, MY BILL USAGE AND RATE IS IDENTICAL (TO MY NEXT DOOR NEIGHBOR'S BILL), (TO THE PENNY)

4 ◦ IN SHORT, AU IS PULLING THESE USAGE FIGURES OUT OF THIN AIR!

5 ◦ IN LIGHT OF THESE ALLEGATIONS:

A ◦ THE PSC SHOULD DENY THAT RATE INCREASE

B ◦ " " " ROLLBACK RATES TO THE FILED

C ◦ " " WOULD BE AIDING AND ABETTING AU'S ILLEGAL ACTIVITY

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 68
COMPANY Aqua
WITNESS (Beal) Documents
DATE 06-26-07

AQUA

Service To:
BRUCE BEAL
311 MAPLE TREE LN
CHULUOTA, FL 32766-6001
Lot: 0009000 Block:

Account Number
000895099 0638043
CHULOTA

Ex. 68

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 790.08**	**June 14, 2007**

Meter Data

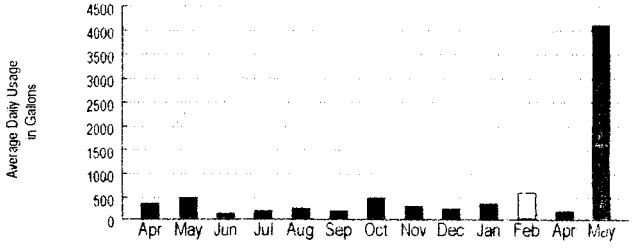
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78664588	5/8	05/18/07	28	Actual	812200	115,200	Gallons
		04/20/07		Actual	697000		

Average Daily Usage = 4,114 Gallons — Total Days: 28 — Total Usage: 115,200 Gallons

Billing Detail

Amount Owed from Last Bill	$ 212.38
Total Payments Received	150.00
Balance	**62.38**
Current Water Charges	604.52
Current Sewer Charges	99.00
Utility Tax	24.18
Amount Due 06/14/07	**$ 790.08**

Water Usage History



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Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
BRUCE BEAL
311 MAPLE TREE LN
CHULUOTA, FL 32766-6001
Lot: 0009000 Block:

Account Number
000895099 0638043

Total Amount Due **$ 790.08**
Due Date **June 14, 2007**

Amount Enclosed
$

Seq=27960 Cyc=33D Tup=334399

******AUTO**5-DIGIT 32766 C 77 P 90
BRUCE BEAL
311 MAPLE TREE LN
CHULUOTA FL 32766-6001

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

00089509906380430000000790082

D 1-2

AQUA

Service To:
BRUCE BEAL
311 MAPLE TREE LN
CHULUOTA, FL 32766-6001
Lot: 0009000 Block:

Account Number Ex.68
000895099 0638043
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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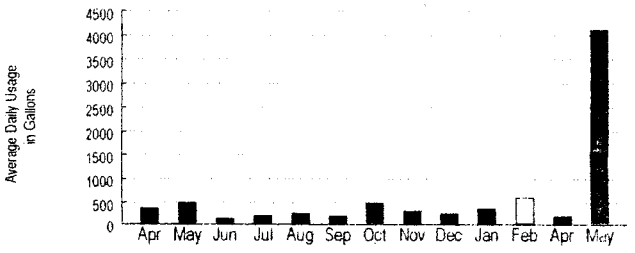
Water Usage History



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Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
BRUCE BEAL
311 MAPLE TREE LN
CHULUOTA, FL 32766-6001
Lot: 0009000 Block:

Account Number
000895099 0638043

Total Amount Due **$ 790.08**
Due Date **June 14, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=27960 Cyc=33D Tap=334399

******AUTO**5-DIGIT 32766 C 77 P 90
BRUCE BEAL
311 MAPLE TREE LN
CHULUOTA FL 32766-6001

0008950990638043000000000790082

D 1-2

Aqua Utilities Florida
P.O. Box 490310
Leesburg, FL 34749

ADDRESS SERVICE REQUESTED

510 E 5TH
CHULUOTA F

Due 6-14-07
amt 85.13
Pd 6-2-07
Chk #1749

#69

FIRST-CLASS MAIL
PRESORTED
US POSTAGE
PAID
AQUA

BILL ENCLOSED

Please note our new customer service number

877.WTR.AQUA or 877.987.2782

Jack Wells
510 E. 5th St.
Chuluota Fl.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 69
COMPANY Aqua
WITNESS (Wells) Documents
DATE 06-26-07

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

JACK L WELLS
510 E 5TH ST
CHULUOTA FL 32766-8626

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-2995-1-0	510 E 5TH ST	10/31/06	11/20/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 74703397	R	9/25/06	10/20/06	25	121	119	2

USAGE HISTORY
ONE YEAR AGO
4
LAST MONTH
2
LAST YEAR AVG.
2

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	7.78
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	16.02
SURCHARGE	.72

Pd. 11-04-2006
chk # 1631

MAKE CHECKS PAYABLE IN U.S. FUNDS T

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

JACK L WELLS
510 E 5TH ST
CHULUOTA FL 32766-8626

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-2995-1-0	510 E 5TH ST	8/24/06	9/13/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 74703397	R	7/24/06	8/21/06	28	117	115	2

USAGE HISTORY
ONE YEAR AGO
2
LAST MONTH
3
LAST YEAR AVG.
2

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	7.78
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	16.02
SURCHARGE	.72

Pd. 9-4-06
Ck# 1606
amt. 56.78

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

Pd. 10-3-06 chk#169 amt. 56.78

JACK L WELLS
510 E 5TH ST
CHULUOTA FL 32766-8626

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-2995-1-0	510 E 5TH ST	9/29/06	10/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 74703397	R	8/21/06	9/25/06	35	119	117	2

USAGE HISTORY
ONE YEAR AGO
2
LAST MONTH
2
LAST YEAR AVG.
2

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	7.78
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	16.02
SURCHARGE	.72

AQUA

Service To:
JACK L. WELLS
510 E 5TH ST
CHULUOTA, FL 32766-8626
Lot: 0000100 Block:

Account Number
000902428 0645029
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 85.13**	**June 14, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
74703397	5/8	05/17/07	29	Actual	136900	2,400	Gallons
		04/18/07		Actual	134500		

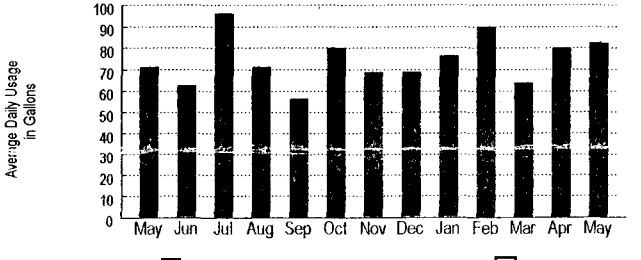
Average Daily Usage = 82 Gallons Total Days: 29 Total Usage: 2,400 Gallons

82
29
2378

Billing Detail

Amount Owed from Last Bill	$ 67.09
Total Payments Received	67.09
Balance	**0.00**
Current Water Charges	25.85
Current Sewer Charges	58.25
Utility Tax	1.03
Amount Due 06/14/07	**$ 85.13**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Pd. 6-2-07
chk. # 1749 amt $85.13

AQUA

Service To:
JACK L. WELLS
510 E 5TH ST
CHULUOTA, FL 32766-8626
Lot: 0000100 Block:

Account Number
000902428 0645029
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 67.09**	**May 17, 2007**

Meter Data

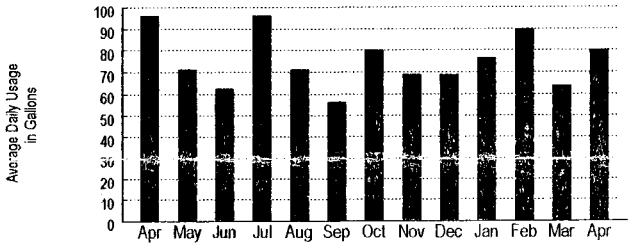
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
74703397	5/8	04/18/07	30	Actual	134500	2,400	Gallons
		03/19/07		Actual	132100		

Average Daily Usage = 80 Gallons Total Days: 30 Total Usage: 2,400 Gallons

Billing Detail

Amount Owed from Last Bill	$ 54.37
Total Payments Received	54.37
Balance	**0.00**
Current Water Charges	21.05
Current Sewer Charges	45.20
Utility Tax	0.84
Amount Due 05/17/07	**$ 67.09**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Amt

Pd. 5-2-07
Chk # 1736

Aqua Utilities Florida
P.O. Box 490310
Leesburg, FL 34749

JACK WELLS
510 E 5TH ST
CHULUOTA FL 32766-8626

32766\8626 R016

2006 Annual Drinking Water Quality Report
Chuluota PWS ID # FL3590186

Este informe contiene información importante sobre la calidad de su agua de beber. Hable con alguien que lo entienda o llame al 877.WTR.AQUA (877.987.2782).

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. If you have any questions about this report or concerns about your water utility, please contact us at 877.WTR.AQUA (877.987.2782) or visit us at www.aquautilitiesflorida.com.

Chuluota obtains its water from a groundwater source, which comes from the Floridan Aquifer. The water is aerated and chloraminated for disinfection purposes. The Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system in 2004. Information provided by this assessment indicated that Chuluota Water System is of moderate susceptibility to contamination due to two potential sources. The assessment results are available on the DEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

A) **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
B) **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
C) **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
D) **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
E) **Radioactive contaminants**, which can be naturally occurring or result from oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1.800.426.4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the SAFE DRINKING WATER HOTLINE (1.800.426.4791).

Terms and Abbreviations

Action Level (AL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

Alpha emitters (pCi/l)	03/03	N	3.3	2.0 - 3.3	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/l)	03/03	N	2.5	1.1 - 2.5	0	5	Erosion of natural deposits
Inorganic Contaminants							
Barium (ppm)	08/06	N	0.02	0.018 - 0.02	2	2	Erosion of natural deposits
Fluoride (ppm)	08/06	N	0.092	0.077- 0.092	4	4	Erosion of natural deposits
Nitrate (as Nitrogen) (ppm)	08/06	N	0.083	0.019- 0.083	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage, erosion of natural deposits
Sodium (ppm)	08/06	N	91	75- 91	NA	160	Salt water intrusion, leaching from soil
Thallium (ppb)	08/06	N	1.2	ND- 1.2	0.5	2	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories

TTHMs and Stage I Disinfectant/ Disinfection Byproduct (D/DBP) Parameters For Chlorine, Haloacetic Acids and TTHM the level detected is the highest annual average of the quarterly averages. Range of Results is the range of results (lowest to highest) at individual sampling sites.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
Chlorine (ppm)	2006	N	1.3	0.7- 1.9	MRDLG =4	MRDL =4	Water additive used to control microbes
Total Haloacetic Acids (HAA5) (ppb)	09, 11/06	N	17.86	15.1- 21.82	NA	60	Byproduct of drinking water disinfection
TTHMs (Total Trihalo-methanes) (ppb)	2006	Y (a)	142	112.6- 190.6	NA	80	Byproduct of drinking water disinfection

(a) **Violation:** In 2006, we received a violation for exceeding the MCL for total trihalomethanes. Our customers have been notified on a quarterly basis of this violation. Aqua Utilities Florida submitted plans to the Florida Department of Environmental protection on December 11, 2006 to modify the disinfection process in order to reduce TTHMs. Some people who drink water containing Trihalomethanes in excess of the MCL over many years may experience problems, with liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	No. of Sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm)	09/06	N	0.36	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	09/06	N	0.42	1 (b)	0	15	Corrosion of household plumbing

(b) **Lead:** Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline at 800.426.4791.

Secondary Contaminants

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	SMCL Violation Y/N	Level Detected	Range of Results	SMCL	Likely Source of Contamination
Odor (threshold odor number)	2006	Y (c)	24	4.1- 24	3	Naturally occurring organics

(c) **Violation:** As seen in the table above, we've exceeded the secondary MCL for Odor in 2006. There are no health effects associated with this exceedance.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

461.30
350.16

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	67.97
DUE DATE	**AMOUNT ENCLOSED**
1/17/06	67.97

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842082015 000006797

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	12/28/05	1/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	11/23/05	12/21/05	28	106	103	3

USAGE HISTORY
ONE YEAR AGO
4
LAST MONTH
4
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	11.43
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	23.82
SURCHARGE	.86

67.97
4.25
72.22

8912 6009 0323 60

PAY THIS AMOUNT 67.97

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

**********PLEASE NOTE**********
NEW REMITTANCE ADDRESS FOR YOUR PAYMENTS. IF YOU HAVE AN ON-LINE COMPANY THAT PAYS YOUR BILLS, MAKE SURE YOU CHANGE THE ADDRESS TO PREVENT DELAY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	79.87
DUE DATE	**AMOUNT ENCLOSED**
2/15/06	

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842082015 000007987

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	1/26/06	2/15/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	12/21/05	1/23/06	33	110	106	4

USAGE HISTORY
ONE YEAR AGO
3
LAST MONTH
3
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	15.24
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	31.76
SURCHARGE	1.01

Paid 2/07/06

8911603804282 4

PAY THIS AMOUNT 79.87

4.25

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Total 84.12

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	68.84
DUE DATE	**AMOUNT ENCLOSED**
5/18/06	73.09

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

$4.25 phone charge added

006842082015 000006884

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	4/28/06	5/18/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	3/24/06	4/24/06	31	120	117	3

USAGE HISTORY	
ONE YEAR AGO	3
LAST MONTH	4
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	11.67
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	24.03
SURCHARGE	.88

Conf. # 8912613906 3359

Paid

PAY THIS AMOUNT 68.84

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	68.84
DUE DATE	**AMOUNT ENCLOSED**
6/20/06	73.09

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842082015 000006884

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	5/31/06	6/20/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	4/24/06	5/22/06	28	123	120	3

USAGE HISTORY
ONE YEAR AGO
3
LAST MONTH
3
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	11.67
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	24.03
SURCHARGE	.88

1-866-261-2989
Comb: 8911141630 36954

PAY THIS AMOUNT 68.84

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	68.84
DUE DATE	**AMOUNT ENCLOSED**
7/17/06	73.09

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842082015 000006884

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	6/27/06	7/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	5/22/06	6/23/06	32	126	123	3

USAGE HISTORY
ONE YEAR AGO
3
LAST MONTH
3
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	11.67
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	24.03
SURCHARGE	.88

Comb. #
89116191071029

PAY THIS AMOUNT 68.84

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	80.89
DUE DATE	**AMOUNT ENCLOSED**
8/17/06	

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842082015 000008089

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	7/28/06	8/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	6/23/06	7/21/06	28	130	126	4

USAGE HISTORY	
ONE YEAR AGO	3
LAST MONTH	3
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	15.56
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	32.04
SURCHARGE	1.03

PAY THIS AMOUNT 80.89

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	68.84
DUE DATE	**AMOUNT ENCLOSED**
9/13/06	73.09

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

4.25 pay by phone
Charge added

006842082015 000006884

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	8/24/06	9/13/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	7/21/06	8/21/06	31	133	130	3

USAGE HISTORY
ONE YEAR AGO
3
LAST MONTH
4
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	11.67
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	24.03
SURCHARGE	.88

1-866-261-2989

Conf # 8911602500844 92

PAY THIS AMOUNT 68.84

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

October 2006

Bill 68.84
Pay by phone + 4.25
Charge 73.09

Accounts

Account History

Search Details

For Account: Checking [redacted] **Account Name:** Raymond L Wells

Add your own description for transactions and / or assign transaction categories and save changes by clicking the 'Save Changes' button. To cancel changes, click 'Cancel Changes'.

Transactions - from 10/01/2006 to 10/18/2006

Date	Ref/ Check	Description/ Memo	Category	Debit/ Withdrawal	Credit/ Deposit	Ledger Balance
10/18/2006		Daily Ledger Balance				$346.04
10/18/2006		DBT CRD 20:49 10/17/06 2967031AQUA AMERICA/NCO	Select One	$73.09		
10/18/2006		POS DEB 19:43 10/17/06 0011768CHULUOTA GROCERY	Select One	$16.87		
10/18/2006		DBT CRD 17:37 10/17/06 2900548BUBBALOUS BODACIOUS BBQ	Select One	$5.95		
10/17/2006		Daily Ledger Balance				$441.95
10/17/2006		EBP WEBEFT NATIONWIDE P&C 9000190003 10/17/06	Select One	$84.11		
10/17/2006		EPAY CHASE 1760039224 10/17/06	Select One	$40.00		
10/17/2006		POS DEB 17:13 10/16/06 0008492CHULUOTA GROCERY	Select One	$13.66		
10/17/2006		DBT CRD 03:10 10/17/06 2308000CHULUOTA GROCERY	Select One	$4.90		
10/16/2006		Daily Ledger Balance				$584.62

Account History

Quick Search

Date Range: 10/01/2006 to 10/18/2006

Sort By: Date Descending

Advanced Options

Complete only the "From" field to search for one specific check # or amount.

Transaction Type: All transactions

Check # Range: to

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	68.84
DUE DATE	**AMOUNT ENCLOSED**
11/20/06	73.09

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

Paid 11/24/06 Providean Card Comp.

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

#8911633003549 0

006842082015 000006884

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	10/31/06	11/20/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	9/25/06	10/20/06	25	139	136	3

USAGE HISTORY	
ONE YEAR AGO	4
LAST MONTH	3
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	11.67
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	24.03
SURCHARGE	.88

PAY THIS AMOUNT 68.84

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Ex. 69

Subj:	**Fwd: 4th Street / Chuluota**
Date:	11/27/01 3:11:03 PM Eastern Standard Time
From:	Ladybug8088
To:	Teddybear5520

Forwarded Message:

Subj:	**4th Street / Chuluota**
Date:	11/27/01 1:35:30 PM Eastern Standard Time
From:	DEswine@co.seminole.fl.us
To:	ladybug8088@aol.com

Sent from the Internet (Details)

—— Forwarded by Dianne Eswine/Seminole on 11/27/01 01:30 PM ——

Steve Nowak
11/26/01 04:45 PM

To: Dianne Eswine/Seminole@Seminole
cc:
Subject: 4th Street / Chuluota

Dianne -

Here is the latest information and contacts that I have established:

Ying Lee
Vice President / Construction Services
Florida Water Services Corporation
407-598-4213

Mr Lee has stated that he is aware of the failing sanitary sewer line(s) in the Chuluota area and that money has been budgeted to make the necessary repairs. Mr. Lee states that $50,000 a year for the next five years has been budgeted for repairs of the failing sewer lines. He has also stated that repairs will commence next year, but has not committed to a start date. Mr Lee has also promised to send crews to make short term / tempoary repairs to the asphalt roadway. At my request, Mr. Lee has also stated that he will call Carol Wells (550 East 4th Street) and explain the short and long term actions to be taken by Florida Water Services.

I will keep you informed as much as possible as further information develops!

Steve Nowak
Senior Team Leader
District #1

AQUA UTILITIES FLORIDA, INC. Ex. 69
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	79.08 4.25
DUE DATE	**AMOUNT ENCLOSED**
12/14/04	83.33

DO NOT SEND CASH THROUGH THE MAIL

Conf. # 89114351038111

paid by phone 12-16-04 used Credit Card Visa

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

006842082015 000007908

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DAT
0068-42-0820-1-5	550 E 4TH ST	11/24/04	12/14/(

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USA(
RG01 78218461	R	10/22/04	11/19/04	28	61	57	

USAGE HISTORY	
ONE YEAR AGO	3
LAST MONTH	6
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	9.(
WATER USAGE	15.(
SEWER BASE FACILITY CHARGE	21.(
SEWER USAGE	31.(
SURCHARGE	1.(

866-261-2989

PAY THIS AMOUNT 79.(

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	79.08
DUE DATE	**AMOUNT ENCLOSED**
1/18/05	83.33

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

891150-
100302-
55

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

4.2

006842082015 000007908

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	12/28/04	1/18/(

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGI
RG01 78218461	R	11/19/04	12/21/04	32	65	61	

USAGE HISTORY	
ONE YEAR AGO	3
LAST MONTH	4
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	9.(
WATER USAGE	15.(
SEWER BASE FACILITY CHARGE	21.(
SEWER USAGE	31.(
SURCHARGE	1.(

PAY THIS AMOUNT 79.(

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	67.97
DUE DATE	AMOUNT ENCLOSED
5/19/05	72.22

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC
P O BOX 8010
PHILADELPHIA PA 19101-8010

006842082015 000006797

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	4/29/05	5/19/0

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	3/22/05	4/21/05	30	79	76	

USAGE HISTORY	
ONE YEAR AGO	4
LAST MONTH	3
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.0
WATER USAGE	11.
SEWER BASE FACILITY CHARGE	21.8
SEWER USAGE	23.8
SURCHARGE	.86

Conf. # 89115133048698

paid 10/13/05

PAY THIS AMOUNT 67.97

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	67.97
DUE DATE	**AMOUNT ENCLOSED**
6/20/05	67.97

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

006842082015 000006797

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	5/31/05	6/20/05

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	4/21/05	5/21/05	30	82	79	3*

USAGE HISTORY
ONE YEAR AGO
3
LAST MONTH
3
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	11.43
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	23.82
SURCHARGE	.86

Conf # 99125160103980 9

paid 6/10/05

* = ESTIMATED READING

PAY THIS AMOUNT 67.97

4.25

this month

72.22

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	67.97
DUE DATE	**AMOUNT ENCLOSED**
7/19/05	72.22

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

006842082015 000006797

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	6/29/05	7/19/05

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	5/21/05	6/23/05	33	85	82	3

USAGE HISTORY	
ONE YEAR AGO	3
LAST MONTH	3
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	11.48
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	23.82
SURCHARGE	.86

Phone pay

Conf #
891518904502

pd 7/8/05

PAY THIS AMOUNT 67.97

AQUA UTILITIES FLORIDA IS PLEASED TO PROVIDE YOU WITH YOUR ANNUAL WATER QUALITY REPORT. IF YOU DO NOT RECEIVE A COPY OF THE REPORT BY EARLY JULY AND WOULD LIKE TO RECEIVE A FREE COPY, PLEASE CALL 1-800-250-7532 OR VISIT US AT WWW.AQUAUTILITIESFLORIDA.COM TO SEE YOUR REPORT.

August 2005
Bill 67.97
Phone Charge 4.25
72.22

Accounts

Account History

Search Details

For Account: Checking [redacted] **Account Name:** Raymond L Wells

Add your own description for transactions and / or assign transaction categories and save changes by clicking the 'Save Changes' button. To cancel changes, click 'Cancel Changes'.

Transactions - from 08/22/2005 to 08/23/2005

Date	Ref/ Check	Description/ Memo	Category	Debit/ Withdrawal	Credit/ Deposit	Ledger Balance
08/23/2005		Daily Ledger Balance				$467.47
08/23/2005		BHN PYMNT BRIGHT HOUSE 9013554001 08/23/05	Select One	$56.25		
08/23/2005		ONLINE PMT THE HOME DEPOT - 9500000000 08/23/05	Select One	$25.00		
08/23/2005		DBT CRD 20:59 08/22/05 2967037AQUA AMERICA/NCO	Select One	$72.22		
08/23/2005		POS DEB 15:40 08/22/05 988846 7-ELEVEN	Select One	$26.06		
08/23/2005		POS DEB 16:12 08/22/05 0005574CHULUOTA GROCERY	Select One	$20.38		
08/23/2005		DBT CRD 18:38 08/22/05 2200411MJM FOOD STORE #2 Q39	Select One	$5.20		
08/23/2005		DBT CRD 04:29 08/23/05 2208000CHULUOTA GROCERY	Select One	$3.31		
08/23/2005		POS DEB 08:56 08/23/05 0071620EXXONMOBIL	Select One	$2.13		
08/22/2005		Daily Ledger Balance				$678.02

Account History

Quick Search

Date Range: 08/22/2005 to 08/23/2005

Advanced Options

Complete only the "From" field to search for one specific check # or amount.

Transaction Type: All transactions

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	67.97
DUE DATE	**AMOUNT ENCLOSED**
9/19/05	

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

006842082015 000006797

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
068-42-0820-1-5	550 E 4TH ST	8/29/05	9/19/05

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	7/26/05	8/24/05	29	91	88	3

USAGE HISTORY	
ONE YEAR AGO	4
LAST MONTH	3
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	11.43
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	23.82
SURCHARGE	.86

PAY THIS AMOUNT 67.97

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	.00
DUE DATE	**AMOUNT ENCLOSED**
10/17/05	

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

006842082015 000000000

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	9/27/05	10/17/05

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	8/24/05	9/23/05	30	95	91	4

USAGE HISTORY	
ONE YEAR AGO	3
LAST MONTH	3
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	15.24
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	31.76
SURCHARGE	1.01
DEPOSIT REFUND	81.00CR
DEPOSIT INTEREST	3.28CR

PAY THIS AMOUNT 4.41CR

YOU HAVE A CREDIT BALANCE. DO NOT PAY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	75.46
DUE DATE	**AMOUNT ENCLOSED**
11/16/05	79.71

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

Del

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

Comp. # 8911531404680 8
11/9/05

006842082015 000007546

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 8010
PHILADELPHIA PA 19101-8010

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
068-42-0820-1-5	550 E 4TH ST	10/27/05	11/16/05

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	9/23/05	10/25/05	32	99	95	4

USAGE HISTORY	
ONE YEAR AGO	6
LAST MONTH	4
LAST YEAR AVG.	3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	15.24
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	31.76
SURCHARGE	1.01
PREVIOUS CREDIT BALANCE	4.41CR

PAY THIS AMOUNT 75.46

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-0820-1-5	79.87
DUE DATE	**AMOUNT ENCLOSED**
12/20/05	

DO NOT SEND CASH THROUGH THE MAIL

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842082015 000007987

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

CAROL A WELLS
550 E 4TH ST
CHULUOTA FL 32766-8610

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-0820-1-5	550 E 4TH ST	11/30/05	12/20/05

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 78218461	R	10/25/05	11/23/05	29	103	99	4

USAGE HISTORY
ONE YEAR AGO
4
LAST MONTH
4
LAST YEAR AVG.
3

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.05
WATER USAGE	15.24
SEWER BASE FACILITY CHARGE	21.81
SEWER USAGE	31.76
SURCHARGE	1.01

Conf. #
8412
891153430478 02

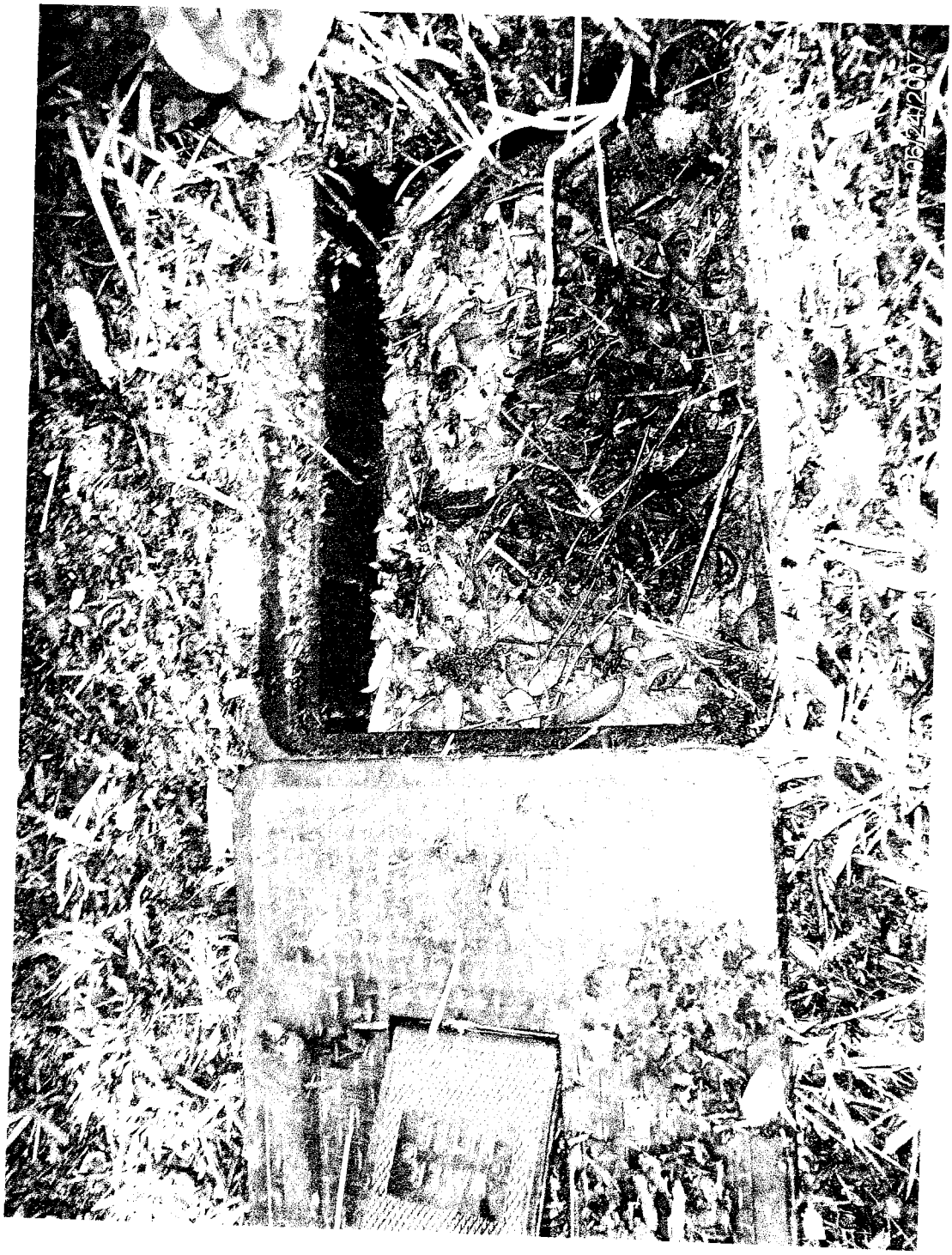
PAY THIS AMOUNT 79.87

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE, SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

**********PLEASE NOTE**********
NEW REMITTANCE ADDRESS FOR YOUR PAYMENTS. IF YOU HAVE AN ON-LINE COMPANY THAT PAYS YOUR BILLS, MAKE SURE YOU CHANGE THE ADDRESS TO PREVENT DELAY IN YOUR PAYMENT.

Carol Wells

Ex. 69



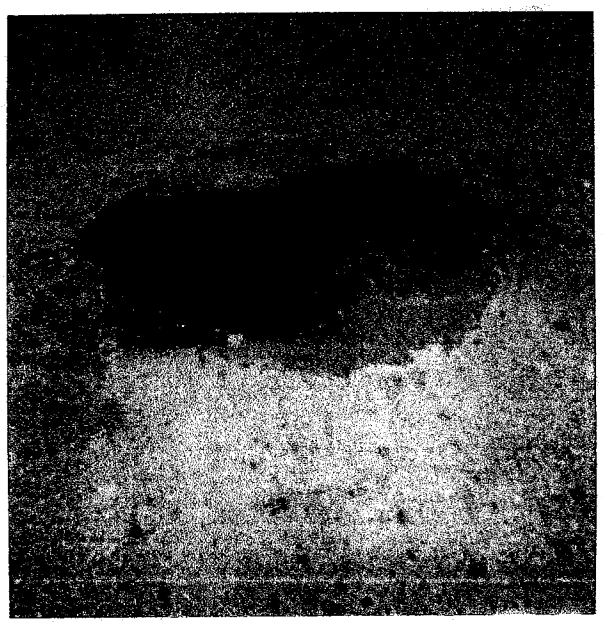
Ex. 69

4th Street

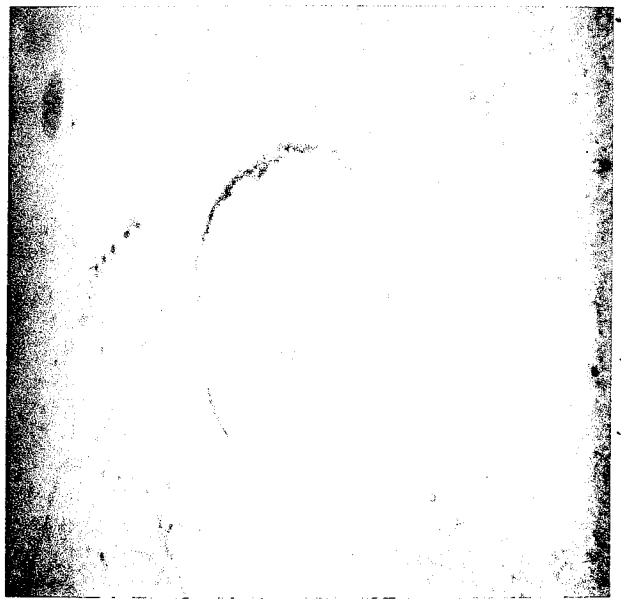
2/3/97

4th Street (2)

4th Street 2/3/97



4th Street (1)



(1)

4th Street

Patched 2/3/97

Chuluota's failing Sewer lines

Attention Trudy

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368WS EXHIBIT 70
COMPANY Aqua Utilities FL, Inc.
WITNESS (Bryan) Documents
DATE 06-26-07

AQUA

Service Address
ELIZABETH BRYAN
198 VELVETEEN PL
CHULUOTA, FL 32766-6022

Account Number
001124929 0633745
CHULOTA

Ex. 70

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 462.54**	**May 17, 2007**

Meter Data

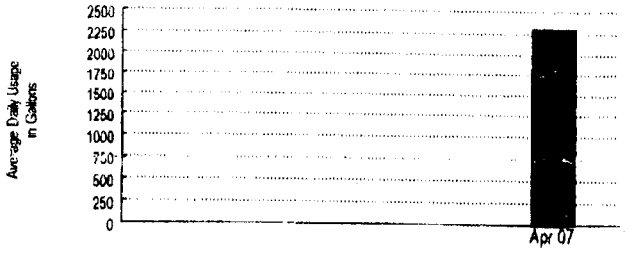
	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	80445434	5/8	04/20/07	35	Actual	423900	81,900	Gallons
			03/16/07		Actual	342000		
Average Daily Usage = 2,340 Gallons			Total Days:	35		Total Usage:	81,900	Gallons

Billing Detail

Lemar 5/9/07 $5 J 800

Amount Owed from Last Bill	$ 0.00
Total Payments Received	0.00
Balance	**0.00**
Current Water Charges	355.80
Current Sewer Charges	77.51
Turn On Fee	15.00
Utility Tax	14.23
Amount Due 05/17/07	**$ 462.54**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Lauren 5/18 turn forward

Changed meter 6/1/07

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 AP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
ELIZABETH BRYAN
198 VELVETEEN PL
CHULUOTA, FL 32766-6022

Account Number
001124929 0633745

Total Amount Due
$ 462.54

Due Date
May 17, 2007 extended to June 15, 2007

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=35217 Cyc=33DI 1up=328508

*****AUTO**MIXED AADC 189 C 100 P 133
ELIZABETH BRYAN
4773 WILLAMETTE CIR
ORLANDO FL 32826-4284

00112492906337450000000462543

D12

AQUA

Service To:
ELIZABETH BRYAN
198 VELVETEEN PL
CHULUOTA, FL 32766-6022

Account Number
001124929 0633745
CHULOTA

Ex 70

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 726.02**	**June 14, 2007**

Meter Data

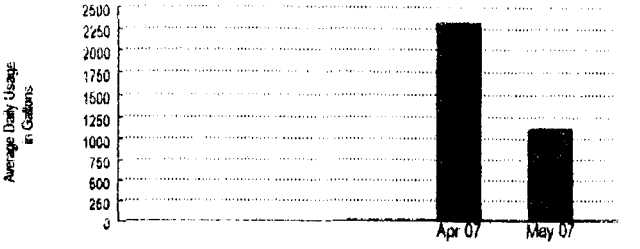
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445434	5/8	05/18/07	28	Actual	455800	31,900	Gallons
		04/20/07		Actual	423900		

Average Daily Usage = 1,139 Gallons Total Days: 28 Total Usage: 31,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 462.54
Total Payments Received	0.00
Balance	**462.54**
Current Water Charges	177.19
Current Sewer Charges	79.20
Utility Tax	7.09
Amount Due 06/14/07	**$ 726.02**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▨ Customer

6/4/2007 Tonka. - correct bill for me as a complain was filed with Public Service Commission - PSC.

Message Center

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- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186 PAP-515-A-0 REV 01/07

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Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
ELIZABETH BRYAN
198 VELVETEEN PL
CHULUOTA, FL 32766-6022

Account Number
001124929 0633745

Total Amount Due **$ 726.02**
Due Date **June 14, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=34059 Cyc=33DI 1up=334399

*****AUTO**MIXED AADC 189 C 98 P 132
ELIZABETH BRYAN
4773 WILLAMETTE CIR
ORLANDO FL 32826-4284

00112492906337450000000726028

Ex-70

ORANGE COUNTY UTILITIES
9150 CURRY FORD ROAD
ORLANDO, FLORIDA 32825-7600

CUSTOMER INQUIRIES: (407) 836-5515
TOLL FREE: (800) 626-1140
24 HOUR EMERGENCY: (407) 836-2777

ELIZABETH BRYAN
Account Number: 5011866200
Billing Date: 5/1/2007
Due Date: 5/21/2007

Visit our new Website at http://www.ocfl.net/PayUtilities/

Account Summary as of May 1, 2007	
Previous Balance	$64.95
Payments Received	-64.95
Balance Forward	0.00
Current Charges	64.95
Total Amount Due	**$64.95**

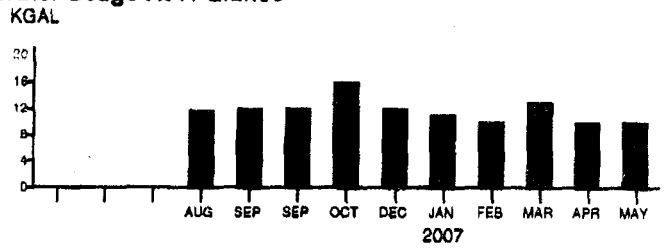
Service Address: 4773 WILLAMETTE CR, ORLANDO, FL 32826

Water Residential

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
58987785	5/1/2007	909	4/2/2007	899	10 KGAL	+

(KGAL = 1,000 Gallons)

Water Usage At-A-Glance



Water Residential
Service from 4/3/07 - 5/1/07

Meter Fixed Charge $5.80		5.80
First 3 KGAL at $0.95 per KGAL	2.85	
Next 7 KGAL at $1.27 per KGAL	8.89	
Consumption Summary Charge		11.74
Public Service Tax		1.75
Subtotal		**$19.29**

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 71
COMPANY Aqua
WITNESS (Tingle) Documents
DATE 06-26-07

AQUA

Service To:
MICHAEL & DIANA TINGLE
390 MEDALLION PL
CHULUOTA, FL 32766-6016
Lot: 0009000 Block:

Account Number
000899155 0641909
CHULOTA

Ex. 71

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 231.09**	**June 14, 2007**

Meter Data

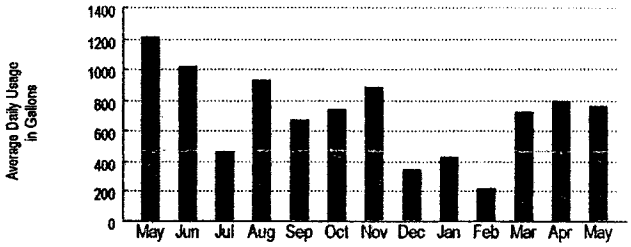
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78608123	5/8	05/18/07	29	Actual	854500	22,200	Gallons
		04/19/07		Actual	832300		

Average Daily Usage = 765 Gallons Total Days: 29 Total Usage: 22,200 Gallons

Billing Detail

Amount Owed from Last Bill	$ 107.56	
Total Payments Received	108.00	
Balance	**0.44**	**Credit**
Current Water Charges	127.43	
Current Sewer Charges	99.00	
Utility Tax	5.10	
Amount Due 06/14/07	**$ 231.09**	

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

epay $232
6-16-07

what is price per gallon?
what is the service fee?
there is no breakdown...

Message Center

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1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186 PAP-515-A-0 REV 01/07

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AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
MICHAEL & DIANA TINGLE
390 MEDALLION PL
CHULUOTA, FL 32766-6016
Lot: 0009000 Block:

Account Number
000899155 0641909

Total Amount Due **$ 231.09**
Due Date **June 14, 2007**

Amount Enclosed
$ ___ . __

Seq=28110 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
MICHAEL & DIANA TINGLE
390 MEDALLION PL
CHULUOTA FL 32766-6016

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

0008991550641909000000231091

AQUA

Service To:
MICHAEL & DIANA TINGLE
390 MEDALLION PL
CHULUOTA, FL 32766-6016
Lot: 0009000 Block:

Account Number
000899155 0641909
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
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Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 231.09**	**June 14, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78608123	5/8	05/18/07	29	Actual	854500	22,200	Gallons
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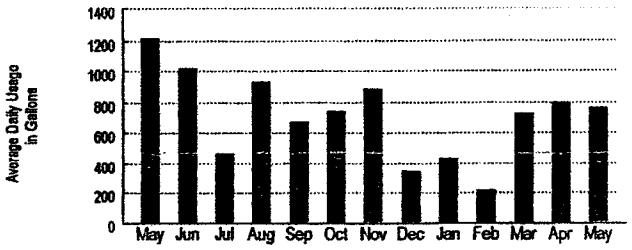
Average Daily Usage = 765 Gallons Total Days: 29 Total Usage: 22,200 Gallons

Billing Detail

Amount Owed from Last Bill	$ 107.56
Total Payments Received	108.00
Balance	**0.44 Credit**
Current Water Charges	127.43
Current Sewer Charges	99.00
Utility Tax	5.10
Amount Due 06/14/07	**$ 231.09**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

epay $232
6-16-07

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what is the service fee
there is no breakdown...

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AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
MICHAEL & DIANA TINGLE
390 MEDALLION PL
CHULUOTA, FL 32766-6016
Lot: 0009000 Block:

Account Number
000899155 0641909

Total Amount Due **$ 231.09**
Due Date **June 14, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

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Print your account number on your check, then mail to address on back.

Seq=28110 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
MICHAEL & DIANA TINGLE
390 MEDALLION PL
CHULUOTA FL 32766-6016

0008991550641909000000023109 1

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 72
COMPANY Aqua
WITNESS (Bryant) Documents
DATE 06-26-07

Ex 12

Customer/Location Consumption History Inquiry - CITY OF OVIEDO

Home | New Window | Support
Email | Help

Customer/Location Consumption History Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00
Initiation date :	1/22/97	**Pending:**	.00
Termination date:	0/00/00	**Customer/location status:**	A
Customer status:	ACTIVE		

Service Code	Reading Type	Reading Date	Actual Consumption	Actual Demand	Days	Meter Number	Estimate Code	Comment Code
WA	REG	5/22/07	1.19	.00	28	34854250		
WA	REG	4/24/07	1.48	.00	28	34854250		
WA	REG	3/27/07	2.63	.00	35	34854250		
WA	REG	2/20/07	1.98	.00	28	34854250		
WA	REG	1/23/07	.90	.00	27	34854250		
WA	REG	12/27/06	1.38	.00	36	34854250		
WA	REG	11/21/06	1.04	.00	28	34854250		
WA	REG	10/24/06	.93	.00	27	34854250		

Customer/Location Consumption History Inquiry - CITY OF OVIEDO

Customer/Location Consumption History Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00
Initiation date :	1/22/97	**Pending:**	.00
Termination date:	0/00/00	**Customer/location status:**	A
Customer status:	Active		

Service Code	Reading Type	Reading Date	Actual Consumption	Actual Demand	Days	Meter Number	Estimate Code	Comment Code
WA	REG	9/27/06	.50	.00	36	34854250		
WA	REG	8/22/06	1.02	.00	28	34854250		
WA	REG	7/25/06	1.29	.00	29	34854250		
WA	REG	6/26/06	1.88	.00	34	34854250		
WA	REG	5/23/06	1.73	.00	28	34854250		
WA	REG	4/25/06	1.76	.00	28	34854250		
WA	REG	3/28/06	2.96	.00	35	34854250		
WA	REG	2/21/06	.74	.00	28	34854250		

Customer/Location Consumption History Inquiry - CITY OF OVIEDO

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Customer/Location Consumption History Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00
Initiation date :	1/22/97	**Pending:**	.00
Termination date:	0/00/00	**Customer/location status:**	A
Customer status:	Active		

	Service Code	Reading Type	Reading Date	Actual Consumption	Actual Demand	Days	Meter Number	Estimate Code	Comment Code
	WA	REG	1/24/06	1.96	.00	27	34854250		
	WA	REG	12/28/05	2.72	.00	36	34854250		
	WA	REG	11/22/05	1.29	.00	27	34854250		
	WA	REG	10/26/05	1.53	.00	29	34854250		
	WA	ADJ	9/27/05	2.02	.00	35	34854250		
C	WA	REG	9/27/05	2.02	.00	35	34854250		
	WA	REG	8/23/05	.98	.00	28	34854250		
	WA	REG	7/26/05	1.67	.00	35	34854250		

Customer/Location Consumption History Inquiry - CITY OF OVIEDO

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Customer/Location Consumption History Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route: 01 03 **Amount due:** .00

Initiation date : 1/22/97 **Pending:** .00

Termination date: 0/00/00 **Customer/location status:** A

Customer status: ACTIVE

	Service Code	Reading Type	Reading Date	Actual Consumption	Actual Demand	Days	Meter Number	Estimate Code	Comment Code
	WA	REG	6/21/05	1.40	.00	28	34854250		
	WA	REG	5/24/05	1.94	.00	28	34854250		
	WA	REG	4/26/05	1.92	.00	35	34854250		
	WA	ADJ	3/22/05	1.11	.00	28	34854250		
C	WA	REG	3/22/05	1.11	.00	28	34854250		
	WA	REG	2/22/05	1.75	.00	27	34854250		
	WA	REG	1/26/05	1.95	.00	29	34854250		
	WA	REG	12/28/04	2.16	.00	35	34854250		

Customer/Location Consumption History Inquiry - CITY OF OVIEDO

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Customer/Location Consumption History Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00
Initiation date :	1/22/97	**Pending:**	.00
Termination date:	0/00/00	**Customer/location status:**	A
Customer status:	ACTIVE		

Service Code	Reading Type	Reading Date	Actual Consumption	Actual Demand	Days	Meter Number	Estimate Code	Comment Code
WA	REG	11/23/04	1.47	.00	28	34854250		
WA	REG	10/26/04	1.61	.00	34	34854250		
WA	REG	9/22/04	.04	.00	29	34854250		
WA	REG	8/24/04	1.25	.00	28	34854250		
WA	REG	7/27/04	1.72	.00	35	34854250		
WA	REG	6/22/04	1.20	.00	27	34854250		
WA	REG	5/26/04	.94	.00	28	34854250		
WA	REG	4/28/04	2.19	.00	36	34854250		

Customer/Location Consumption History Inquiry - CITY OF OVIEDO

Customer/Location Consumption History Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00
Initiation date :	1/22/97	**Pending:**	.00
Termination date:	0/00/00	**Customer/location status:**	A
Customer status:	ACTIVE		

Service Code	Reading Type	Reading Date	Actual Consumption	Actual Demand	Days	Meter Number	Estimate Code	Comment Code
WA	REG	3/23/04	2.25	.00	28	34854250		
WA	REG	2/24/04	1.29	.00	28	34854250		
WA	REG	1/27/04	1.60	.00	35	34854250		
WA	REG	12/23/03	1.41	.00	28	34854250		
WA	REG	11/25/03	1.16	.00	28	34854250		
WA	REG	10/28/03	1.51	.00	35	34854250		
WA	REG	9/23/03	1.33	.00	27	34854250		
WA	REG	8/27/03	1.37	.00	36	34854250		

Ex. 72

Account History - Combined Inquiry - CITY OF OVIEDO

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Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	PMT	6/11/07	BANK DRAFT PAYMENT	31.06-		.00	
BD	BILL	5/30/07	CYCLE BILL - BANK DR	31.06	6/01/07	31.06	6
BD	PMT	5/14/07	BANK DRAFT PAYMENT	31.06-		.00	
BD	BILL	5/02/07	CYCLE BILL - BANK DR	31.06	5/04/07	31.06	5
BD	PMT	4/16/07	BANK DRAFT PAYMENT	30.83-		.00	
BD	BILL	4/04/07	CYCLE BILL - BANK DR	30.83	4/06/07	30.83	4
BD	PMT	3/12/07	BANK DRAFT PAYMENT	30.83-		.00	
BD	BILL	2/28/07	CYCLE BILL - BANK DR	30.83	3/02/07	30.83	3

Account History - Combined Inquiry - CITY OF OVIEDO

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Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	PMT	2/12/07	BANK DRAFT PAYMENT	30.83-		.00	
BD	BILL	1/31/07	CYCLE BILL - BANK DR	30.83	2/02/07	30.83	2
BD	PMT	1/15/07	BANK DRAFT PAYMENT	30.83-		.00	
BD	BILL	1/03/07	CYCLE BILL - BANK DR	30.83	1/05/07	30.83	1
BD	PMT	12/11/06	BANK DRAFT PAYMENT	30.83-		.00	
BD	BILL	11/29/06	CYCLE BILL - BANK DR	30.83	12/01/06	30.83	12
BD	PMT	11/13/06	BANK DRAFT PAYMENT	30.83-		.00	
BD	BILL	11/01/06	CYCLE BILL - BANK DR	30.83	11/03/06	30.83	11

Account History - Combined Inquiry - CITY OF OVIEDO

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Email | Help

Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	PMT	10/16/06	BANK DRAFT PAYMENT	30.60-		.00	
BD	BILL	10/04/06	CYCLE BILL - BANK DR	30.60	10/06/06	30.60	10
BD	PMT	9/11/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	8/29/06	CYCLE BILL - BANK DR	29.60	9/01/06	29.60	9
BD	PMT	8/14/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	8/02/06	CYCLE BILL - BANK DR	29.60	8/04/06	29.60	8
BD	PMT	7/17/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	7/05/06	CYCLE BILL - BANK DR	29.60	7/07/06	29.60	7

Account History - Combined Inquiry - CITY OF OVIEDO

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Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	PMT	6/12/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	5/31/06	CYCLE BILL - BANK DR	29.60	6/02/06	29.60	6
BD	PMT	5/15/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	5/03/06	CYCLE BILL - BANK DR	29.60	5/05/06	29.60	5
BD	PMT	4/17/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	4/05/06	CYCLE BILL - BANK DR	29.60	4/07/06	29.60	4
BD	PMT	3/13/06	BANK DRAFT PAYMENT	29.60-		.00	
BD	BILL	3/01/06	CYCLE BILL - BANK DR	29.60	3/03/06	29.60	3

Account History - Combined Inquiry - CITY OF OVIEDO

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Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	***Amount due:***	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	PMT	2/13/06	BANK DRAFT PAYMENT	28.94-		.00	
BD	BILL	2/01/06	CYCLE BILL - BANK DR	28.94	2/03/06	28.94	2
BD	PMT	1/16/06	BANK DRAFT PAYMENT	28.71-		.00	
BD	BILL	1/04/06	CYCLE BILL - BANK DR	28.71	1/06/06	28.71	1
BD	PMT	12/12/05	BANK DRAFT PAYMENT	28.71-		.00	
BD	BILL	11/30/05	CYCLE BILL - BANK DR	28.71	12/02/05	28.71	12
BD	PMT	11/14/05	BANK DRAFT PAYMENT	28.71-		.00	
BD	BILL	11/02/05	CYCLE BILL - BANK DR	28.71	11/04/05	28.71	11

Account History - Combined Inquiry - CITY OF OVIEDO

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Email | Help

Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

	Transaction Type		Date		Transaction Amount	Reference Date	Running Balance	
	BD	PMT	10/17/05	BANK DRAFT PAYMENT	28.71-		.00	
	RB	BILL	10/07/05	CANCEL/REBILL BILL	28.71	10/09/05	28.71	10
C	BD	BILL	10/05/05	CYCLE BILL - BANK DR	.00	10/07/05	.00	10
	BD	PMT	9/12/05	BANK DRAFT PAYMENT	27.71-		.00	
	BD	BILL	8/26/05	CYCLE BILL - BANK DR	27.71	9/02/05	27.71	9
	BD	PMT	8/15/05	BANK DRAFT PAYMENT	27.71-		.00	
	BD	BILL	8/01/05	CYCLE BILL - BANK DR	27.71	8/05/05	27.71	8
	BD	PMT	7/11/05	BANK DRAFT PAYMENT	27.71-		.00	

Account History - Combined Inquiry - CITY OF OVIEDO

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Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	BILL	6/27/05	CYCLE BILL - BANK DR	27.71	7/01/05	27.71	7
BD	PMT	6/13/05	BANK DRAFT PAYMENT	27.71-		.00	
BD	BILL	5/27/05	CYCLE BILL - BANK DR	27.71	6/03/05	27.71	6
BD	PMT	5/16/05	BANK DRAFT PAYMENT	27.71-		.00	
BD	BILL	5/02/05	CYCLE BILL - BANK DR	27.71	5/06/05	27.71	5
BD	PMT	4/18/05	BANK DRAFT PAYMENT	27.71-		.00	
RB	BILL	3/29/05	CANCEL/REBILL BILL	27.71	4/07/05	27.71	4
OC	PMT	3/25/05	DRAWER1 03250505	27.71-		.00	

Account History - Combined Inquiry - CITY OF OVIEDO

Home | New Window | Support
Email | Help

Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

	Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
C	BD	BILL	3/24/05	CYCLE BILL - BANK DR	.00	4/01/05	27.71	4
	BL	BILL	2/25/05	CYCLE BILL	27.71	3/04/05	27.71	3
	BD	PMT	2/14/05	BANK DRAFT PAYMENT	27.71-		.00	
	BD	BILL	1/28/05	CYCLE BILL - BANK DR	27.71	2/04/05	27.71	2
	BD	PMT	1/17/05	BANK DRAFT PAYMENT	27.71-		.00	
	BD	BILL	1/03/05	CYCLE BILL - BANK DR	27.71	1/07/05	27.71	1
	BD	PMT	12/13/04	BANK DRAFT PAYMENT	27.71-		.00	
	BD	BILL	11/24/04	CYCLE BILL - BANK DR	27.71	12/03/04	27.71	12

Account History - Combined Inquiry - CITY OF OVIEDO

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Account History - Combined Inquiry

Customer ID: 8373 BRYANT, INGRID

Location ID: 7852 145 SHADY OAK LN

Cycle/route:	01 03	**Amount due:**	.00	**Actual amount due:**	.00
Initiation date:	1/22/97	**Pending:**	.00	**Budget deferred:**	.00
Termination date:		**Customer/location status:**	A		

Combined Inquiry | Charges | Payments | Adjustments | Pending | Calculated Charges | 3-Month History

Transaction Type		Transaction Date		Transaction Amount	Reference Date	Running Balance	
BD	PMT	11/15/04	BANK DRAFT PAYMENT	27.71-		.00	
BD	BILL	11/01/04	CYCLE BILL - BANK DR	27.71	11/05/04	27.71	11
BD	PMT	10/11/04	BANK DRAFT PAYMENT	27.49-		.00	
BD	BILL	9/24/04	CYCLE BILL - BANK DR	27.49	10/01/04	27.49	10
BD	PMT	9/13/04	BANK DRAFT PAYMENT	27.49-		.00	
BD	BILL	8/27/04	CYCLE BILL - BANK DR	27.49	9/03/04	27.49	9
BD	PMT	8/16/04	BANK DRAFT PAYMENT	27.49-		.00	
BD	BILL	8/02/04	CYCLE BILL - BANK DR	27.49	8/06/04	27.49	8

Ex 72

City of Oviedo Municipal Water System

OWNED AND OPERATED BY THE CITY OF OVIEDO, FLORIDA

APPLICATION AGREEMENT FOR WATER SERVICE

1) The undersigned, hereinafter referred to as "APPLICANT," hereby requests approval of this application agreement of the City of Oviedo, Florida, hereinafter referred to as the "CITY," for water service at the following location, hereinafter referred to as the "PROPERTY."

2) APPLICANT agrees that he/she will avail himself/herself of the services of the CITY'S water system as soon as such services are available to the PROPERTY and will use such services continuously and exclusively so long as he/she resides in the area served by the CITY'S water system. APPLICANT may use water from other than the CITY for the purposes of irrigation provided that such is not connected to the CITY'S water system. APPLICANT will observe and comply with all ordinances/resolutions enacted by the CITY regulating the operation of the CITY'S water system. Additionally, APPLICANT agrees to pay promptly for services in accordance with ordinances/resolutions establishing rates and charges.

3)

RATES AND CHARGES FOR WATER SERVICES [1]*:	RESIDENTIAL RATES:	COMMERCIAL RATES:
Monthly Base Charge	$8.20	Based on meter size**
0 - 3,000 gallons	$ .68 per 1,000 gallons	$2.04 per 1,000 gallons
3,001 – 10,000 gallons	$1.51 per 1,000 gallons	$2.04 per 1,000 gallons
10,001 – 15,000 gallons	$2.84 per 1,000 gallons	$2.04 per 1,000 gallons
15,001 – 30,000 gallons	$4.06 per 1,000 gallons	$2.04 per 1,000 gallons
Over 30,000 gallons	$4.76 per 1,000 gallons	$2.04 per 1,000 gallons

[1] Usage rates shown are inside-city water rates only. For customers located outside the City limits, a 25% surcharge is assessed.

* All PROPERTY connected to the City of Oviedo's water system incur the monthly minimum charge and stormwater service fees whether or not service is active.

** Meter Size:

5/8"	$8.20	1-1/2"	$41.00	3"	$123.00	6"	$410.00
1"	$20.50	2"	$65.60	4"	$205.00		

4) Premise Visit Charge.....$25.00
Recycle Bins.....$5.75
Connection Charge (Less than 24 hours notice)....$50..00

Meter Test Charge.....$25.00
Connection Charge (24 hours notice)...$10.00
Returned Check Charge.....$25.00 for checks less than $50.00
$30.00 for checks between $50.00 and $300.00
$40.00 for checks between $300.00 and $800.00
5% of checks greater than $800.00

5) ADVANCE PAYMENT OF WATER DEPOSIT:
A deposit in the amount established by the CITY shall accompany any and all applications for CITY water service. Current deposit amount at this date is $50.00 minimum, if use is over 350 GPD deposit is $.14/GPD. In the case of rental property, the tenant shall also make the required deposit unless the owner of the PROPERTY has agreed to accept and pay all bills for said tenant. In such case, the tenant's bill will be presented directly to the PROPERTY owner and the account will be maintained in the name of the owner thereby requiring no additional deposit by the tenant. When a deposit has been held by the CITY over 24 months and APPLICANT has maintained a good and timely payment record, the deposit will be automatically refunded to their account.

6) INSTALLATION OF WATER SERVICE:
All service (including box, meter, material, and labor) shall be installed by the CITY at a cost to the PROPERTY owner of not less than $385 and not less than the actual cost of providing the service and equipment. All materials and equipment shall remain the property of the CITY, and may be removed at any time at the option of the CITY when such action is determined necessary. Water installation includes tapping the applicable water main to access the CITY'S water supply.

7) BILLING FOR SERVICES PROVIDED:
Bills for services provided are due when rendered and considered delinquent if not paid within 10 days of the billing date. Past due accounts accrue a penalty of 10% of the delinquent amount after a period of 30 days from the bill date.

8) DISCONNECTION FOR NONPAYMENT:
All accounts are considered past due and delinquent after a period of 30 days from the due date and are subject to having service discontinued. Any service disconnected for non-payment shall remain disconnected until all delinquent amounts, as well as a $22.00 disconnection fee ($60.00 after hours and on weekends), have been paid in full.

9) REQUESTED DISCONTINUANCE OF SERVICE:
Any customer may request discontinuance of service when moving to an area outside the CITY service area and/or when the property is sold to another party. Upon termination of service and settlement of all outstanding amounts, any existing application/agreement will become void and any outstanding security deposit will be refunded.

10) TAMPERING WITH METER:
Whoever shall break the seal on, or otherwise tamper with a water meter or meter box or who shall cause or permit any person to tamper with, damage, or destroy any water meter or water equipment belonging to the CITY shall be considered in violation of CITY ordinances and subject to the code enforcement provision of the City Code of Ordinances.

11) CITY RIGHTS RESERVED:
It is agreed that the City of Oviedo reserves the right to transgress on the described property for the purpose of installing, maintaining, repairing, or removing meters, boxes, lines, or any other CITY owned materials or equipment.

If any section, subsection, sentence, clause, phrase, or portion of this agreement is for any reason held invalid or unconstitutional by any court of competent jurisdiction, or by any other means whatsoever, such portion shall be deemed a separate, distinct, and independent provision and such holding shall not affect validity of the remaining portion thereof.

This agreement shall take effect immediately upon execution by all involved parties and shall supersede any and all former agreements related to this PROPERTY.

_____ Tenant____ Owner ____ _____
APPLICANT (PLEASE PRINT) DATE

_____ _____
APPLICANT'S SIGNATURE PHONE

_____
SERVICE ADDRESS

_____ _____
CITY REPRESENTATIVE SIGNATURE DATE

Note: All rates noted herein are subject to change with Council approval.

Revised 6/01/07

Ex. 72

City of Oviedo Municipal Sanitary Sewer System

OWNED AND OPERATED BY THE CITY OF OVIEDO, FLORIDA

APPLICATION AGREEMENT FOR SANITARY SEWER SERVICE

1) The undersigned, hereinafter referred to as "APPLICANT," hereby requests approval of this application agreement of the City of Oviedo, Florida, hereinafter referred to as the "CITY," for sanitary sewer service at the following location, hereinafter referred to as the "PROPERTY."

2) APPLICANT agrees that he/she will avail himself/herself of the services of the CITY'S sanitary sewer system as soon as such services are available to the PROPERTY and will use such services continuously and exclusively so long as he/she resides in the area served by the CITY'S sanitary sewer system. APPLICANT will observe and comply with all ordinances enacted by the CITY regulating the operation of the CITY'S sanitary sewer system. Additionally, APPLICANT agrees to pay promptly for services in accordance with ordinances/resolutions establishing rates and charges.

3) RATES AND CHARGES FOR SANITARY SEWER SERVICES [1]:

	RESIDENTIAL RATES:	COMMERCIAL RATES:
Minimum Monthly Charge	$ 16.11/ERU	Based on meter size**
Charges Per 1,000 gallons~	$ 3.23 per 1,000 gallons	$ 3.23 per 1,000 gallons

[1] Usage rates shown are inside-city sanitary sewer rates only. For customers located outside the City limits, a 25% surcharge is assessed.

~ Capped at 10,000 gallons/month per ERU for residential customers.

All rates are based on the Equivalent Residential Unit (ERU) system.

** Meter Size:

5/8"	$16.11	1-1/2"	80.55	3"	241.65	6"	805.50
1"	40.28	2"	128.88	4"	402.75		

4) Premise Visit Charge ..... $ 25.00
Recycle Bins ..... $ 4.75
Connection Charge (Less than 24 hours notice)... $ 50.00

Meter Test Charge ..... $ 25.00
Connection Charge (24 hours notice)... $ 10.00
Returned Check Charge ..... $ 25.00 for checks less than $50.00
30.00 for checks between $50.00 and $300.00
40.00 for checks between $300.00 and $800.00
5% of checks greater than $800.00

5) ADVANCE PAYMENT OF SANITARY SEWER DEPOSIT:
A deposit in the amount established by the CITY shall accompany any and all applications for CITY sewer service. Current deposit amount at this date is $45.00 minimum, if use is over 350 GPD deposit is $.13/GPD. In the case of rental property, the tenant shall also make the required deposit unless the owner of the PROPERTY has agreed to accept and pay all bills for said tenant. In such case, the tenant's bill will be presented directly to the PROPERTY owner and the account will be maintained in the name of the owner thereby requiring no additional deposit by the tenant. When a deposit has been held by the CITY over 24 months and APPLICANT has maintained a good and timely payment record, the deposit will be automatically refunded to their account.

6) INSTALLATION OF SANITARY SEWER SERVICE:
All service (including box, meter, other material, and labor) shall be installed by the CITY at a cost to the PROPERTY owner of not less than $385 and not less than the actual cost of providing the service and equipment. All materials and equipment shall remain the property of the CITY, and may be removed at any time at the option of the CITY when such action is determined necessary.

7) BILLING FOR SERVICES PROVIDED:
Bills for services provided are due when rendered and considered delinquent if not paid within 10 days of the billing date. Past due accounts accrue a penalty of 10% of the delinquent amount after a period of 30 days from the bill date.

8) DISCONNECTION FOR NONPAYMENT:
All accounts are considered past due and delinquent after a period of 30 days from the due date and are subject to having service discontinued. Any service disconnected for non-payment shall remain disconnected until all delinquent amounts, as well as a $22.00 disconnection fee ($60.00 after hours and on weekends), have been paid in full.

9) REQUESTED DISCONTINUANCE OF SERVICE:
Any customer may request discontinuance of service when moving to an area outside the CITY service area and/or when the property is sold to another party. Upon termination of service and settlement of all outstanding amounts, any existing application/agreement will become void and any outstanding security deposit will be refunded.

10) TAMPERING WITH METER:
Whoever shall break the seal on, or otherwise tamper with a water/sewer meter or meter box or who shall cause or permit any person to tamper with, damage, or destroy any water/sewer meter or water/sewer equipment belonging to the CITY shall be considered in violation of CITY ordinances and subject to the code enforcement provision of the City Code of Ordinances.

11) CITY RIGHTS RESERVED;
It is agreed that the City of Oviedo reserves the right to transgress on the described property for the purpose of installing, maintaining, repairing, or removing meters, boxes, lines, or any other CITY owned materials or equipment.

If any section, subsection, sentence, clause, phrase, or portion of this agreement is for any reason held invalid or unconstitutional by any court of competent jurisdiction, or by any other means whatsoever, such portion shall be deemed a separate, distinct, and independent provision and such holding shall not affect validity of the remaining portion thereof.

This agreement shall take effect immediately upon execution by all involved parties and shall supersede any and all former agreements related to this PROPERTY.

_____ Tenant _____ Owner _____ _____
APPLICANT – (PLEASE PRINT) DATE

_____ _____
APPLICANT'S SIGNATURE PHONE

_____
SERVICE ADDRESS

_____ _____
CITY REPRESENTATIVE SIGNATURE DATE

Note: All rates noted herein are subject to change with Council approval.

Revised 4/01/07

Ex 72

TRANSMISSION VERIFICATION REPORT

TIME : 06/18/2007 10:24
NAME : UPS STORE
FAX : 4073666557
TEL : 4073665352
SER.# : BROF5J291703

DATE,TIME	06/18 10:19
FAX NO./NAME	18504136108
DURATION	00:04:39
PAGE(S)	14
RESULT	OK
MODE	STANDARD ECM

June 18, 2007

Bev Demello
Public Service Commission
Re: Aqua Utilities
Docket NO 060368-WS

Dear Bev Demello

I appreciate your time this morning. These are the records that I have that will let you know that this is an exorbitant request by Aqua Utilities. As I mentioned I had the opportunity to work for the City of Oviedo with the Utilities Dept. I also understand that this is a profit corp. and they need to answer to their Stock Holders.
I notified the Public Service Commission in 1997 when Florida Water asked for an increase and it was granted.
Please understand my concern this time, since I have an 80 year old aunt living at the address which my parents bought in 1959. It was the first street on sewer service at that time. There are many seniors still living in the original subdivision that are now on Social Security and not able to pay these rates that are proposed.
Since this meeting in during the day, I assume that a lot of people will not be able to attend. Even our County Commissioner Bob Dallari will have to send a representative since he has a meeting that morning.
Thank you for all you can do.

Very truly yours,

Ingrid H. Bryant

Ingrid H. Bryant
145 Shady Oak Lane
Oviedo, Florida

June 18, 2007

Bev Demello
Public Service Commission
Re: Aqua Utilities
Docket NO 060368-WS

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Thank you for all you can do.

Very truly yours,

Ingrid H. Bryant

Ingrid H. Bryant
145 Shady Oak Lane
Oviedo, Florida
407-977-1921

Attachments;

Copies to Bob Dallari

14 pages
850-413-6108

AQUA

ANNA M. HYMAN
530 E 4TH ST
OVIEDO, FL 32766-8610
Lot: 0000000 Block:

Account Number
000903190 0645756
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 78.90**	**May 17, 2007**

Meter Data

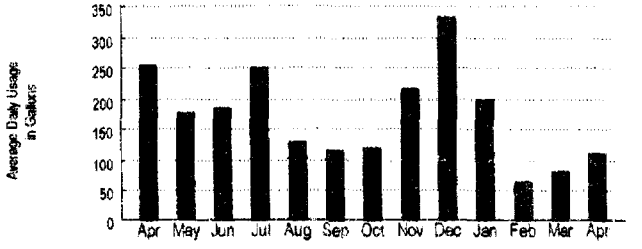
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78218456	5/8	04/18/07	30	Actual	209300	3,300	Gallons
		03/19/07		Actual	206000		

Average Daily Usage = 110 Gallons Total Days: 30 Total Usage: 3,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 60.40
Total Payments Received	60.40
Balance	**0.00**
Current Water Charges	24.81
Current Sewer Charges	53.10
Utility Tax	0.99
Amount Due 05/17/07	**$ 78.90**

Water Usage History



Read Types: Actual Estimated Customer

Pd 5-18-07 #1240

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186 BAP-515-A-0 REV 01/07

Florida Water SERVICES
Water For Florida's Future

FLORIDA WATER SERVICES
P.O. BOX 609520
ORLANDO, FL 32860-9520
Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

CUSTOMER NUMBER
009814-5-00335-0

SERVICE ADDRESS
530 E FOURTH ST

ANNA M HYMAN
C/O INGRID BRYANT
530 E 4TH ST
CHULUOTA FL 32766-8610

CURRENT CHARGES
PAST DUE AFTER
10/15/98

TOTAL AMOUNT DUE
$ 89.33

Bill Date 9/25/98
Location Number 2835130400
Plant Number 335

WATER
Rate Code- 016
Billing Period 8/19/98 TO 9/18/98
Days in Billing Period: 30
Meter Readings:

Present	Previous	Usage
306770	301820	4950 Gal

Meter Size: ⅝" x ¾"
Meter Number 93656093 1
Deposit $ .00
Connect Date 4/01/59

SEWER
Rate Code- 016
Connect Date 4/01/59

WATER			
BASE FACILITY CHARGE		16.38	
GALLONAGE CHARGE	4950 Gal @ $ .002860	14.16	
TOTAL WATER			30.54
SEWER			
BASE FACILITY CHARGE		20.54	
GALLONAGE CHARGE	4950 Gal @ $ .007480	37.03	
TOTAL SEWER			57.57
MISC			
TAX		1.22	
TOTAL MISC			1.22
TOTAL CURRENT CHARGES			89.33
TOTAL AMOUNT DUE			**$ 89.33**

• Our Customer Service Representatives are available to take your telephone calls from 7:00 a.m. to 7:00 p.m. Monday through Friday. Our Customer call center numbers are 1-407-880-0100 or 1-800-432-4501. Customer Service lobby hours for the Orlando office are 7:00 a.m. to 6:00 p.m. Monday through Friday. Hours for all other locations are 8:00 a.m. to 5:00 p.m. Monday through Friday.

Pd
10-4-98
513

---------- WATER USE ----------
Daily Average Water Use:
Current Month 165 Gal/Day
Same Month Last Yr 89 Gal/Day

Daily Average Water Cost: $ 1.02

Make checks payable to FLORIDA WATER SERVICES

SOUTHERN STATES UTILITIES, INC.
1000 COLOR PLACE
APOPKA, FL 32703
Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

SSU Southern States Utilities
Water For Florida's Future

CUSTOMER NUMBER
9814-5

SERVICE ADDRESS
530 E FOURTH ST

ANNA M HYMAN
C/O INGRID BRYANT
530 E 4TH ST
CHULUOTA FL 32766-8610

CURRENT CHARGES PAST DUE AFTER **11/17/96**

TOTAL AMOUNT DUE **$ 85.87**

Bill Date 10/28/96
Location Number 2835130400
Plant Number 336

WATER
Rate Code- 016
Billing Period 9/20/96 TO 10/21/96
Days in Billing Period: 31
Meter Readings:

Present	Previous	Usage
207180	202520	4660 Gal

Meter Size: ⅝" x ¾"
Meter Number 93656093 1
Deposit $ .00
Connect Date 8/01/50

SEWER
Rate Code- 016
Connect Date 8/01/50

PREVIOUS BALANCE				.03
WATER				
BASE FACILITY CHARGE		16.34		
GALLONAGE CHARGE	WATER CHARGES	13.28		
TOTAL WATER			29.62	
SEWER				
BASE FACILITY CHARGE		20.42		
GALLONAGE CHARGE	SEWER CHARGES	34.62		
TOTAL SEWER			55.04	
MISC TAX		1.18		
TOTAL MISC			1.18	
TOTAL CURRENT CHARGES				85.84
TOTAL AMOUNT DUE				**$ 85.87**

pd #166
pd #3012
11-23-96

On September 20, 1996, the new water and wastewater rates recently ordered by the Florida Public Service commission became effective. For those customers with a meter read date on or after September 20, 1996, part of your bill has been calculated using the new rates. For those customers with a meter read date on or after October 20, 1996, your bill fully reflects the new rates ordered by the Florida Public Service Commission.

---------- WATER USE ----------
Daily Average Water Use:
Current Month 150 Gal/Day
Same Month Last Yr 130 Gal/Day

Daily Average Water Cost: $ .96

Please bring entire bill when paying in person

Make checks payable to SSU

SOUTHERN STATES UTILITIES, INC.
1000 COLOR PLACE
APOPKA, FL 32703
Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

SSU Southern States Utilities
Water For Florida's Future

CUSTOMER NUMBER
9814-5

SERVICE ADDRESS
530 E FOURTH ST

ANNA M HYMAN
530 E 4TH ST
CHULUOTA FL 32766-8610

CURRENT CHARGES PAST DUE AFTER **5/19/96**

TOTAL AMOUNT DUE **$ 7.34CR**

Bill Date 4/29/96
Location Number 2835130400
Plant Number 335

WATER
Rate Code- 016
Billing Period 3/21/96 TO 4/22/96
Days in Billing Period: 32
Meter Readings:

Present	Previous	Usage
170310	167070	3240 Gal

Meter Size: ⅝" x ¾"
Meter Number 93656093 1
Deposit $ .00
Connect Date 8/01/50

SEWER
Rate Code- 016
Connect Date 8/01/50

TOTAL PAYMENTS					74.11CR
WATER					
BASE FACILITY CHARGE			12.97		
GALLONAGE CHARGE	3240	Gal @ $ .002610	8.46		
TOTAL WATER				21.43	
SEWER					
BASE FACILITY CHARGE			20.41		
GALLONAGE CHARGE	3240	Gal @ $ .007430	24.07		
TOTAL SEWER				44.48	
MISC					
TAX			.86		
TOTAL MISC				.86	
TOTAL CURRENT CHARGES					66.77
CREDIT BALANCE * DO NOT PAY *					**$ 7.34CR**

* Effective May 1, 1996 our Customer Service Center calling hours will be changed. Our Service Representatives will be available to take your telephone calls from 7:00 a.m. to 7:00 p.m. Monday through Friday. Our Customer Call Center numbers are 1-407-880-0100 or 1-800-432-4501. Customer Service Lobby hours for the Apopka office will remain unchanged and will be open from 7:00 a.m. to 6:00 p.m., Monday through Friday.

---------- WATER USE ----------
Daily Average Water Use:
Current Month 101 Gal/Day
Same Month Last Yr 115 Gal/Day

Daily Average Water Cost: $ .67

SOUTHERN STATES UTILITIES, INC.
1000 COLOR PLACE
APOPKA, FL 32703
Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

Water For Florida's Future

CUSTOMER NUMBER
9814-5

SERVICE ADDRESS
530 E FOURTH ST

ANNA M HYMAN
530 E 4TH ST
CHULUOTA FL 32766-8610

CURRENT CHARGES PAST DUE AFTER **1/17/96**

TOTAL AMOUNT DUE **$ 18.50**

Bill Date 12/28/95
Location Number 2835130400
Plant Number 335

WATER
Rate Code- 016
Billing Period 11/20/95 TO 12/19/95
Days in Billing Period: 29
Meter Readings:

Present	Previous	Usage
147520	137590	9930 Gal

Meter Size: ⅝" x ¾"
Meter Number 33656093 1
Deposit $ .00
Connect Date 8/01/50

SEWER
Rate Code- 016
Connect Date 8/01/50

TOTAL PAYMENTS				34.16CR
WATER				
BASE FACILITY CHARGE		5.13		
GALLONAGE CHARGE	9930 Gal @ $ .001230	12.21		
TOTAL WATER			17.34	
SEWER				
BASE FACILITY CHARGE		12.67		
GALLONAGE CHARGE	6000 Gal @ $ .003660	21.96		
GALLONAGE CHARGE	3930 Gal @ $ .000000	.00		
TOTAL SEWER			34.63	
MISC				
TAX		.69		
TOTAL MISC			.69	
TOTAL CURRENT CHARGES				52.66
TOTAL AMOUNT DUE				**$ 18.50**

* We are pleased to announce that our Customer Service Center calling hours have been extended for customer convenience. Our Service Representatives are available to take your telephone calls from 7:00 a.m. to 8:00 p.m., Monday through Friday. Our Customer Call Center numbers are 1-407-880-0100 or 1-800-432-4501. Customer Service Lobby hours for the Apopka office will remain unchanged and will be open from 7:00 a.m. to 6:00 p.m., Monday through Friday.

* In observance of the holidays our offices will be closed on November 23rd & 24th, December 22nd & 25th and January 1st. Happy Holidays.

---------- WATER USE ----------
Daily Average Water Use:

Current Month	342 Gal/Day
Same Month Last Yr	79 Gal/Day

Daily Average Water Cost: $ .60

Please bring entire bill when paying in person

Make checks payable to SSU

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN SEMINOLE COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested more than $5 million in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater service. This amount translates to a capital investment of more than $2,600 per customer. The Utility has expanded the wastewater treatment plant's capacity to handle increasing demand, as required by the Florida Department of Environmental Protection. In addition, the Utility has replaced deteriorating pipe that carries waste from collection points in the system to the sewage treatment facility. For your water system, the upgrades include rehabilitating a worn-out storage tank and improving the treatment system's disinfection process to enhance water quality. The Utility is also upgrading electrical systems at the water treatment plant and replacing undersized and deteriorated water main to improve water quality and fire protection. In addition, the St. Johns River Water Management District is requiring the Utility to conduct a feasibility study about the present and future effects of withdrawing water from the Floridian Aquifer. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Seminole County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Seminole County Library
1101 E. First Street
Sanford, Florida 32771
Phone: 407.665.0311

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 26, 2007 at 10:00 a.m., at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 34654.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

CHULUOTA MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.25	$ 13.54	$ 27.42
3/4 inch	$ 15.39	$ 20.33	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.29	$ 67.73	$ 137.11
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.28	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 3.89	$ 5.13	

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.08	$ 67.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.43	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.28	$ 777.21	$ 1,678.53
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.16	$ 7,721.24

	Present Rates	Interim Rates	Proposed Final Rates

NOTICE TO CUSTOMERS

Pursuant to Section 367.081 (4) (a), Florida Statutes, water and wastewater utilities are permitted to adjust, twice a year, the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreased in noncontrollable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On November 15, 2005, Chuluota Utility Company, filed its Notice of Intention with the Florida Public Service Commission to increase water and wastewater rates in Seminole County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. Water rates will increase by approximately 2.02% and wastewater rates by 0.91%. These rates will be effective for service rendered on and after January 14, 2006.

If you should have any questions, you may call the utility at 1-800-250-7532. Be sure to have your account number handy for quick reference.

Chuluota Utility Company
Aqua Utilities Florida, Inc.

SSU
Southern States Utilities • 1000 Color Place • Apopka, FL 32703 • 407/880-0058

December 26, 1995

Dear Chuluota Customer:

For the third time in just three years, the Florida Public Service Commission (FPSC) will once again deliberate on whether "uniform" or "stand-alone" rates are appropriate for customers of Southern States Utilities. The FPSC has found that a "uniform rate" structure is the fairest in two prior proceedings. Yet, a decision in a court case brought by customers of two of 127 service areas has forced that the issue be heard again.

All of this has caused a tremendous amount of confusion on what are the current rates to be charged, what a change in the rate structure will mean to you and what is the fairest rate structure in the current rate request, including both interim and final rates. Hopefully, this letter will help clarify the situation for you.

- Rate structure does not impact the revenues for SSU. Revenues the company needs are determined first. Then, a rate structure is selected. Rate structure is how the total revenues are divided up in the form of charges to customers.
- The government has passed very extensive environmental laws to protect the groundwater and waterways. Florida's source of potable water is unique in that all Floridians get their water from a series of interconnected underground aquifers which need significant and expensive protection. Uniform rates spread the very high costs of this environmental compliance across the largest customer base, providing rate stability and avoiding "rate shock" on individual customers.
- This structure also reduces rate case expense which is traditionally passed on to customers.
- Other utilities -- electric and telephone companies -- have uniform rates. Uniform rates have been in effect in other states and in Florida for many years.
- The rates in the vast majority of SSU's service areas will be lower with uniform rates. However, uniform rates benefit all customers even those in the few service areas where the rates might initially be higher on a uniform basis. When expensive environmental compliance improvements are essential in those service areas, they will also receive the economies of scale.

A second service hearing will be held in your area on January 30, 1996 at 10 a.m. at the Sanford Civic Center, 401 E. Seminole Blvd., Sanford. We urge you to attend this hearing and let your views be known to the Florida Public Service Commission.

Depending on the rate structure, your water rates, for the 7,149 gallon average monthly consumption in your area, could be:

	Water		Wastewater	
Interim Rates:	Stand Alone-$33.78	Uniform-$18.22	Stand Alone-$232.33	Uniform-$44.29
Final Rates:	Stand Alone-$50.80	Uniform-$24.61	Stand Alone-$271.11	Uniform-$46.03

We urge you to call and/or write the Florida Public Service Commission and express your opinion in addition to attending the service hearing. They can be contacted at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, Telephone, 1-800-342-3552.

Southern States continues to support the uniform rate structure as the fairest and most equitable way to pay for the protection of Florida's aquifers.

Sincerely,

Ida Roberts

Ida M. Roberts
Manager of Communications,
Conservation and Community Affairs

WATER FOR FLORIDA'S FUTURE

AQUA
Utilities Florida.

Aqua Utilities Florida, Inc.
6960 Professional Parkway East
Suite 400
Sarasota, FL 34240

www.aquautilitiesflorida.com

July 15, 2004

Dear Chuluota Aqua Utilities Florida Customer:

I would like to take this opportunity to update you on the recently reported water quality issues that might have affected some customers in Chuluota. On July 1, 2004, Aqua Utilities Florida, Inc. (Aqua) purchased the Chuluota water system from Florida Water Services (FWS) and since then, have been working diligently to address a taste and odor, and discoloration problem that developed prior to our purchase of the system.

Before we took over the system, we understand that FWS received complaints from customers about discolored water and taste and odor problems and began flushing the system. We continued with a more aggressive flushing program that did not immediately resolve the problem. After consulting with the Florida Department of Environmental Protection (DEP), we received permission to make a treatment adjustment that would more effectively address the problem.

On Tuesday, July 12, after notifying customers, we switched the disinfection of the system from combined chlorine to free chlorine. Since that time, we have noticed an improvement in the clarity and odor of the water in the affected parts of the distribution system. **If you experienced a problem, you should be seeing the same positive results and improvement in the overall quality of your water.** While the new treatment will eliminate the taste and odor and discoloration that some customers experienced, it could result in a temporary chlorinous taste and odor. However, it is not harmful and should disappear within a few days.

While we are confident in the initial results of this treatment change, we understand that a long-term solution to the discoloration and taste and odor problem in Chuluota are necessary. To that end, we will be consulting with outside engineers and DEP as we do an in-depth evaluation of the distribution and treatment systems in Chuluota. By summer we expect to have a long-term solution that will reduce the need for flushing to maintain water quality in Chuluota.

Aqua is committed to providing quality water and reliable service to its customers. We apologize for any inconvenience this situation might have caused and appreciate your continued patience as we continue to work diligently to address your water quality concerns. We encourage you to call us if you have any questions or concerns about your water quality. You may reach a customer service representative weekdays between 8:30 A.M. and 4:30 P.M. at 800-250-7532. We look forward to speaking with you and addressing any concerns you might have about your drinking water.

We will continue to update you on our progress as we address this situation.

Sincerely,

Glenn LaBrecque
President, Aqua Utilities Florida, Inc.

Florida Water SERVICES

July 12, 2004

Dear Customer,

In our previous letter announcing the sale of your utility to Aqua Utilities Florida, Inc., a subsidiary of Aqua America, Inc., the toll-free number listed for Aqua Utilities Florida, Inc. was incorrect. Please note that the correct number is **1-800-250-7532**. You should call this number if you have any questions regarding your service or your bills.

We apologize for any inconvenience that you may have experienced because of the incorrect number in our original letter.

As we stated before, Florida Water Services has sold your utility to Aqua Utilities Florida, Inc., a subsidiary of Aqua America Inc. The sale was effective on June 30, 2004. By now you should have received your last bill from Florida Water Services.

You may pay this bill as you normally would using the return envelope provided to you with the bill, at Florida Water's website (WWW.FLORIDA-WATER.COM), or the payment center at ACE or Winn Dixie stores until July 30, 2004. For those of you with direct debit or recurring credit card payment plans, you can expect that they will process normally.

All customer accounts in the sold utilities were transferred to Aqua Utilities Florida, Inc. This transfer included, but was not limited to, account balances, pending service orders, and deposits.

We at Florida Water want to thank you for your business and wish you well with your new service provider.

Sincerely,

Florida Water Services

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters (that is the 2nd quarter 2006 through the 1st quarter 2007 showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 153.3 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	***TTHM (µg/L)***	***RAA (µg/L)***
Second Quarter 2006	*176.8*	*148.9*
Third Quarter 2006	*127.3*	*135.5*
Fourth Quarter 2006	*147.6*	*141.6*
First Quarter 2007	*161.5*	*153.3*

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.* It has been estimated by the EPA that harmful effects may be noticed if a person consumes 2 liters of water with TTHMs in excess of the standard on a daily basis for 70 years.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatments plants to reduce the TTHMs. On March 12, 2007, the DEP issued a construction permit on to install the chloramine disinfection system to reduce the TTHMs. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310, Leesburg, FL. 34749
Phone Number (352) 787-0980	System PWSID # FL3590186	

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results from monitoring conducted during the past four quarters through the third quarter 2006 (8/4/06) showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard, or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (ug/L). The running annual average (RAA) level of TTHMs for the last four quarters was 135.5 ug/L. Based on these results, an MCL violation continues to exist as indicated in the table below.

SAMPLE DATE	*TTHM (ug/L)*	*RAA (ug/L)*
Fourth Quarter 2005 12/30/05	*123.1*	
First Quarter 2006 3/9/06	*114.8*	***104.768***
Second Quarter 2006 5/16/06	*176.8*	***148.988***
Third Quarter 2006 8/4/06	*127.3*	***135.5***

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Because some research suggests a possible connection between high levels of TTHMs and pregnancy problems, women of childbearing age may wish to seek alternative water sources. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. ***Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.***

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida is currently developing modifications to the disinfection process at the treatment plants to reduce TTHM levels. These improvements will be made after necessary permits and approvals are obtained. Meanwhile, interim measures have been taken to reduce THM levels. We will continue quarterly testing and notify you of our progress and future results until the RAA is below the MCL and compliance is achieved.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota
(PWS # 3590186)

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers you have a right to know what happened and what is being done to correct the situation.
The Chuluota water system routinely monitors for the presence of drinking water contaminants. . The state of Florida as well as many other states requires the use of a disinfectant (chlorine) to minimize the possibility of bacterial contamination in the drinking water distribution system. Disinfectants (chlorine) combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs.
The U.S. Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP) sets standards for controlling the levels of disinfectants and DBPs in drinking water. Test results from monitoring conducted during the past four quarters through the 2nd Quarter, 2006 showed that our system's running annual average (RAA) exceeded the EPA standard or maximum contaminant level (MCL), for Total Trihalomethanes (TTHMs). The MCL for TTHMs is 80 ug/L (micrograms per liter).

SAMPLE DATE	*TTHM (ug/L)*	*RAA (ug/L)*
Third Quarter 2005 7/28/05	*180.85*	
Fourth Quarter 2005 12/30/05	*123.05*	
First Quarter 2006 3/9/06	*114.8*	***104.68***
Second Quarter 2006 5/16/06	*163.0*	***148.88***

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. *Some research suggests that people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.*

What should I do? Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation. You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" filter, certified by NSF for reducing TTHMs (Contact NSF at 1-800-673-6275 or http://www.nsf.org).

What happened? What is being done? When will the problem be corrected?

Since acquiring the Chuluota water system in July 2004, Aqua Utilities Florida has cleaned and inspected the storage tanks at both water plants, increased flushing of the distribution system, and improved the control of chlorination. Design is underway for modifications to the disinfection process at the treatment plants in order to implement chloramination to reduce TTHM levels. These improvements will be made after receiving the necessary agency approvals. We will continue quarterly testing and will notify you every ninety days of future results until the RAA is below the MCL and compliance is achieved.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please call Brian Heath at 352-787-0980 or write to him at Aqua Utilities Florida, P.O. Box 490310, Leesburg, FL 34749.

This notice is being delivered by Aqua Utilities Florida on 7/13/06.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 73
COMPANY Aqua
WITNESS (Fontaine) Documents
DATE 06-26-07

AQUA

Service To:
BRUCE A. FONTAINE
343 VELVETEEN PL
CHULUOTA, FL 32766-6004
Lot: 0009000 Block:

Account Number
000896796 0639665
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 556.95**	**June 14, 2007**

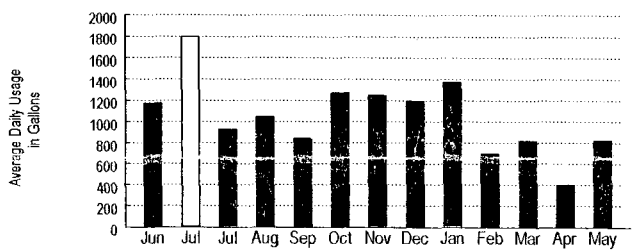
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78061263	5/8	05/18/07	28	Actual	1289200	23,400	Gallons
		04/20/07		Actual	1265800		
Average Daily Usage = 835 Gallons		Total Days:	28		Total Usage:	23,400	Gallons

Billing Detail

Amount Owed from Last Bill	$ 319.03
Total Payments Received	0.00
Balance	**319.03**
Current Water Charges	133.58
Current Sewer Charges	99.00
Utility Tax	5.34
Amount Due 06/14/07	**$ 556.95**

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

Exh 13

AQUA

Service To:
BRUCE A. FONTAINE
343 VELVETEEN PL
CHULUOTA, FL 32766-6004
Lot: 0009000 Block:

Account Number
000896796 0639665
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 319.03**	**May 17, 2007**

Meter Data

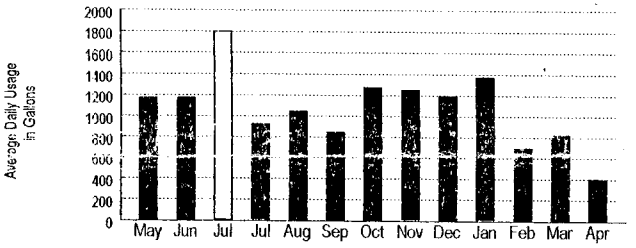
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78061263	5/8	04/20/07	30	Actual	1265800	12,000	Gallons
		03/21/07		Actual	1253800		

Average Daily Usage = 400 Gallons Total Days: 30 Total Usage: 12,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 342.30
Total Payments Received	166.90
Balance	**175.40**
Current Water Charges	62.39
Current Sewer Charges	78.75
Utility Tax	2.49
Amount Due 05/17/07	**$ 319.03**

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

Ex. 74

DATE: 4-12-06
NAME:
ADDRESS: 570 GRANITE CR.
ACCT#
METER # 81422040

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ☐ will be discontinued if payment is not received by _____ Date
- ☐ has been discontinued for non-payment
- ☐ water deposit has not been received. Service will be discontinued _____ Date
- ☐ was not turned on because water was running in home.
- ☐ bill returned - no mail receptacle
- ☐ TOTAL DUE $_____

Please contact Customer Service immediately!

800-250-7532

A service call was made at this address:

- ☐ Turn water on
- ☐ Meter left off, water running in house
- ☒ Re-read meter / New read 301710
- ☐ Check for leak
- ☐ Checked for Pressure
- ☐ Changed meter
- ☐ Locked meter
- ☒ Other: NO LEAKS SHOWN

Sewer:

- ☐ Checked sewer line.
- ☐ Utility lines are clear, blockage appear to be on homeowner's line.
- ☐ Other: _____

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 74
COMPANY Aqua
WITNESS (Medina) Documents
DATE 06-26-07

Ex. 14

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	145.51
DUE DATE	**AMOUNT ENCLOSED**
4/17/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000014551

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIRCLE	3/28/06	4/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	3/01/06	3/23/06	22	288	271	17

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	84
LAST YEAR AVG.	67

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	66.13
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
DEPOSIT BILLED	81.00
SURCHARGE	3.06
PREVIOUS CREDIT BALANCE	100.00CR
TURN ON CHARGE	15.00

PAY THIS AMOUNT 145.51

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	
0068-42-7135-2-8	181.87
DUE DATE	AMOUNT ENCLOSED
7/17/06	

DO NOT SEND CASH THROUGH THE MAIL

Ex. H

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000018187

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	6/27/06	7/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	5/22/06	6/22/06	31	365	340	25

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	24
LAST YEAR AVG.	48

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	97.25
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	4.30

PAY THIS AMOUNT 181.87

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at www.aquautilitiesflorida.com to see your report.

Ex. 74

DATE: 8-4-06
NAME:
ADDRESS: 570 GRANITE CR
ACCT#
METER # 8142 2040

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ☐ will be discontinued if payment is not received by _____ Date
- ☐ has been discontinued for non-payment
- ☐ water deposit has not been received. Service will be discontinued _____ Date
- ☐ was not turned on because water was running in home.
- ☐ bill returned - no mail receptacle
- ☐ TOTAL DUE $_____

Please contact Customer Service immediately!

800-250-7532

A service call was made at this address:

- ☐ Turn water on
- ☐ Meter left off, water running in house
- ☒ Re-read meter / New read 395620
- ☐ Check for leak
- ☐ Checked for Pressure
- ☐ Changed meter
- ☐ Locked meter
- ☐ Other: NO LEAKS SHOWN

Sewer:

- ☐ Checked sewer line.
- ☐ Utility lines are clear, blockage appear to be on homeowner's line.
- ☐ Other: _____

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Ex. 74

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
December 28, 2006	**$ 290.11**	**January 19, 2007**

Meter Data

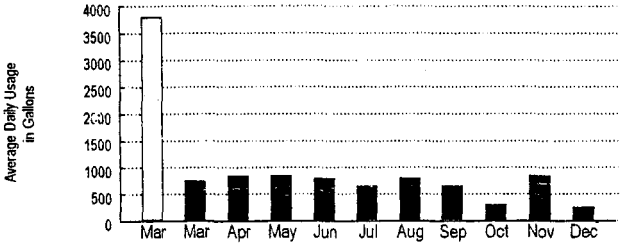
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	12/20/06	30	Actual	473800	7,600	Gallons
		11/20/06		Actual	466200		

Average Daily Usage = 253 Gallons Total Days: 30 Total Usage: 7,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 178.64
Total Payments Received	0.00
Balance	**178.64**
Water Base Facility Charge	10.25
7,600 gallons @ $0.00389 per gallon	29.56
Current Water Charges	39.81
Sewer Base Facility Charge	70.07
Utility Tax	1.59
Amount Due 01/19/07	**$ 290.11**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

this month
115.11

Message Center

115.11

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

BS-APA-02

Return this portion with your payment.
Keep top portion for your records.

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number
000904443 0646941

Total Amount Due
$ 290.11

Due Date
January 19, 2007

Amount Enclosed
$ ___ . __

Seq=27495 Cyc=33DI 1up=302043

******AUTO**5-DIGIT 32766 C 78 P 87
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

0009044430646941000000290117

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Ex.74

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 270.61**	**May 17, 2007**

Meter Data

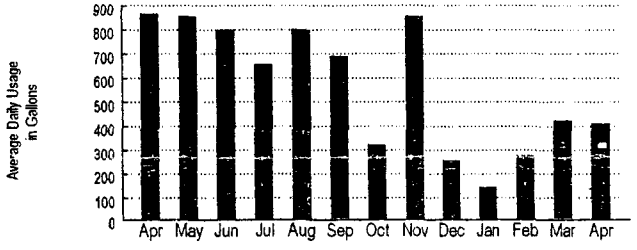
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	04/18/07	30	Actual	510900	12,300	Gallons
		03/19/07		Actual	498600		

Average Daily Usage = 410 Gallons Total Days: 30 Total Usage: 12,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 244.39
Total Payments Received	115.52
Balance	**128.87**
Current Water Charges	62.42
Current Sewer Charges	76.82
Utility Tax	2.50
Amount Due 05/17/07	**$ 270.61**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Monday 14
2nd meter
LANA McGee
352-435-4027

CAP 5000-6000 gal

Stephanie ext 52811
8-5

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 BAP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due **$ 270.61**
Due Date **May 17, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Seq=26569 Cyc=33DI 1up=328508

******AUTO**5-DIGIT 32766 C 71 P 77
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

0009044430646941000000027061 0

Ex. 74

DATE: 5-11-07
NAME:
ADDRESS: 570 GRANITE CR.
ACCT#
Prev METER # 8142 2040

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ❑ will be discontinued if payment is not received by _____ Date
- ❑ has been discontinued for non-payment
- ❑ water deposit has not been received. Service will be discontinued _____ Date
- ❑ was not turned on because water was running in home.
- ❑ bill returned - no mail receptacle
- ❑ TOTAL DUE $_____

Please contact Customer Service immediately!

877-987-2782

A service call was made at this address:

- ❑ Turn water on
- ❑ Meter left off, water running in house
- Prev ❑ Re-read meter / New read 0527890
- ❑ Check for leak
- ❑ Checked for Pressure NEW METER #56585617
- ❑ Changed meter R-0000070
- ❑ Locked meter
- ☒ Other: ATTACHED FLOW TEST RATE OF YOUR NEW METER

Sewer: NO LEAKS SHOWN

- ❑ Checked sewer line.
- ❑ Utility lines are clear, blockage appear to be on homeowner's line.
- ❑ Other: _____

NEPTUNE

TEST % FULL INTER LOW
99.9 99.9 100.9 99.9

Pallet 11
5/8 Meter

Pos # 2 SB 01/23/07 0:14 AM
Gear Reg.

66606001660

Serial Number
5/8" X 3/4"
56585617

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Ex. 74

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 228.32**	**June 14, 2007**

Meter Data

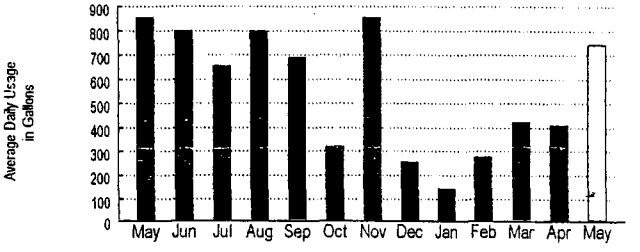
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	05/17/07	29	Estimated	532500	21,600	Gallons
		04/18/07		Actual	510900		

Average Daily Usage = 744 Gallons Total Days: 29 Total Usage: 21,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 270.61
Total Payments Received	270.61
Balance	**0.00**
Current Water Charges	124.35
Current Sewer Charges	99.00
Utility Tax	4.97
Amount Due 06/14/07	**$ 228.32**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 PAP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due **$ 228.32**
Due Date **June 14, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=28596 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 78 P 91
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000000228329

D:1-2

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Ex. 74

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
June 06, 2007	**$ 51,740.81**	**June 28, 2007**

Meter Data

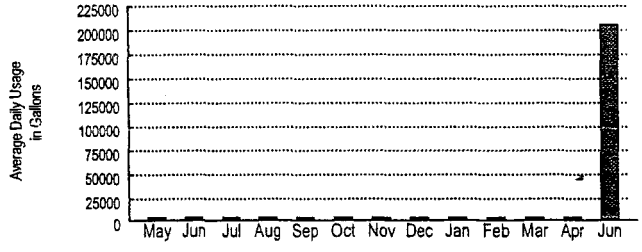
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	06/04/07	47	Actual	175700	9,664,800	Gallons
		04/18/07		Actual	510900		

Average Daily Usage = 205,634 Gallons Total Days: 47 Total Usage: 9,664,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 228.32	
Total Payments Received	0.00	
Balance	**228.32**	
Adjustments	228.32	Credit
Water Base Facility Charge	21.21	
9,664,800 gallons @ $0.00513 per gallon	49,580.43	
Current Water Charges	49,601.64	
Sewer Base Facility Charge	48.69	
9,400 gallons @ $0.01132 per gallon	106.41	
Next 9,655,400 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges	155.10	
Utility Tax	1,984.07	
Amount Due 06/28/07	**$ 51,740.81**	

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 PAP-515-A REV 01/(

Return this portion with your payment.
Keep top portion for your records.

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number
000904443 0646941

Total Amount Due **$ 51,740.81**
Due Date **June 28, 2007**

Amount Enclosed
$ ___ , ___ ___ ___ . ___ ___

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=88 Cyc= 1up=338759 PC=HIG

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000005174081 1

Ex. 74

DATE: 4-12-06
NAME:
ADDRESS: 570 GRANITE CR.
ACCT#
METER # 81422040

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ☐ will be discontinued if payment is not received by _____ Date
- ☐ has been discontinued for non-payment
- ☐ water deposit has not been received. Service will be discontinued _____ Date
- ☐ was not turned on because water was running in home.
- ☐ bill returned - no mail receptacle
- ☐ TOTAL DUE $_____

Please contact Customer Service immediately!

800-250-7532

A service call was made at this address:

- ☐ Turn water on
- ☐ Meter left off, water running in house
- ☒ Re-read meter / New read 301710
- ☐ Check for leak
- ☐ Checked for Pressure
- ☐ Changed meter
- ☐ Locked meter
- ☒ Other: NO LEAKS SHOWN

Sewer:

- ☐ Checked sewer line.
- ☐ Utility lines are clear, blockage appear to be on homeowner's line.
- ☐ Other: _____

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

Ex. 74

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	145.51
DUE DATE	**AMOUNT ENCLOSED**
4/17/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000014551

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIRCLE	3/28/06	4/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	3/01/06	3/23/06	22	288	271	17

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	84
LAST YEAR AVG.	67

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	66.13
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
DEPOSIT BILLED	81.00
SURCHARGE	3.06
PREVIOUS CREDIT BALANCE	100.00CR
TURN ON CHARGE	15.00
PAY THIS AMOUNT	145.51

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 8010
PHILADELPHIA PA 19101-8010

Ex 74

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	339.52
DUE DATE	**AMOUNT ENCLOSED**
5/18/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000033952

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	4/28/06	5/18/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	3/23/06	4/24/06	32	316	288	28

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
17
LAST YEAR AVG.
57

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	108.92
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	4.77
PREVIOUS BALANCE	145.51

PAY THIS AMOUNT 339.52

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT. IF DISCONNECTED, SERVICE WILL BE RESTORED WITHIN 24 HOURS OF RECEIPT OF PAYMENT.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

Ex. 74

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	181.87
DUE DATE	AMOUNT ENCLOSED
7/17/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000018187

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	6/27/06	7/17/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	5/22/06	6/22/06	31	365	340	25

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	24
LAST YEAR AVG.	48

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	97.25
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	4.30
PAY THIS AMOUNT	181.87

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at www.aquautilitiesflorida.com to see your report.

DATE: 8-4-06
NAME:
ADDRESS: 570 GRANITE CR
ACCT#
METER # 8142 2040

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ☐ will be discontinued if payment is not received by _____ Date
- ☐ has been discontinued for non-payment
- ☐ water deposit has not been received. Service will be discontinued _____ Date
- ☐ was not turned on because water was running in home.
- ☐ bill returned - no mail receptacle
- ☐ TOTAL DUE $_____

Please contact Customer Service immediately!

800-250-7532

A service call was made at this address:

- ☐ Turn water on
- ☐ Meter left off, water running in house
- ☒ Re-read meter / New read 395620
- ☐ Check for leak
- ☐ Checked for Pressure
- ☐ Changed meter
- ☐ Locked meter
- ☐ Other: NO LEAKS SHOWN

Sewer:

- ☐ Checked sewer line.
- ☐ Utility lines are clear, blockage appear to be on homeowner's line.
- ☐ Other: _____

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	165.69
DUE DATE	**AMOUNT ENCLOSED**
8/16/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000016569

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	7/27/06	8/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	6/22/06	7/24/06	32	386	365	21

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	25
LAST YEAR AVG.	45

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	81.69
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	3.68

PAY THIS AMOUNT 165.69

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	343.51
DUE DATE	**AMOUNT ENCLOSED**
9/19/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000034351

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	8/30/06	9/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	7/24/06	8/23/06	30	410	386	24

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
21
LAST YEAR AVG.
42

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	93.36
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	4.14
PREVIOUS BALANCE	165.69

PAY THIS AMOUNT 343.51

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT. IF DISCONNECTED, SERVICE WILL BE RESTORED WITHIN 24 HOURS OF RECEIPT OF PAYMENT.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	173.78
DUE DATE	**AMOUNT ENCLOSED**
10/19/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000017378

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	9/29/06	10/19/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	8/23/06	9/25/06	33	433	410	23

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
24
LAST YEAR AVG.
40

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	89.47
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	3.99

PAY THIS AMOUNT 173.78

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	117.14
DUE DATE	**AMOUNT ENCLOSED**
11/16/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000011714

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	10/27/06	11/16/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	9/25/06	10/23/06	28	442	433	9

USAGE HISTORY
ONE YEAR AGO
0
LAST MONTH
23
LAST YEAR AVG.
39

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	35.01
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	1.81

PAY THIS AMOUNT 117.14

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
December 28, 2006	**$ 290.11**	**January 19, 2007**

Meter Data

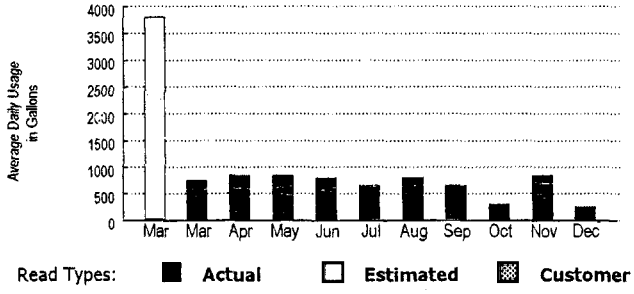
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	12/20/06	30	Actual	473800	7,600	Gallons
		11/20/06		Actual	466200		

Average Daily Usage = 253 Gallons Total Days: 30 Total Usage: 7,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 178.64
Total Payments Received	0.00
Balance	**178.64**
Water Base Facility Charge	10.25
7,600 gallons @ $0.00389 per gallon	29.56
Current Water Charges	39.81
Sewer Base Facility Charge	70.07
Utility Tax	1.59
Amount Due 01/19/07	**$ 290.11**

Water Usage History



Message Center

115.11

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

BS-APA-02

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due **$ 290.11**
Due Date **January 19, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=27495 Cyc=33DI 1up=302043

******AUTO**5-DIGIT 32766 C 78 P 87
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000000290117

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
February 26, 2007	**$ 115.52**	**March 20, 2007**

Meter Data

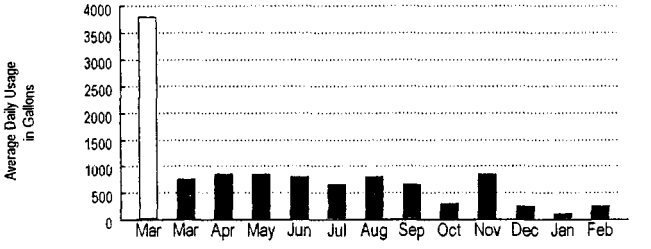
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	02/19/07	31	Actual	486700	8,600	Gallons
		01/19/07		Actual	478100		

Average Daily Usage = 277 Gallons Total Days: 31 Total Usage: 8,600 Gallons

Billing Detail

Amount Owed from Last Bill		$ 84.51
Total Payments Received		84.51
Balance		**0.00**
Water Base Facility Charge	10.25	
8,600 gallons @ $0.00389 per gallon	33.45	
Current Water Charges		43.70
Sewer Base Facility Charge	22.01	
6,000 gallons @ $0.00801 per gallon	48.06	
Next 2,600 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges		70.07
Utility Tax		1.75
Amount Due 03/20/07		**$ 115.52**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-C
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due **$ 115.52**
Due Date **March 20, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=27828 Cyc=33DI 1up=314450

******AUTO**5-DIGIT 32766 C 82 P 94
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000000011552 0

D.1-2

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
March 23, 2007	**$ 244.39**	**April 16, 2007**

Meter Data

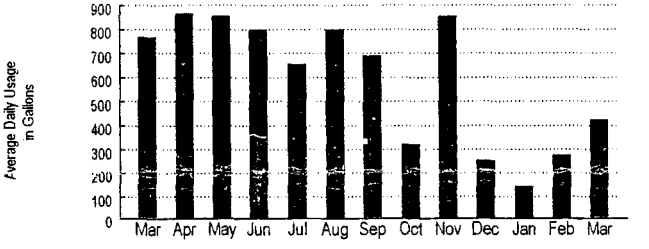
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	03/19/07	28	Actual	498600	11,900	Gallons
		02/19/07		Actual	486700		

Average Daily Usage = 425 Gallons Total Days: 28 Total Usage: 11,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 115.52
Total Payments Received	0.00
Balance	**115.52**
Water Base Facility Charge	10.25
11,900 gallons @ $0.00389 per gallon	46.29
Current Water Charges	56.54
Sewer Base Facility Charge	22.01
6,000 gallons @ $0.00801 per gallon	48.06
Next 5,900 gallons @ $0.00 per gallon	0.00
Current Sewer Charges	70.07
Utility Tax	2.26
Amount Due 04/16/07	**$ 244.39**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

128.87
270.61

Po Box 1229
Newark, NJ, 07101

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-0
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number
000904443 0646941

Total Amount Due **$ 244.39**
Due Date **April 16, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=25156 Cyc=33DI 1up=321101

******AUTO**5-DIGIT 32766 C 71 P 86
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000000244392

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 270.61**	**May 17, 2007**

Meter Data

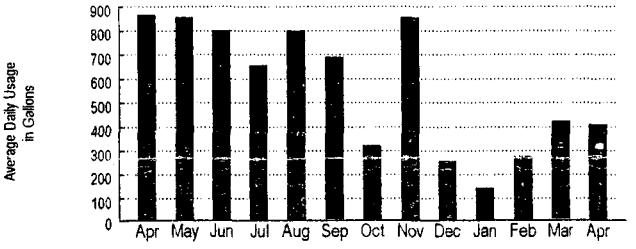
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	04/18/07	30	Actual	510900	12,300	Gallons
		03/19/07		Actual	498600		

Average Daily Usage = 410 Gallons — Total Days: 30 — Total Usage: 12,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 244.39
Total Payments Received	115.52
Balance	**128.87**
Current Water Charges	62.42
Current Sewer Charges	76.82
Utility Tax	2.50
Amount Due 05/17/07	**$ 270.61**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Monday 14
2nd meter
AWA McGee
352-435-4027

CAP 5000-6000 gal

Stephanie ext 52811
8-5

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 BAP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due	Due Date
$ 270.61	**May 17, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=26569 Cyc=33DI 1up=328508

******AUTO**5-DIGIT 32766 C 71 P 77
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000000270610

D:1-2

NEPTUNE

	FULL	INTER	LOW
TEST %	99.9	100.9	99.9

Pallet 11
5/8 Meter
Pos # 2 SR 01/23/07 0:14 AM
Gear Reg.

66606001666

5/8" X 3/4"
56585617
Serial Number

DATE: 5-11-07
NAME:
ADDRESS: 570 GRANITE CR.
ACCT#
Prev. METER # 81422040

Aqua Utilities Florida

Water Service Notice

YOUR WATER SERVICE:

- ☐ will be discontinued if payment is not received by _____ Date
- ☐ has been discontinued for non-payment
- ☐ water deposit has not been received. Service will be discontinued _____ Date
- ☐ was not turned on because water was running in home.
- ☐ bill returned - no mail receptacle
- ☐ TOTAL DUE $_____

Please contact Customer Service immediately!

877-987-2782

A service call was made at this address:

- ☐ Turn water on
- ☐ Meter left off, water running in house
- Prev ☐ Re-read meter / New read 0527890
- ☐ Check for leak
- ☐ Checked for Pressure NEW METER #56585617
- ☐ Changed meter R-0000070
- ☐ Locked meter
- ☒ Other: ATTACHED FLOW TEST RATE OF YOUR NEW METER

Sewer: NO LEAKS SHOWN

- ☐ Checked sewer line.
- ☐ Utility lines are clear, blockage appear to be on homeowner's line.
- ☐ Other: _____

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 228.32**	**June 14, 2007**

Meter Data

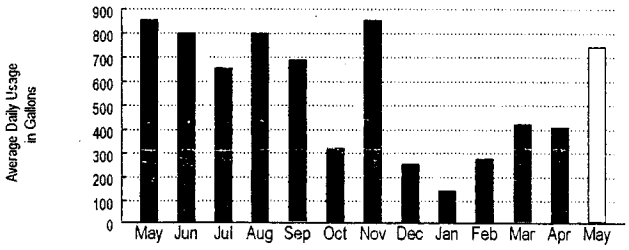
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	05/17/07	29	Estimated	532500	21,600	Gallons
		04/18/07		Actual	510900		

Average Daily Usage = 744 Gallons — Total Days: 29 — Total Usage: 21,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 270.61
Total Payments Received	270.61
Balance	**0.00**
Current Water Charges	124.35
Current Sewer Charges	99.00
Utility Tax	4.97
Amount Due 06/14/07	**$ 228.32**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 AP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due **$ 228.32**
Due Date **June 14, 2007**

Amount Enclosed
$ ____ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=28596 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 78 P 91
EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000000228329

D:1-2

AQUA UTILITIES FLORIDA, INC.
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0068-42-7135-2-8	177.82
DUE DATE	**AMOUNT ENCLOSED**
6/14/06	

DO NOT SEND CASH THROUGH THE MAIL

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

006842713528 000017782

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-42-7135-2-8	570 GRANITE CIR	5/25/06	6/14/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 81422040	R	4/24/06	5/22/06	28	340	316	24

USAGE HISTORY	
ONE YEAR AGO	0
LAST MONTH	28
LAST YEAR AVG.	52

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	10.25
WATER USAGE	93.36
SEWER BASE FACILITY CHARGE	22.01
SEWER USAGE	48.06
SURCHARGE	4.14
PAY THIS AMOUNT	177.82

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
June 06, 2007	**$ 51,740.81**	**June 28, 2007**

Meter Data

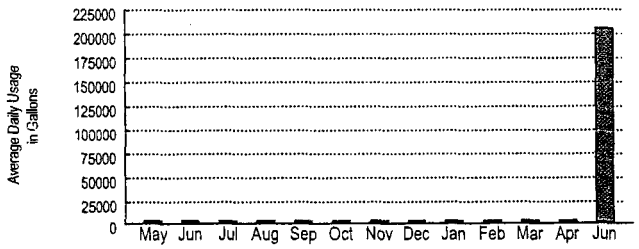
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422040	5/8	06/04/07	47	Actual	175700	9,664,800	Gallons
		04/18/07		Actual	510900		

Average Daily Usage = 205,634 Gallons Total Days: 47 Total Usage: 9,664,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 228.32	
Total Payments Received	0.00	
Balance	**228.32**	
Adjustments	228.32	Credit
Water Base Facility Charge	21.21	
9,664,800 gallons @ $0.00513 per gallon	49,580.43	
Current Water Charges	49,601.64	
Sewer Base Facility Charge	48.69	
9,400 gallons @ $0.01132 per gallon	106.41	
Next 9,655,400 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges	155.10	
Utility Tax	1,984.07	
Amount Due 06/28/07	**$ 51,740.81**	

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 PAP-515-A-C REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
EDWIN MADINA
570 GRANITE CIR
CHULUOTA, FL 32766-8843

Account Number
000904443 0646941

Total Amount Due **$ 51,740.81**
Due Date **June 28, 2007**

Amount Enclosed
$ ___ , ___ ___ ___ . ___ ___

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=88 Cyc= 1up=338759 PC=HIG

EDWIN MADINA
570 GRANITE CIR
CHULUOTA FL 32766-8843

0009044430646941000005174081 1

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Add to Exhibit 74

Name EDWIN MEDINA

Address 570 Granite Circle
Chukwota FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

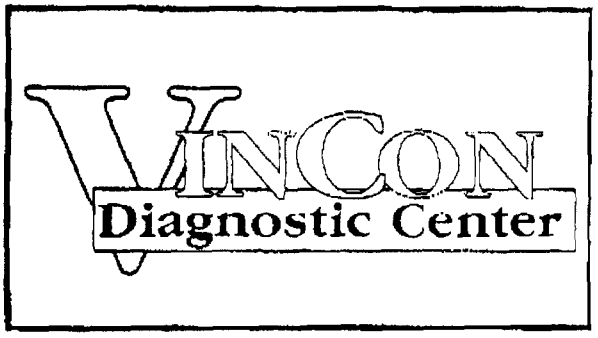
1. Meter Changed, No Results on calibration test in over a month.
2. New bill $51,740
3. Water with bad odor
4. No water available at least for 24hrs aftc shutoff.
5. AQUA has problems with meters out of calibration

* Request Auditing of AQUA Accounting Department.

Fold and tape – see back for address

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 75
COMPANY Aqua
WITNESS (Garvey) Documents
DATE 06-26-07

27923 Ex. B



5732 Canton Cove
Winter Springs, Florida 32708
(407) 699-7787 Phone
(407) 699-7963 Fax

PATIENT	Kevin Garvey
BIRTHDATE	1/14/53; M
PHYSICIAN	Dr. Mosch
EXAMINATION	CT Abdomen (Complete)
DATE	June 25, 2007

CHIEF COMPLAINT This patient was seen to evaluate a hepatic defect, assess for stability. Patient has a personal history of metastatic melanoma.

COMMENTS

This examination consisted of contiguous 7 mm clustered helical scans through the pelvis without and following 100 cc's of intravenous non ionic contrast enhancement. An extended water soluable oral contrast agent was also administered.

Comparison is made with a prior examination dated 11/17/06. There is a stable 2 x 2 mm hypodensity in the posterior segment right lobe of the liver, too small to characterize. Statistically, this likely represents a small hepatic cyst.

The liver is otherwise normal in size and morphology, without additional defect. There is no free abdominal ascites. There is no intrahepatic or extrahepatic bile duct dilatation. The gallbladder is unremarkable. The adrenal glands are normal. The spleen is normal. There is normal enhancement pattern of the pancreas without focal mass or inflammatory change. The kidneys are normal in size and morphology with symmetric excretion of contrast. There is no hydronephrosis. Abdominal aorta is normal in caliber. There is minor basilar pleuroparenchymal scarring.

IMPRESSION

Stable hypodensity in the posterior segment right lobe of the liver.
No interval pathology since 11/17/06.

FINAL RECOMMENDATIONS

Follow-up as determined clinically.

Thank-you for allowing us to participate in the care of your patient. A stat final report was issued via facsimile to (407) 359-6662.

Vincenzo Giuliano, M.D., D.A.B.R. *Concetta Giuliano, D.O., D.A.B.R.*

follow-up 6/25 - MRI results due next week...

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 76
COMPANY Aqua
WITNESS (Harris) Documents
DATE 06-26-07

AQUA

Service To:
KETEMA HARRIS
507 GRANITE CIR
CHULUOTA, FL 32766-8848

Account Number
000902374 0644979
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 260.87**	**June 14, 2007**

Meter Data

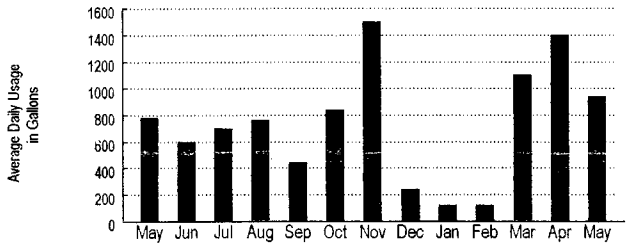
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422042	5/8	05/17/07	29	Actual	471700	27,700	Gallons
		04/18/07		Actual	444000		

Average Daily Usage = 955 Gallons Total Days: 29 Total Usage: 27,700 Gallons

Billing Detail

Amount Owed from Last Bill	$ 476.60
Total Payments Received	476.60
Balance	**0.00**
Current Water Charges	155.64
Current Sewer Charges	99.00
Utility Tax	6.23
Amount Due 06/14/07	**$ 260.87**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

5/29 473620

avg 160

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 PAP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
KETEMA HARRIS
507 GRANITE CIR
CHULUOTA, FL 32766-8848

Account Number
000902374 0644979

Total Amount Due **$ 260.87**
Due Date **June 14, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=28614 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 78 P 91
KETEMA HARRIS
507 GRANITE CIR
CHULUOTA FL 32766-8848

0009023740644979000000260871

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782 **e-mail: custserv@aquaamerica.com**

Fax: 866-780-8292 **www.aquautilitiesflorida.com**

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us. Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE NAME "**Aqua Utilities Florida**" SHOWS THROUGH THE WINDOW OF THE PAYMENT ENVELOPE.

Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229

AQUA

KETEMA HARRIS
507 GRANITE CIR
CHULUOTA, FL 32766-8848

000902374 0644979
CHULOTA

Ex 71

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
December 01, 2006	**$ 428.47**	**December 27, 2006**

Meter Data

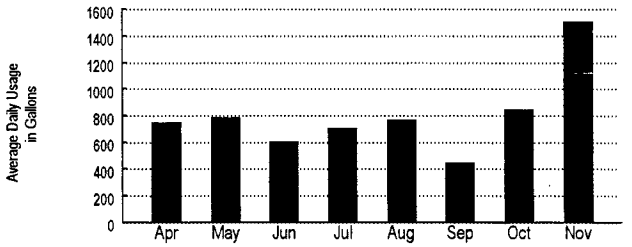
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422042	5/8	11/20/06	28	Actual	356000	42,000	Gallons
		10/23/06		Actual	314000		

Average Daily Usage = 1,500 Gallons Total Days: 28 Total Usage: 42,000 Gallons

Billing Detail

Amount Owed from Last Bill		$ 421.52
Total Payments Received		0.00
Balance		**421.52**
Adjustments		243.70 Credit
Water Base Facility Charge	10.25	
42,000 gallons @ $0.00389 per gallon	163.38	
Current Water Charges		173.63
Sewer Base Facility Charge		70.07
Utility Tax		6.95
Amount Due 12/27/06		**$ 428.47**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

$177.82 - 9/25-10/23 - 24000 gallons
$250.65 pd WBP 12/29/06

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

BS-APA-02

Service To:
KETEMA HARRIS
507 GRANITE CIR
CHULUOTA, FL 32766-8848

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number
000902374 0644979

Total Amount Due
$ 428.47

Due Date
December 27, 2006

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=5223 Cyc=33DI 1up=297609

******AUTO**5-DIGIT 32766 C 17 P 35
KETEMA HARRIS
507 GRANITE CIR
CHULUOTA FL 32766-8848

0009023740644979000000428479

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782 **e-mail: custserv@aquaamerica.com**
Fax: 866-780-8292 **www.aquautilitiesflorida.com**

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us. Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.261.2989.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE NAME "**Aqua Utilities Florida**" SHOWS THROUGH THE WINDOW OF THE PAYMENT ENVELOPE.

Aqua Utilities Florida
P.O. Box 1229
Newark, NJ 07101-1229

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 77
COMPANY Aqua
WITNESS (Oral) Documents
DATE 06-26-07

AQUA

Service To:
BROOKE ORAL
429 EMPRESS LN
CHULUOTA, FL 32766

Account Number
000900531 0643230
CHULOTA

Ex. 77

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 441.72**	**June 14, 2007**

Meter Data

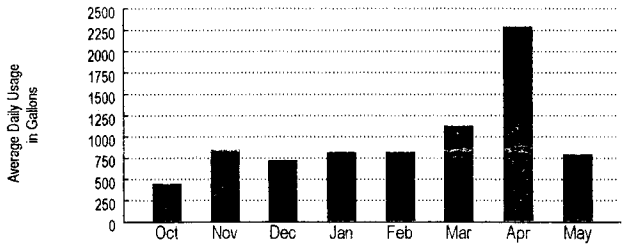
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
82114551	5/8	05/18/07	29	Actual	408400	23,200	Gallons
		04/19/07		Actual	385200		

Average Daily Usage = 800 Gallons Total Days: 29 Total Usage: 23,200 Gallons

Billing Detail

Amount Owed from Last Bill	$ 554.97
Total Payments Received	251.11
Balance	**303.86**
Total Water Charges	132.56
Utility Tax	5.30
Amount Due 06/14/07	**$ 441.72**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Paid in full 6/6/07 Wed.

In Europe for 16 days during this time!

Message Center

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- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 PAP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

Service To:
BROOKE ORAL
429 EMPRESS LN
CHULUOTA, FL 32766

AQUA **Water Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number
000900531 0643230

Total Amount Due **$ 441.72**
Due Date **June 14, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=27950 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
BROOKE ORAL
429 EMPRESS LN
CHULUOTA FL 32766-6027

0009005310643230000000441724

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782 **e-mail: custserv@aquaamerica.com**

Fax: 866-780-8292 **www.aquautilitiesflorida.com**

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

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Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

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By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us. Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE NAME "**Aqua Utilities Florida**" SHOWS THROUGH THE WINDOW OF THE PAYMENT ENVELOPE.

Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229

AQUA

Service To:
BROOKE ORAL
429 EMPRESS LN
CHULUOTA, FL 32766

Account Number
000900531 0643230
CHULOTA

Ex.77

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 554.97**	**May 17, 2007**

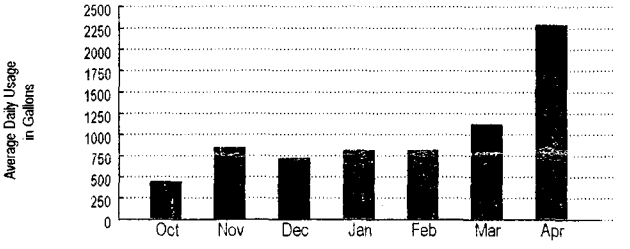
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
82114551	5/8	04/19/07	29	Actual	385200	66,400	Gallons
		03/21/07		Actual	318800		
Average Daily Usage = 2,289 Gallons		Total Days:	29		Total Usage:	66,400	Gallons

Billing Detail

Amount Owed from Last Bill	$ 251.11
Total Payments Received	0.00
Balance	**251.11**
Total Water Charges	292.17
Utility Tax	11.69
Amount Due 05/17/07	**$ 554.97**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186 AP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

Service To:
BROOKE ORAL
429 EMPRESS LN
CHULUOTA, FL 32766

AQUA **Water Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number
000900531 0643230

Total Amount Due **$ 554.97**
Due Date **May 17, 2007**

Amount Enclosed
$ _____ . __

Seq=25924 Cyc=33DI 1up=328508

******AUTO**5-DIGIT 32766 C 70 P 76
BROOKE ORAL
429 EMPRESS LN
CHULUOTA FL 32766-6027

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

0009005310643230000000554978

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782 **e-mail: custserv@aquaamerica.com**

Fax: 866-780-8292 **www.aquautilitiesflorida.com**

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

- **By mail:** Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us. Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.
- **By phone:** Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.
- **ZipCheck®:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE NAME "**Aqua Utilities Florida**" SHOWS THROUGH THE WINDOW OF THE PAYMENT ENVELOPE.

Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229

AQUA

BROOKE ORAL
429 EMPRESS LN
CHULUOTA, FL 32766

Account Number
000900531 0643230
CHULOTA

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8301**
eMail: **custserv@aquaamerica.com**

10 Day Shut Off Notice

COLLECTION DEPARTMENT OFFICE HOURS ARE 7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
May 25, 2007	**June 6, 2007**	**$ 303.86**

Your water bill for $ 303.86 is overdue. Because your water bill is overdue, we will SHUT OFF water to:

429 EMPRESS LN on or after 8:00 AM on June 6, 2007.

To stop the shut off, you must do one (1) of the following immediately:

1. Pay the total amount overdue. To pay by phone, simply call our toll free number at **866.261.2989.**
2. Contact Aqua Utilities Florida, Inc. at 762 W. Lancaster Avenue, Bryn Mawr, PA 19010-3489 or call **877.987.2782** (Select Collections) to let us know that you made a payment, to request a payment arrangement or to dispute the overdue bill.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua Util. FL representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your water, you may have to pay the following charges to have water turned back on:

Overdue amount:	$ 303.86
Reconnect Fee:	15.00
Service Deposit (If required):	23.00
Total if we shut off your service:	$ 341.86

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-0
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

Service To:
BROOKE ORAL
429 EMPRESS LN
CHULUOTA, FL 32766

AQUA

Aqua Utilities Florida, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328

Account Number
000900531 0643230

Total Amount Due
$ 303.86

Due Date
June 6, 2007

Amount Enclosed

$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

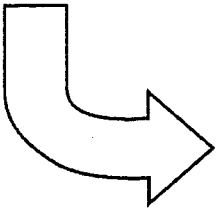
Seq=1109 Cyc= 1up=335258 PC=T

*****AUTO**MIXED AADC 189 C 7 P 12
BROOKE ORAL
429 EMPRESS LN
CHULUOTA FL 32766-6027

000900531064323000000000303865

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE
NAME "**Aqua Utilities Florida**"
SHOWS THROUGH THE WINDOW
OF THE PAYMENT ENVELOPE.



Aqua Utilities Florida

P.O. Box 1229
Newark, NJ 07101-1229

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 78
COMPANY Aqua
WITNESS Composite of Customer Comments
DATE Oct 26-07

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

#78

Name Cynthia + Don Diehl

Address 272 Organza Place
Chuluota FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We have only lived there for about three weeks. The water was so high in chlorine that we had to get an Ionics system. We haven't received a bill yet. I have heard so many things from different people about the quality and rates. They told us a letter came to them saying not to drink the water. We came from Oviedo and only paid $35 for water. We don't want a ridiculous bill that we can't afford.

Sincerely, Cynthia + Don Diehl

Fold and tape -- see back for address

STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Fold Here

Tape

Fold Here

Svetlana S Shtrom, Ph.D.
516 Osprey Lakes Circle, Chuluota, FL 32766 ❖ Tel 407.312.6309 ❖ Fax 407.971.1426

June 16, 2007

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE: Docket No. 060368-WS

Dear Public Service Commission,

I am writing to you in regard to the petition filed by Aqua Utilities Florida, Inc. (Utility) for a rate increase in Seminole County, Florida. I am strongly opposed to the proposed rate increase on the grounds that: 1) the water and sewer rates are already excessively high and 2) the water provided by the Utility is of poor quality.

The water and sewer rates in areas serviced by the Utility are significantly higher than rates in neighboring areas serviced by other utilities. My household consists of four members (two adults and two children), and our combined water and sewer bill for the month of May was $352.09 ($243.36 for water, $99.00 for sewer, and $9.73 for tax). The average rate we've paid for January through May is $247.04. In contrast, my friends and co-workers who live near-by and have comparable household size, but are serviced by other utilities, routinely pay under $100 per month for water and sewer charges. In fact, a recent article in the Orlando Sentinel[1] estimates that a household that uses 20,000 gallons per month would pay $307.56 if the Utility's proposed rate increase is approved, while a Seminole County water customer would pay for the same amount of water only $91.59 (a copy of the Orlando Sentinel article is enclosed for your reference).

More disturbing than the excessively high rates is the fact that since 2005, the water provided by the Utility has failed to meet the Environmental Protection Agency's standards for trihalomethanes, a group of chemicals linked to lower birth weights; stillbirths; problems with liver, kidneys, central nervous system; and an increased risk of cancer[2]. A copy of the Utility's "2006 Annual Drinking Water Quality Test Results" is enclosed for your reference. The maximum contamination level established by the EPA for total trihalomethanes is 80 micrograms per liter of water. For 2006, the average level of total trihalomethanes in the water supplied by the Utility was 142 micrograms per liter[1,2]. In addition, the water provided by the Utility exceeds the secondary maximum contamination levels established by the EPA for odor. The odor level reported by the Utility is 24, while the threshold recommended by the EPA is 3[2]. The unpleasant odor is a continuous reminder to us, the consumer, that we are paying exuberant prices for inferior quality.

The Utility's poor performance to date should not be rewarded with a rate increase. I urge you to consider the Utility's proposal on its merits—has the company that is charging above-average rates performed above-average services? As the water quality data indicate, the answer is "No." The product that the Utility is providing is of poor quality and, more importantly, has failed to meet the federal standards.

I appeal to you to reject the Utility's proposed rate increase.

I appreciate your time and consideration.

Sincerely,

Svetlana Shtrom

---

[1] Orlando Sentinel June 3, 2007 *"Chemical Level Too High, Yet Water Rate May Rise"* by Robert Perez.
[2] Aqua Utilities Florida, Inc. *"2006 Annual Drinking Water Quality Test Results."*

AQUA

Service To:
SVETLANA SHTROM
516 OSPREY LAKES CIR
OVIEDO, FL 32766-6658
Lot: 0009000 Block:

Account Number
000902715 0645304
CHULOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 352.09**	**June 14, 2007**

Meter Data

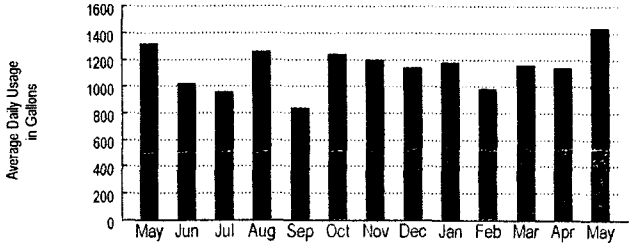
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76308808	5/8	05/21/07	31	Actual	1666200	44,800	Gallons
		04/20/07		Actual	1621400		

Average Daily Usage = 1,445 Gallons Total Days: 31 Total Usage: 44,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 242.47
Total Payments Received	242.47
Balance	**0.00**
Current Water Charges	243.36
Current Sewer Charges	99.00
Utility Tax	9.73
Amount Due 06/14/07	**$ 352.09**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

Servi-- T--

AQUA

SANDRA CAUDILL
512 YELLOW TAIL PL
CHULUOTA, FL 32766-6007
Lot: 0009000 Block:

Account Number
000981563 0645150
CHULOTA

Home Phone: 407.366.2949

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 155.76**	**June 14, 2007**

Meter Data

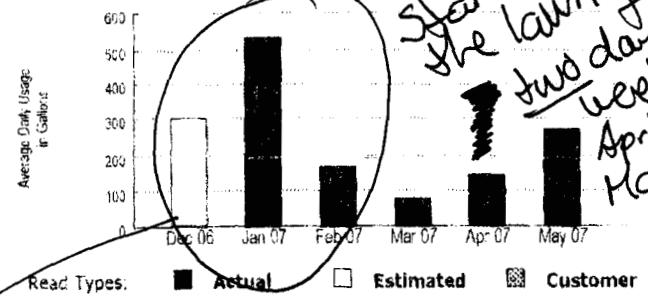
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78094480	5/8	05/18/07	29	Actual	1159100	8,000	Gallons
		04/19/07		Actual	1151100		

Average Daily Usage = 275 Gallons — Total Days: 29 — Total Usage: 8,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 93.12
Total Payments Received	93.12
Balance	**0.00**
Current Water Charges	54.58
Current Sewer Charges	99.00
Utility Tax	2.18
Amount Due 06/14/07	**$ 155.76**

Water Usage History



Started watering the lawn for 5 two days a week in April or May.

16,500 gallons for a family of two (2)
That's 1/2 a cubic acre of water.

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

-We don't take showers every day.
-We don't have a pool.

Pd on 6/11/07
162085

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186 AP-515 A-C REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
SANDRA CAUDILL
512 YELLOW TAIL PL
CHULUOTA, FL 32766-6007
Lot: 0009000 Block:

Account Number
000981563 0645150

Total Amount Due **$ 155.76**
Due Date **June 14, 2007**
Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=28045 Cyc=33DI Tup=334399

******AUTO**5-DIGIT 32766 C 77 P 40
SANDRA CAUDILL
512 YELLOW TAIL PL
CHULUOTA FL 32766-6006

0009815630645150000000155762

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Marie Watts

Address 518 ~~B~~ Sparrow Hawk Cove
Chuluota, FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

This rate increase is UNFAIR and DISCRIMATORY! I can not believe a 167% increase is not discrimatory. Our May water bill was $287.50 for only 2 people. I have heard too many horror stories about billing/meter problems. I have absolutely no confidence that our meters are correct. I do know personally that bills are not itemized unless specifically requested. The water quality is a big concern. It reminds me so much of an Erin Brovitch (sp) story - ~~the~~ Aqua tring to get away with "murder". The smell of the water is definitely a big turn-off. If I had a business and could not manage/run better than Aqua has I would be out of business. Please consider turning our water service over to someone that can do at least an adequate job. Deny the rate increase and refund our interim money.

Fold and tape -- see back for address

STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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Tape

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Lewis Kuniegel
632 Red Pepper Loop
Chuluota, FL
32766
(407)359-0940

Office of Public Counsel
% Florida Legislature
111 West Madison Street
Room 812
Tallahassee, Florida 32399-1400

April 25, 2007

RECEIVED
MAY - 3 2007
Office Of
Public Counsel

Att: Mr. Stephen Riley

RE: Docket No. 060368

Dear Mr. Riley,

I am writing to request this letter be read into the hearing notes for Docket No. 060368. I will not be able to attend the meeting in person as I will be out of town on June 26, 2007.

I pay for utility service provided by Aqua Utilities Florida, Inc.. I find the **"existing"** rates currently in place to be excessive. These rates are currently much higher than rates in surrounding communities. In fact, I have only been at this residence for 2 years. My prior residence was in Oviedo (1.3 miles). The water quality in Oviedo was exceptional and was provided at a rate which seemed fair to both the consumer and the city.

It looks to me like Aqua Utilities has requested a rate increase which, is probably considerably higher than even they imagine will be acceptable. This is probably being done with the hope the Commission will loose site of how ridiculous their request is. With the hope that a reduction from the "Proposed Final Rates" request will still be higher than should have been initially granted.

My major concern in this matter is, Aqua Utilities knows the system. They have the legal means at their disposal and can pursue this as their main agenda with attorneys to spare. We as consumers do not have that luxury. We are often far too busy and do not have the time or the ware withal to tackle taking on "Goliath".

Please do not allow this "gouging" too occur. We have already endured financial difficulty at the hands of Aqua Utilities at the rates we are presently paying.

Respectfully submitted by,

Lewis W. Kuniegel

Lewis W. Kuniegel

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

(Page 1 of 2)

Name Nancy Evans

Address 319 Velveteen Place
Chuluota, FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

(1) We would have to run our hose all day to use the gallons Aqua says we use! - Inaccurate readings - proven by bills + self tests. We turned off water in May (compared to April) and went out of town for 2 weeks - Did not water the lawn at all and our bill INCREASED by double the amount of the previous month. We have 3 people and don't take daily showers due to cost of water + low pressure.

(2) Death of (2) pets since moving to Chuluota. (3rd) pet sick + taken off public water. 1st pet had high enzyme liver readings occur within first 3-6 months of moving to residence. Vet asked what the animal could be consuming and if it was taking in abnormal amounts of water. Over 2 years, with no logical internal reasons for our pets health deterioration she got so sick she had to be put down. The 2nd pet to die was our fish. He couldn't survive the new water even though it was treated carefully.

Fold and tape – see back for address

→

STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

(Page 2 of 2)

Name Nancy Evans

Address 319 Velveteen Place
Chuluota, FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

(3) Neighbor on Velveteen Place, Chuluota fought an unknown disease that was researched by Shams Research Ctr. No cancer was determined, though in order to fight off the self attacking organ disease he has undergone chemo. for 2 years. They have a well now and don't drink Chuluota water. He is now healthy. (His disease did not begin until he moved to Chuluota.)

(4) No "water pressure" to operate our water filters effectively. No pressure to shower or water lawn.

(5) Smell of sewage constantly comes through sinks + washing machine. "Brown" "drips" gather on sinks + faucets + stains.

(6) (800) Children at Walker Elementary were NOT notified (Aqua did not warn school) of contaminated water. Children + teachers consumed without knowing. Health issues have occurred!!

Fold and tape -- see back for address

→ including messenger by pregnant teacher.

STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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Tape

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