

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 1 of 843

ORIGINAL

Aqua Utilities Florida, Inc.

Consumer Correspondence with Florida Public Service Commission

DOCUMENT NUMBER-DATE

06848 AUG-78

FPSC-COMMISSION CLERK

Source: FL PSC Correspondence files 06349-07 and 05352.07.

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FL PSC Consumer Correspondence file 06349-07

Matilda Sanders

From: Ruth McHargue
Sent: Monday, July 23, 2007 2:31 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket 060368-ws

RECEIVED-FPSC
07 JUL 24 AM 9:48
COMMISSION
CLERK

From: tami hicks [mailto:wdtch@yahoo.com]
Sent: Saturday, July 21, 2007 10:20 AM
To: Consumer Contact
Subject: Docket 060368-ws

I am contacting you in regards to the Aqua Utilities increased water charges for the Sebring Lakes area. I would like you to explain to me why even if temporarily you approved such a jump in prices. My bill was normally around \$17 dollars it is now \$87 dollars. I'm a single mom with one child. It's not like I have a huge family on average I use 3,000 to 3,500 gallons a month. I was already working six days a week and have two jobs to get by and now just because you and Aqua source felt like it I have an extra \$70 dollars a month I need to come up with in order to pay my bill. This in itself is enough to upset anyone but ex specially when the rate increase for Lake Josephine was only \$3.36 and they receive their water from the same water line that I do. All this expense for water I don't even drink because you never know what your getting. Just this past week they shocked the system with so much chlorine that when I went to work fellow employees could smell it on my clothes. I could understand a small increase but not one this extreme when we aren't even furnished a water supply of consistent quality. In closing keep in mind that since we are in a delineated area we have no choice in where we can get water.

Yours Truly
Tamala Hicks
13343 Caravel St
Sebring FL 33875

Take the Internet to Go: Yahoo!Go puts the Internet in your pocket: mail, news, photos & more.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

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

ORIGINAL
COMMISSION
CLERK

07 JUL 23 AM 9:41

RECEIVED-PPSC

Name CHARLOTTE BURGETT

Address 35200 ADA Ave

ZEPHYRHILLS, FLORIDA 33541

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

My name is Charlotte Burgett. I live
in Zephyr Shores for the last 33 yrs.
I am against any increase in our water
& sewer rates.

I live alone, retired, on a fixed income
& am 85 yrs. old.

CMP I can't afford an increase.

COM I never water my lawn, & don't even

CTR drink the water, at a lot of times the

ECR water is yellow when I want to make

GCL coffee.

OPC

RCA

SCR

SGA

SEC

OTH

Thank you
Charlotte Burgett

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

ORIGINAL

COMMISSION
CLERK

07 JUL 20 AM 9:11

RECEIVED-FPSC

Name Jerry & Daylene Sadler

Address 34920 Adam Ave

Zephyrhills FL 33541

Zephyr Shores Estates

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

- > 100 % is way too high -
- > Pasco Co needs to stop all the building -
- > Hillsborough Co. needs to stop taking our water. -
- > There are too many poor people in Pasco Co. that cannot afford to pay enormous bills.
- > raising a small amount each year makes more sense, like 10% over 5 yrs
- > Also how can you raise the price when the quality of the water stinks

CMP ☐
 COM ☐
 CTR ☐
 ECR ☒
 GCL ☒
 OPC ☐
 RCA ☐
 SCR ☐
 SGA ☐
 SEC ☐
 OTH ☐

Fold and tape - see back for address

DOCKET NO. 060368-WS

ORIGINAL

Address 391 VELVETOWN PLACE
CHULUOTA F/A 32766

COMMISSION
CLERK

07 JUL 19 AM 9:11

RECEIVED-TPSO

Correspondence will be placed in the file of this docket.

I HAVE LIVED IN SEMINOLE COUNTY FOR 15 YEARS. I NEVER PAID MORE THAN \$60⁰⁰ A MONTH FOR SEWER & WATER.

IN THE LAST YEAR MY BILL WENT
FROM AN AVERAGE OF \$102⁰⁰ TO \$200⁰⁰
WITH NO CHANGE IN WATER USE AND
THE WATER IS BAD.

Please let us on anyone else's
water system.

Agua has ordered they will not give
US safe water at any rate.

Why should we pay 3 times more
than anyone else in Seminole?

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
RCR _____
RGA _____
EC _____
TH _____

DOCKET NO. 060388-WS

ORIGINAL

1206 Lake Geneva Dr
Lake Worth, FL 33461
July 12, 2004Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
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RECEIVED 7/13/04
JUL 13 11:06
FLORIDA PUBLIC SERVICE COMMISSION
2540 Humphreys Oak Boulevard
Tallahassee, FL 32399-0870

Gentlemen:

We have received notice of The request by Aqua Utilities Florida, Inc., to increase our water rates. The interim increase has been in effect for Three months.

We are opposed to the proposed water hike and the nearly doubling of the basic administrative cost during the interim (from \$4.23^{mo} per acct to \$8.22^{mo}). But That would be understandable compared to the proposed final rate of 24.05^{mo}. And that is only for the smallest size meter! It is hard to imagine how Aqua determined their proposed rates. I know of no one in Lake Osborne Estates who has had any improvements.

Please do not approve the increase as it will cause financial hardship on many families and retired citizens on fixed incomes. Thank you.

Ernest and Susan Parthoo

CMF
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL 16 AM 9:11

COMMISSION
CLERK

Docket No. 060368-WS
Kimberly H. Dismukes
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Consumer Correspondence
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Name Adrienne Gurgurich

Address 600 Osprey Lakes Circle,
Chuluota, Florida 32716

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

I am Submitting for evidence for docket
060368-WS a CNBC.COM article
and a 7 min., 20 sec. clip of the
CNBC Show "Fast Money" with an interview
from Aqua America CEO Nicholas DeBenedictis.
I hope the PSC will note in the clip
that Mr. DeBenedictis explains that buying
antiquated water systems and petitioning
regulators for rate increases is how
they make money for their investors.

P.S. - Our water bill went up another
\$20.00 this month.

CMP _____
COM _____
CTR _____
ECR (CD)
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OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
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Fold and tape - see back for address

* CD forwarded to ECR *

Biggest US Water Company Reveals Takeover Interest

By Lee Brodie Web Editor
| 25 Jun 2007 | 09:19 PM ET

During Fast Money's Dirty Trade feature, CEO Nicholas DeBenedictis reveals that his company Aqua American (WTR) - the biggest US water company- has received takeover interest from potential buyers. "We have been approached," he says.

When Fast Money host, Dylan Ratigan asks whether the interested parties were strategic bidders or private-equity firms, DeBenedictis replies "both, as a matter of fact." He fails to provide further details, but added that Aqua American may also acquire smaller US water companies. "If anybody is for sale we'd be looking."

Here are more excerpts from the interview.

How's business?

DeBenedictis says "Over a quarter trillion dollars will have to be invested just in our country (in water) over the next 20 years."

Is there not enough clean water?

"Pipes are getting older; plants have to be upgraded and many of our municipalities have not taken care of (these maintenance issues)" says DeBenedictis. "So money will have to be spent because you can't live without water."

Tell us more.

"85% of the market is municipal (public). There are only 10 publicly traded water companies and there are about 30,000 small mom and pop companies," DeBenedictis explains. "Part of the story for investors, is the roll up of these mom and pops - and privatization of the municipal market into more efficient private hands."

Are you selling water or pipes and such?

"We sell the water," says DeBenedictis. "But to get the water to your home we might have to invest in pipe and that's what the regulators allow us to raise prices on."

Why is stock flat over the year?

"Both VE and Suez (competitors) went down over the last few years and they're coming back" explains DeBenedictis.

He adds, "We had a huge run 3 years in a row; and averaged 20% in a row over a 10 year period and (now) we have been stalled. But the numbers are there and the long term market is there."

Was your stock ahead of itself?

"We were up 50% 2-years ago and probably got a little ahead of ourselves," says DeBenedictis. "But the substance is there and we're going to be spending money on pipe which will allow us to raise prices, which will in turn will allow us to get return for our investors."

Do you view yourself as a company that might be approached by another company or a private equity?

"We have been approached," reveals DeBenedictis.

By whom?

"Vivendi, which was Veolia's spin off, owned 20% of our stock before they ran into trouble after they got into Universal, (and) the record business," DeBenedictis says. "Veolia (VE) got spun off, it was spun-off at an all time low and has now built itself back up because it's such a predictable product and pricing is so predictable."

Is SJW Corp (SJW) a company you're thinking about buying?

"There are only 10 publicly traded (water companies). We're the company with a \$3 billion market cap - the other 9 add up to \$3 billion," says DeBenedictis. "Obviously if anybody is for sale we'd be looking. But, these (small companies) are like collector cars in that you can only buy them if the owner wants to sell it."

Does the owner want to sell?

I can't say.

Is there a catalyst that increases revenues, perhaps overnight?

"The EPA enforcement will make a difference in the expenditures on plants," says DeBenedictis. "Regarding the pipes...it's a necessity. It just has to happen."

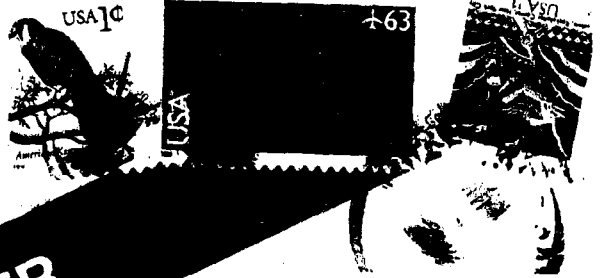
Eric Bolling reminds the panel he also likes **Veolia (VE) and Suez (SZE)** as well as **SJW**.

Got something to say? Send us an e-mail at fastmoney-web@64/cnbc.com and your comment might be posted on the web! Prefer to keep it between us. You can still send questions and comments to fastmoney@64/cnbc.com.

Trader disclosure: On June 25, 2007, the following stocks and commodities mentioned or intended to be mentioned on CNBC's Fast Money were owned by the Fast Money traders: Najarian Owns (.VIX), (TIF) Bolling Owns (SZE), (VE), Gold; Bolling Is Short (FXI) And Owns (FXI) Puts; Bolling Is Short S&P Futures; Bolling Is Short Nasdaq Futures; CNBC Is A Service Of NBC Universal And Dow Jones; GE Is The Parent Company Of CNBC

URL: <http://www.cnbc.com/id/19420368/>

Giurgurich
600 Osprey Lakes Cir.
Chuluota, FL
32766



RECYCLABLE MEDIA MAILER

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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL

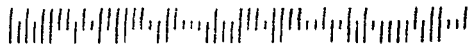
32399-0850

CAUTION

SENSITIVE MEDIA EI

Do not bend or fold

AVOID ALL EXPOSURE TO MAGNETIC FIELDS



Evidence Re:

Docket # 060368-WS

RECEIVED-FPSC

07 JUL 16 AM 9:05

COMMISSION
CLERK

107 Edgewater Dr. S.
Covered Bridge
Lake Placid, FL 33852-5233

07 JUL 13 PM 7:29

DISTRIBUTION CENTER

ORIGINAL

July 12, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

060368-WS

Gentlemen:

We are writing to protest the great increase in the water rates. We were paying approximately \$80 a month for water and sewer. We have been recently increased to \$120 plus or minus a couple of dollars. Now we understand that the rates will increase again to double. Would that mean we would be paying \$160 or \$240 a month for water and sewer? Where do you folks think all this money is coming from? We are a retired couple on a fixed income. Granted we have a larger income than most retirees, but this is ridiculous.

How do you justify such a tremendous rate increase? The average homeowner has been hit with increased property taxes, increased insurance rates, and increasing prices at the gas pumps and the grocery store. Your rate increase seems to be unreasonable and out of line. Then, of course, if we conserve too much you will complain that you aren't making enough money and increase the rates again. The homeowner seems to be caught in a "Catch-22." We need and appreciate good water.

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OTH _____

We hope that you will reconsider these rate increases and be more reasonable and more customer friendly.

Sincerely,

Clarke & Karen Patten, Jr.

Clarke and Karen Patten, Jr.

1/ rem - -

Please do
something about

water rates

Mrs. James

C. Reed

060368-WS

ORIGINAL

RECEIVED-FPSC

07 JUL 16 AM 9:03

COMMISSION
CLERK

James C Reed
28 Pinecrest St
Lake Placid FL 33852-8118

13

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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.

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~~I~~ I will check and see if can be stopped
Name JACK AND CORA WELLS *You can take that to the bank*
Address 510 E. 5TH ST
CHULA LECTA, FL 32766-6624

COMMISSION
CLERK

JUL 16 AM 9:00

RECEIVED-PPSC

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.

TO THE RIP OFFS making people pay for something they didn't get

CONSUMER COMMENTS

CMP
COM
CTR
ECR
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OTH

I signed up to talk at the meeting on June 26, 2007. I had to
leave early for work and didn't get to speak. I want you to know
that my doctor told me not to drink this water because I had
bladder cancer back in 1996. This water is not safe to drink.
I also want to know who is going to reimburse me my
water or money. I also think that by rounding off the gallons
of water should be stopped. I am paying for something
I did not get. I think that it is wrong and illegal.

Yours truly Jack Wells

My complaint is also the water rates. My
husband & I are the only 2 people at this
household. I don't see how we can use the
amount of water you charge us for. Also we
have to have a filter we use for drinking & cooking.
But the odor of this water is awful. And it
has a black mud like build up on top where our
water comes out. *fold and tape - see back for address*
The odor stays in the water after you

It is outrageous. It is outrageous. It should be against the law. You will be on the news for this.

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

ORIGINAL

Name Elizabeth Taylor

Address 104 Velvet St.

Interlachen, Fl 32148

COMMISSION
CLERK

07 JUL 16 AM 9:00

RECEIVED-FPSC

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

I have been reading as much on this water issue as I can. I am a senior citizen and my monthly funds are limited. I just cannot see such a rate being issued to us. I don't know how I will be able to pay this outrageous amount every month, with all my other utilities, my prescription, home insurance ect. There has been nothing done at the water system where I live, my pipes are the same "old" pipes that were here years + years ago and if they are planning to do anything with them in the future - -- I will be long gone. I know we have a lot of senior citizens who live in Palm Shores and they are all in the same boat. Please take a real good look at what you are offering us. It's not good.

Thank you,

Elizabeth Taylor

CMP _____
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 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

Dorothy MenascoDocket No. 060368-WS
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060368-WS

From: Dorothy Menasco
Sent: Monday, July 16, 2007 8:58 AM
To: 'DAVIS.PHYLLIS'
Cc: Kimberley Pena; Ruth Nettles; Matilda Sanders
Subject: RE: 060368-WS Motion to Compel

Good morning Ms. Davis,

Please re-submit your filing to the correct e-mail address per Florida Public Service Commission Electronic Filing Requirements. Specifically:

- Filings submitted by electronic transmission must be attached to an e-mail sent to filings@psc.state.fl.us. Documents sent to any other Commission e-mail address will not be considered filed.

<http://www.psc.state.fl.us/dockets/e-filings/>

Please note that the attachment will also need to be revised to fit on an 8 1/2" x 11" page. The current attachment runs off the side of the page, cutting off information.

Dorothy Menasco
 FPSC
 Office of Commission Clerk
 850-413-6330

From: DAVIS.PHYLLIS [mailto:DAVIS.PHYLLIS@leg.state.fl.us]
Sent: Friday, July 13, 2007 5:00 PM
To: Dorothy Menasco
Subject: RE: 060368-WS Motion to Compel

I am sorry. I thought I could do it since it's an excel spreadsheet.

thanks.

From: Dorothy Menasco [mailto:DMenasco@PSC.STATE.FL.US]
Sent: Friday, July 13, 2007 4:44 PM
To: DAVIS.PHYLLIS
Cc: Ruth Nettles; Matilda Sanders; Kimberley Pena
Subject: FW: 060368-WS Motion to Compel

Ms. Davis,

Please re-submit this filing as a single attachment; i.e., the motion to compel and attachments should be combined into one document. See the Commission's e-filing requirements linked to our Website for further information on these requirements.

Dorothy Menasco
 FPSC
 Office of Commission Clerk
 850-413-6330

7/16/2007

From: DAVIS.PHYLLIS [mailto:DAVIS.PHYLLIS@leg.state.fl.us]
Sent: Friday, July 13, 2007 3:58 PM
To: Filings@psc.state.fl.us
Cc: Katherine Fleming; Ken Hoffman; Marsha Rule; Nance Guth; Ralph Jaeger; Rosanne Gervasi
Subject: 060368-WS Motion to Compel

Docket No. 060368-WS
Kimberly H. Dismukes
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Electronic Filing

a. Person responsible for this electronic filing:

Steve Burgess, Associate Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330

Burgess.steve@leg.state.fl.us

b. Docket No. 060368-WS

In re: 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 AquaSource Utility, Inc.

c. There are a total of 15 pages.

d. The document attached for electronic filing is **Citizen's Motion to Compel to Aqua Utilities Florida, Inc.**

Phyllis W. Philip-Guide
Assistant to Steve Burgess, Associate Public Counsel.
Office of Public Counsel
Telephone: (850) 488-9330
Fax: (850) 488-4491

Ann Cole

Docket No. 060368-WS
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From: Ann Cole
Sent: Friday, July 13, 2007 12:46 PM
To: William C. Garner
Cc: Roberta Bass; Bridget Groom; Larry Harris; Jeremy Susac
Subject: RE: Docket No. 060368-WS -- Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, et. al. by Aqua Utilites Florida, Inc.

Thank you. This will be done today.

From: William C. Garner
Sent: Friday, July 13, 2007 12:15 PM
To: Ann Cole
Cc: Roberta Bass; Bridget Groom; Larry Harris; Jeremy Susac
Subject: Docket No. 060368-WS -- Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, et. al. by Aqua Utilites Florida, Inc.

Ann,

Please place the attached e-mails in the correspondence side of the docket file.

William C. Garner (Bill)

Florida Public Service Commission
Chief Advisor to Commissioner Carter
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
(850) 413-6046

RECEIVED-FPSC
07 JUL 13 PM 12:54
COMMISSION
CLERK

Ann Cole

Docket No. 060368-WS
Kimberly H. Dismukes
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From: Joe & Ileana Fernandez [fern267@yahoo.com]
Sent: Friday, July 13, 2007 12:09 PM
To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Matthew Carter;
dmerkt@seminolecountyfl.gov; posey.bill.web@flsenate.gov; Nancy Argenziano
Subject: Chuluota Water Issue

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martínez and Senator Bill Nelson

For only two people (adults) living at home and frugal about consuming water, \$184 a month for Aqua Utilities **POOR QUALITY** water is the best I can do. I can't conserve any more water than I did last month.

We were blessed by rain enough to irrigate only once (one day) this month, minimized washing clothes, took "short" showers, never left water running while doing dishes/showering/or brushing teeth, only flushed toilets when **absolutely necessary**, never drank/cooked any Aqua Utilities water.

Still:

My monthly water bill is **the same amount as the lease payment for a new 2007 Chevrolet.**

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities and who are, in some cases, **Senior Citizens on a fixed income**. It has been a while since some of you saw the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase. **THESE RATES ARE DISCRIMINATORY TO THE PEOPLE OF CHULUOTA. ALAFAYA UTILITIES, A PRIVATE COMPANY THAT PROVIDES GOOD QUALITY WATER, A MILE AND HALF FROM US AND THAT IS REGULATED BY PSC., PROVIDES RATES THAT ARE HALF WHAT WE PAID. I THINK THAT I SPEAK FOR ALL THE PEOPLE OF CHULUOTA WHEN I AM REQUESTING THAT AQUA UTILITIES PRIVILEGES TO PROVIDE WATER IN CHULUOTA SHOULD BE REVOKED AS SOON AS POSSIBLE. I FEEL THAT THE CHULUOTA COMMUNITY SHOULD HAVE THE SAME RATES AS ALAFAYA UTILITIES PROVIDES TO THEIR CUSTOMERS IN THE ADJACENT COMMUNITIES.**

I'm not certain what you pay for water each month, but please remember that we pay almost \$100 for sewer fees, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers have to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know, **choosing not to have water is not an option....unless you would like your home to be condemned that is.**

The water quality is still as bad as it always has been. Levels of TTHMs are still over double what my parents Water Company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. The water taste is poor.

Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now.** On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us.**

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

7/13/2007

Ann Cole

Docket No. 060368-WS
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From: Joe & Ileana Fernandez [fernz67@yahoo.com]
Sent: Friday, July 13, 2007 11:44 AM
To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Matthew Carter;
dmerkt@seminolecountyfl.gov; posey.bill.web@flsenate.gov
Subject: Chuluota Water Issue

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martínez and Senator Bill Nelson

For only two people (adults) living at home and frugal about consuming water, \$184 a month for Aqua Utilities **POOR QUALITY** water is the best I can do. I can't conserve any more water than I did last month.

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Still:

My monthly water bill is **the same amount as the lease payment for a new 2007 Chevrolet.**

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities and who are, in some cases, **Senior Citizens on a fixed income**. It has been a while since some of you saw the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase. **THESE RATES ARE DISCRIMINATORY TO THE PEOPLE OF CHULUOTA. ALAFAYA UTILITIES, A PRIVATE COMPANY THAT PROVIDES GOOD QUALITY WATER, A MILE AND HALF FROM US AND THAT IS REGULATED BY PSC., PROVIDES RATES THAT ARE HALF WHAT WE PAID. I THINK THAT I SPEAK FOR ALL THE PEOPLE OF CHULUOTA WHEN I AM REQUESTING THAT AQUA UTILITIES PRIVILEGES TO PROVIDE WATER IN CHULUOTA SHOULD BE REVOKED AS SOON AS POSSIBLE. I FEEL THAT THE CHULUOTA COMMUNITY SHOULD HAVE THE SAME RATES AS ALAFAYA UTILITIES PROVIDES TO THEIR CUSTOMERS IN THE ADJACENT COMMUNITIES.**

I'm not certain what you pay for water each month, but please remember that we pay almost \$100 for sewer fees, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers have to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know, **choosing not to have water is not an option....unless you would like your home to be condemned that is.**

The water quality is still as bad as it always has been. Levels of TTHMs are still over double what my parents Water Company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. The water taste is poor.

Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now.** On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us.**

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

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

ORIGINAL

Name Julie Meredith
 Address 7102 Wright Ave
Mt Dora, FL 32757

RECEIVED-FPSC
 07 JUL 13 AM 8:34
 COMMISSION
 CLERK

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

I have lived in this area for 14 yrs. We never
 had any sort of issue with the water for
 the majority of that time.

With the exception of Aqua we have
 experienced what I would consider a lack
 of good customer service. We were not

even receiving my bills when I repeatedly

notified them of an address change. I don't

properly notify residents of "Boil water conditions"

3 foul odor in the water. It smells like

a swimming pool. In addition to the above

an increase of this amount is very

unreasonable.

Thank you for your consideration. As you

review this case.

CMP
 COM
 CTR
 ECR
 GCL
 OPC
 RCA
 SCR
 SGA
 SEC
 OTH

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 22 of 843

ORIGINAL

Name GLORIA BALLAY

Address PO. Box 14

TANGERINE, FL 32777

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 1-800-511-0869.

Correspondence will be placed in the file of this docket.

07 JUL 13 AM 8:29

RECEIVED-PPSC

COMMISSION
CLERK

CONSUMER COMMENTS

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Aqua water DOES NOT deserve an increase
equalling 3 times the true rate. The water
STINKS of pulpum + CHLORINE. Their customer
service is AWFUL. They don't tell you that
they are working in your area & that your water
might be turned off. When I come home from work &
your yard is full up from them installing new
lines or repairing them. But they don't tell you.
One time when my water was turned off, there was
too much sludge & oil & sediment when it
came back on that I almost had to get a new
faucet. It took over a week to get all the
sludge rinsed through the lines. I should NEVER
drink the water from my faucet. Most days
it's a grey color. When you look your face in
the morning you gag because the smell is so
AWFUL!! Thanks for listening!! Some days
there is NO water pressure also!!

Fold and tape - see back for address

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 23 of 843

ORIGINAL

Name MR & MRS. Michael McLaurin

Address 4 ROSALIE OAKS BLVD
LAKE WALES, FL 33898

COMMISSION
CLERK

07 JUL 13 AM 8:27

RECEIVED FPSC

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 PURCHASED THIS PROPERTY 4 YEARS AGO AS OUR RETIREMENT
HOME. WE CAREFULLY RESEARCHED AROUND FLORIDA TO OBTAIN A
HOME WITH AN AFFORDABLE PROPERTY TAX, UTILITIES ETC. TO
FIT OUR INCOME EXPECTATIONS. WE UNDERSTAND FAIR
INCREASES OUR ALWAYS TO BE EXPECTED - BUT NOT TRIPLE
INCREASES BECAUSE THAT'S NOT FAIR AND IN A RETIREMENT
COMMUNITY ITS A VERY CRUEL PUNISHMENT TO SENIOR
CITIZENS WHO ALREADY HAVE MEDICAL COSTS SKYROCKETING.
WATER IS A LIFE SUSTAINING COMMODITY - WITHOUT IT LIFE
IS NOT POSSIBLE - PLEASE DON'T ALLOW THIS WEALTHY
COMPANY - AQUA SOURCE - PERMISSION TO INCREASE
WATER BILLS AT ANY OTHER AMOUNT THAN ANY
PUBLIC UTILITY IS ALLOWED FOR INCREASES, AS OUR
DEFENDER OF RIGHTS YOU ALONE CAN STOP THIS
INJUSTICE TO OUR COMMUNITY AND MANY OTHERS.

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape - see back for address

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 24 of 843

Ann Cole

From: Ann Cole
Sent: Friday, July 13, 2007 4:49 PM
To: Office of the Chairman
Subject: RE: Chuluota Water Issue - Docket 060368-WS

Thank you. This will be placed in the correspondence side of the docket file today.

From: Office of the Chairman
Sent: Friday, July 13, 2007 3:53 PM
To: Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Chuluota Water Issue - Docket 060368-WS

Ann, Please place in the correspondence side of the docket file.

Cheryl, Please give appropriate handling.

Sandy Simmons

Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

From: Joe & Ileana Fernandez [mailto:fernz67@yahoo.com]
Sent: Friday, July 13, 2007 12:09 PM
To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Matthew Carter; dmerkt@seminolecountyfl.gov; posey.bill.web@flsenate.gov; Nancy Argenziano
Subject: Chuluota Water Issue

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martínez and Senator Bill Nelson

For only two people (adults) living at home and frugal about consuming water, \$184 a month for Aqua Utilities **POOR QUALITY** water is the best I can do. I can't conserve any more water than I did last month.

We were blessed by rain enough to irrigate only once (one day) this month, minimized washing clothes, took "short" showers, never left water running while doing dishes/showering/or brushing teeth, only flushed toilets when **absolutely necessary**, never drank/cooked any Aqua Utilities water.

Still:

My monthly water bill is **the same amount as the lease payment for a new 2007 Chevrolet.**

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities and who are, in some cases, **Senior Citizens on a fixed income**. It has been a while since some of you saw

the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase. **THESE RATES ARE DISCRIMINATORY TO THE PEOPLE OF CHULUOTA. ALAFAYA UTILITIES, A PRIVATE COMPANY THAT PROVIDES GOOD QUALITY WATER, A MILE AND HALF FROM US AND THAT IS REGULATED BY PSC., PROVIDES RATES THAT ARE HALF WHAT WE PAID. I THINK THAT I SPEAK FOR ALL THE PEOPLE OF CHULUOTA WHEN I AM REQUESTING THAT AQUA UTILITIES PRIVILEGES TO PROVIDE WATER IN CHULUOTA SHOULD BE REVOKED AS SOON AS POSSIBLE. I FEEL THAT THE CHULUOTA COMMUNITY SHOULD HAVE THE SAME RATES AS ALAFAYA UTILITIES PROVIDES TO THEIR CUSTOMERS IN THE ADJACENT COMMUNITIES.**

I'm not certain what you pay for water each month, but please remember that we pay almost \$100 for sewer fees, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers have to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know, **choosing not to have water is not an option....**unless you would like your home to be condemned that is.

The water quality is still as bad as it always has been. Levels of TTHMs are still over double what my parents Water Company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. The water taste is poor.

Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now.** On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us.**

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

Choose the right car based on your needs. Check out [Yahoo! Autos new Car Finder tool](#).

Timolyn Henry

From: Ruth McHargue
Sent: Friday, July 13, 2007 4:20 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9998

Please add to docket file 060368

-----Original Message-----

From: Consumer Contact
Sent: Friday, July 13, 2007 8:56 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9998

Aloha black water issue.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, July 13, 2007 8:57 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9998

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Rosalie Leone
Telephone: 727 372-3665
Email: rleone@amdweb.com
Address: Association of Millwork Distributors, 10047 Robert Trent Jones Pkwy New Port Richey 34655

BUSINESS INFORMATION

Business Account Name: Rosalie Leone
Account Number:
Address: AMD, 10047 Robert Trent Jones Pkwy New Port Richey Florida 34655

COMPLAINT INFORMATION

Complaint: Other Complaint against Aloha Utilities, Inc.

Details:

Since mid day yesterday, the water in our sinks and the toilet is the color yellow. For years the water has always had a distinctive odor (horrible stink) and occasionally discolored, yellow and dark gray. I have 7 people working for me at this location and I think it is an outrage that we are not allowed to wash a dish without being subjected to that terrible smell. Several years ago I had to install a water cooler as I was concerned for my welfare and that of my employees. I have paid the bills on time and consider myself an excellent customer and still the water situation has never improved. P.S. I live in the town of Tarpon Springs and can say without hesitation we have never encountered a situation like this. Thank you and I hope you will take some action against Aloha as this has been going on too long.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Dorothy Menasco

060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 27 of 843

From: Dorothy Menasco
Sent: Friday, July 13, 2007 4:44 PM
To: 'davis.phyllis@leg.state.fl.us'
Cc: Ruth Nettles; Matilda Sanders; Kimberley Pena
Subject: FW: 060368-WS Motion to Compel
Attachments: Motion to Compel 071307.doc; 7-10-07 OPC Discovery Inventory PODs.pdf; 7-10-07 OPC Discovery Inventory INTERR.pdf

Ms. Davis,

Please re-submit this filing as a single attachment; i.e., the motion to compel and attachments should be combined into one document. See the Commission's e-filing requirements linked to our Website for further information on these requirements.

Dorothy Menasco
 FPSC
 Office of Commission Clerk
 850-413-6330
dmenasco@psc.state.fl.us

From: DAVIS.PHYLLIS [mailto:DAVIS.PHYLLIS@leg.state.fl.us]
Sent: Friday, July 13, 2007 3:58 PM
To: Filings@psc.state.fl.us
Cc: Katherine Fleming; Ken Hoffman; Marsha Rule; Nance Guth; Ralph Jaeger; Rosanne Gervasi
Subject: 060368-WS Motion to Compel

Electronic Filing

a. Person responsible for this electronic filing:

Steve Burgess, Associate Public Counsel
 Office of Public Counsel
 c/o The Florida Legislature
 111 West Madison Street, Room 812
 Tallahassee, FL 32399-1400
 (850) 488-9330

Burgess.steve@leg.state.fl.us

b. Docket No. 060368-WS

In re: 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 AquaSource Utility, Inc.

7/13/2007

c. There are a total of 15 pages.

d. The document attached for electronic filing is **Citizen's Motion to Compel to Aqua Utilities Florida, Inc.**

Phyllis W. Philip-Guide
Assistant to Steve Burgess, Associate Public Counsel.
Office of Public Counsel
Telephone: (850) 488-9330
Fax: (850) 488-4491

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 28 of 843

CCA Official Filing
7/16/2007 10:30 AM*****

10:30 AM*****

ORIGINAL Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Friday, July 13, 2007 4:12 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9992

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 29 of 843

-----Original Message-----

From: Consumer Contact
Sent: Friday, July 13, 2007 7:57 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9992

To CLK Docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, July 12, 2007 5:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9992

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

Name: Carlin Pickering
Telephone: 315-686-2583
Email: pickerin@gisco.net
Address: 11380 S. US Hwy 301 Webster 33597-5630

BUSINESS INFORMATION

Business Account Name: Oasis RV Park LOT: 1190365 block Account Number: 000884946
0628458
Address: 11380 S. US Hwy 301 Webster Florida 33597-5630

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Just received a letter from the Florida House of Representatives and Representative Robert C. Schenck asked me to attach a docket number for the case which is 060368WS to accompany my letter of complaint. Please attach this to my original complaint letter

PSC was contacted previously

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Thursday, July 12, 2007 3:45 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9987

CMP _____
COM _____
CTR _____
ECR / _____
GCL / _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Thursday, July 12, 2007 2:40 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9987

To CLK for docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, July 12, 2007 2:36 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9987

Complaint filed with PSC

Select County: Select County
CUSTOMER INFORMATION

Name: Carlin Pickering
Telephone: 315-6862583
Email: pickerin@gisco.net
Address: 11380 S U.S. HYW 301 Webster 33597

BUSINESS INFORMATION

Business Account Name: Oasis RV Park
Account Number: 000884946 0628458
Address: 11380 S U.S. HYW 301 Webster Florida 33597

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Rates have increased over 150% and assigned before a PSC final approval . Mr Brown of AQUA utilities explained that they receive no assistance from the state like public utilites and they need to update their water system because of its age. Possibly they could apply for state or Federal assistance because we changed from our own wells to AQUA Utilities because the Cowbell gas station/convenience store contaminated the nearby wells and made it unsafe to operate our wells.

PSC was contacted previously

Ellen Plendl

From: Notes_Control/EOG%EOG@eog.fl.gov on behalf of Charlie.Crist@eog.myflorida.com
Sent: Wednesday, July 11, 2007 4:21 PM
To: Ellen Plendl
Subject: correspondence

Edwin Davis
444 Osprey Lakes Circle
Chuluota, FL 32766
(407) 489-3414
wdavis@fullsail.com

ORIGINAL

07 JUL 12 PM 1:37
RECEIVED-PSC
COMMISSION
CLERK
Docket 060368-WS

Name/Firm/Company: Public Service Commission
Subject/Category:

Questions/Comments:

Dear Governor Crist, I am writing to you on behalf of the residents of Chuluota FL and I, who purchase water from Aqua Utilities. PLEASE HELP US! Aqua utilities is a government approved monopoly that provides a basic needs product..... water to my fellow residents here in this Orlando suburb. I attended a PSC meeting yesterday regarding yet another rate increase for water in this area. We have many senior citizens and lower income residents who have no voice in this matter. Representative Sandy Adams was also in attendance and supporting us at this meeting. Last month I paid a \$325 water bill for 2 adults in a single family home, no children, and no pool. We have been paying extremely high water bills for contaminated water and fraudulent metering for many years now. Further more, this NEW rate increase would increase our water bills even more. Our water bill would be equal what it would cost to lease a new Cadillac. We dont drink the water, because it has failed safety tests that determine the safety of the water (EPA) since 2005. We use it only when necessary, by having "camp

showers", sponge bathing, irrigating only when grass is dying, limiting toilet flushes, etc.... My wife and I are both teachers, and not wealthy by any means. We now find ourselves considering selling the dream home we worked a lifetime for, but couldnt sell it because of the water cost and contamination. It seems the PSC is bound by statutes to continue approving rate hikes, while not being able to hold Aqua Utilities responsible for solving the water contamination issues and price gouging. Our citizens are at the mercy of Aqua Utilities, but mercy is not one of their strong points. We can only depend on you and Representative Adams for our protection at this point. I am a man begging Representative Adams to write legislation that will allow you to save us from contaminated water that is priced 60% MORE than any other water system in our area. You did receive my vote last term, and I have never asked my government for help with anything....but now the residents of Chuluota Florida, myself included are being held hostage by a company providing a basic need service

under a government controlled monopoly. They are mocking Representative Adams, the PSC, the EPA, and the residents of Chuluota under the protection of their government contract. They should no longer be trusted with this responsibility. Please help us, Respectfully,
Edwin "Wynn" Davis

CMP
COM
CTR
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RCA
SCR
SGA
SEC
OTH

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, July 11, 2007 4:01 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: , 1 page(s)

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 32 of 843

Attachments: FAX.TIF

Please add to docket file 060368

From: Consumer Contact
Sent: Wednesday, July 11, 2007 2:59 PM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: Wednesday, July 11, 2007 2:24 PM
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by NET SatisFAXtion. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 7/11/2007 2:22 PM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:00:45
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (27 KB)

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

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

7/7/07

Name Patricia Ann Compton
Address 5109 SW 66th St
Gainesville FL 32608.

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 1-800-511-0309.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

This water company knew they were getting a run down system & should of had money to invest & as with any new business you must wait to reap the profits. Therefore, why should the consumers pay for the improvements. I personally had to call my plumber many times due to sediment in my faucets, pipes etc. Several of which had to be replaced. Eventually it got so bad I had to get a \$5,000 water softener system which I am still paying on since almost 2 yrs. Most of my bills were estimated because, the meter readers lied over & over again claiming vicious dogs wouldn't let them read the meters. the dogs were either blind, deaf, crippled

to make was simple in customer service or rude people on the other end.

Fold and tape - see back for address

or dead. I take care of my 85y.o mother & an

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, July 11, 2007 2:30 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9967

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 34 of 843

Please add to docket file 060368

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, July 11, 2007 1:47 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9967

To Aqua Docket 060368?

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, July 11, 2007 12:20 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9967

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Joey Purvis
Telephone: 407-971-9827
Email: ap28@bellsouth.net
Address: 561 yellow tail place chuluota 32766

BUSINESS INFORMATION

Business Account Name: Michele Purvis
Account Number: 0009042590646768
Address: 561 yellow tail place chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

i writing because first of the poor water quality that my family receives is unacceptable!! The water smells to the point my family will not even drink it, so i have to pay for a water service to bring bottled water to my home each month, my clothes come out of the washing machine with a weird smell, and on and on. Now they have raised my rates on both water and sewer and for what?? more poor water!! And now as i'm looking over my bill, i see that i pay sewage on water that doesn't even go into the sewer, it's going to water my lawn, top off my pool, wash my car, water my plants, etc.. how can i be legally charged for something that isn't even going into the sewer??? This doesn't seem fair!!!

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Ann Cole

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 35 of 843

From: Bev DeMello
Sent: Tuesday, July 10, 2007 2:25 PM
To: 'rosiclare@bellsouth.net'
Cc: Ann Cole; Kimberley Pena; Marshall Willis; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; Ken Hoffman; Tim Devlin; 'roberts.brenda@leg.state.fl.us'; Janet Brunson
Subject: re: Aqua Utility Correspondence

07 JUL 10 PM 4:56
RECEIVED-FPSC
COMMISSION
CLERK

Jimmie and Irene Lewis
Re: Aqua Utilities

Dear Mr. and Mrs. Lewis:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). PSC Chairman Lisa Edgar asked me to respond to your e-mail, and I have also included your e-mail in the correspondence side of the docket file. All customer complaints will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Ann Cole

From: Bev DeMello
Sent: Tuesday, July 10, 2007 3:52 PM
To: 'howeken42@hotmail.com'
Cc: Ann Cole; Kimberley Pena; Tim Devlin; Marshall Willis; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; 'roberts.brenda@leg.state.fl.us'; Ken Hoffman; Janet Brunson
Subject: re: Aqua Utility Correspondence

Mr. Ken Howe
Aqua Utilities, Inc. Correspondence

Dear Mr. Howe:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the apparent lack of notice about the Public Service Commission meeting in Pasco County concerning the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

In response to the PSC, Aqua submitted an affidavit stating that meeting notices were mailed to the customers. Here is the link to the company's affidavit:

<http://www.psc.state.fl.us/library/filings/07/05054-07/05054-07.pdf>

In addition, Aqua submitted Exhibit Number 56 at the New Port Richey hearing showing a copy of the legal notice about the customer meeting that was published on May 24, 2007 in the "Zephyrhills News" and on May 31, 2007 in the "Sumter County Times."

As part of Aqua's current rate case, PSC staff will be making sure that the company did meet it's customer meeting noticing requirements. In addition, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I have also included a link to some of our brochures for your review:

<http://www.floridapsc.com/publications/consumer/brochures.aspx>

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Ann Cole

From: Bev DeMello
Sent: Tuesday, July 10, 2007 3:09 PM
To: 'mnikolau@hotmail.com'
Cc: Ann Cole; Kimberley Pena; Tim Devlin; Marshall Willis; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; 'roberts.brenda@leg.state.fl.us'; Ken Hoffman; Janet Brunson
Subject: re: Aqua Utility Correspondence

Mr. Michael Nikolau
Aqua Utilities, Inc.

Dear Mr. Nikolau:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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<http://www.floridapsc.com/publications/consumer/brochures.aspx>

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

State of Florida



ORIGINAL

Public Service Commission
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

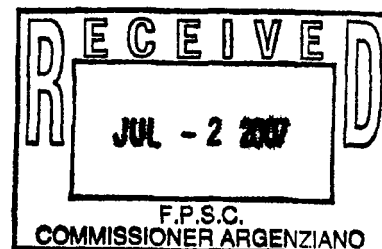
Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 41 of 843

DATE: July 9, 2007
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Stephen C. Larson, Executive Secretary to Commissioner Argenziano
RE:

Please add the attached to the file of docket number 060368-WS. Thank you

RECEIVED-FPSC
07 JUL 10 PM 2:45
COMMISSION
CLERK

Jean Hagerty
31650 Imperial Dr.
Tavares, FL 32778-4709
Tel: 352 343-4281



June 30, 2007

Ms. Nancy Argenziano, Commissioner
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Argenziano:

Many thanks to you and the rest of the FPSO for the hearings held in Mt. Dora on June 27, 2007. I was quite impressed with your enthusiasm and eagerness to understand the complex issues involved with Aqua Utilities Florida and its many service systems. The variations of the many service systems is just a part of this hopelessly complicated situation. And shouldn't AUF have seen this mess before purchasing?

I can see where their uniform pricing in certain areas will help their bookkeeping efforts - but surely their pricing is completely out of line.

When they purchased this mess perhaps there were 2 things that AUF did not realize: 1. Florida is a state that is in desperation when it comes to potable water and most of the Florida citizens are very water-usage conscious and 2. A good many customers (70% in Imperial Mobile Terrace) do not use any water 5-6 months of the year because they are not here.

As a result AUF has decided to jack-up EVERYONES base facility rate - yes, I said R A P E. That way it doesn't matter whether they sell a lot of water or just a bit. They and their shareholders are going to get their \$\$\$\$ up front.

Please, please, please I sincerely implore you and the other commissioners to check the base facility rates and the gallonage rates at the municipalities surrounding the individual AUF service areas - in our case (Imperial Mobile Terrace) calls to Leesburg, Tavares and Mt. Dora would soon tell you that AUF is completely out of line. Those cities also have customers who are water conscious and many who are out of state 5-6 months.

I understand perfectly that there is a vast difference between our small service systems and the above mentioned cities; population, taxes, cash flow, etc. We expect our rates to be higher, but we very much resent a rip-off. And that is exactly what we are already living with.

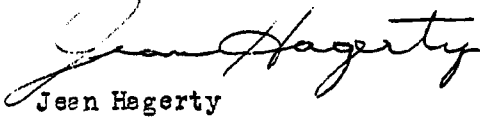
I finally figured out that that was why the guy at the Mt. Dora a.m. hearing who had \$20 worth of compost worms destroyed was at the hearing: he resented being ripped-off. Amen to that.

I was extremely disappointed in the poor attendance at the Mt. Dora meetings. But when important meetings are scheduled while areas' citizens are out of state

it is to be expected. Is that why the hearings are so often held in the summer months? Water being one of the necessities of life, politics should not be involved.

Also, as a result of past experiences (hearings in 1993 and 1996) some of my neighbors have no faith in their FPSC. They think that the FPSC is part of the problem. I tried to convince them that, hopefully, that situation has been corrected. Apparently I'm not much of a convincer.

Again thanks,



Jeen Hagerty

ORIGINAL

Ann Cole

From: Ann Cole
Sent: Tuesday, July 10, 2007 2:43 PM
To: Office of the Chairman; Cheryl Bulecza-Banks; Troy Rendell
Cc: Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter
Subject: RE: \$187 dollars for my June water bill. That's the best I can do....

Thank you. This will be placed in the correspondence file today.

From: Office of the Chairman
Sent: Tuesday, July 10, 2007 11:30 AM
To: Ann Cole; Cheryl Bulecza-Banks; Troy Rendell
Cc: Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter
Subject: FW: \$187 dollars for my June water bill. That's the best I can do....

Ann,
Please place in the correspondence side of Docket 060368-WS.

Cheryl, Troy,
Please give appropriate handling.

Sandy Simmons

Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

CMP _____
COM _____
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ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED-FPSC
07 JUL 10 PM 2:45
COMMISSION
CLERK

From: wdramfs@aol.com [mailto:wdramfs@aol.com]
Sent: Monday, July 09, 2007 9:51 PM
To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter;
dmerkt@seminolecountyfl.gov
Subject: \$187 dollars for my June water bill. That's the best I can do....

Good afternoon Honorable Commissioners,

\$187 a month for Aqua Utilities water is the best I can do. I cant conserve any more water than I did this month.

We were blessed by rain enough to irrigate only once (one day) this month, minimized washing clothes, took "camp" showers, never left water running while doing dishes/showering/or brushing teeth, only flushed toilets when absolutely necessary, never drank/cooked/fed to animals any Aqua Utilities water.

Still:

My monthly water bill is the same amount as the lease payment for a new 2007 Volkswagen Jetta.

7/10/2007



Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 45 of 843

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities. It has been a while since some of you saw the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase.

I'm not certain what you pay for water each month, but please remember that we pay a flat \$99 for sewer, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers are having to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know choosing against having water is not an option unless you would like your home to be condemned.

The water quality is still as bad as it always has been. Levels of TTHMs are still over **double** what my parents water company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. You would never want to drink it, but it does taste disgusting.

Aqua Utilities were entrusted with a government approved monopoly and we cant do anything but ask you for help now. On behalf of the people who cant contact you as well as myself, you are the only people who can help us. Please help us.

Best regards,

Wynn Davis

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 , SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1639

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 46 of 843

July 2, 2007

Ms. Whitney Epperson
322 Velveteen Place
Chuluota, Florida 32766-6004

Dear Ms. Epperson:

Florida Attorney General Bill McCollum has received your correspondence regarding Aqua Utilities.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
JUL 10 PM 1:06
COMMISSION
CLERK

CMP _____
COM _____
CTR _____
ECR _____
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

CS/Utilities

PLEASE HELP!

My family lives on Velveteen Place In Chuluota FL.

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 47 of 843

Over the months, my water bill has averaged about \$130.00. I learned to deal with it...and I didn't think much about it...until I started looking at the usage. Aqua Utilities says that every month I use more than 20,000 gallons of water. This is IMPOSSIBLE. It takes 18,000 gallons to fill a pool (which I don't have)! There is NO WAY my family uses this amount of water monthly. I called the City of Oviedo as they were the supplier of our water before we moved here. 3,500 gallons....3,500 gallons is what we averaged per month! What changed? I HAVE NO IDEA.

What prompted me to write this letter is my latest bill.

It is for \$511.58. This time they say we used 64,500 gallons!

I've attached a copy for you to look at. A few more bills like this will put my family on the street. We simply can't afford it. I have two little girls who are both in daycare...a 1 year old and a 2 year old. We were surviving with the \$130.00 bills. But this...well, we just won't be able to make ends meet.

The saddest part for me is what this does to the kids. They love water. They love to run through the sprinklers. I even bought them a sprinkler ball for this summer. They love to splash around in the bathtub and swim around in the baby pool I have yet to blow up. It will be strictly showers and swingsets this summer. Well, for as long as we want to keep our house anyway.

I think the problem goes deeper than high rates. If my meter really and truly says that I use this amount of water, there must be a leak in the pipes underground. This is the only answer I can come up with.

I'm really hoping you can help us. No, I'm counting on you to help us. Aqua Utilities laughs at our efforts to try and fix this problem. We desperately need your help!

Please help my family!

Whitney Eversen and Family

AQUAService To:
WEBB EPPERSON
322 VELVETEEN PL
OVIDO, FL 32766-6004
Lot: 0009000 Block:Account Number
000895606 0638529
CHULOTAAqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489Tel: 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

May 23, 2007

Total Amount Due

\$ 511.58

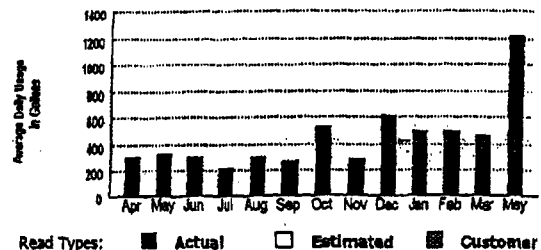
Due Date

June 14, 2007**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78218442	5/8	05/18/07	53	Actual	517900	64,500	Gallons
		03/28/07		Actual	453400		
Average Daily Usage = 1,216 Gallons		Total Days: 53		Total Usage:		64,500	Gallons

Billing Detail

Amount Owed from Last Bill \$ 10.05
 Total Payments Received 0.00
Balance **10.05**
 Current Water Charges 328.90
 Current Sewer Charges 159.47
 Utility Tax 13.16
Amount Due 06/14/07 **\$ 511.58**

Water Usage History**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.

1336466

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATIONFL3590186 AP-515-A-0
REV 01/07Return 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 19010-3489Service To:
WEBB EPPERSON
322 VELVETEEN PL
OVIDO, FL 32766-6004
Lot: 0009000 Block:Account Number
000895606 0638529

Total Amount Due

\$ 511.58

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=28005 Cye=33DI 1up=334389

*****AUTO**5-DIGIT 32766 C 77 P 90
WEBB EPPERSON
322 VELVETEEN PL
CHULOTA FL 32766-6004

|||||

00089560606385290000000511584



ORIGINAL

CCA Official Filing
7/10/2007 11:56 AM*****

11:56 AM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, July 10, 2007 10:19 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9938

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 49 of 843

Please add to docket file 060368

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, July 10, 2007 9:07 AM
To: Ruth McHargue
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9938

Please review and advise.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, July 09, 2007 9:34 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9938

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Megan Tanis
Telephone: 321-348-3336
Email: megan.tanis108@earthlink.net
Address: 420 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Megan Tanis
Account Number:
Address: 420 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:

We received this month's statement from Aqua Utilities Florida, Inc. and noticed a significant increase in our per gallon charge. In fact, after some research we have been charged 31.88% more since our March 29th invoice. Our bill has more than doubled and we were never notified of this increase.

What is the status of this rate increase and what is being done about this?

Please contact me as soon as possible with any available information.

Thank you.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

**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**

DOCKET NO. 060368-WS

RECEIVED-PSC

Page 50 of 843

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 51 of 843

ORIGINAL

Name Margaret Wight

Address 3505N Dale Ave

Zephyr Shrs Estates, Zephyrhills, FL 33541

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	
Attention to whom this may concern	
I'm very upset about our	
water raise, as I live alone	
& can hardly make my payments	
& the water is really bad	
tasting. They don't read the	
Meters like they should. my meter	
needs to be replaced its rusty etc.	
I called & told them how can they	
meter read the same, when I'm gone	
for 1 1/2 hrs. I'm calling my attorney	
on the Aqua of FL.	

COMMISSION
CLERK

07 JUL -9 11 2025

RECEIVED-PSC

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape - see back for address

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

ORIGINAL

Name RAYMOND N. McDOWELL

Address 34910 CARL AVE

ZEPHYRHILLS, FL 33541

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 1-800-511-8888.
 Correspondence will be placed in the file of this docket.

RECEIVED-PPSC
 07 JUL -9 PM 2:25
 COMMISSION
 CLERK

CONSUMER COMMENTS	
WE HAVE LIVED IN ZEPHYR SHORES SINCE SEPT.	
2003. DURING THAT TIME, OUR WATER UTILITY	
HAS CHANGED OWNERSHIP 4 TIMES. THE WATER	
QUALITY HAS NEVER BEEN GOOD ALL THE TIME	
WE HAVE LIVED HERE. WE MUST FILTER OUR	
DRINKING, COOKING AND ALL CONSUMPTION WATER	
TO MAKE IT USABLE.	
WE DON'T OBJECT TO RATE INCREASES	
COMMENSURATE WITH REASONABLE PROFITS BUT	
WE DO OBJECT TO A COMPANY BASED IN NEW	
JERSEY ADJUSTING WATER/SEWER RATES AS	
HIGH AS AQUA UTILITIES ARE ASKING FOR NOW.	
LETS BE REASONABLE SO WE CAN ALL LIVE	
COMFORTABLY AND ^{NOT} EXPLOIT SENIOR CITIZENS	
WHO CAN'T INCREASE THEIR INCOMES.	

CMP ☐

COM ☐

CTR ☐

ECR ☐

GCL ☐

OPC ☐

RCA ☐

SCR ☐

SGA ☐

SEC ☐

OTH ☐

Fold and tape -- see back for address

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 53 of 843

ORIGINAL

Name Norma Berane

Address 11445 CR 675

W. Webster FL 33597

07 JUL -9 PM 2:25

RECEIVED-PSC

COMMISSION
CLERK

If you want to let the Public Service Commission know how you feel about this
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0899.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am appalled that the Commission approved
an approximate 300% interim rate increase for me
and my neighbors, with an increased requested final
rate. I pray you will approve no more than a
50% increase. Finally, because of the very poor water
quality we have endured over the past 25 years. At
no time has water test results passed all tests, as
evidenced by quality test reports and the cloudy
color and foul odor of the liquid that comes
out of our taps. Letters acknowledging the failure to
comply with quality standards suggest seeing our
physicians!!! At our own expense, of course.

It has always been my belief that your mission
is to insure that citizens receive pure and healthy
products for a reasonable price. Please do not
prove me wrong by allowing Aqua Utilities to
collect this very unreasonable increase.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SCA _____
SEC _____
OTH _____

Fold and tape - see back for address

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 54 of 843

ORIGINAL

Name

E. Elizabeth Sheekland

Address

35210 Ida Ave

Highlands, FL 33541

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 1-800-511-8809.

Correspondence will be placed in the file of this docket.

COMMISSION
CLERK

07 JUL -9 PM 2:25

RECEIVED-PPSC

CONSUMER COMMENTS

*I am opposed to the rate
increase.*

*I am retired and can not
afford a rate increase for water
that I can not drink.*

*I am on my laptop and
am on a cell phone.*

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

E. Elizabeth Sheekland
6-21-07

Fold and tape -- see back for address

CCA Official Filing
7/9/2007 11:42 AM*****

ORIGINAL
11:42 AM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Monday, July 09, 2007 11:42 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 55 of 843

Attachments: FAX.TIF

Please add to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Thursday, July 05, 2007 9:06 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 7/04/2007 1:31 PM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:01:46
Transfer Speed: 9600

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (60 KB)

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Kimberley Pena

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 57 of 843

From: Ann Cole
Sent: Friday, July 06, 2007 5:40 PM
To: Kimberley Pena
Cc: Katherine Fleming; Ralph Jaeger; Troy Rendell; Rosanne Gervasi
Subject: RE: DN 060368-WS (Aqua)

Hey Kim, please check our records to see if we have a copy of the request for investigation sent to the AG's office received from customer Roy J. Tanner on July 3, 2007. If so, please be sure that it is in the correspondence file, along with this email. Please keep us posted either way.

Thank you.

From: Rosanne Gervasi
Sent: Friday, July 06, 2007 4:34 PM
To: Ann Cole
Cc: Katherine Fleming; Ralph Jaeger; Troy Rendell
Subject: DN 060368-WS (Aqua)

Ann, re: the copy of a request for investigation sent to the AG's office received from customer Roy J. Tanner on July 3, 2007, please place a copy of that request on the correspondence side of the Aqua docket file. If you need me to send a memo down with another copy of the correspondence for this purpose, just let me know. Thanks, Rosanne

From the Desk of

Ann Cote

Ann

To: Rosanne Gervasi, Office of General Counsel
Katherine Fleming, Office of General Counsel
Ralph Jaeger, Office of General Counsel
Troy Rendell, Division of Economic Regulation

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Attached is a copy of a Request for Investigation sent to the Office of the Attorney General concerning potential criminal activity by Aqua Utilities Florida, Inc. This filing was received on Tuesday afternoon, July 3, 2007 from Mr. Roy J. Tanner. The Clerk's office will await instructions regarding further processing.

AC/cp

cc: Mary Andrews Bane, Executive Director
Chuck Hill, Deputy Executive Director

RECEIVED-FPSC

07 JUL -3 PM 5:00

COMMISSION
CLERK

RECEIVED

JUL 29 2007

Florida Public Service Commission
Tallahassee, FL 32304Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 59 of 843

Roy J. Tanner

From: Roy J. Tanner [Roy.Tanner@allianceproserv.com]
Sent: Friday, June 29, 2007 7:42 PM
To: ag.mccollum@myfloridalegal.com
Subject: Request for investigation
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged

Honorable Bill McCollum
Office of the Attorney General of Florida:

I'm writing to request that your office look into potentially criminal activity regularly engaged in by our water (and wastewater) service provider, Aqua Utilities Florida, Inc.

Attached, please see a copy of my most recent water bill, accompanied by a copy of my neighbors. In addition, to an apparent 400% increase in my usage over the last 3-months, my assessment matches my neighbors bill to the penny. What can I conclude but that my service provider is engaging in fraud, by arbitrarily pulling my water usage numbers out of thin air. And faced with the choice of either paying bills that have no basis in fact, or having my water service interrupted, I assert this practice is also tantamount to extortion.

This fraudulent practice is one of many consumer complaints associated with docket #060368-WS, which now has recorded PSC testimonies listing myriad charges of: outrageous assessments, environmental citations, and poor customer service. At the time of this request for a finding, a rate increase recently applied for by Aqua Utilities, a subsidiary of Aqua America, Inc. (a public utility that operates in 13-states), is currently working its way through PSC review.

What's extraordinary about this rate request, is that consumers within this service area of Seminole County are already being assessed the highest rates in the Southeast U.S. Frankly, given the sub-standard service and predatory practices of Aqua utilities, not only should this rate increase be denied, but rates should be rolled back to what's normal for the county, and rebates should be paid to affected consumers.

Since the Economic Crimes Unit of the Office of the Attorney General is the enforcement authority for all multi-circuit violations of the Florida Deceptive and Unfair Trade Practices Act, and this unit protects consumers by initiating investigations against entities that employ unfair methods of competition or unconscionable, deceptive and unfair practices in any trade or commerce, I am requesting a review of these unfair and potentially fraudulent practices.

In light of the fiduciary interest of the Attorney General's office and Public Service Commission's charter, I anticipate that this request for a finding of fact (on this utility's practices) will receive an appropriate level of attention. If pursued expeditiously, your finding may enable future compensatory and or punitive remedies for my community. Toward this objective, I look forward to your reply.

6/29/2007

Respectfully submitted,

Roy J. Tanner

218 Velveteen Place, Oviedo, FL 32766-6002
Phone: (407) 620-7589; Fax: (407) 386-3028

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 60 of 843

RECEIVED
JUN 29 2007
U.S. DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
ORLANDO, FL

6/29/2007

AQUA

Service To:
ROY TANNER
 218 VELVETEEN PL
 CHULUOTA, FL 32766-6002

Account Number

CHULOTA

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 61 of 843

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

Tel: 877.987.2782
 Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date

May 23, 2007

Total Amount Due

\$ 250.73

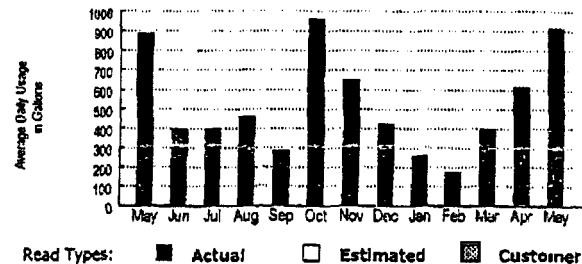
Due Date

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**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.

Service To:

ROY TANNER
 218 VELVETEEN PL
 CHULUOTA, FL 32766-6002

AQUA Water/Sewer Bill

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

Account Number

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=27965 Cys=33DI 1up=334399

*****AUTO**5-DIGIT 32766 C 77 P 90
 ROY TANNER
 218 VELVETEEN PL
 CHULUOTA FL 32766-6002



D.1-2

AQUA

Service To:
LIONEL SANTIAGO
 222 VELVETEEN PL
 CHULUOTA, FL 32766-6002

Account Number

CHULOTA

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 62 of 843

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date

May 23, 2007

Total Amount Due

\$ 250.73

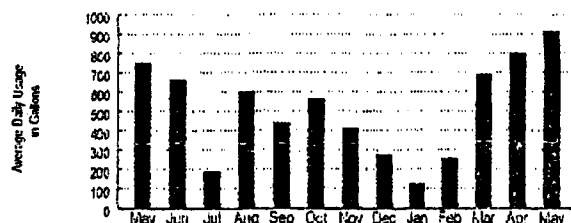
Due Date

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 HistoryRead 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:

LIONEL SANTIAGO
 222 VELVETEEN PL
 CHULUOTA, FL 32766-6002

Account Number

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 Cye=33DI 1up=334399

*****AUTO**5-DIGIT 32766 C ?? P 90
 LIONEL SANTIAGO
 222 VELVETEEN PL
 CHULUOTA FL 32766-6002



Angie Calhoun

From: NET SatisFAXtion [postmaster]
To: Consumer Contact
Subject: 407 281 0593, 4 page(s)

Attachments: FAX.TIF

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/29/2007 7:42 PM
Number of Pages: 4
From (CSID): 407 281 0593
From (ANI):
Sent to DID:

Duration of Fax: 0:01:58
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF
(120 KB)

RECEIVED
JUL 1 2007
FAX

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

ORIGINAL
 COMMISSION
 CLERK

07 JUL -6 AM 11:01

RECEIVED-FPSC

Name ANN GLADSTONE
 Address 566 Granite Circle
Chuluota, FLORIDA 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

I am the owner of the above address. My
 last water bill is attached and the previous
 month. May's bill states my usage as 4,000
 gallons. I find this hard to understand.
 AS I occupy the house SOLO ALONE!

I sprinker the lawn on days permitted
 for approximately 45 minutes and I washes
 my week in a water efficiency machine.

This is a new house and all appliances NEW!
 The plumber came and said NO LEAKS.
 AS a retired New York County worker I
 find this water bill very high.

Please help me.

Thank you

Ann Gladstone

CMP
 COM
 CTR
 ECR
 GCL
 OPC
 RCA
 SCR
 SGA
 SEC
 OTH

~~ACCOUNT NUMBER~~

000904385 0646887
CHULOTA

CHULOTA

June 14, 2007

Page 65 of 843

[illegible]

May 17, 2007

[illegible][illegible][illegible]

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1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

MAILED: FL. PUBLIC SERVICE COMMISSION

OFFICE OF COMMISSION CLERK
2540 SHUMARD LAK BLVD
TALLAHASSEE FL

Application for a Rate Increase in

32399-0850

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

ORIGINAL

COMMISSION
CLERK

07 JUL -6 AM 10:51

RECEIVED FPSC

Name Thomas H. and Kathleen D. Sahrow

Address 1366 Lake Josephine Drive

Sebring, Fl.

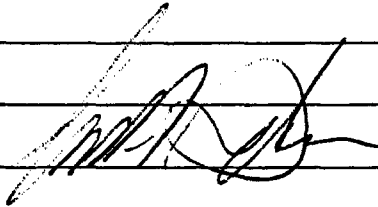
If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Dear Sirs;

Please do not allow any rate increase. TRhe current quality
of water does not warrant an increase at this tim.



CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape - see back for address

ORIGINAL

060368-WS

FLEXIFLO®

Enteral Feeding Tubes

nasogastric, nasoduodenal,
nasojejunal, gastrostomy,
percutaneous gastrostomy
and jejunostomy

~~DUCKET # 060368-WS~~

TO WHOM IT DOES CONCERN,

J, JEAN-LUC LATRIQUE,

RESIDENT AT:

7, ROSALIE OAKS BOULEVARD

LAKE WALES, FL. 33898

* DO LIKE FOR YOU TO REVIEW
MY LAST 3 WATER BILLS
FROM = AQUA UTILITIES
SHOWING THE TREMENDIOUS
AND UNACCEPTABLE
INCREASE OF RATE WHICH
HAS FORCED LOTS OF LOCAL
RESIDENTS TO PUT THEIR
HOUSES FOR SALE FOR THAT
SAME REASON SHOWN ABOVE

COMMISSION
CLERK

07 JUL -5 PM 12:03

RECEIVED-FPSC

CMP _____
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ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____



THANK YOU

E331

①

APRIL 2007 = FIRST BILL FOR = 17 DAYS

AQUA

Service To:
JEAN-LUC LATOIQUB
7 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
001125968 0648811
ROSALIE OAKS

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

April 24, 2007

Total Amount Due

\$ 32.81

Due Date

May 16, 2007

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
39013565	5/8	04/12/07	17	Actual	771100	400	Gallons
		03/26/07		Actual	770700		

Average Daily Usage = 23 Gallons

Total Days: 17

Total Usage:

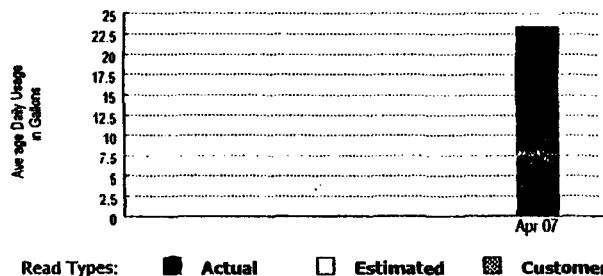
400

Gallons

Billing Detail

Amount Owed from Last Bill	\$ 0.00
Total Payments Received	0.00
Balance	0.00
Current Water Charges	7.32
Current Sewer Charges	9.76
Turn On Fee	15.00
Utility Tax	0.73
Amount Due 05/16/07	\$ 32.81

Water Usage History



DOCKET # 060368-WS

Message Center

② MAY 2007 = SECOND BILL FOR = 29 DAYS

Paid in full = 5-30-07
AQUA

Service To:
JEAN-LUC LATRIQUE
7 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

863 696-7100
Account Number
001125968 0648811
ROSALIE OAKS

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date

May 18, 2007

Total Amount Due

\$ 119.72

Due Date

June 11, 2007

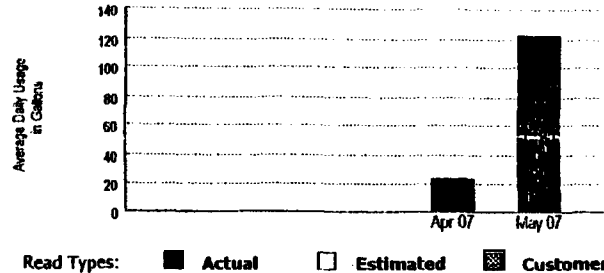
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
39013565	5/8	05/11/07	29	Actual	774700	3,600	Gallons
		04/12/07		Actual	771100		
Average Daily Usage = 124 Gallons		Total Days: 29		Total Usage:		3,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 32.81
Total Payments Received	32.81
Balance	0.00
Current Water Charges	32.95
Current Sewer Charges	83.47
Utility Tax	3.30
Amount Due 06/11/07	\$ 119.72

Water Usage History



Flat mini rate \$32.75
\$25.28 = 50%
APRIL 1st =

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.

③ JUNE 2007 = THIRD BILL FOR = 35 DAYS

AQUA

Service To:
JEAN-LUC LATRIQUE
7 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
001125968 0648811
ROSALIE OAKS

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
June 21, 2007

Total Amount Due
\$ 127.93

Due Date
July 16, 2007

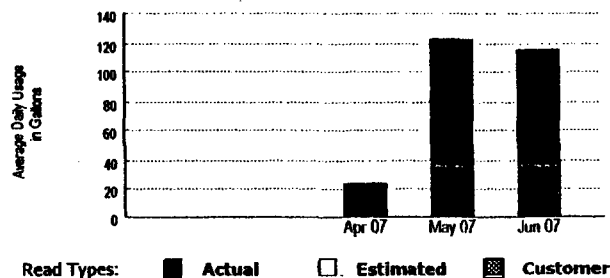
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
39013565	5/8	06/15/07 05/11/07	35	Actual Actual	778800 774700	4,100	Gallons
Average Daily Usage = 117 Gallons		Total Days: 35		Total Usage:		4,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 119.72
Total Payments Received	119.72
Balance	0.00
Water Base Facility Charge	25.28
4,100 gallons @ \$0.00213 per gallon	8.73
Current Water Charges	<u>34.01</u>
Sewer Base Facility Charge	32.75
4,100 gallons @ \$0.01409 per gallon	57.77
Current Sewer Charges	<u>90.52</u>
Utility Tax	3.40
Amount Due 07/16/07	\$ 127.93

Water Usage History



???

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.

Docket No. 060368-WS
 Kimberly H. Dismukes
 Consumer Correspondence
 Schedule 3
 Page 71 of 843

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

ORIGINAL

Name Jim + Lynne CARD
Address 5754 Pine St
Tangerine, FL 32777

RECEIVED-FPSC
07 JUL -5 AM 9:28
COMMISSION
CLERK

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

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

We've lived here 20 yrs. And have had
the same old lines - many repairs done
from leaks. Very low water pressure,
and smelly water at times. It would
be nice to see some work to replace
the old lines in the existing
part of Tangerine instead of putting
down lines for new Residents.
Take care of your existing customers!
And better communication when there
is a boiled water alert - over ten
years ago no new hook up on house I
was told by the other water company
the old tank blow up, was bigger and had
more well on it.

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 KRISTI ANTHONY **ORIGINAL**
Address 5715 Oak St; PO Box 264
TANGERINE, FL 32777-0264

07 JUL -5 AM 9:28

RECEIVED-PPSC

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

Customer Service is "dicey" @ best.
3 months they haven't been able
to sort out why my payment
doesn't go through electronically!
And I have to mail (snail mail)
the payment.

CMP _____
COM _____
CTR _____
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GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Quality of water = BAD!! Very strong
Chlorine <SP?> smell, especially
lately. Other times, it smells like
rotten eggs.
2 week ago, we couldn't use it b/c
it was brown.
I never received notice of a recent
water boil alert either.
Rate hike warranted? NO WAY!!

Fold and tape -- see back for address

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

ORIGINAL

Name CHARLES & SHEILA HARRIS
Address 421 WINDERMERE DR.
LAKE LAND FL 33809

COMMISSION
CLERK

07 JUL -5 AM 9:29

RECEIVED-PPSC

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

I THINK THAT TO DOUBLE OR TRIPLE THE
PRESENT RATES IS VERY UNFAIR. IF NEW
PROJECTS FOR NEW EDITIONS COME ALONG
THEY SHOULD PAY THE INCREASED RATE NOT
THE ESTABLISHED AREA'S. ALSO TO HAVE THE
SURGE TIED TO WATER USAGE IS WRONG
BECAUSE 1/2 OF WATER USAGE IS FOR
LAWN IRRIGATION AND POOL FILLAGE

Charles Harris

CMP _____
COM _____
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GCL 1 _____
OPC _____
RCA _____
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OTH _____

Fold and tape - see back for address

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

ORIGINAL

COMMISSION
CLERK

07 JUL -5 AM 9:29

RECEIVED-FPSC

Name MR + MRS. N.A. PUGLIESE

Address 5940 OAK ST P.O. BOX 214

TANGERINE, FL 32777

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

OUR WATER AT TIMES TASTE LIKE IODINE.
WE WERE NOT NOTIFIED ABOUT ABOUT THE
BOILED WATER ALERT - 2 WEEKS IN A ROW.
THERE IS ALSO CABLE + PHONE LINES THAT WAS
DUG UP & NOT BURIED IT IS A HAZED.

Nadene Pugliese
Bernice Pugliese

CMP ☐
COM ☐
CTR ☐
ECR ☒
GCL ☒
OPC ☐
RCA ☐
SCR ☐
SGA ☐
SEC ☐
OTH ☐

Fold and tape - see back for address

Kimberley Pena

From: Ann Cole
Sent: Tuesday, July 03, 2007 10:02 AM
To: Ralph Jaeger
Cc: Kimberley Pena
Subject: RE: Docket No. 060368-WS, Aqua Utilities Florida, Inc. rate case

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 76 of 843

Thank you. This will be done today.

Kim, please add this email to the correspondence folder.

From: Ralph Jaeger
Sent: Tuesday, July 03, 2007 7:58 AM
To: Ann Cole
Cc: Ken Hoffman; 'steve.reilly@leg.state.fl.us'
Subject: Docket No. 060368-WS, Aqua Utilities Florida, Inc. rate case

Please place this e-mail in the correspondence side of Docket No. 060368-WS, Aqua Utilities

From: Melissa Davis [mailto:stroll_likegold@bellsouth.net]
Sent: Sat 6/30/2007 11:41 PM
To: Katrina McMurrian
Subject: Chuluota Hearing ref: Aqua Utilities

Ma'am,

I would like to thank you for your time and attention reference the fight we have on our hands concerning our plight with Aqua Utilities and their crazy rates. I was quite embarrassed having to explain to people I don't even know how I have to sponge bathe, etc. because of the costs. As a single mom that lives on a law enforcement salary, I do what I can to get by. We really do need your help, and thank you for it. A neighbor told me tonight that she called Aqua the other day and they, in their typical arrogance, told her that they were raising the interim rates again in August and that if we don't like it, we can move!!! There has got to be something we can do! They need to be stopped!

Thank you for your time and attention concerning this important matter and I hope you have a wonderful 4th of July.

Respectfully,

Melissa Davis
286 Velveteen Place
Chuluota FL 32766

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, July 03, 2007 9:09 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities docket 060368

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 77 of 843

Attachments: FAX.TIF

Please add to docket file.

From: Consumer Contact
Sent: Tuesday, July 03, 2007 8:44 AM
To: Ruth McHargue
Subject: Aqua Utilities docket 060368

To CLK

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 813 689 3146, 2 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 7/02/2007 8:09 PM
Number of Pages: 2
From (CSID): 813 689 3146
From (ANI):
Sent to DID:

Duration of Fax: 0:01:29
Transfer Speed: 9600

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (35 KB)

CMP _____
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RCA _____
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SGA _____
SEC _____
OTH _____

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 78 of 843

W.H.Blevins
5202 Fairway One Dr.
Valrico, FL 33594
Phone 813-689-3146
Fax 813-689-3146

FAX

FLORIDA PUBLIC SERVICE
TO: COMMISSIONERS From: WILLIAM H. BLEVINS
Fax: 1-800-511-0809 Date: JULY 2, 2007
Phone: Pages: 1

Comments:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 79 of 843

July 2, 2007

To: The Florida Public Service Commission
From: William H. Blevins

Dear Commissioners,

I am contacting you to ask for your assistance in rebuffing to a great extent the Aqua Utility's Florida, Inc. request for water and wastewater rate increases.

The Florida Public Commission will readily note the Utilities request for increases to recover operating expenses on a "going-forward basis" and to generate a "fair" rate of return on their investments is the ultimate in ambiguity. What does "going forward basis" really mean? Does it mean the Utility wants their customer/taxpayers to bear the brunt of costs for the Utilities future expansions, future cooperation with big-business in the form of free rides for builders and contractors? The wording is misleading by design and is not supported with real data and details. If these expansions occur, or are planned, they should be funded by the Utility and the developers, not by their customer/taxpayers.


Additionally, what does "fair return" mean? It seems simple enough to present, in audited form, the "fair return" the Utility is experiencing today and where the increased rates will take it ... audited of course.

I live in Valrico, Florida and have a mobile home at Lake Rosalie Oaks. The family and I utilize the residence approximately 20% of the year. This is true for the majority of the owners at Rosalie Oaks. There are five residences in the subdivision for sale now, and several homes on the lake for sale. The water and wastewater rate increase request is a greatly responsible for what could be an exodus from the area. On the other hand, this might be what the Utility wants to happen. It is reported they will be involved in a large land development next to the Oaks Subdivision. The Commission might want to take a look into that situation to see if it is rumor or real.

I am not certain if the outlandish, and unequal, rate increase request has legal implications for the customer/taxpayers or not. It seems there might be room for a customer advocate to assist in this regard. If you have any thoughts along this line I would appreciate hearing any suggestions.

As previously stated, I write you, Commissioners, asking for assistance in thwarting Aqua Utilities rate increase request. Thank you in advance.

I am,
William H. Blevins
5202 Fairway One Dr.
Valrico, FL 33594
813-689-3146



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

CMP _____
COM _____
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ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Name MRS. D. KASSVAN
Address 5118 SW 66TH STREET
GAINESVILLE, FL 32608

COMMISSION
CLERK

07 JUL -3 AM 7:44

RECEIVED-FPSC

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

June 29, 2007

Enclosed is a copy of my last water bill. You will note that the March bill is approximately three times the amount of all other bills. When I called Aqua Florida, and asked if it was an estimated bill, they told me it was not. I am 67 years old and live alone and there is no way I could have used 300 gallons of water a day! They then asked me if I had any leaks under my mobile home and I said no, as I had had complete new piping put under my mobile home. I was quite upset about this situation, paid the bill, and had a plumber come out and check for leaks under my mobile home. He found none. He also checked the meter (which is not on my property and NOT easily accessible) and said it probably was not properly calibrated, causing it to "jump". I called Aqua Florida and asked them to come out and check the meter. They informed me it would cost me \$65.00 to have this done, but said they were installing new meters, so why not save that money. I later changed my mind and decided to spend the money just for my own satisfaction, and was informed that there was NO charge to come out and check the meters. The new meters were installed in April and my water bill decreased dramatically!

I cannot understand giving these people a rate increase when they should have known what they were doing when they bought the company. I live in Arredondo Estates and, like many people here, I am retired and living on a fixed income. It seems unfair to me that people both in Arredondo Estates and Arredondo Farms would suffer because of inefficient handling of water meters, bills, and customer service. Thank you for reading this.

Sincerely,

Dorothy A. Kassvan
(Mrs.) Dorothy Kassvan



Service To:
LEONARD R. KASSVAN
5118 SW 66TH ST
GAINESVILLE, FL 32608-3723
Lot: 1326122 Block:

Account Number
000902540 0645138
ARREDONDO ESTATES

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
June 21, 2007

Total Amount Due
\$ 27.76

Due Date
July 16, 2007

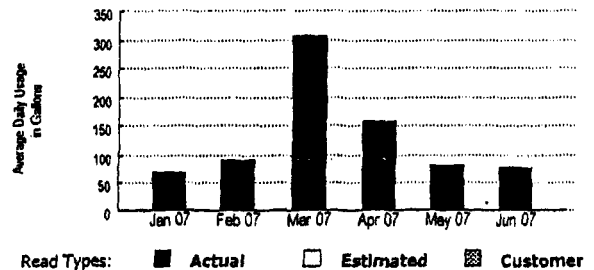
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56583078	5/8	06/18/07	33	Actual	4200	2,500	Gallons
		05/16/07		Actual	1700		
Average Daily Usage ■ 75 Gallons		Total Days: 33		Total Usage:		2,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 27.42
Total Payments Received	27.42
Balance	0.00
Water Base Facility Charge	17.71
2,500 gallons @ \$0.00301 per gallon	7.53
Total Water Charges	25.24
Utility Tax	2.52
Amount Due 07/16/07	\$ 27.76

Water Usage History



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.

1336567

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010041-PP-518-A
REV 01/07

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

COMMISSION
CLERK

07 JUL -3 AM 7:44

RECEIVED-FPSC

CMP _____
COM _____
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GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Name Patricia Jacklitch
Address 13630 Tangelo St (Sebring Lakes)
Sebring, Florida 33875

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

Strongly object to interim rates of 47.37
(Base facility) - Up more than 5 times current
rates. Requested final rates are \$28.82 - Still
more than 3 times current rates!

Strongly object to interim rates for 10,000 gallons
Up more than 500% - Requested Final rates are
\$91.64 (From 28.97) Almost 400% increase.

Companies deserve to make a profit - But -
not one that is blatantly so excessive. The
water is HARD (we must have a softener), Odorous
from foul smells and very poor tasting. If
such an excess increase is granted - so should
mandates be in place for a good quality product.
Please use your good judgement in denying
any increase that is so HIGH. Also, a return
of exorbitant Interim Rates must be strongly
considered, we were never given a chance for any input
for interim rates - why?

Fold and tape - see back for address

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

COMMISSION
CLERK

07 JUL -3 AM 7:44

RECEIVED-FPSC

Name E.C. Jacklitch III

Address 13630 Tangelo St (Sebring Lakes)
Sebring, Florida 33875

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

It is ridiculous to grant such
 extreme increases for base facility and
 gallon usage.

most people in our neighborhood will
 have to resort to using wells, since they
 are not able to afford these prices.

We have a Culligan service which is
 very expensive because of the poor quality
 of this water.

CMP

COM

CTR

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RCA

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SGA

SEC

OTH

Fold and tape - see back for address

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

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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Name STAN + GRACE CULLER

Address 5700 HURON STREET

TANGERINE, FL 32777-

COMMISSION
CLERK

07 JUL -3 AM 7:44

RECEIVED-FPSC

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 Tangerine water unfit to drink
- ② We buy bottle water, extra monthly expense
- ③ Customer Service to Tangerine residents
is non-existence, why must Tangerine
residents call PA. with an emergency in
Tangerine, Florida?
- ④ This so-called upgrade in Tangerine IS
only to support new development, Does Not
Benefit current long-time water customers
- ⑤ New developments or new water customers
should pay the increased water rates
- ⑥ This water rate increase will cause additional
hardship to us on a fixed income.

Please Do Not Approve This Water
Rate Increase. Thank you for your
Support Stan + Grace Culler

Fold and tape - see back for address

352-383-8219

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

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION
CLERK

Name _____

Address _____



R J & Leda Vigneault
11587 County Road 675 W
Webster, FL 33597-7613

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

They can claim the Chemical Plants of
the water - But the Taste is still poor
and 150 percent increase in Rates
is unacceptable

R J Vigneault

CMP _____

COM _____

CTR _____

ECR _____

GCL _____

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Fold and tape - see back for address

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

RECEIVED-FPSC
 07 JUL -3 AM 7:44
 COMMISSION
 CLERK

CMP _____
 COM _____
 CTR _____
 ECR 1 _____
 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

Name ERNEST WIGGLESWORTH

Address 1429 NEW ABBEY AVE.

LEESBURG FL 34788

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

I attended the Customer hearing Wednesday, June 27, 2007 at the Mt. Dora Community center auditorium. my reason for sending in remarks to you is to substantiate the remarks already stated at this hearing to wit:

1. The need to recoup monies to upgrade systems is understandable but for how long? 1 yr? 10 yrs? from now on?
2. The interim rate over a short period of time should do this, even though I feel it is exorbitant. and for how long?
3. once money is recouped the rate should be re-adjusted lower.
4. The requested final rate is pure price gouging, outrageous and unacceptable. Most of us who live here are on fixed income and to be able to pay such an exorbitant rate would be to much of a hardship and would require cutting back on food, clothing, medicine etc. (Look where gas prices alone is going.) Many would be forced to leave Florida if utilities and taxes went up at such a ridiculous rate.
5. Please do not approve this application for the requested rate increase.

Fold and tape - see back for address

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

COMMISSION
CLERK

07 JUL -3 AM 7:44

RECEIVED-TPSC

Name RUSSELL STOEWE

Address 440 EMPRESS LANE

CHULWOTA, 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

I AM A SINGLE MALE LIVING ALONE. SINCE THE PROPOSED RATE INCREASE WAS
 ANNOUNCED, I HAVE TRACKED WATER USAGE. I DO TWO LOADS OF LAUNDRY PER
 WEEK, A LOAD OF DISHES PER MONTH, AND WATER MY LAWN. I HAVE NO VISITORS,
 NO PETS, NO POOL, AND I SHOWER AT THE GYM ON WEEKDAYS. BY MY
 CALCULATIONS (USING THE HIGH END OF ALL ESTIMATES), I HAVE USED A
MAXIMUM OF 72 GALLONS OF WATER PER DAY SINCE APRIL 1ST. HOWEVER, MY
 MAY 23, 2007 BILL STATES I USE 600 GALLONS DAILY. ALSO, THIS NUMBER
 HAS FLUCTUATED GREATLY SINCE OCTOBER AS YOU CAN SEE BY THE ATTACHED
 BILLS. DECEMBER 2006'S WATER USAGE OF 55 GALLONS PER DAY IS THE
 ONLY MONTH I FEEL IS ACCURATE, THIS - COUPLED WITH POOR SERVICE
 WHEN CONTACTED ABOUT THIS DISCREPANCY - IS EVIDENCE OF AQUA UTILITIES,
 FLORIDA'S FRAUDULENT BILLING PRACTICES AND DISREGARD FOR CUSTOMER
 RELATIONS. I STRONGLY URGE THE REJECTION OF THE PROPOSED RATE
 INCREASE AND PROPOSE AN INVESTIGATION INTO METER ACCURACY, METER
 READING, AND BILLING PRACTICES OF AQUA UTILITIES, FLORIDA.

CMP
COM
CTR
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OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape - see back for address



Service To:
RUSSELL STOEW
440 EMPRESS LN
CHULUOTA, FL 32766

Account Number
 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
May 23, 2007

Total Amount Due
\$ 202.71

Due Date
June 14, 2007

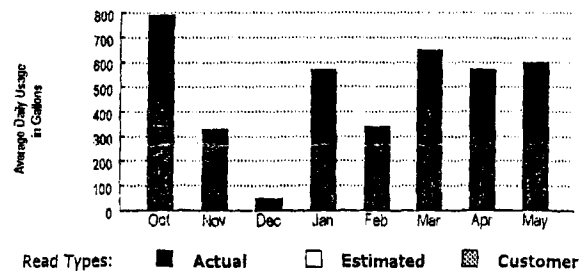
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
82114544	5/8	05/18/07	28	Actual	242800	16,800	Gallons
		04/20/07		Actual	226000		
Average Daily Usage = 600 Gallons		Total Days: 28		Total Usage:		16,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 167.13
Total Payments Received.....	167.13
Balance	0.00
Current Water Charges.....	99.72
Current Sewer Charges.....	99.00
Utility Tax.....	3.99
Amount Due 06/14/07	\$ 202.71

Water Usage History



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

FL35901867
 REV 01/07

Service To:
RUSSELL STOEW
440 EMPRESS LN
CHULUOTA, FL 32766

Account Number

 CHULOTA

A UA

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 **January 29, 2007** Total Amount Due **\$ 152.33** Due Date **February 20, 2007**

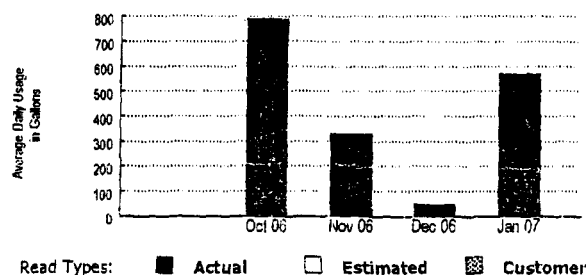
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
82114544	5/8	01/22/07	31	Actual	180300	17,700	Gallons
		12/22/06		Actual	162600		
Average Daily Usage = 570 Gallons		Total Days: 31		Total Usage:		17,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 50.76
Total Payments Received	50.76
Balance	0.00
Water Base Facility Charge	10.25
17,700 gallons @ \$0.00389 per gallon	68.85
Current Water Charges	79.10
Sewer Base Facility Charge	22.01
6,000 gallons @ \$0.00801 per gallon	48.06
Next 11,700 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	70.07
Utility Tax	3.16
Amount Due 02/20/07	\$ 152.33

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

ORIGINAL

4:40 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Monday, July 02, 2007 3:35 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9829

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 90 of 843

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, June 30, 2007 7:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9829

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: erica ballantyne
Telephone: 407 977 4567
Email: ekballantyne@aol.com
Address: 660 osprey lakes circle chuluota 32766

BUSINESS INFORMATION

Business Account Name: erica ballantyne
Account Number:
Address: 660 osprey lakes circle chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I am very upset that you as a commision have not done more to get all of chuluota water taken care of by Seminole county or oviedo city. according to aquas water testing it contains elements that will cause cancer. the people of chuluota have been raped for years by these private water companies. would you people like to pay what we have to pay for water, let alone water that is contaminated. We had a well put in for irrigation as our water bills were over \$300. that is probably all the white house pays. Even with the irrigation sperate our bills are still over \$100. when we lived in Oviedo we only paid 60 with out the well. there is also a school filled with 990 children that this sewage is pumped into their drinking fountains. I am a pediatric nurse and see children die of cancer every week. raising our water costs is not going to get these crooks to correct the problem. you as a commision need to take the business away from them and give it to the city of oviedo. please donot let our families wonder if one of our children is going to get cancer.

____ HIO
____ SEC
____ SGA
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____ RCA
____ OPC
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____ ECR
____ CTR
____ COM
____ CMP

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 91 of 843

From: Ruth McHargue
Sent: Friday, June 29, 2007 5:18 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 941 697 6200, 1 page(s)

Attachments: FAX.TIF

Please add to docket file.

From: Consumer Contact
Sent: Friday, June 29, 2007 11:20 AM
To: Ruth McHargue
Subject: FW: 941 697 6200, 1 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 941 697 6200, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/29/2007 10:12 AM
Number of Pages: 1
From (CSID): 941 697 6200
From (ANI):
Sent to DID:

Duration of Fax: 0:00:43
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (23 KB)

CMP _____
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GCL 1 _____
OPC _____
RCA _____
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SGA _____
SEC _____
OTH _____

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 92 of 843

Application for a Rate Increase in Charlotte County by
Utilities, Inc. of Sandalhaven

DOCKET NO. 060285-SU

Name Frank A. CERGACIL
Address 6800 Placida Road TH-4C
Englewood, FL 34224

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
I don't feel we as customers for years would have to finance the new condo's with the increase of 304.30% for their wastewater system. We (existing) customers should not have to bear the cost for you to recover the cost of interconnecting with the Englewood Water District.
Through the years we paid for our hookups now let NEW Condo developments pay for theirs.
Zlt 2, 1
1-989-631-8938

Fold and tape - see back for address

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 93 of 843

From: Ruth McHargue
Sent: Friday, June 29, 2007 5:17 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 407 886 4580, 1 page(s)

Attachments: FAX.TIF

Please add to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Friday, June 29, 2007 11:19 AM
To: Ruth McHargue
Subject: FW: 407 886 4580, 1 page(s)

To CCA Aqua Utility Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 407 886 4580, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/29/2007 9:56 AM
Number of Pages: 1
From (CSID): 407 886 4580
From (ANI):
Sent to DID:

Duration of Fax: 0:00:33
Transfer Speed: 28800

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (23 KB)

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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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 94 of 843

Name Gene Henderson
Address 5741 Pine Street
Tangerine, Florida 32777

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

My Home is 2 Blocks East of the Tangerine water plant. The lowest elevation of town is South of the water plant and most of these homes have irrigation systems. Pine Street water line is a 2" galvanized line dating back to the 1940's or 1950's. The new water lines that have been installed run out to areas of possible future developments which does very little for present residents and as I understand it Pine Street is not an area of future development and there are no plans to replace this line. During dry times and the homes on the low side of town are using their irrigation systems pressure on Pine Street drops to under 20 pounds. I have been in contact with the Department of Environment Protection to have a pressure monitor installed on this system during the next dry spell. Also there are times the Hydrogen Sulfide in the water is very strong which would indicate the chlorine system needs better regulated

Fold and tape - see back for address

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

ORIGINAL

Name GEORGE FRIEDMAN

Address 506 YELLOW TAIL PLACE

CHULUOTA, FL 32766

COMMISSION
CLERK

07 JUN 29 AM 10:16

RECEIVED-PPSC

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
I OWN AN INVESTMENT HOME IN CHULUOTA
THAT IS CURRENTLY UNOCCUPIED. THE WATER
BILL LAST MONTH WAS \$250.00 WITH NO
ONE LIVING THERE AND THE SPRINKLER SYSTEM
SET TO RUN TWICE A WEEK. I DO NOT
BELIEVE THAT AN UNOCCUPIED HOME COULD
POSSIBLY BE USING 26,000 GALLONS OF WATER
A MONTH. MY USAGE HAS MORE THAN DOUBLED
ACCORDING TO AQUA'S BILL SINCE MARCH
WITH THE HOME BEING UNOCCUPIED THE ENTIRE
TIME. BY CONTRAST, THE HOME I LIVE IN IS
SERVICED BY SEMINOLE COUNTY UTILITIES AND
USES APPROXIMATELY 40,000 GALLONS A MONTH
WITH IRRIGATION, A SWIMMING POOL, 4 PEOPLE
AND A LOT OF SHOWERS, LAUNDRY AND OTHER
USAGE. THAT BILL IS TYPICALLY \$100 LESS THAN
THE EMPTY HOME IS CURRENTLY BEING CHARGED.

CMP _____
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 OTH _____

SOMETHING IS WRONG WITH THAT PICTURE.

Fold and tape - see back for address

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

ORIGINAL

RECEIVED-FPS
07 JUN 29 AM 9:51
COMMISSION
CLERK

Name Mat and Brittany Hammock

Address 299 Velvetten place Chuluota FL 32766

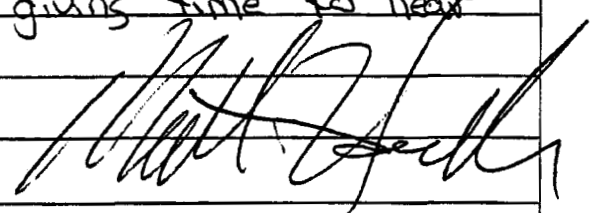
If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Our last water bill was \$ dollars. last month
we are gone from 7:30 AM - 7:30 PM we drink all bottled
water. our irrigation is set on timer for 2 a week. Only two persons
in my house. no visitors. How is this possible? At the meeting
today their representatives only came back was that their putting all their
money in their junky equipment. As a business owner I know it
is not the consumers responsibility to pay for their equipment
and maintainance. We are to pay only for product. I hope
we can come together to take care of this matter
you have my 100% full support in solving this matter
My wife and I are just taking it 1 bill at a time.
Paying 175⁰⁰ per month and up just does not
make sense. Thank you for giving time to hear
the voice of the people.

CMP _____
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CTR _____
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GCL _____
OPC _____
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SGA _____
SEC _____
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Fold and tape - see back for address

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

ORIGINAL

Name EVELYN HODGES
 Address 33437 PICCOLA-DR.
FRUITLAND PARK, FL. 34731

COMMISSION
CLERK

07 JUN 29 AM 9:37

RECEIVED-PPSC

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

AS I HAVE STATED BEFORE, I THINK
 AQUA UTILITIES, FLORIDA INC. IS A RIP
 OFF - WRONG METER READING - NO
 METER READING, GUESSIMATE SERVICES
 ACCORDING TO LAST YRS. READING, SAME
 TIME FRAME - WHICH IS WRONG. THERE
 IS ONLY MY SORRY (D) REASON - MY HUSBAND
 PASSED AWAY - ONLY DO LAUNDRY (D) EVERY 3-4 WKS
 I WORK EVERY DAY - I'M NOT HOME TO
 USE WATER - DISHWASHER USED (D) EVERY
 2 WKS - THEY DID CORRECT MISREADING
 ONCE & THEN REVERTED BACK TO OLD
 HABITS - NOT FAIR AT ALL

Sincerely,
 Evelyn Hodges

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 98 of 843

07 JUN 29 AM 7:46
DISTRIBUTION CENTER

07 JUN 29 AM 7:46

Name J. L. Davidson / B. D. Stebbins

Address 26 S Ave E Chuluota FL 32766

PO Box 620563 Orla FL 32762 Mailing Address

ORIGINAL

COMMISSIONER
CLERK

07 JUN 29 AM 9:53

RECEIVED-FPSC

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.

9:30am - 5:30pm

CONSUMER COMMENTS 26 June 2007

Though our bills are not like the ones I heard today
at the meeting, they are climbing for us.

We are over 70 and live on a very fixed income.

There are just the 2 of us, no company, no pool,
sprinkler system and timer 3 days a week plus there is
a rain gauge so the system doesn't work if it rains
and I have just had all rotors checked and
no leaks. We are very careful with water. Run
dishwasher every 7-10 days, laundry one day a week
or more, washer that consumes less water.

We worry how high it is going, since climbing
last 3 mos., how could we use 27,400 gallons of water?

If we ~~used~~ each used 200 gallons per day that's
12000. Bathroom smells bad from water, filter pitcher,
filter on ice maker (still don't use it). I never thought I'd
have to be buying water to drink!!? Thanks for the meeting.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape - see back for address

Wonder if this water caused our

Page 98 of 843

B. D. Stebbins



Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 99 of 843

Aqua Utilities Florida, Inc.
52 W. Lancaster Avenue
Plymouth, PA 19010-3489

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date
May 23, 2007

Total Amount Due
\$ 160.26

Due Date
June 14, 2007

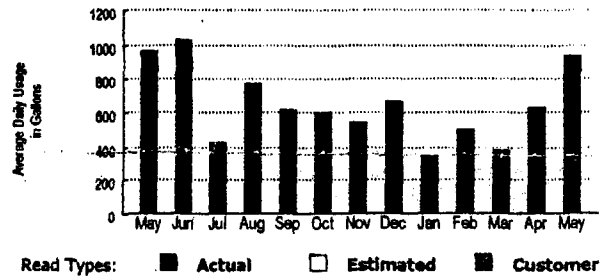
Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	05/17/07	29	Actual	1384700	27,400	Gallons
		04/18/07		Actual	1357300		
Average Daily Usage = 944 Gallons		Total Days: 29		Total Usage:		27,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 93.61
Total Payments Received	93.61
Balance	0.00
Total Water Charges	154.10
Utility Tax	6.16
Amount Due 06/14/07	\$ 160.26

Water Usage History



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.

*2 women over 70 live in this home -
sprinkler on 2 days during summer w/ rain gauge - no sprinkler if water in it.
Per week*

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186



Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
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@aquasamerica.com**

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

Bill Date
April 25, 2007

Total Amount Due
\$ 93.61

Due Date
May 17, 2007

Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 100 of 843

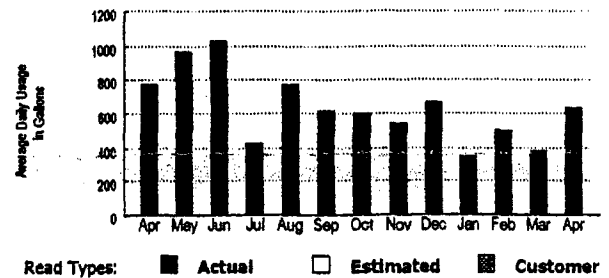
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501778	5/8	04/18/07	30	Actual	1357300	18,900	Gallons
		03/19/07		Actual	1338400		
Average Daily Usage = 630 Gallons		Total Days: 30		Total Usage:		18,900	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 53.54
Total Payments Received.....	53.54
Balance.....	0.00
Total Water Charges.....	90.01
Utility Tax.....	3.60
Amount Due 05/17/07.....	\$ 93.61

Water Usage History



This bill doesn't show price for 18,900 gal as it does on April 16, 06 bill. April May - graft shows new administrative sheet

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
REV 01/07



Service To:
J L DAVIDSON
265 UNKNOWN AVE E
OVIDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
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 service?... Contact us before the due date.

Bill Date
March 23, 2007

Total Amount Due
\$ 53.54

Due Date
April 16, 2007

Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 101 of 843

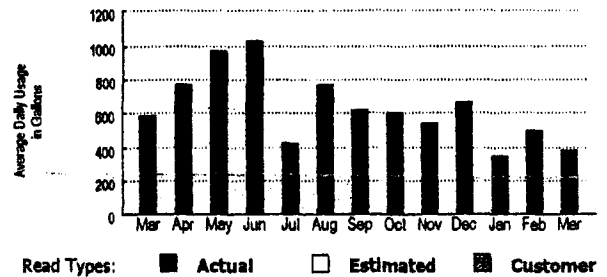
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	03/19/07	28	Actual	1338400	10,600	Gallon
		02/19/07		Actual	1327800		
Average Daily Usage = 378 Gallons		Total Days: 28		Total Usage:		10,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 74.17
Total Payments Received	74.17
Balance	0.00
Water Base Facility Charge	10.25
10,600 gallons @ \$0.00389 per gallon	41.23
Total Water Charges	51.48
Utility Tax	2.06
Amount Due 04/16/07	\$ 53.54

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

PAP-515-4-07
REV 01/07

Service To:



Service To:
J L DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 102 of 843

Account Number
000893503 0636509
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@aquasamerica.com**

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

Bill Date **February 26, 2007** Total Amount Due **\$ 74.17** Due Date **March 20, 2007**

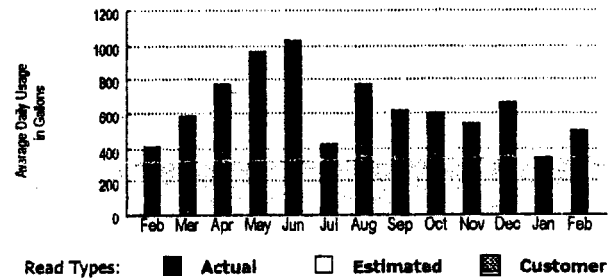
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	02/19/07	31	Actual	1327800	15,700	Gallons
		01/19/07		Actual	1312100		
Average Daily Usage = 506 Gallons		Total Days: 31		Total Usage:		15,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 53.14
Total Payments Received.....	53.14
Balance.....	0.00
Water Base Facility Charge.....	10.25
15,700 gallons @ \$0.00389 per gallon.....	61.07
Total Water Charges.....	71.32
Utility Tax.....	2.85
Amount Due 03/20/07	\$ 74.17

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186



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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquasamerica.com

Service To:
J L DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 103 of 843

Account Number
000893503 0636509
CHULOTA

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

Bill Date

Total Amount Due

Due Date

January 29, 2007

\$ 53.14

February 20, 2007

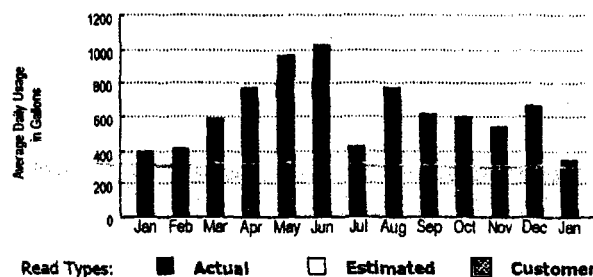
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	01/19/07	30	Actual	1312100	10,500	Gallons
		12/20/06		Actual	1301600		
Average Daily Usage = 350 Gallons		Total Days: 30		Total Usage:		10,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 90.76
Total Payments Received	90.76
Balance	0.00
Water Base Facility Charge	10.25
10,500 gallons @ \$0.00389 per gallon	40.85
Total Water Charges	51.10
Utility Tax	2.04
Amount Due 02/20/07	\$ 53.14

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

Service To:

Service To:



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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquasamerica.com

J.L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 104 of 843

000893503 0636509
CHULOTA

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

Bill Date Total Amount Due Due Date
December 28, 2006 \$ 90.76 January 19, 2007

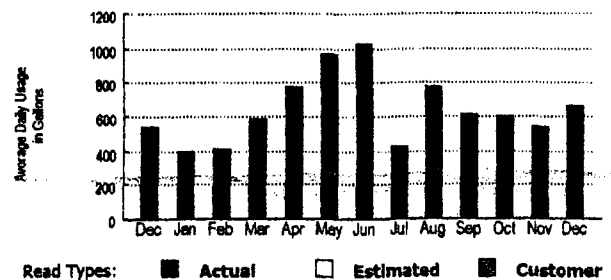
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	12/20/06	30	Actual	1301600	19,800	Gallons
		11/20/06		Actual	1281800		
Average Daily Usage = 660 Gallons		Total Days: 30		Total Usage:		19,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 78.62
Total Payments Received.....	78.62
Balance.....	0.00
Water Base Facility Charge.....	10.25
19,800 gallons @ \$0.00389 per gallon.....	77.02
Total Water Charges.....	87.27
Utility Tax.....	3.49
Amount Due 01/19/07	\$ 90.76

Water Usage History



Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:



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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquasamerica.com

J.L. DAVIDSON
265 UNKNOWN AVE E
OVIDO, FL 32766-9025
Lot: 0000009 Block:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 105 of 843

000893503 0636509
CHULOTA

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

Bill Date

Total Amount Due

Due Date

December 01, 2006 \$ 78.62

December 27, 2006

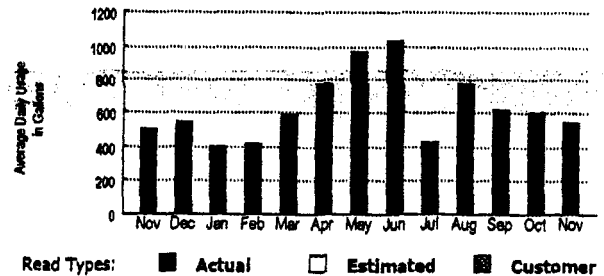
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501778	5/8	11/20/06	31	Actual	1281800	16,800	Gallons
		10/20/06		Actual	1265000		
Average Daily Usage = 541 Gallons		Total Days:	31	Total Usage:		16,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 75.60
Total Payments Received	0.00
Balance	75.60
Adjustments	75.60 Credit
Water Base Facility Charge	10.25
16,800 gallons @ \$0.00389 per gallon	65.35
Total Water Charges	75.60
Utility Tax	3.02
Amount Due 12/27/06	\$ 78.62

Water Usage History



Message Center

1336456

ORIGINAL

000368 6-26-07

Commission Clerk

I have been a customer of Aquit
Utilities FLA. for about a year.

MARCH 30th 07 I AVERAGED 23 gal
water a day (700 gals mo.) Appx. \$30.00 mo.

ON MAY 1st 2007 I got a bill for \$67.86
for the use of 4200 gallons of water

I called to find out what was going
on. A SERVICE MAN came out and changed
the meter. He said the old one was shot.

ON MAY 29th 07 I got a bill for \$169.37,
for 16700 gallons (estimated). The new
meter started at 000000. I CALLED AQUA
AGAIN. I WAS TOLD they would check on it.
They were going to call me back + let
me know what they found. ON Mon 6-11-07
they asked me to read the meter (000109)

CMP _____
COM _____
CTR _____
ECR ☒
GCL ☒
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED-FISC
07 JUN 29 AM 9:50
COMMISSION
CLERK

II

I was supposed to get a refund of \$169.37. Instead they took \$169.37 out of my bank. (Automatic Payment Plan).

The new meter was installed on May 10th 2007. (000000) Today I read the meter (June 26th 2007) It reads 000204

I think it is absurd to be charged \$167.37 for 16700 gallons of water when the meter reads 209 gals.

I am very unhappy with this neglect to do ~~any~~ anything in this matter

If there is anything you can do I would appreciate it.

THANK YOU
JERRY MASON
30 Pinecrest ST
LAKE PLACID, FLA. 33852-2112



Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 108 of 843

Account Number
000890636 0633796
LEISURE LAKES

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaaamerica.com

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

Bill Date
May 29, 2007

Total Amount Due
\$ 169.37

Due Date
June 20, 2007

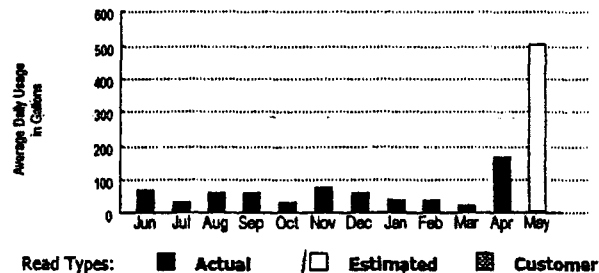
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56575253	5/8	05/19/07	9	Estimated	16700	16,000	Gallons
			05/10/07		Actual	700		
Old Meter	98085145	5/8	05/10/07	24	Actual	217800	700	Gallons
			04/16/07		Actual	217100		
*We have exchanged your meter during this billing period.								
Average Daily Usage = 506 Gallons			Total Days: 33		Total Usage:		16,700	Gallons

Billing Detail

Amount Owed from Last Bill..... \$ 0.00
Total Payments Received..... 0.00
Balance..... 0.00
Water Base Facility Charge..... 10.67
16,700 gallons @ \$0.00645 per gallon..... 107.72
Current Water Charges..... 118.39
Sewer Base Facility Charge..... 23.02
6,000 gallons @ \$0.00466 per gallon..... 27.96
Next 10,700 gallons @ \$0.00 per gallon..... 0.00
Current Sewer Charges..... 50.98
Amount Due 06/20/07..... \$ 169.37

Water Usage History



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.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

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:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796

Amount Withdrawn
\$ 169.37
Withdrawn On or After
June 20, 2007

Seq=471 Cyc=33HD 1up=335900

AUTOSCH 5-DIGIT 33852 C 2 P 4
JERRY MASON
20 PINECREST ST
LAKE PLACID FL 33852-8118

|||||

Do Not Pay

Your bill will be paid through ZipCheck
Automatic Payment Program.

MON - 6/11/07 000109
WED - 6/13/07 000120 - THUR 6/14/07 000160
6/13/07 000890636063379600000000169374
MON - 6/25/07 (000198)



AQUA

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 109 of 843

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796
LEISURE LAKES

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

Tel: 877.987.2782
Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

Questions about your water/sewer service?

Contact us before the due date.

Bill Date

May 01, 2007

Total Amount Due
\$ 67.86

Due Date

May 23, 2007

Meter Data

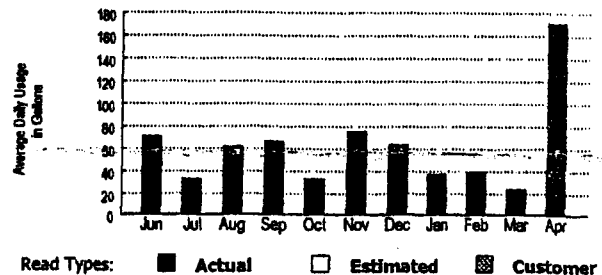
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98085145	5/8	04/16/07	28	Actual	247100	4,800	Gallons
		03/19/07		Actual	242300		
Average Daily Usage = 171 Gallons		Total Days: 28		Total Usage:		4,800	Gallons

Billing Detail

Amount Owed from Last Bill \$ 30.11
Total Payments Received..... 30.11
Balance..... 0.00
Current Water Charges..... 33.36
Current Sewer Charges..... 34.50
Amount Due 05/23/07 **\$ 67.86**

3200

Water Usage History



CALLER 9:45 AM WED 5/9/07

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.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

Return this portion with your payment.
Keep top portion for your records.

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

AQUA Water/Sewer Bill

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

Account Number
000890636 0633796

Amount Withdrawn **\$ 67.86**
Withdrawn On or After
May 23, 2007

Do Not Pay

Your bill will be paid through ZipCheck
Automatic Payment Program.

Seq=459 Cyc=33HD 1up=329723

****AUTO**SCH 5-DIGIT 33852 C 2 P 6**
JERRY MASON
20 PINECREST ST
LAKE PLACID FL 33852-8118



00089063606337960000000067867





Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
 Lot: 0000006 Block:

Account Number
000890636 0633796
 LEISURE LAKES

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
March 29, 2007

Total Amount Due
\$ 30.11

Due Date
April 20, 2007

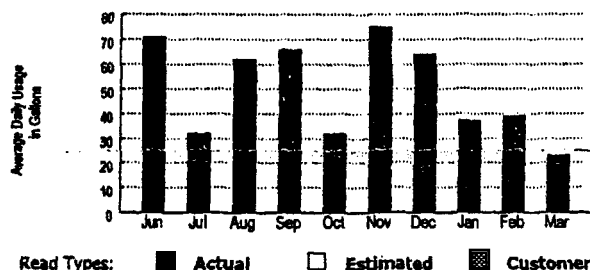
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98085145	5/8	03/19/07	30	Actual	212300	700	Gallons
		02/17/07		Actual	211800		
Average Daily Usage = 23 Gallons		Total Days: 30		Total Usage:		700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 35.03
Total Payments Received	35.03
Balance	0.00
Water Base Facility Charge	8.08
700 gallons @ \$0.00489 per gallon	3.42
Current Water Charges	11.50
Sewer Base Facility Charge	16.30
700 gallons @ \$0.0033 per gallon	2.31
Current Sewer Charges	18.61
Amount Due 04/20/07	\$ 30.11

Water Usage History



Message Center

70
 32
 62
 66
 32
 75
 65
 30
 40
 32
 512

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

ORIGINAL

CCA Official Filing
6/28/2007 3:07 PM*****

3:07 PM*****

Timolyn Henry*****1

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 111 of 843

From: Ruth McHargue
Sent: Thursday, June 28, 2007 3:05 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9779

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, June 27, 2007 3:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9779

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Russell Moyer
Telephone: 352-759-2533
Email: Russ2Nanc@aol.com
Address: 55636 Lee Street Astor 32102

BUSINESS INFORMATION

Business Account Name: Russell Moyer
Account Number:
Address: 55636 Lee Street Astor Florida 32102

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Why were customers not notified of the public meetings regarding the price increase for Aqua Utilities? I saw the results of the Oviedo meeting on TV 6/26. After much time consumption this morning, I reached a rep at Aqua Utilities and asked the same question and asked when the next was. She stated to the best of her knowledge it was published and the meetings are over. The next meetings will be in Tallahassee in October. I read the Daytona News Journal and the Orlando Sentinel daily and did not see it. Besides, not everyone can afford a newspaper. Something of this magnitude should require notification to each customer. They send out monthly bills don't they. This thing is being covered up because of the seriousness of the situation. Aqua Utilities made this purchase knowing the equipment was over 40 years old and in a mess. Now they want to have the public pay for their purchase. If I buy a 40 year old house, will you help me pay for the repairs. They made a bad investment and do not want to be responsible. Please let me know of any meetings and I will publicize them ahead of time. Thank you.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 112 of 843

From: Ruth McHargue
Sent: Thursday, June 28, 2007 3:03 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Attachments: FAX.TIF

Please add fax to 060368

From: Consumer Contact
Sent: Thursday, June 28, 2007 8:27 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CCA

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/27/2007 5:00 PM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:01:08
Transfer Speed: 9600

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (30 KB)

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 113 of 843

Name Charles E. Fredricks

Address 7117 S.W. Archer Rd #2832

Gainesville FL 32608 1-352-373-4728

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

- Please Deny this rate increase
it's almost twice as much as Gainesville
Regional Enterprise (GRP)
- This would bring our household water & sewer
bills close to \$100/mo
- The water has ruined my ice maker, water
heater & dishwasher / w / line
- You don't want to drink or cook with
this sludge so we spend \$800 a month
at Sam's that's \$150/mo for water
- Since installation of new remote meters by
Aqua my daily consumption has increased
- Their customer service is rude and
ineffective - To add insult to injury -

GRP - Lines are only a few feet away.
These people need to be w/ some other line

Fold and tape - see back for address

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

ORIGINAL

Name JAMES + MARGARET HUSTON
Address 35029 Zephyr Shores Drive
Zephyrhills FL 33541-2170

07 JUN 28 AM 9:24

RECEIVED-PSC

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 are senior citizens residing in
Zephyr Shores, living on a fixed income.

Needless to say, we feel this requested
increases in water & sewer rates are
way out of line.

We buy bottled water to drink as
we can't drink from our faucet.

We have invested in a water softener
so to help with the build-up of
deposits in our water lines.

Aqua doesn't deserve this increase.

James Huston
Margaret E. Huston

Fold and tape - see back for address

CMP ☐
COM ☐
CTR ☐
ECR ☒
GCL ☒
OPC ☐
RCA ☐
SCR ☐
SGA ☐
SEC ☐
OTH ☐

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

ORIGINAL

Name Johnny Donahoo
Address 102 Winchester Ave
Interlachen FL 32148

COMMISSION
CLERK

07 JUN 28 AM 9:22

RECEIVED-FPSC

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

As of March 15, 2007 you increased the base
fee from 10.25 to 13.54.

I think this is enough increase
of about 33%.

I think this is plenty, who do you think
you are Big Oil Co.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

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

ORIGINAL

Docket No
 060368-4

Name JENI/AE RAINS

Address P.O. BOX 412, SATSULTA FL 32187
CAMELLIA DR. HERMITTS COVE

07 JUN 28 AM 9:21

RECEIVED-FPSC

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

I have lived here since 1980 and have never
 seen the bill go up so fast as it has this year.
 I pay the bill for the water. I also had to buy
 a water conditioner to keep the water
 from fading my clothes. I also have
 a water Distiller to make the water
 test good enough to drink.

If they are not doing anything
 to make the water better, I
 don't think they need a raise.

CMP _____
 COM _____
 CTR _____
 ECR 1
 GCL 1
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

Fold and tape -- see back for address

060368-WS


6-24-07

FLORIDA PUBLIC SERVICE COMMISSION
KIMBERLY

WE WISH TO BE PUT ON THE
MAILING LIST FOR ANYTHING
REGARDING AQUA UTILITIES FLORIDA INC

WE ARE CONCERNED CITIZENS.
THIS CONCERNS DOCKET # 060368-WS.

THANK YOU.

 Thomas F. Phillips
Sandra J. (Penny) Phillips
28118 Tammi Dr.
Tavares, FL 32778

RECEIVED-FPSC
07 JUN 28 AM 9:23
COMMISSION
CLERK

Dme
6/26/07
R.V.N.

Robert & Doris Emerson
81 Jasmine St.
Lake Placid FL 33852

(863) 465 0748

ORIGINAL

Jun 26, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

060368-WS

RECEIVED-FPSC
07 JUN 28 AM 9:21
COMMISSION
CLERK

RE: Requested Rate Increase from Aqua Utilities

As a customer of the above, I would like to protest this current rate increase for the following reasons:

1. Our current invoice reflects an increase they received last April Result \$15.00 Increase
2. We were billed for Sewer Only for over 4 months as our meter was broke. I called Three times & finally a new meter was installed. We are not alone!!! Point being--if Aqua corrected problems such as this, they would not need a rate increase!!!
3. Most meters are so low--impossible to read.

I hope the Commission considers the above when deciding this issue.

Sincerely,

Mrs. Doris M. Emerson

(Mrs.) Doris M. Emerson

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Timolyn Henry

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 119 of 843

From: Ruth McHargue
Sent: Wednesday, June 27, 2007 11:35 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9771

Add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 9:33 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9771

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Stacy Carroll
Telephone: 407-971-3832
Email: bsassy31@aol.com
Address: 807 Grey Heron Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Stacy Carroll
Account Number:
Address: 807 Grey Heron Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.

Details:

The water bills are completely out of control, ours averages 250-550 for a family of 2 adults and a 4 year old. Nobody at Aqua Utilities can explain the differences from month to month! I can no longer afford to live in this area and have to think about selling my house to have water at a REASONABLE price. Plus will anyone buy this house knowing the facts about the bills and the quality of the water. Im also concerned that the local elementary school lets our children drink the water, no one really knows the effects! Please help our community and let us keep our house!

CMP _____

COM _____

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SGA _____

SEC _____

OTH _____

CCA Official Filing
6/27/2007 11:41 AM*****

11:41 AM*****

Timolyn Henry*****1

Timolyn Henry

ORIGINAL

From: Ruth McHargue
Sent: Wednesday, June 27, 2007 11:34 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9763

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 120 of 843

Add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 3:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9763

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: estelle toback
Telephone: 850 773 2814
Email: estelletoby@wmconnect.com
Address: 1748 Salem Dr Sunny Hills, 32428

BUSINESS INFORMATION

Business Account Name: estelle toback
Account Number: 000889507 0632782
Address: 1748 Salem Dr Sunny Hills, Florida 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

If the present water and sewer rates are increased as drastically as Aqua requests, my husband and I, who are in our 80"s would be forced to seek public assistance. We are very proud of the fact that we have stood on our own feet all these years, but there are limits to what we can do on our limited income.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Timolyn Henry

ORIGINAL

From: Ruth McHargue
Sent: Wednesday, June 27, 2007 11:34 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9762

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 121 of 843

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 3:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9762

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Charles Creamer
Telephone: 407-563-3939
Email: cwc11@cfl.rr.com
Address: 517 Sparrow Hawk Cove Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Charles Creamer
Account Number:
Address: 517 Sparrow Hawk Cove Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

If all Floridians are guaranteed fair and competitive utility pricing, who on earth approved these rates that we're paying. It seems that even other "private" utility company customers are paying far less than we are. Our neighborhoods are becoming very unattractive to prospective buyers. I am certainly not concerned with how much of a return on investment that Aqua is looking to get. I'm sorry that they're behind on complying with EPA standards, but that was known to them before they took over the utility and should come out of their bottom line. It seems like they're being allowed to recover costs within a year. It's outrageous. What about my bottom line? Our neighborhoods are being forced to sell our homes below surrounding neighborhoods. Why? Because of water/sewer rates. Realtors are "warning" people not to buy here. Who's protecting US? Where are you guys?

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
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SEC _____
OTH _____

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

ORIGINAL

COMMISSION
CLERK

07 JUN 27 AM 8:46

RECEIVED-FPSC

Name Richard Lee
 P.O.
 Mailing address P.O. Box 2303 Residence 11459 C.R. 678
 Address Bushnell, FL 33513-0119 The Woods = Webster, FL.

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 never had a decent water system here in the Woods
 since I got here ~~December~~ January 1, 1990. I have called the water
 Utilities companys (there have been numerous changes as to owners
 of this company.) Forget about drinking water. It is not safe to
 consume the water here. I have been purchasing drinking water at
 Walmart all these years. You used to pour water out of the spigot
 and end up the recipient of a glass half full with what looked like
 crushed stone. They send me reports on the water and I'm sure
 not going to drink that stuff. The stuff in the water has clogged
 up my plumbing. I put in my third hot water heater which is still
 heating my water. But I can't get any hot water. I have to heat my
 bath water in pots and carry it to the tub. I have had Ro to
 Rooter out twice to my house and paid \$290 each time to have the drainage
 last a week at a time. I have had to cut back to no showers (all
 plugged up) one bath a week. I live alone. The sewerage is all backed
 up. I haven't been able to use any kind of sewerage for years, I have
 had to devise my own way of disposing Waste. The Woods seems to be
 a place where noone will allow me to exist peacefully and quietly.
 The only people who get any help are the ones who make the most
 noise. And now you tell me that this outfit of robbers want to
 increase my water bill again ? I got a bill May 15, 2007 for 84.70.
 I remind you, I live alone. I called and complained. They had me pay
 44.70. But I might see them add the rest on this months bill.
 Fold and tape - see back for address
 Page 122 of 843
 ok. so in summation for the months bill and now they want more ?

CMP
COM
CTR
ECR
GCL
OPC
RCA
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SGA
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OTH

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

ORIGINAL

Name Ethel F. Coffer
 Address 3214 County Rd. 676
Webster Fl. 33597

COMMISSION
CLERK

07 JUN 27 AM 8:43

RECEIVED-PPSC

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

*As a fixed income resident for the last
 six years in the community, I believe
 that this ~ 150% raise in rates as a
 sign of a lack of confidence in your
 company's ability to manage our
 community's needs for water and sewage.
 With my water quality below average
 when delivered to my home, requiring additional
 filtration, I feel that you cost customers
 service unsatisfactory.*

CMP
 COM
 CTR
 ECR 1
 GCL 1
 OPC
 RCA
 SCR
 SGA
 SEC
 OTH

Fold and tape -- see back for address

Ann Cole

060368

From: Ann Cole
Sent: Tuesday, June 26, 2007 4:33 PM
To: Office of the Chairman
Cc: Cheryl Bulecza-Banks; Sandy Simmons; Roberta Bass
Subject: RE: Aqua Utilities rate increase Washington County

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 124 of 843

Thank you for this information. This will be placed in the correspondence side of the docket file today.

-----Original Message-----

From: Office of the Chairman
Sent: Tuesday, June 26, 2007 10:59 AM
To: Ann Cole
Cc: Cheryl Bulecza-Banks; Sandy Simmons; Roberta Bass
Subject: FW: Aqua Utilities rate increase Washington County

Ann,

Will you please place this in the correspondence side of the docket file (docket 060368-WS).

Thanks,
Carlotta

Carlotta S. Stauffer
Assistant to Chairman Lisa Polak Edgar
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
PH (850) 413-6044
FAX (850) 413-6019
cstauffe@psc.state.fl.us

-----Original Message-----

From: rosiclare@bellsouth.net [mailto:rosiclare@bellsouth.net]
Sent: Monday, June 25, 2007 11:41 AM
To: Office of the Chairman
Subject: Aqua Utilities rate increase Washington County

I am writing this to let you know a lot of Sunny Hills residents retired 25 to 30 years ago. A pension that was good then is poverty level today. Many will not be able to afford a water bill that is raised over 100%. We are praying that you can either roll back the rate increase or at least lower it.

Jimmie and Irene Lewis

ORIGINAL

CCA Official Filing
6/26/2007 4:16 PM*****

4:16 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:15 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9757

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 125 of 843

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 2:15 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9757

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Donna Swan
Telephone: 407-359-0662
Email: donnaswan@earthlink.net
Address: 825 Grey Heron Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Donna Swan
Account Number:
Address: 825 Grey Heron Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I'm writing to ask for help. Several of the ?New? Communities in Chuluota, Florida are being robbed by our Water Company, Aqua Utilities of Florida. We here in Chuluota are already paying some of the highest rates in the State of Florida and now they want to double, almost triple it. You would expect this to be liquid gold but in fact it's dangerous!

Right now our Community and many others are paying a base rate of \$10.25 for water and \$22.01 for sewer. Aqua Utilities has proposed an increase to \$27.42 for water and \$67.14 for sewer. That is almost tripling the amount that I pay already. Several news stations have reported that Aqua Utilities plan on increasing their base rates to almost 300%. Seminole County will be affected with the highest rate increase.

I'm paying about \$150.00, a month for water that I can't even drink because it is contaminated with a contaminate TTHMs. Every month we are receiving flyers telling us not to drink the water because it's contaminated. They have failed to meet the guidelines for TTHM's for over 5 quarters. The latest letter said: "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." And they want us to pay more for water now. I also have the added monthly cost of buying bottled water for my family because I do not feel safe letting them drink the water.

I ask for your help on two items (1) that they make our water safe to drink and (2) that we do not get the rate increase for this unsafe water.

CMP _____
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CTR _____
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OPC _____
RCA _____
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SGA _____
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OTH _____

CCA Official Filing
6/26/2007 4:16 PM*****

4:16 PM*****

Timolyn Henry*****2

Thanks,
Donna Swan

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 126 of 843

ORIGINAL

CCA Official Filing
6/26/2007 4:15 PM*****

4:15 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:15 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9749

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 127 of 843

docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 12:13 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9749

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Gregory Curran
Telephone: 407-366-0485
Email: gtcurren@earthlink.net
Address: 960 Magnolia Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Gregory Curran
Account Number:
Address: 960 Magnolia Drive Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Rate increase planned for in Chuluota by Aqua Utilities. Water quality not up to EPA standards. I don't want to be known as having the highest cost for water in the US! This is what happens when government doesnt regulate the things they should! A private company buys a lemon, then expects it customers to fund it's repairs? This company should be brought up on charges. Greed, Greed, Greed! We the People, anybody remember this seldom used phrase?

CMP _____
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ORIGINAL

CCA Official Filing
6/26/2007 4:15 PM*****

4:15 PM*****

Timolyn Henry*****1

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 128 of 843

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:14 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9745

docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 8:10 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9745

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Samuel Barlow
Telephone: 407-366-5463
Email: sbarlow809@hotmail.com
Address: 560 E 5TH ST Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Carrie Barlow
Account Number: 000904220 0646729
Address: 560 E 5TH ST Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:

RE: Docket No. 060368-WS

Over the past 3 years Aqua Utilities has charged my family approximately from 2 to 3 times the price we were paying at our former address (using Seminole County water) for water and sewer services.

Recently, Aqua Utilities has informed us that our water is contaminated and they have not met the legal requirements for TTHMs, which as I understand can cause pregnancy problems (my wife is of childbearing age, so this really concerns us) as well as several long term health problems. Yet when I drive by Aqua Water's facilities there is hardly ever anyone around. My understanding is that after almost 2 years of having these contamination issues they have not even started to correct the problem.

Now Aqua Utilities wants to raise our already very high rates. I can think of no better term for this than 'Price Gouging'. We are already receiving lower quality water, at a much higher price, than other local water utilities provide.

Aqua Utilities has failed to provide safe/clean water to the families living in the Chuluota area at a reasonable rate. I ask the PSC to deny Aqua Utilities this rate increase, order Aqua Utilities to return the money we have been overcharged, and allow another provider to provide water to the Chuluota area.

Sincerely,

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
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OTH _____

CCA Official Filing
6/26/2007 4:15 PM*****
Samuel Barlow

4:15 PM*****

Timolyn Henry*****2

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 129 of 843

ORIGINAL

CCA Official Filing
6/26/2007 4:15 PM*****

4:15 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:14 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 130 of 843

docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 10:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9748

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sarah Whitman
Telephone: 407-436-8827
Email: sarah.whitman@hewitt.com
Address: 12 East 2nd Street Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sarah Whitman
Account Number:
Address: 12 East 2nd Street Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Ever since my Husband and I moved into Chuluota in June of 2006, the first thing we noticed was how horrible the water is. It is not clear...opaque like. We have no water pressure and the water smells like chemicals.

Now, to make matters worse, we have been getting notifications over the last 8 months saying the water quality is getting worse "but the water is still drinkable. Just make sure to boil it first". And to top it over, Aqua Utilites now wants to raise the rates dramtically.

There is a public hearing tomorrow in Oviedo but I am unable to attend. I hope action is taken on this matter as peoples health re at stake.

CMP _____
COM _____
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GCL 1
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 131 of 843

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9740

docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 5:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9740

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: pamela ogborn
Telephone: 850-773-1351
Email: pamosmile@hotmail.com
Address: 3940 linwood drive chipley 32428

BUSINESS INFORMATION

Business Account Name: pamela ogborn
Account Number:
Address: 3940 linwood drive chipley Florida 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I want to register a complaint about the unfair water rate with aqua utilities. My husband and I will not be able to pay these incredible fees. We have a well for irrigation, but we will find a way to use it for the household if aqua utilities does not stop this unfair and tremendous increase. thank you .

CMP _____
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GCL 1 _____
OPC _____
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SGA _____
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OTH _____

ORIGINAL

CCA Official Filing
6/26/2007 4:15 PM*****

4:15 PM*****

Timolyn Henry*****1

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 132 of 843

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:11 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9728

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 12:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9728

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: marlene sapp
Telephone: 850-773-8697
Email: bravesballteam1@wmconnect.com
Address: 4142 fairbanks dr. sunnyhills fl 32428

BUSINESS INFORMATION

Business Account Name: marlene sapp
Account Number:
Address: 4142 fairbanks dr. sunnyhills Florida fl 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

im very concerned about the price raising of aqua utilities, we can not afford the raise to 25 cents per gallon. we just have a small 2 bed room home older, and no dish washer 2 people in the home, we can not afford this, is there a way to put a stop on this? the water is not great any way we have little floaties in our drinking water. i showed them and was told it was in our pipes, because they were old. we as well a lot of the older people in here will have to move we pay now over 140.00 a mon. more than a restraunt in town. it's rediculous. please help stop this monopoly on us , somebody please look into this matter.. thank you .. mrs. sapp

CMP _____
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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 133 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:10 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket # 060368-WS Someone has to care!!!!

add to docket file 060368

From: Becky Santiago [mailto:bsant1221@bellsouth.net]
Sent: Friday, June 22, 2007 4:54 PM
To: Consumer Contact; info@nancyargenziano.com
Cc: dmerkt@seminolecountfl.gov; posey.bill.web@flsenate.gov; lee.tom.web@flsenate.gov; allen.bense@myfloridahouse.gov; Tom.Feeney@FL24.us.house.gov
Subject: Aqua Utilities Docket # 060368-WS Someone has to care!!!!

FPSC, (Docket Number: 060368-WS)

I am absolutely disgusted with Aqua Utilities and the Florida Public Service Commission for allowing Aqua Utilities to initially charge such high prices and then the FPSC granted Aqua extreme interim rates and possibly new proposed higher rates in October. Did the FPSC do any research before allowing these extreme rates? Does the FPSC care that we already pay extremely high rates for their contaminated water?

THIS AREA HAS GROWN TREMENDOUSLY AND AQUA UTILITIES HAS BEEN CHARGING THESE INCREDIBLY HIGH AND UNFAIR RATES SINCE DAY ONE! AQUA UTILITIES SHOULD HAVE KEPT UP WITH THE GROWTH AND MANAGED THEIR MONEY BETTER SO THE HARD WORKING FAMILIES ARE NOT FORCED TO PAY FOR THE NEEDED REPAIRS AND EXPANSION!

They bought the company knowing there were problems already. Why didn't Aqua fix the problems then. I guess they were just waiting for the community to grow so we could pick up the tab. This is a great money making business for them.

HAVEN'T WE PAID ENOUGH ALREADY?!? WE DREAD OPENING THE MONTHLY BILL. PLEASE COMPARE THE PRICES OF SURROUNDING UTILITY COMPANY RATES. FOR EXAMPLE, OUR IMMEDIATE NEIGHBORS IN "OLD" CHULUOTA ARE PAYING APPROXIMATELY \$50.00 A MONTH FOR THEIR WATER AND SEWER. PREVIOUSLY OUR AVERAGE BILL FOR A FAMILY OF 5 USING 19,000 GALLONS OF WATER WAS APPROXIMATELY \$160.00 (WHICH IS ALREADY AN INJUSTICE.) NOW WITH THE INTERIM RATE INCREASE, USING 19,000 GALLONS OF WATER OUR BILL JUST WENT UP ANOTHER \$53.00 A MONTH. WE PAID 198.00 FOR WATER.

However, I don't believe we used that much water. Our average has always been between 4,000-9,000 gallons per month. In January we used 8,300 gallons, February we used 4,000 gallons, March we used 7,700 gallons, April we used 19,300 gallons, May we used 24,200 gallons, and in June we supposedly used 25,800 gallons of water. We sure did increase our water usage. There is no way that we used that much water! We do not own a pool, we bought a front loading washing machine 2 years ago, we have water saving devices on all shower heads and faucets. I don't let my children play with the hose or water games outside like we use to in Orange County.

6/26/2007

Page 133 of 843

Our 3 children take a bath together to save water. My husband hardly sprinkles the lawn, "Think Two" when it comes to watering your yard. We can't even afford to do that! OUR LAST BILL OF \$250.73 IS ALMOST A CAR PAYMENT FOR US! We don't even spend that much on groceries every 2 weeks. Also, our next door neighbor's June bill was also for 25,800 gallons for \$250.73. We share the same meter box. WOW, what a coincidence!!!! I have also never seen a meter person and our meter is covered with dirt like all meters since it is underground and the dirt never moves. How are they reading our meter then?

THIS IS INSANE! WE HAVE TO TELL OUR CHILDREN THAT THEY ARE NOT ALLOWED TO PLAY IN THE SPRINKLERS, THE HOSE, OR EVEN FILL UP THE BABY POOL. WE JUST CAN'T AFFORD TOO. WE DON'T WANT TO EVEN THINK HOW MUCH OUR WATER BILLS WILL BE OVER THE NEXT 4-5 MONTHS. WHAT'S EVEN MORE INSANE IS THAT IF WE ABSOLUTELY USE NO WATER AT ALL WE STILL WILL GET A BILL FOR \$94.56 JUST TO BE CONNECTED TO AQUA UTILITIES. THEN AFTER THE SUMMER, WE HAVE TO FIGHT A PROPOSED RIDICULOUS PRICE INCREASE! WHO SHOULD LIVE LIKE THIS? WE ARE NOT RICH OR WOULD EVEN BE CONSIDERED A WEALTHY FAMILY. WE LIVE ON ONE POLICE OFFICER'S SALARY. WE BARELY MAKE IT NOW AND NOW AQUA UTILITIES WANTS MORE MONEY! WE CANNOT BELIEVE THAT THE FLORIDA PUBLIC SERVICE COMMISSION APPROVED THE INTERIM RATES. WE CAN'T BELIEVE THAT AQUA UTILITIES WAS EVER APPROVED TO CHARGE SUCH HIGH RATES FROM THE GET GO! WHY DID THE FPSC APPROVE THESE INCREDIBLY HIGH RATES INITIALLY? IF FPSC APPROVED THE INTERIM RATES, WHAT IS GOING TO HAPPEN TO THIS COMMUNITY IN OCTOBER? DOES THE FPSC NOT CARE ABOUT THE AVERAGE HARD WORKING FAMILIES? IT CERTAINLY SEEMS THAT THE FPSC IS AGAINST US!

THIS IS NOT ONE UTILITY COMPANY STRUGGLING TO SURVIVE. AQUA UTILITIES HAS MULTIPLE UTILITY COMPANIES IN 14 STATES. AS OF May 2, 2007 AQUA AMERICA, INC. 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, FROM \$16.6 MILLION IN THE SAME PERIOD IN 2006. THIS IS NOT A STARVING COMPANY. THIS IS A GREEDY COMPANY THAT WANTS THE COMMUNITY TO FOOT THE BILL FOR THEIR RESPONSIBILITIES. OUR RATES MUST BE DECREASED TO NORMAL RATES!

THIS IS AN OUTRAGE AND A TRAVESTY! WE WERE ALSO TOLD WHEN PURCHASING IN THIS AREA THAT AS MORE HOMES WERE BUILT AND OCCUPIED THAT THE WATER BILL WOULD GO DOWN. THIS IS AN INJUSTICE AND ABUSE FOR THE AVERAGE HARD WORKING FAMILY! IT IS INSULTING THAT SUCH BLATANT ABUSE IS BEING TOLERATED BY GOVERNMENT OFFICIALS. AS YOUR CONSTITUENTS PLEASE MAKE AQUA UTILITIES LOWER THEIR RATES SO OUR RATES ARE COMPARABLE TO SURROUNDING AREAS, LIKE ORANGE COUNTY UTILITIES. PLEASE HELP HARD WORKING FAMILIES MAKE ENDS MEET! PLEASE PUT YOURSELF IN OUR SHOES. DO YOU OR WOULD YOU WANT TO PAY THESE PRICES FOR YOUR WATER?

Please review the following rates for Aqua Utilities VS. Orange County Utilities. It is so unfair!

*AQUA UTILITIES WATER BILL FOR APRIL 2007 19,000 GALLONS

WATER

\$10.25 Base charge (INTERIM RATE: \$13.54, PROPOSED RATE: \$27.42)

\$3.89 per 1000 gallons (INTERIM RATE: \$5.13) 19,000 gallons x \$3.89 = \$73.91 + \$10.25 (base charge) = \$84.16

SEWER

6/26/2007

\$22.01 Base charge (INTERIM RATE: \$31.08, PROPOSED RATE \$67.14)

\$8.01 per 1000 gallons (INTERIM RATE: \$11.32) 6000 gallons x \$8.01 = \$48.06 + \$22.01 (base charge) = **\$70.07**

AQUA UTILITIES BILL FOR 19,000 GALLONS= \$155.40 (BEFORE ANY RATE INCREASES)

***ORANGE COUNTY UTILITIES COMPARISON BILL FOR SAME USAGE OF 19,000 GALLONS (EFFECTIVE OCTOBER 1, 2006)**

WATER

\$5.80 Base charge

0-3,000 gallons \$.95 = \$2.85

4,000-10,000 gallons \$1.27 = 7.62

11,000-20,000 gallons \$2.52 = 20.16 TOTAL FOR 19,000 GALLONS= **\$36.43**

SEWER

\$13.96 Base Charge

\$3.17 per 1,000 gallons = 6,000 gallons x \$3.17 = \$19.02 + \$13.96 (base charge) = **\$32.98**

ORANGE COUNTY UTILITIES BILL FOR 19,000 GALLONS= \$69.41

THIS IS A DIFFERENCE OF \$85.99 FOR THE EXACT SAME AMOUNT OF WATER AND SEWER USAGE. (WITHOUT TAXES)

AQUA UTILITIES ALSO HAS CONTAMINATED WATER AND NO FLUORIDE.

We strongly urge that FPSC seriously reconsider the prices that FPSC has granted to Aqua Utilities and make them charge the same rates as other utility companies and to "clean" up the water at their own cost just as other companies do. If Aqua doesn't want to "foot" the bill then we urge them to sell the utility company to Seminole County!

THANK YOU,
LIONEL AND BECKY SANTIAGO
222 VELVETEEN PLACE
CHULUOTA, FLORIDA 32766
bsant1221@bellsouth.net

ORIGINAL

CCA Official Filing
6/26/2007 3:26 PM*****

3:26 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 3:26 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9728

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 136 of 843

Please add to docket number 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 12:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9728

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: marlene sapp
Telephone: 850-773-8697
Email: bravesballteam1@wmconnect.com
Address: 4142 fairbanks dr. sunnyhills fl 32428

BUSINESS INFORMATION

Business Account Name: marlene sapp
Account Number:
Address: 4142 fairbanks dr. sunnyhills Florida fl 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

im very concerned about the price raising of aqua utilities, we can not afford the raise to 25 cents per gallon. we just have a small 2 bed room home older, and no dish washer 2 people in the home, we can not afford this, is there a way to put a stop on this? the water is not great any way we have little floaties in our drinking water. i showed them and was told it was in our pipes, because they were old. we as well a lot of the older people in here will have to move we pay now over 140.00 a mon. more than a restraunt in town. it's rediculous. please help stop this monopoly on us , somebody please look into this matter.. thank you .. mrs. sapp

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED

6 20-07
To Whom may I concern;
this to tell you that I
Rec'd a letter said that my
water bill is going to increase
I paid 48.00 or more every month
I don't take bath maybe once a week
I have not working for 5 years
because my sickness I have pain
every bone in my body.
I don't have Health Ins.
I don't have house Ins.
I don't have central air for summer
I don't have heat for winter
I don't have money coming in
for me.
I don't take anything from the
government. not help. only
from the churches.
Please don't increase I beg
you. I worked very hard two
jobs to buy this house.
I don't want to sell just
because the water.
Today is a meeting.
I can't go because pain
in my bones.

Identifying Number is

060368-WS

Assigned for this
proceeding

I give my vote to the
my governor criss so
he can't help - us -

Thank you very much.

ORIGINAL

Docket-060368-WS

COMMISSION
CLERK

07 JUN 26 PM 1:06

RECEIVED-FPSC

CMP	COM	CTR	ECR	GCL	OPC	RCA	SCR	SGA	SEC	OTH
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

Josephine Thoms
3255 County Road 675
Webster, FL 33597-7607

ORIGINAL

DISTRIBUTION CENTER
07 JUN 26 AM 7:55

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

June 21, 2007

060368-WS

To Whom It May Concern:

This letter is in regard to the rate increase for my water and sewer service provided by the Aqua Utilities Florida, Inc. The Docket Number is 060368-WS for this comment.

I realized a water and sewer increase was going to take place, but tripling the cost of water from 9.29 cents a gallon to 29.96 cents a gallon and doubling the cost of sewer is too extravagant an increase. Upon calling the Aqua Utility company they informed me that this was just an interim increase, with the final increase being in October. I am formally protesting this increase in the form of a letter because I am currently staying with my daughter for the summer months. I can be reached at 814-756-3098. My summer address is 252 East Pearl Street, Albion, PA 16401. Please contact me at this phone number and address so I can continue to formally protest this increase. I, along with many Florida residents, am on a fixed income and with an increase of this magnitude can see how the Aqua Utility company can help to decrease the Florida population.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Points I would like to address:

1. Tripling of water rates
2. Doubling of sewer rates
3. Notices (2 or 3 times a years) to boil water and not to drink the water
4. Fixed income
5. Can purchase water at the store for 35 cents a gallon

Please contact me at the above PA address during the summer and at my FL address starting in October. If I can be of any assistance in this situation, then please contact me as soon as possible.

Sincerely,

Josephine Thoms

Josephine Thoms

RECEIVED-FPSC
07 JUN 26 PM 4:48
COMMISSION
CLERK

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

ORIGINAL

Name Arnold/Evelyn Rice

Address 35135 ADA Ave

Jepkysville Fl 33541

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.

RECEIVED-FPSG
 07 JUN 25 AM 9:24
 COMMISSION
 CLERK

CONSUMER COMMENTS

We are against the raise in
 our water bill. our bill in this
 Park is already \$50.00 or more
 per month. Our Soc Security
 does not go up to make up for
 this & with the price of
 gas etc (milk coffee dairy products)
 we are getting poorer & poorer
 all the time. Please look
 into this water bill problem
 for us.

CMP _____
 COM _____
 CTR _____
 ECR 1 _____
 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

Fold and tape - see back for address

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

ORIGINAL

RECEIVED-FPSC
 07 JUN 25 AM 9:23
 COMMISSION
 CLERK

Name Mrs. Isabel Ravilla

Address 4637 Clarice Ave.

Spring Hills, FL 33541

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

The water has that stuff in the
 toilet has sediment, that requires daily
 clean cleaning.

my water bill is very high for what
 little I use it. I am the only one
 and it is just as high as when my
 husband was alive.

I am against any increase.

Mrs. Vernon Ravilla

6/21/07

CMP
 COM
 CTR
 ECR
 GCL
 OPC
 RCA
 SCR
 SGA
 SEC
 OTH

Fold and tape - see back for address

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

ORIGINAL
 RECEIVED-FPSC
 01 JUN 25 AM 9:22
 COMMISSION
 CLERK

Name _____



Ruth D. Keller
 404 Lake Josephine Shores Rd
 Sebring, FL 33875

Address _____

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

Anyone knows when asking for a 200%
 increase in water rates that the
 company is hoping the foolish customer
 will then be satisfied if only a 100%
 increase is granted.

Are you that foolish?

R D Keller

CMP _____
 COM _____
 CTR _____
 ECR 1 _____
 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

Fold and tape -- see back for address

ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 143 of 843

Name Kenneth E. Roe
Address 4547 Madison Ave
Zephyrhills Fl.

COMMISSION
CLERK

07 JUN 25 AM 9:22

RECEIVED-FPSC

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

No increase I'm on Social Security
I use water from a Rain Barrow
to wash my cloth, and for
any other watering. I use less
than 300 gals. a month. But they charge
the full Rate.

I Read the meter every month,
because I don't trust them.

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Kenneth E. Roe

Fold and tape -- see back for address

DISTRIBUTION CENTER
07 JUN 27 AM 8:17

June 24, 2007

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

ORIGINAL

Good Day,

I am writing in regards to the petition by Aqua Utilities Florida, Docket no. 060368-WS. I understand that Aqua Utilities is trying to justify rate increases due to the need for an increase in wastewater treatment capacity as required by the Florida Department of Environmental Protection and that they also need to replace deteriorating pipes and upgrade systems to increase water quality. My question is this. Why do the current rates, which are already outrageous, need to be increased to levels that would be downright obscene? Let me put this in perspective. My sister lives two miles away in a community called "The Sanctuary" and gets water and sewage from the city of Oveido and pays around \$90 a month for both. I currently pay around \$200 a month and she's got a bigger house and lot. The rate increases being proposed would raise my water and sewage to around **\$240-250 a month**. For water and sewage? The investment in the infrastructure and upgrades to the water filtration and maintenance of deteriorating pipes are normal operating costs of any water and sewage company. **Our community already pays what is reported as the highest rates in the southeastern United States.** And for this we get notices of poor water quality which are not up to U.S. EPA standards. My sister who pays \$90 a month has no such issues. My point is this, why am I allowed to be abused by a water company which clearly has no ability to manage its assets and resources. If the company is managed poorly and can't get things in order with the already outrageous rates they are provided then they need to breakeven or take a loss. I ask you to deny the rate increases suggested by Aqua Utilities and to protect the consumer who can't believe this is actually happening in the United States.

Thank You,

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
GFC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Wayne Calvo
Trails Section 2A
207 Velveteen Place
Chuluata, FL 32766
954-873-6946

RECEIVED-TPSC
07 JUN 27 AM 8:44
COMMISSION
CLERK

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

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 145 of 843

07 JUN 25 AM 9:21

RECEIVED-FPSC

COMMISSION
CLERM

Name Gerald Agle

Address 4613 Six Mile Rd.

Zephyrhills, FL 33541

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 are against water rate increase.
Our children live in Silver Oaks, 4 people
in the home and they pay about 1/2 the
amount we pay. Plus they water their lawn
and add to their pool, all the extra laundry
and extra showers with teenagers. Our rate
is unreasonable.

CMP ☐
COM ☐
CTR ☐
ECR ☒
GCL ☒
OPC ☐
RCA ☐
SCR ☐
SGA ☐
SEC ☐
OTH ☐

Fold and tape - see back for address

ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 146 of 843

RECEIVED-PPSC
07 JUN 25 AM 9:21
COMMISSION
CLERK

Name JAMES E. Fleming

Address 4607 Gmi Pond Rd.

Zephyr Hills, Fl. 33541

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

I oppose of the water rate
increase - The water has sand and
A bad taste - you have to buy bottle
water to drink.

I am also on a fixed income
and can't afford an increased -

I live in Zephyr Shores Estates.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

June 21, 2007
Katie Fleming
James E. Fleming

Fold and tape - see back for address

Application for a Rate Increase in
 Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
 Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL
 RECEIVED-FPSC
 07 JUN 25 AM 9:20
 COMMISSION
 CLERK
 Zephyr Shores Estates

Name

Elizabeth Krone

Address

4542 MADISON

Zephyrhills-FL 33541

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

I sure resent any rate increase.
 We cannot drink the water you
 provide us with have to purchase
 all our water for human consumption.
 Draw a glass of it up let it set over
 night and you can see everything
 in it don't think a dog would even
 drink it.

You need to clean up your act
 before you ask for more money.
 How can you be so greedy?

CMP
 COM
 CTR
 ECR
 GCL
 OPC
 RCA
 SCR
 SGA
 SEC
 OTH

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 148 of 843

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

RECEIVED FPSC
07 JUN 25 AM 9:20
COMMISSION
CLERK

Name Noris Cooper

Address 35209 Ada Ave

Zephyrhills, FL 33541

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

Opposed to the increase in rates
Retired and can't afford any increase -
I'm on med. to 70 a month. Cannot
meet any extra expense on my
55 income

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

June 21, 2007
Noris Cooper
Zephyr Shores Estate
Zephyrhills FL 33541

Fold and tape -- see back for address

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

ORIGINAL

Name Geraldine P. White

Address 4619 8th Mile Pond Rd

Lepidogonia, Fla 32541

COMMISSION
CLERK

07 JUN 25 AM 9:16

RECEIVED-PSC

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 1-800-511-0889.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
leaves strain in the join.	
I live alone and my bill this	
month 6-07 was \$43.50	
I am on a fixed income and really	
cannot afford an increase in the	
water bill. I am 86 yrs old and	
plan on getting older each year	
I wash clothes once every other week	
Turn off the water in the shower as I soap	
myself all over	
I was born from 6-5-07 to 6-19-07	
No more. My new \$33.71	
One of the reasons I am here is	
I am in the hospital (I am here)	
I am here	
I am here	
6-21-07 Geraldine P. White	

CMP ☐
 COM ☐
 CTR ☐
 ECR ☒
 GCL ☒
 OPC ☐
 RCA ☐
 SCR ☐
 SGA ☐
 SEC ☐
 OTH ☐

Fold and tape - see back for address

ORIGINAL

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

RECEIVED-TPSC
07 JUN 25 AM 9:16
COMMISSION
CLERK

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Ivo and Jeanelle Albert
522 Brigadon Circle
Leesburg FL 34788

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

060368-WS ORIGINAL

**Your Comments Are Needed On A Proposed Very Large Increase
In Our Water Bills In Palm Shores**

RECEIVED-FPSC
07 JUN 25 AM 9:00
COMMISSION
CLERK

Dear Neighbor:

In recent years, our water bills in Palm Shores have been fairly reasonable. In 2006, we paid a monthly base facility charge of \$10.25, and a monthly gallonage charge of \$3.89 per 1000 gallons. Thus a family which used 4000 gallons in a month was charged **\$25.81** for that month (\$10.25 plus $\$3.89 \times 4 = \25.81).

This past December, Aqua Utilities Florida (the owner of the water system in Palm Shores) filed an application with the Public Service Commission for a **very large increase** in these rates. It is asking the commission to approve a monthly base facility charge of \$34.17, and a monthly gallonage charge of \$6.97 per 1000 gallons (and \$8.71 per 1000 gallons for gallonage over 6000 gallons per month). If this is approved, a family which used 4000 gallons of water in a month would be charged **\$62.05** for that month (\$34.17 plus $\$6.97 \times 4 = \62.05).

The Public Service Commission will study this request throughout 2007, and is expected to make its decision on the new rates on January 24, 2008. The commission has asked customers of Aqua Utilities to provide comments about the proposed rate increases, and says that these comments will be considered in determining the final rates. Thus, **your comments can have an influence on the rates we will be charged in 2008 and thereafter.** Please use the attached "Consumer Comments" sheet to let the commission know about your feelings on this matter.

Please Note: The Commission has already granted an *interim rate increase* on March 15, 2007, which will be in effect throughout 2007 while it takes comments on what the final rate increase should be. This *interim rate* is a monthly base facility charge of \$13.54 and a monthly gallonage charge of \$5.13 per 1000 gallons. Thus a family which used 4000 gallons of water in a month will be charged \$34.06 for that month during the interim rate period of 2007 ($\$13.54$ plus $\$5.13 \times 4$).

Rates for 2008 will be based on the Public Service Commission's decision, which is expected to be made on January 24, 2008. **Please use the attached form to make your comments to the Commission.**

CMP ☐

ECR ☒ Your neighbor,

GCL ☒

OPC ☒

RCA ☒ Colin Neal - 684-3622

SCR ☐

SGA ☐ Please call me if you want to see the Commission's Special Report on this matter, or need a toll-free number to call the Commission for further information.

SEC ☐

OTH ☐

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

LEGGY F. STAGGERS

Address

102 POPPY DR (Palm Shores)
INTERLACHEN FL 32149

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

I'm a retiree like most of my neighbors.
I CAN'T AFFORD THE HIGH PRICE OF GOD
GIVEN WATER.
I MOVED HERE IN '92" WATER WAS ONLY
5.23 A MONTH. IN 15 YRS. IT HAS GONE UP 200%.
THAT'S NOT FAIR. WHEN YOU HAVE MEASURE
YOUR SHOWER WATER & OTHER USES OF WATER.
THE WATER BILL IS TOO HIGH.

YOU'RE AFRAID TO HAVE COMPANY VISIT
BECAUSE YOU DON'T WANT TO TELL THEM YOU
CAN'T SHOWER EVERY DAY. YOU CAN'T FLUSH THE
TOILET AFTER EVERY USE. THIS RAISE IS NOT
FAIR.

YOU WILL FORCE PEOPLE TO USE WELLS.

CCA Official Filing
6/22/2007 3:00 PM*****

3:00 PM*****

ORIGINAL

Timolyn Henry*****1

Timolyn Henry

From: Consumer Contact
Sent: Friday, June 22, 2007 3:00 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9694

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 153 of 843

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 22, 2007 4:47 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9694

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: kevin croteau
Telephone: 4079777419
Email:
Address: 420 osprey lakes circle chuluota 32766

BUSINESS INFORMATION

Business Account Name: kevin croteau
Account Number:
Address: 420 osprey lakes circle chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

the odor from the water smells like a sewer the customer service has been incoherent with complaints and they lack to inform there stock holders about the upcoming venues in the chuluota water crisis

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Docket
#060368-WS

371 W main St.
Carlisle, KY 40311
June 19 2007
JUN 22 AM 1:53
RECEIVED-FPSC
COMMISSION
CLERK
07 JUN 22 AM 10:06
CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Dir., Div. of Commission Clerk
Fl. Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0870

To Whom This May Concern:

In regard to the increase in the water and sewer rates, I feel this increase to be unreasonably high. I know many times, I've heard people comment that people have plenty of money when they can buy something or live in Fl. quite the contrary, we struggle (baby boomers) trying to hang on to property in Fl. in hopes to retire in later years. Also, I feel it certainly puts a strain on retired folks, already there in Fl. I'm hoping and praying that when the final decision is made that the increase isn't as steep as proposed. Thank You

Sincerely Yours,

Jarlyn Clark

6-21-67

Gentleman -

Please deny the rate increase request from Aqua Utilities. Our water bill last month was \$83.00 for 2 people, with no lawn irrigation. We need relief from these dramatic increases.

Please Deny - Thank you

Donald A. Satten
Covered Bridge
104 Edgewater Dr.
Lake Placid FL. 33852

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

COMMISSION
CLERK

07 JUN 22 AM 10:03

RECEIVED FPSC

DISTRIBUTION CENTER

07 JUN 22 AM 7:55

19 June 2007
2924 Porto Bello Ave
Leesburg, FL 34748

Director of Division of Commission Clerk and Administration
FLA. P.S.C.
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RECEIVED-PPSC
07 JUN 22 AM 10:04
COMMISSION
CLERK

To Whom it My Concern,

I am rewriting this letter since I received my new bill with a new rate increase. Are they still requesting and additional rate increase?

We are writing this letter protesting the requested price increase by Aqua Utilities. We live in an area where we have no other choice but to use Aqua Utilities. We just had a huge increase about 2 years ago for base water charge from \$12.63 to \$43.72 now to \$60.67. Our water usage charge from \$3.88/Gal to \$5.12/Gal. Our Sewer base charge rose from \$6.73 to \$24.95 now to \$34.46 and our sewer usage charge rose from \$7.57/Gal to \$10.69. Our monthly fee without any usage at all is \$94.91/month and \$1138.92/year. This is the amount we have to pay with out using ANYTHING. This price is too expensive and the request for this price increase has to be denied. Already, Aqua Utilities has the highest rates in the state of Florida, and they still want higher rates.

About 6 months ago, our water had so much chlorine that we had to call them and they had to fix the problem and told us to flush our lines. Did they give us credit for our water that was wasted and the sewer usage which is charge per water usage? NO!!! Then we find out via the newspaper ,Orlando Sentinel, that our water does not meet federal standards. It is high in trihalomethanes, which they neglected to inform us. We have high prices for poor water.

CMP _____
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GCL 1 _____
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SEC _____
OTH _____

The decision for approving the rate increase should be base on the criteria - product quality, facilities maintenance, and customer service, which we have none of the above.

Sincerely,


Rudy and Peggy Gerritsen

6-21-07
060368-WS

Florida Public Service Comm.

I am writing today to ask
you to please deny the request
from Aqua Utilities to raise
their rates.

They have raised their
rates recently and our water
is getting very costly already.

Please deny the request.

Thank you.

Shirley Slotten
Covered Bridge
104 Edgewater Dr. S.
Lake Placid, FL 33852

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
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OTH _____

RECEIVED-FPSC
07 JUN 22 AM 10:03
COMMISSION
CLERK

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-W6

Docket No. 060368-W6
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 158 of 843

Name Jennifer Forgione

Address 7117 Sw Archer Rd lot #23
Gainesville, FL 32608

COMMISSION
CLERK

07 JUN 22 AM 10: 02

RECEIVED-FPSC

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

I moved into Arundado Farms on 2-16-07. I called aqua utilities to get the water switched into my name. They said no problem. I waited a month & when I didn't get a bill, I called them back & they said they couldn't find my address in the system. They said they were going to send it to headquarters & have them put it in manually & give me a call back. They never called me back. Then on 6-2-07 I got an overdue bill in the amount of 145.13. It said they were going to cut my water off on the 6th if I didn't pay it. I called them & supposedly they sent me a bill in April, which I never received. Then when I got home, I got a bill in the mail for \$87.00 for 1 month. It's only me & my husband & 2 children (small children) I don't see how my bill for 1 month can be more than half of my bill for 3 months. My electric bill is only \$65 and my water bill is \$87. These people also have horrible customer service. I don't believe they deserve a raise. Sincerely,

OMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape - see back for address

Jennifer Forgione

AQUA

JENIFER & VERNA FORGIONE
7117 SW ARCHER RD UNIT 2325
GAINESVILLE, FL 32608-4721

Account Number

001121456 0649197

ARREDONDO FARMS

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8301
eMail: custserv@aquaaamerica.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	\$ 143.15

Your water bill for \$ 143.15 is overdue. Because your water bill is overdue, we will SHUT OFF water to:
7117 SW ARCHER RD UNIT 2325 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:	\$ 143.15
Reconnect Fee:	15.00
Service Deposit (if required):	50.00
Total if we shut off your service:	<u>\$ 208.15</u>

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-0
REV 01/07



Service To:
JENIFER & VERA FORGIONE
7117 SW ARCHER RD UNIT 2325
GAINESVILLE, FL 32608-4721
Lot: 1326141 Block:

Account Number
001121456 0649197
ARREDONDO FARMS

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

May 22, 2007

Total Amount Due

\$ 230.63

Due Date

June 13, 2007

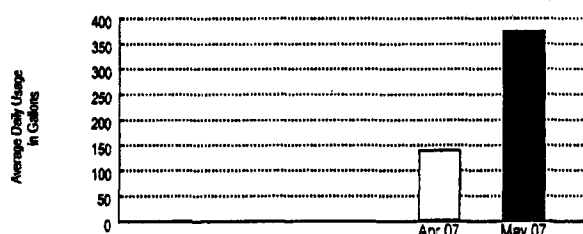
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56585674	5/8	05/16/07	20	Actual	6800	6,800	Gallons
			04/26/07		Actual	0		
Old Meter	93748018	5/8	04/26/07	3	Actual	370000	1,900	Gallons
*We have exchanged your meter during this billing period.			04/23/07	-	Estimated	368100		
Average Daily Usage ■ 378 Gallons			Total Days: 23		Total Usage:		8,700	Gallons

Billing Detail

Amount Owed from Last Bill \$ 143.15
Total Payments Received 0.00
Balance 143.15
Current Water Charges 39.77
Current Sewer Charges 43.73
Utility Tax 3.98
Amount Due 06/13/07 **\$ 230.63**

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.

*Paid 6-8-07
check #135*

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042PAP-515-A-0
REV 01/07

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

Name Richard Justice

Address 5418 Knight Ave. Sebring LAkes

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 1-800-511-8888.

Correspondence will be placed in the file of this docket.

COMMISSION
CLERK

07 JUN 22 AM 10:01

RECEIVED-PSC

CONSUMER COMMENTS

The water in Sebring Lakes has such an odor that we cannot use it for drinking or cooking. All we use it for is washing clothes, and bathing, even at that the clothes has the same odor after going through the dryer. It is not right to have to pay ^{so much} for something that you cannot use. We do not even let our dogs drink it. We cannot use ice from our ice maker because it makes your drink have that odor.

Richard Justice
6/18/07

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
DTH

DOCKET NO. 060368-WS

COMMISSIONER
CLERK

07 JUN 22 AM 9:40

RECEIVED-FPSO

Correspondence will be placed in the file of this docket.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

28911 Tammi Drive
Tavares, FL 32778-9414
June 18, 2007

07 JUN 22 AM 7:54
DISTRIBUTION CENTER

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. We are concerned customers who must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.


If work has been done on the system as stated, our water pressure shows no improvement. The water is often cloudy and does not taste good unless it has been run through our refrigerator filter. The water dispenser drip tray has a white mineral deposit on it that cannot be removed. White laundry no comes out sparkling white but rather a light tan and our newly installed bathroom faucets have become coated with a mineral-type deposit.

Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Very truly yours,


Richard and Suzanne Martinez

RECEIVED-FPSC
07 JUN 22 AM 10:03
COMMISSION
CLERK

Timolyn Henry

From: Consumer Contact
Sent: Thursday, June 21, 2007 12:14 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 164 of 843

Please add to docket file
060368
Ruth

-----Original Message-----

From: Webmaster
Sent: Thursday, June 21, 2007 8:36 AM
To: Consumer Contact
Subject: FW: My contact

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, June 20, 2007 8:25 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Ken Howe
Company:
Primary Phone:
Secondary Phone:
Email: howeken42@hotmail.com

Response requested? Yes
CC Sent? No

Comments:

I recently attended a PSC meeting in Pasco County for a water rate increase request by Aqua Utilities (my water company) I was surprised to see I was the ONLY person from my neighborhood there. After the meeting I went around the neighborhood and asked people why they didn't attend. The most common excuse was " I did not know there was a meeting or a rate increase request". The only way I knew was when I got a 33% increase in my recent water bill and I called the water company (in New Jersey !) and asked about it, that is when I knew about the rate increase and meeting. I sincerely hope you do not approve the entire rate increase requested by Aqua Utilities. As it is, their water bills are TWICE the amount of a Pasco County Utilities water bill for the same consumption and service. Thank you for hearing me out K.A. Howe

Timolyn Henry

From: Consumer Contact
Sent: Thursday, June 21, 2007 12:11 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 165 of 843

Please add to docket file 060368

-----Original Message-----

From: Webmaster
Sent: Thursday, June 21, 2007 11:03 AM
To: Consumer Contact
Subject: FW: My contact

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, June 21, 2007 10:37 AM
To: Webmaster
Cc: mnikolau@hotmail.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Michael Nikolau
Company:
Primary Phone: 813-924-1712
Secondary Phone: 813-844-8189
Email: mnikolau@hotmail.com

Response requested? Yes
CC Sent? Yes

Comments:

My name is Michael Nikolau I am a Pasco resident just on the outskirts of Port Richey near Hwy 52. AQUA Utilities Fl, Inc. claims to be on the forefront of pure drinking water however all of the homes in our area have dirt coming through the water lines, not to mention the sewer problems most of us are having (which AQUA claims have been corrected). With this being said I was very upset to learn AQUA had applied for a rate increase, and was granted an intrum increase. When complaints are made to Aqua there response is always "the issue is with your pipes, the water that is supplied to the customers pipes meets FL standards". I feel that the quality of product and customer service needs to drastically improve, prior to granting a full rate increase in Jan.

Thanks in advance for your time

ORIGINAL

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

RECEIVED-FPSC
07 JUN 21 AM 9:50
COMMISSION
CLERK

To Division of the Commission Clerk and Administrative Services:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 166 of 843

Our family has lived in a recent resident division named "The Trails: The Reserves" for over 4 years and I have been a resident of Florida for more than 7; and my family has never experienced an outrageous and extremely horrible water service such as Aqua Water Utilities. They have continually issued the highest billing rates in the town of Chuluota and the poorest quality of water and customer service my family has ever experienced. Our neighbors and neighboring communities who also have Aqua Water Utilities agree on the same issues. We are consistently charged an outrageous amount, which is on average 150% more money compared to Chuluota's older community water bill. Our family faithfully abides by the State of Florida's Water Regulations and practice water conservation methods to reduce the amount of water use, but we continually receive water bills with 115.00 to 160.00 dollars in due balance! We also notice a very strong scent of chlorine in our water and received warnings on hazardous (cancer) effects of the drinking water. It is equally frustrating to receive letters from Aqua Water Utilities on raising rates and warnings of the drinking water quality due to poor water treatment methods. It appears that in a few months, our community will be billed \$300 by Aqua Utility Utilities for utilizing their cancer inducing water!!! Their customer service is equally horrid and unhelpful as their water service. In my previous encounter with Aqua Water Utilities, I spoke to a representative that had a condescending tone with me all throughout the duration of my phone call. From the way the representative spoke I felt that a customer did not have a right to call them or even question their service! My family and community are extremely upset with this company and we feel that these complaints should be reported to our elected officials and authoritative organization. Please take notice because it is important for our community to fight against this bullying company for what is essential to live in this Great Country and State. Thank you for your time and efforts.

CMP _____
COM _____
CTR _____
ECR 1
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Sincerely,

Francis Tran
Francis Tran

ORIGINAL

DISTRIBUTION CENTER

07 JUN 21 AM 8:00

19 June 2007

2924 Porto Bello Ave
Leesburg, FL 34748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 167 of 843

RECEIVED-FPSC
07 JUN 21 AM 9:47
COMMISSION
CLERK

Director of Division of Commission Clerk and Administration
FLA. P.S.C.
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

To Whom it My Concern,

We are writing this letter protesting the requested price increase by Aqua Utilities. We live in an area where we have no other choice but to use Aqua Utilities. We just had a huge increase 2 months ago for base water charge from \$12.63 to \$ 43.72. Our water usage charge from \$3.88/Gal to \$5.12/Gal. Our Sewer base charge rose from \$6.73 to \$24.95 and our sewer usage charge rose from \$7.57/Gal to \$10.69. Our monthly fee without any usage at all is 68.72/month and 824.64/year. This is the amount we have to pay with out using ANYTHING. This price is too expensive and the request for this price increase has to be denied. Already, Aqua Utilities has the highest rates in the state of Florida, and they still want higher rates..

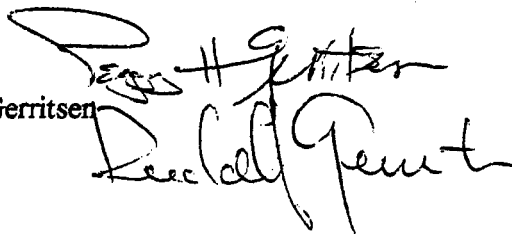
About 6 months ago, our water had so much chlorine that we had to call them and they had to fix the problem and told us to flush our lines. Did they give us credit for our water that was wasted and the sewer usage which is charge per water usage? NO!!! Then we find out via the newspaper ,Orlando Sentinel, that our water does not meet federal standards. It is high in trihalomethanes, which they neglected to inform us. We have high prices for poor water.

The decision for approving the rate increase should be base on the criteria - product quality, facilities maintenance, and customer service, which we have none of the above.

CMP _____
COM _____
CTR _____
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GCL 1 _____
OPC _____
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SCR _____
SGA _____
SEC _____
OTH _____

Sincerely,

Rudy and Peggy Gerritsen



Docket No: 060368-WS

ORIGINAL

June 14, 2007

Dear Sirs;

We are residents in the 55+ Zephyr Shores Estates Park on Rt 54 in Zephyrhills, Fla. Our present water bill is about all we can handle. To raise the price of water any further would be disastrous. We have to make decisions at the present time whether its food or pay bills. Please consider our situation.

We are senior citizens on a fixed income and fall on hard times trying to make ends meet.

Please help us stay afloat and do not raise our water bills which we just cannot afford. The gas situation is bad enough. Do not try to compete with those ?????

Thanks so much,
Romayne Koerner

George H. Koerner

CMP _____ 4619 Windy Lane
COM _____ Zephyrhills, Fla. 33541
CTR _____

ECR _____
GCL _____
OPC _____ George / Romayne Koerner
RCA _____ 4619 Windy Lane
SCR _____ Zephyrhills, Fla. 33541

SGA _____
SEC _____
OTH _____

RECEIVED - FPSC
07 JUN 21 AM 9:47
COMMISSION
CLERK

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, June 20, 2007 3:53 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 8634026980, 1 page(s)

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 169 of 843

Attachments: FAX.TIF

Please add fax to 060368

From: NET SatisFAXtion
Sent: Wednesday, June 20, 2007 12:27 PM
To: Consumer Contact
Subject: 8634026980, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/20/2007 12:25 PM
Number of Pages: 1
From (CSID): 8634026980
From (ANI):
Sent to DID:

Duration of Fax: 0:00:42
Transfer Speed: 24000

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (19 KB)

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

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 Amie Carney
Address 13641 Temple St
Sebring FL 33875

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
I have lived in my house for 4 years.
My house and appliances were brand
new. Because of the quality of
the water I know have to replace
my toilets, kitchen sink, dishwasher
& washer because of the rust. I
can not afford this and a \$200.00
water bill. You can't drink the
water because it will make you sick.
It has a smell that you can not
explain and it looks like someone
mixed milk with it. Please help
us. I am a single mom and
can't afford this. That bill is
more than my electric bill.

Fold and tape - see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 171 of 843

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED--FPSC
DISTRIBUTION CENTER
07 JUN 20 07 JUN 20 2:15 PM
AN 7:43
COMMISSION
CLERK

Ref: Application by Aqua Utilities Florida (Docket No. 060368-WS)

Gentlemen:

I would like to offer my comments regarding the referenced request by Aqua Utilities to raise water rates affecting my house at the following address:

13436 Palm Drive
Astatula, Florida 34705

First, in the two years I have owned the above property, there have been no problems with the existing facility that have affected my water supply. Therefore, I have no knowledge of any planned capital improvements to our system. Second, the existing rates prior to the "interim" increase in May 2007, seemed to be unrealistically high. To illustrate this point, the following usage and billings show the before and after impact of the "interim" rates:

April 2007	2000 gal.	\$18.46	\$9.23 per 1000 gal.
May 2007	2000 gal.	24.18	12.09 per 1000 gal

Obviously, the proposed final rates make the problem worse. Realistically, many retirees could not afford to maintain a yard if this water had to be used. Even if one is able to conserve and only use 500 gallons the \$21.38 access fee for a 5/8 meter equates to a bill of \$22.56.

It appears that the high access rates are being used to make the cost per gallon rates artificially low. But, the bottom line is the cost per gallon is already high—as much as 5 times some of the municipal rates in central Florida.

Since Aqua maintains a monopoly position, we are locked into their service. Therefore, I strongly urge the Commission reject any increase in what I believe are overly generous rates that existed prior to the "interim" rate increase.

Sincerely,


Kenneth E. Williams

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 172 of 843

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

07 JUN 20 PM 2:15

COMMISSION
CLERK

Name DONA PARKER

Address 45 ROSALIE OAKS BLVD

LAKE WALES, FL 33853

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 is not a rich community. There is
nothing here to warrant this kind of rise.
If this goes through I will have to go without
medication or move!!*

*Dona Parker
45 Rosalie Oaks
Lake Wales Fl 33845*

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape -- see back for address

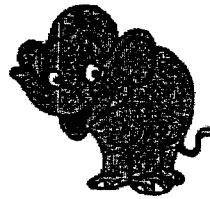
Kimberley Pena

From: dancath2 [dancath2@cfl.rr.com]
Sent: Wednesday, June 20, 2007 7:31 AM
To: Records Clerk
Subject: Docket #060368

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 173 of 843

Please add us as an interested party for the above docket.
Daniel & Catherine Jablonsky
22 Rosalie Oaks Blvd
Lake Wales, FL 33898
Phone: 321-956-7080
E-mail: dancath2@cfl.rr.com

FREE Animations for your email - by IncrediMail! [Click Here!](#)



*Done
06/20/07
Kunt*

6/20/2007



BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

ORIGINAL

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990, SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 174 of 843

June 13, 2007

Mr. and Mrs. Roberto Roman
 178 Velveteen Place
 Chuluota, Florida 32766

Dear Mr. and Mrs. Roman:

Florida Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

The Attorney General is concerned about all potentially unfair and deceptive trade practices that have the tendency or capacity to mislead consumers. We use complaints to identify patterns of questionable business activities. In cases of statewide significance and when we accumulate substantive evidence that business is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state. We will retain your information in our consumer files.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

Since you allege water contamination, we are also forwarding a copy of your letter to the Florida Department of Environmental Protection (DEP), Water Resource Management Programs, for any information or assistance that agency may be able to provide. You may contact DEP at (850) 245-8336.

CMP _____

COM _____

CTR _____

ECR _____

GCL _____

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office. If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES

Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
 Consumer Services
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850

Department of Environmental Protection
 2600 Blair Stone Road, M.S. 3500
 Tallahassee, Florida 32399

RECEIVED-FPSC
 07 JUN 19 PM 3:05
 COMMISSIONER
 CLERK

RECEIVED

JUN 13 2007

Florida Public Service Commission
 Division of RCP

CS/Utilities
PSC+DEF

Naval Air Warfare Center
Training System Division
12350 Research Parkway
Orlando, FL 32826-3224
Phone: (407) 380-4451
Fax: (407) 380-4519
Email: roberto.roman@navy.mil

**Naval Air Warfare Center
Training System Division**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 175 of 843

Fax

To: BILL McCOLLUM **From:** ROMAN ROBERTO

Fax: (850) 414-1630 **Date:** May 21, 2007

Phone: COMM (850) 414-3300 **Pages:** 3

Re: INCREASE PRICE WITH AQUA **CC:**
UTILITIES (NO ONE CARES ABOUT IT)

☐ Urgent ☒ For Review ☐ Please Comment ☒ Please Reply ☐ Please Recycle

•Comments: Thank you for your assistance.

RECEIVED

JUN 15 2007

Strategic Planning Services, Inc. (SAS)
Orlando, FL 32801

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 176 of 843

This letter is for the purpose of stating my concerns with the price increase Aqua Utilities Florida, Inc is planning on imposing on communities in Chuluota, Florida. As of now we already pay the highest water/sewage bills in all of Seminole County. The average bill for homeowners in our subdivision is in between \$100-\$300 dollars a month. Now there are other homeowners that are serviced by this company that are not in a subdivision whose average water/sewer bill is in the \$50-\$75 p/month range & their homes are comparable in size to my own (under 2,000 sq. ft). My question is "why is that?" and when you call Aqua Utilities to ask them to explain this to you, they really can't. They basically go around in a circle, not giving you a direct answer. To top it off in the last year we have received letters stating that the water had high levels of contaminants (trihalomethanes) and does not meet EPA requirements. So we have to buy drinking water and have purchased filters for all the faucets in our home because our water smells, leaves our clothes dingy & we've been developing skin problems that we've never suffered from before since living here. We are at our wits end with this company and no one seems to care for our justified concerns. I ask you, where else in Florida do homeowners have a water/sewer bill that is higher than their electric bill? In our case our home is under 2,000 sq. ft, we paid to have a shallow well installed for the purpose of watering our lawn, we have 2 bathrooms, no one is home for most of the day, we don't have a pool and there's 4 of us & we each take one shower a day no longer than most folks and our monthly water bill averages \$125. Does that seem normal to any of you? We've been asking friends & co-workers that live in Seminole County what their water/sewer bill is like & no one's comes close to ours, yet Aqua Utilities with their contaminated water, poor customer service & already sky high prices is planning on raising their base rates to three times the amount we already pay. What this company is doing to families in Chuluota is disgusting & outrageous to put it mildly. We need help to get this company to stop taking advantage of us. The homeowners at The Trails Reserve & surrounding communities would very much appreciate your looking into this matter and helping us out.

Sincerely,

Mr & Mrs. Roberto Roman
178 Velveteen Place
Chuluota Fl 32766
boys3er@yahoo.com

RECEIVED

JUN 11 2007

Florida Public Service Commission
Division of RRA



BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

ORIGINAL

Docket # 060368
OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1055
Telephone (850) 414-3998, Sun 994-3990
Fax (850) 410-1630, Sun 210-1630

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 177 of 843

RECEIVED FPSC
07 JUN 13 PM 3:05
COMMISSION
CLERK

June 13, 2007

Mr. and Mrs. Ketema and Angelica Harris
507 Granite Circle
Chuluota, Florida 32766

Dear Mr. and Mrs. Harris:

Florida Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

The Attorney General is concerned about all potentially unfair and deceptive trade practices that have the tendency or capacity to mislead consumers. We use complaints to identify patterns of questionable business activities. In cases of statewide significance and when we accumulate substantive evidence that business is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state. We will retain your information in our consumer files.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

Since you allege water contamination, we are also forwarding a copy of your letter to the Florida Department of Environmental Protection (DEP), Water Resource Management Programs, for any information or assistance that agency may be able to provide. You may contact DEP at (850) 245-8336.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office. If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED

JUN 13 2007
FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
TALLAHASSEE, FLORIDA

Department of Environmental Protection
2600 Blair Stone Road, M.S. 3500
Tallahassee, Florida 32399

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

CS/Utilities

PSC +
DER

May 19, 2007

Dear Commissioner:

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 178 of 843

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional \$4.95, but we did not have our water

RECEIVED

JUN 15 2007

Florida Public Service Commission
Division of RRA

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL 32766
407-574-7289

RECEIVED

10/10/11
FAXED 10/10/11
10/10/11

JEFF KUTTKAMP
LT. GOV
850-921-6114

Utilities

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 180 of 843

For Docket
060368-WS

5+12-07

RECEIVED-FPSC

07 JUN 19 PM 2:48

COMMISSION
CLERK

My NAME IS DON SOULE AND I LIVE AT
941 VELUTECAN PLACE CHULUOTA FLORIDA 32766.
I HAVE LIVED IN SEMINOLE COUNTY AT 3 DIFFERENT
ADDRESSES FOR 15 YEARS TOTAL.

My WATER AND SEWER BILL HAS NEVER AVERAGED
MORE THAN \$45.00 A MONTH UNTIL I MOVED INTO
THE AQUA UTILITIES SECTION OF SEMINOLE COUNTY.
NOW MY WATER + SEWER BILL AVERAGES \$122.00 A
MONTH, 3 TIMES MORE THAN IN THE OTHER 2
LOCATIONS, OVIEDO + WINTER SPRINGS. NOW AQUA
UTILITIES WANTS TO RAISE OUR BASE RATE \$100.00
A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE
IN SEMINOLE COUNTY. PLUS WE HAVE RECEIVED NOTICE
THAT OUR WATER IS BAD, TOXIC!

I FIND IT HARD TO BELIEVE THAT YOU, THE
FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT CHOOSE,
TO LET THIS HAPPEN. PLEASE PROTECT US. PLEASE
GIVE US A CHOICE, PLEASE TELL ME WHAT ELSE I
CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER -
ALL I ASK IS FOR REASONABLE PRICING AND SAFE
WATER, LIKE YOU HAVE.

RECEIVED

JUN 14 2007

Service Commission
Division of RCA

407-970-9006

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH



JEFF KOTTKAMP
LT. GOVERNOR

STATE OF FLORIDA

Office of the Lieutenant Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-488-4711
850-921-6114 fax

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 181 of 843

June 11, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Thank you for contacting Lieutenant Governor Jeff Kottkamp about an issue with Aqua Utilities. The Lieutenant Governor appreciates your concerns and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Lieutenant Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Lieutenant Governor's office. For information about the Lieutenant Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

Cole Hoopingarner
Office of Citizen Services

ch/cas

cc: Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED

JUN 14 2007

Florida Public Service Commission
Division of RCA

Received Via Postal Mail

Category: Utilities

Status: Assigned
Public Record

Summary:
Agency Referenced: Citizen Services
Forwarded By:

PSC

Assigned To

Section: Citizen Services
Coordinator: Barbara White
Author: Barbara White

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
05/12/2007	05/21/2007	06/04/2007		

From Mr. Don Soule

Title: Mr.
Business:
Phone Number:
Address: 391 Velucteen Place
Chuluota, FL 32766 . . . County/Province: Seminole
Email Address:

General comments and related documents

Modification History

Created: 05/21/2007 11:53:44 AM .. Stefan Yekaitis
Last Edited: 05/21/2007 11:55:31 AM .. Stefan Yekaitis

>>>> 05/21/2007 11:55: AM Stefan Yekaitis
Subject changed from blank to Utilities. Status changed from Received to Assigned. Letter date changed from blank to 05/12/2007.

RECEIVED

JUN 14 2007

Florida Public Service Commission
Division of RCA

Ruth Nettles

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 183 of 843

From: RICHARD OWENS [mistero3@comcast.net]
Sent: Tuesday, June 19, 2007 1:44 PM
To: Ruth Nettles
Subject: RE: Docket #060368

Sorry – of course. 53 Rosalie Oaks Blvd, Lake Wales, Florida – permanent address:
13563 Staimford Drive, Wellington, Florida 33414
Fax: 561-792-4661 Phone: 561-792-4659

Also, I was speaking with a business that employs over 1000 employees and they are going to have to pull out of the State of Florida if this increase goes into effect....

Thanks.

-----Original Message-----

From: Ruth Nettles [mailto:RNettles@PSC.STATE.FL.US]
Sent: Tuesday, June 19, 2007 1:39 PM
To: RICHARD OWENS
Subject: RE: Docket #060368

Hello Mrs. Owens, I spoke with you earlier on the phone. Can you please provide mailing information/phone and fax, if applicable?

Thank you very much,

Ruth Nettles

From: RICHARD OWENS [mailto:mistero3@comcast.net]
Sent: Tuesday, June 19, 2007 1:33 PM
To: Records Clerk
Subject: Docket #060368

Please place us on the docket as interested parties.
Thank you.
June & Richard Owens

*Done
06/20/07
KMP*

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 184 of 843

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

RECEIVED-FPSC
07 JUN 19 AM 10:31

COMMISSION
CLERK

Name Earl & Fran McDonald

Address 13721 Crow St.

Sebring, Fl. 33875-Acc't # 000887470-
0630850

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

I agree with all my fellow
neighbors. The water has not been
up to par for many years. We pay
for drinkable water and don't get
it. Clothes don't come clean & the
water smells in the washer.

By all rights, the water company,
(Aqua Utilities), should pay us for
the bad water it has == == been
serving == up.

Thank you,
Fran McDonald

P.S. Thanks for your concern.
Please Do Something
— — —

Sebring takes Care.

OMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape - see back for address

ORIGINAL

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



Ms. Betty R. Woodward
7117 SW Archer Rd. Lot #5
Gainesville, FL 32608

RECEIVED FPSC
07 JUN 19 AM 10:30
COMMISSION
CLERK

Name

Betty Woodward

Address

7117 SW Archer Rd #15
Gainesville FL 32608

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

Everything I have to say are on the
enclosed sheets.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape - see back for address



Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076
ARREDONDO FARMS

Exhibit KHD-1
Consumer Correspondence
Page 186 of 843

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaaamerica.com

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

Bill Date
March 16, 2007

Total Amount Due
\$ 59.42

Due Date
April 09, 2007

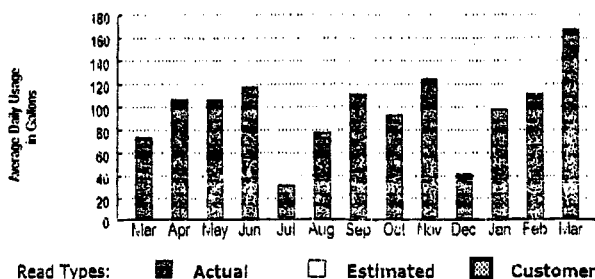
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717538	5/8	03/12/07 02/12/07	28	Actual Actual	586200 581500	4,700	Gallons
Average Daily Usage = 167 Gallons		Total Days: 28		Total Usage:		4,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 143.83
Total Payments Received	143.83
Balance	0.00
Water Base Facility Charge	13.85
4,700 gallons @ \$0.00235 per gallon	11.05
Current Water Charges	24.90
Sewer Base Facility Charge	15.30
4,700 gallons @ \$0.00356 per gallon	16.73
Current Sewer Charges	32.03
Utility Tax	2.49
Amount Due 04/09/07	\$ 59.42

Water Usage History



Message Center

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042

Return this portion with your payment.
Keep top portion for your records.

AQUA Water/Sewer Bill

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

Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076
Total Amount Due Due Date
\$ 59.42 April 09, 2007
Amount Enclosed

Seq=16177 Cyc=33M9 Iup=319549

*****AUT0**5-DIGIT 32608 C 51 P 70
BETTY R. WOODARD
7117 SW ARCHER RD LOT 15
GAINESVILLE FL 32608-4604



\$ 59.42

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

00090672006490760000000059421





Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076
 ARREDONDO FARMS

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

Tel: **877.987.2782**
 Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date
May 22, 2007

Total Amount Due
\$ 199.57

Due Date
June 13, 2007

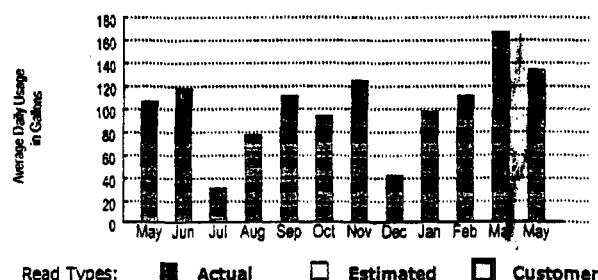
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56585908	5/8	05/15/07	20	Actual	3500	3,500	Gallons
			04/25/07		Actual	0		
Old Meter	93717538	5/8	04/25/07	44	Actual	591300	5,100	Gallons
			03/12/07		Actual	586200		
*We have exchanged your meter during this billing period.								
Average Daily Usage = 134 Gallons			Total Days: 64		Total Usage:		8,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 142.36	
Total Payments Received	0.00	
Balance	142.36	
Adjustments	82.94	Credit
Current Water Charges	57.14	
Current Sewer Charges	77.30	
Utility Tax	5.71	
Amount Due 06/13/07	\$ 199.57	

Water Usage History



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.

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042

Return this portion with your payment.
 Keep top portion for your records.

Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

AQUA Water/Sewer Bill

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

Account Number
000906720 0649076
 Total Amount Due Due Date
\$ 199.57 June 13, 2007
 Amount Enclosed

Seq=298 Cyc=33M8 1up=334079 PC=BLAF

BLAF

BETTY R. WOODARD
 7117 SW ARCHER RD LOT 15
 GAINESVILLE FL 32608-4604



\$

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

00090672006490760000000199574



June 8, 2007

I called Aqua Utilities today to complain about my water bill. I had called in May asking for a water bill and was told by Jason the bills had not been entered into the system as yet and he could not tell me how much my bill was. I told him I could not afford a double bill and he told me I would not receive a double bill. Today when I called the woman I talked to finally admitted this was a double bill and the \$82.94 credit on my June bill was from overestimating my May bill, when I told her I never received a May bill (even after calling for one) she said they were mailed, I again told her I never received a bill, she said the bill must have been canceled because they had over estimated it so highly. Somewhere someone is telling BIG tales to cover up something. This is no way to run a company or deal with a customer. I am a 68-year-old woman who lives alone and cannot understand how I can use so much water.

This was a news report on our local news station.

Water Worries

June 6, 2007

Some residents in Arredondo Farms say they can't afford their water bill... Residents in the Arredondo Farms neighborhood say Aqua Utilities Florida is charging customers outrageous prices for water, and they can't afford it. Aqua Utilities is so big and many customers are asking why their prices are so high. But a spokesperson for the utility says the company needs to recover its initial investment. "It's because of the \$600,000 we have invested to upgrade the water treatment facility and the sewer facilities there," says Terry Maenza, Spokesperson for Aqua Utilities. Aqua Utilities isn't done trying to raise rates. Company officials have already increased the service fee by 28%, and if approved by the State Public Service Commission, Arredondo customers will eventually see a total of 63% increase.

With an already 28% in effect and another 68 % expected that is a total of 91%. Why should we have to pay for their faulty equipment?

ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 189 of 843

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 Sentinel¹ 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 cancer². 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 3². 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."

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OrlandoSentinel

<http://www.orlandosentinel.com/news/local/seminole/orl-badwater0307jun03,0,864916.story?coll=orl-home-headlines>

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 190 of 843

Chemical level too high, yet water rate may rise

Robert Perez
Sentinel Staff Writer

June 3, 2007

CHULUOTA -- The water that comes from Loveonna Miner's tap smells bad, tastes funny and at times barely has enough pressure to flow from the spigot. Occasionally, black slimy stuff oozes out of the tap, as well.

For that, Miner pays an average of \$180 a month. Last month, the water bill jumped to \$247. She's not a water hog, either. That's about what most of her neighbors pay.

And it may get worse.

Aqua Utilities Florida, the water company that serves 1,369 customers in this mix of older, rural homesteads and newer subdivisions wants them to pay more. A proposal before the state Public Service Commission, which regulates private utilities, would increase by 15 percent the monthly water and sewer bill for a household that uses 20,000 gallons a month.

For a household that uses that much, the bill would be \$307.56. In contrast, a Seminole County water customer who uses 20,000 gallons a month pays \$91.59.

"It's pretty bad when your water company is pushing you out of your neighborhood," Miner said. "You kind of have to laugh about it, but we're stuck here."

More troubling than the high cost, residents say, is a warning they received last year.

Since late 2005, the water provided by Aqua Utilities has failed to meet federal standards for trihalomethanes, a class of chemicals linked in some studies to lower birth weights, stillbirths and some forms of cancer.

The acceptable level established by the U.S. Environmental Protection Agency is 80 micrograms per liter of water. For the past six quarters, tests have found an average of 142 micrograms per liter of Aqua Utilities water.

The company is under orders to correct the problem, though state health officials downplay the health risks associated with trihalomethanes, a byproduct of the chlorine used to treat the water.

The EPA standard is based on drinking two liters of water a day for 70 years, said Jeff Prather, a spokesman for the state Department of Environmental Protection.

Aqua Utilities was ordered to mail notices to customers to alert them to the trihalomethanes levels, but Prather says that

<http://www.orlandosentinel.com/news/local/seminole/orl-badwater0307jun03,0,3839398.print.story?coll=o...> 6/3/2007



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Chemical level too high, yet water rate may rise
doesn't mean people who drink the water are in danger.

"The public notice is meant to inform," he said. "There is no health threat."

Aqua Utilities officials say they are trying to solve problems they inherited when they bought the system from Florida Water Services Corp. in 2004.

Old lines that had been replaced by Florida Water, for example, were never cut off from the system, said Jack Lihvarcik, Aqua Utilities president. That has contributed to the black water sometimes flowing into homes, he said.

That's why the utility is seeking a rate increase that would triple the base charge for customers, although usage rates would drop, he said.

Aqua Utilities is spending heavily to improve water quality and pressure, including \$4 million to improve the wastewater system, Lihvarcik said.

To eliminate the high levels of trihalomethanes, the company plans to convert the disinfecting system from chlorine to chloramines, at an estimated cost of \$500,000.

Florida Water also claimed the system had problems when it took over the utility in 1978. At the time, the company spent \$4.7 million on improvements, such as replacing water mains and adding an anti-corrosion system.

The PSC granted a rate increase in 1995.

Frustrated residents say the prospect of their water bills going even higher is unacceptable.

"If you don't use a drop of water, you'll pay \$95," said Kelly Sullivan, who lives in the Osprey Lake subdivision.

She and others have pestered local and state elected officials to step in and do something about the water-quality problems and rates. But they say they get the same answer: It's up to the PSC.

The PSC staff has not made a recommendation on the proposed rate increase, although the agency did approve an interim increase.

Joe Gibbons, who lives in the Reserve at the Trails, said Aqua Utilities customers are trapped.

"We don't have any alternative water source," he said. "We have a gun to our heads."

Gibbons hosted a meeting last month with Seminole County Commissioner Bob Dallari, whose district includes Chuluota. Dallari said he's trying to communicate residents' concerns to the right people, including meeting with Lihvarcik.

"I'm trying, but all I'm doing is running into blind alleys," he said.

Dallari said he worries that the PSC doesn't know the extent of the problems.

"The PSC is too far removed from the local issues at hand -- high prices and poor water," he said. "The PSC should be mandating with DEP that the water quality be improved. Nobody is forcing this utility to come into compliance."

Local residents will get one chance for a face-to-face meeting with PSC members. A public hearing is scheduled for June 26 in nearby Oviedo.

Gibbons said he won't be able to attend the public hearing, but he thinks the PSC should base its decision for approving

<http://www.orlandosentinel.com/news/local/seminole/orl-badwater0307jun03,0,3839398,print.story?coll=o...> 6/3/2007

Chemical level too high, yet water rate may rise

Page 3 of 3

the rate increase on three criteria -- product quality, facilities maintenance and customer service.

"I submit Aqua has failed in all three areas," he said.

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 192 of 843

Robert Perez can be reached at rperez@orlandosentinel.com or 407-322-1298.

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2006 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 193 of 843

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where otherwise noted, this report is based on the results of our monitoring for the period of January 1 to December 31, 2006 for Chuluota PWSID# FL3590186. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
Radiological Contaminants							
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	180	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 Trihalomethanes) (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	90 th 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.

ORIGINAL

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

07 JUN 19 AM 10:30

COMMISSION
CLERKName Joseph M. ParthyAddress 34934 CARL AVE.Zephyrhills, FL 33541

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 194 of 843

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

JUNE 14, 2007

ATTN: Public Service Commission

WE UNDERSTAND THE NEED FOR A
FAIR RETURN ON THEIR INVESTMENT.

THE OIL COMPANIES HAVE TAUGHT US THAT.
WE ALSO UNDERSTAND THAT WE ARE PAYING
FOR A BAD PRODUCT.

WE NO LONGER CAN GET A GLASS OF WATER
OUT OF THE FAUCET. TO DRINK

THE SMELL AND TASTE WILL STOP YOU.
A NEW FILTERING SYSTEM WILL PROTECT
THEIR CUSTOMERS AND KEEP US SAFE

Please Help us With our Problem.

Thank you,

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GCL 1
OPC _____
RCA _____
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SGA _____
SEC _____
OTH _____

Fold and tape - see back for address

Joseph M. Parthy

ORIGINAL

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.

RECEIVED-FPSC

07 JUN 19 AM 10:30

DOCKET NO. 060368-WS

COMMISSION
CLERK

Name Deborah Boyd
 Address 5416 Prince Ave
Sebring, FL 33875

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 simply
 outrageous. One does expect things
 to go up now and then but
 this is unacceptable.

Handwritten notes on the left margin:
 \$24.69
 \$18.54
 \$15.84

Handwritten notes in the comments section:
 { water base facility charge 4-20-07
 # 9.68
 { water base facility charge: 6-20-07
 # 47.27
 { 4-20-07 100000 gal - .00219
 6-20-07 100000 gal - .01073
 { 6-14-07
 why is Sebring rates so much
 higher than everyone else?

Handwritten notes on the right margin:
 COM
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 SCR
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 SEC
 OTH

Fold and tape -- see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
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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

RECEIVED FPSC
07 JUN 19 AM 10:30

COMMISSION
CLERK

Name Walter T. Davis

Address 161 Reaves Ave

Interlachen, FL 32148

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

The proposed rate increase is
"exorbitant" The water is
"undrinkable"!! Many residents,
like myself, who reside in
Palm Shores buy drinking water.
There has been no improvements
to the Palm Shores water system
thus far.

In addition, many of the
residents are on a fixed income.
Such a "high" base increase would
be devastating to them.

also, such a high increase
would force residents to seek other
alternatives to get their water.

Sincere, close scrutiny needs to
be considered in approving this increase.

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ORIGINAL

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

COMMISSION
CLERK

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 197 of 843

Name Mariette Williams

Address 4612 Clarice Ave.

Zephyrhills, FL 33541

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

I'm a single widow on a fixed income.
I can not afford the rate increases you request.
I use enough water to do 2 loads of laundry,
shower & do my dishes 3 times a week. My last
bill was \$47.

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Fold and tape - see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 198 of 843

RECEIVED-FPSC

07 JUN 19 AM 10:30

COMMISSION
36240 E. Spring Lake Blvd.
Fruitland Park, FL 34731
June 15, 2007

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 060368-WS

PLEASE have mercy on the customers of Aqua Utilities Florida, Inc. A triple rate increase is overkill.

Right now, my wife is in the donut hole on Part D medication and it's only June. We saw a rate increase sometime in April and now they want to triple it in January. We are living on Social Security and we never get a triple increase in January – although that would be a good idea – it would help pay for some of the things we've had to give up just to exist! Sure would hate to have to give up baths.

Any consideration to this highway robbery will be appreciated.

Paul R. Shires, Jr.
Paul R. Shires, Jr.

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★ CONCERNING DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC

07 JUN 19 AM 10:30

Oscar Lerner
4083 Waycross Pl.
Chipley, FL 32428-3162

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 199 of 843

TO WHOM IT MAY CONCERN (OTHER THAN
OUR OWN SURVIVAL),

IT HAS COME TO MY ATTENTION THAT
AQUA UTILITIES FLORIDA PLANS TO RAISE
OUR (SUNNY HILLS AREA) ALREADY EXHORBI-
TANT WATER RATES (WE ALREADY PAY
3-5 TIMES HIGHER RATES THAN SURROUND
ING COMMUNITIES) ONE HUNDRED PERCENT.

THAT WOULD MAKE OUR WATER BILL
AS MUCH AS OUR POWER AND PHONE BILLS

CMP _____
COM COMBINED!!!
CTR _____

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GCL 1

OPC _____
RCA _____

SCR _____
SGA _____

SEC _____
OTH _____

I TAKE CARE OF MY INVALID FATHER
24/7 - 365 DAYS A YEAR. WE LIVE ON
ONLY \$1500 A MONTH, ONE THIRD OF
WHICH IS MORTGAGE PAYMENT.

A RATE INCREASE OF THIS MAGNITUDE
WOULD SEVERELY EFFECT OUR SURVIVAL.
WE DON'T LIVE AS OTHERS LIVE; WE
MERELY & BARELY SURVIVE!! RESPECTFULLY,

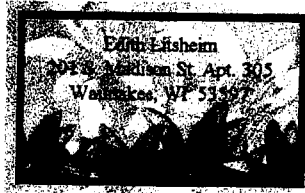
ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
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RECEIVED-FPSC

07 JUN 19 AM 10:30

COMMISSION
CLERK



6/13/07

Director, Division of the
Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399

Re: Docket No. 060368-WS
Aqua Utilities, Florida, Inc.
has given us good service since
acquiring the system in July, 2004.
I own a mobile home in Zephyr Shores
Mobile Home Park, Zephyrhills, FL (Pasco
County).
Like ^{most} all the other residents in the park,
I'm living on a fixed income of Social
Security pension. With high costs
of gasoline, insurance, taxes,
utilities, food, etc., I cannot
afford to pay an increase in
water and wastewater rates.
Therefore, I'm writing in opposition,
and would ask the Commission to
deny their application. Yours truly,
Edith Lisheim

CMP _____
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SGA _____
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OTH _____

ORIGINAL

RECEIVED-FPSC

07 JUN 19 AM 10:30

COMMISSION
CLERK

Carl L. Gibson

1008 Coleman St
Charlottesville VA 22901
1-434-296-5478
gjunemarie@wmconnect

June 12, 2007

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket Number 060368-WS

To Whom It May Concern:

This letter is written in response to the Legal Notice we received regarding an application by Aqua Utilities, Florida Incorporated for a rate increase. I think this needs to be looked into. We received bills that were very high. One was for 4,700 gallons of water for a month and there is no one but my wife and myself. We only flush the toilet after 4 or 5 times of usage. We didn't wash the house or car and took military showers.

The last three bills we received were for the same amount and said we used 2,000 or more gallons for one month. Everyone, in Zephyr Shores Estates on 54 West in Zephyrhills, Florida where my home is located, was receiving these high bills and the water used was not correct. We think this needs to be looked into very close. Even when I called to complain they never came out and checked to see what I was talking about. They have not given me good customer service and are asking to increase the rate to the customers they serve!!! Please examine the utility bills and compare the accounts so you can see what I am talking about. My address is:

35006 Dale Avenue
Zephyrhills Florida 33541.

Your prompt attention to this matter is greatly appreciated. If you have any questions please feel free to contact me at the above address in Virginia or my email address.

Sincerely,

Carl L. Gibson

Carl L. Gibson
CLG/lgd

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Chuck & Sandy Alexander
05103 Albert Road
Fruitland Park, FL 34731
(352) 728-6167
Email address: chuckysoup777@aol.com

ORIGINAL

DISTRIBUTION CENTER
07 JUN 19 AM 8:00

June 13, 2007

Director: Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED-FPSC
07 JUN 19 AM 10:30
COMMISSION
CLERK

Re: Docket No. 060368-WS

Dear Sir or Madam:

Are you people crazy? Please take a good look at the water rates you are proposing and tell me how you could possibly come up with these figures. I mean, "talk about an increase"! We all know that the cost of living has to go up to keep up with the growth but it is increases such as this that are making it very hard on retirees or us that are thinking about retiring.


I might have a solution to your problem – not that you have one – why don't you apply this increase to the many golf courses that are being built, such as the Villages that use more water in a day than we would in a year!

Many people have moved to Florida over the years thinking they could enjoy their retirement with ease but the cost of living in this state far exceeds their dreams. Medical expenses alone are a burden.

I am asking that you reconsider this proposed rate increase and give the Florida residents a break – don't penalize us because the building of housing, golf courses, etc. keep getting approved. Have you looked at the percentage of foreclosures, unemployment, and the economy? People need a break, they need help.

Please reconsider this rate increase to a more acceptable and agreeable figure. Thank you for your consideration.

Sincerely,


Sandra L. Alexander

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 203 of 843

CHARLES M. DAVIS, SR.

8103 Plank Road
Dillwyn VA 23936
1-434-983-9686
dlgd51@peoplepc.com

DISTRIBUTION CENTER
07 JUN 19 AM 7:57

June 12, 2007

Office Of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket Number 060368-WS

To Whom It May Concern:

RECEIVED-FPSC
07 JUN 19 AM 10:30
COMMISSION
CLERK

This letter is written in response to the Legal Notice we received regarding an application by Aqua Utilities, Florida Incorporated for a rate increase. Please note that numerous complaints have been entered by residents of Zephyr Shores Estates located on 54 West in Zephyrhills, Florida. My Florida address is 4606 Newcomb Avenue, Zephyrhills, Florida.

A) Homeowner's called to complain of errors on their meter readings. The fact that the quantity of gallons used in the billing cycle was incorrect and exceeded usage by the number of occupants for said dwelling.

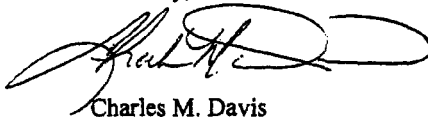
B) No representative from Aqua Utilities ever came to this development to check the meters to see why they were showing unusual water usage.

These complaints were never addressed to the satisfaction of the homeowners. We the consumers went to extremes to conserve water because it has been a dry season. For Example not flushing after each use, not power washing homes, not washing cars at home. Yet the water bills still reflected the same amount of gallons used and the amount billed to us the consumer was the same-very high. No amount of conservation seems to make a difference.

We would like to know if the meters are working properly. If it is an equipment problem it would seem Aqua Utilities should want to fix it in light of the drought conditions in Florida.

Your prompt attention and consideration in this matter is greatly appreciated. If you have any questions I can be contacted at the above address or email address.

Sincerely,



Charles M. Davis

CMD/lgd

CMP _____
COM _____
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ECR 1 _____
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SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 204 of 843

DISTRIBUTION CENTER
07 JUN 19 AM 7:24

P. O. Box 868
Fruitland Park, FL 34731
June 15, 2007

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 060368-WS

According to what we have read in the newspaper, Aqua Utilities Florida, Inc. is wanting to triple the water rates. How can a triple increase be justified? We have no problem with a small rate increase but three times??? Seems I remember getting something in the mail a couple of months ago saying the rates were going up in April. Now in January they want to do it again.

If our increase in Social Security will go up three times the usual amount in January, we would be happy to pay extra for the water, however, you know that's not going to happen!

Please take into consideration that a lot of us live on Social Security and pensions. We have to give up certain things now in order to pay for our medications but it sure will be hard to give up water!

Thanks for your understanding.

James M. Elwell
Mary Lee Elwell
James M. Elwell
Mary Lee Elwell

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

CCA Official Filing
6/18/2007 2:28 PM*****

2:28 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Consumer Contact
Sent: Monday, June 18, 2007 2:28 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9609

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 205 of 843

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, June 16, 2007 9:29 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9609

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: DON SOULE
Telephone: 407-970-9006
Email: DSOULE@CREATIVEFLOORS.CC
Address: 391 VELVETEEN PLACE CHULUOTA 32766

BUSINESS INFORMATION

Business Account Name: Janis Dunn
Account Number:
Address: 391 VELVETEEN PLACE Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

MY COMPLAINT IS HOW CAN THE PSC ALLOW AQUA UTILITIES CHARGE US 3 TIMES THE AMOUNT OF ANY OTHER WATER SERVICE IN SEMINOLE AND ORANGE COUNTY. WHY DOES AN OUT OF STATE COMPANY EVEN HAVE A CONTRACT WITH AQUA UTILITIES? OUR WATER IS UNSAFE AND OVER PRICED. WHY DOES IT TAKE AQUA UTILITIES 3 TIMES WHAT IT COSTS EVERYONE ELSE IN FLORIDA? IF ANY OTHER SUPPLIER WAS OVERCHARGING THE STATE YOU WOULD CANCEL THEIR CONTRACT IN A SECOND, NOT GIVE THEM A RATE INCREASE. YOU ARE PUBLIC SERVICES NOT AQUA UTILITIES SERVICE. WE HAVE 1936 VOTING HOMES IN THIS DISTRICT AND WE WANT CHANGE, NOT JUST A SMALL RATE INCREASE. HAVE YOUR CHILDREN COME AND BATH IN AND DRINK OUR WATER, YOU PAY 3 TIMES WHAT YOUR NEIGHBORS ARE PAYING FOR WATER AND THEN ASK YOURSELF WHY WE ARE BEING TREATED THIS WAY. WHY ARE WE BEING FORCED TO DRINK TOXIC WATER? I WOULD LIKE TO KNOW THE REASONING BEHIND THE AWARDED OF THIS CONTRACT. SERVE THE VOTERS OF FLORIDA NOT THE FAT POCKETS OF PENNSYLVANIA.
THANKS DON SOULE

PSC was contacted previously

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 206 of 843

From: Consumer Contact
Sent: Monday, June 18, 2007 11:27 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket #060368-WS

Please add to docket file.
Thanks,
Ruth

From: Amy [mailto:Lueka@bellsouth.net]
Sent: Sunday, June 17, 2007 5:15 PM
To: Consumer Contact
Cc: JP
Subject: RE: Docket #060368-WS

To whom it may concern:

We moved to Chuluota from Orange County (Waterford Lakes) in August 2005. I had lived in Orange County for 18 years and never used a water filter in my home. Within three months of moving into our home at Osprey Lakes all of the glasses had become cloudy and silverware tarnished. We also noticed drier skin and hair and other negative side affects as a result of the very poor quality of the water. And to make this all worse, our water bill had increased by almost 40%!

The extremely poor water forced us to purchase a water purifying system – a costly step to ensure good water. Since August 2005 I have grumbled every time we get a water bill and each time we get a contamination notice I more disgusted with the high price for such poor water!

To now be advised of additional increases is almost incomprehensible! Aqua Utilities should under no circumstances be allowed an increase in their rates.

Thank you,
Amy S. Luek
753 Grey Heron Place
Chuluota, FL 32766

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

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SCR _____

SGA _____

SEC _____

OTH _____

6/18/2007

L. F. HINES

JUNE 13, 2007

ORIGINAL

RE AQUA RATE INCREASE
DOCKET # 060368-WS

RECEIVED-FPSC
JUN 18 AM 8:26
COMMISSION
CLERK

DEAR FL. PUBLIC SERVICE COMMISSION MEMBERS:

THANK YOU FOR YOUR LETTER AND INFORMATION.
IT IS GOOD TO KNOW YOU ARE HEARING US.

I HAD INTENDED TO PRESENT THIS COMPLAINT AT
THE HEARING IN LAKE LAND TO DAY BUT I COULD NOT
ATTEND.

TWO DAYS AFTER I MAILED MY LAST LETTER I
GOT MY BILL FOR MAY. IT WAS A SHOCKER.

\$170.96 FOR 29 DAYS. 9,800 GAL. OF WATER FOR AN
AVG. DAILY USAGE OF 337 GALS. I WENT BACK TO
DEC. 1, 2006 WHEN AQUA STARTED BILLING ME AND
AVERAGED MY BILLS AS FOLLOWS: 6 BILLS

\$30.51

GALS. 4,166

AVG DAILY USE 139 GAL.

THERE IS NO WAY THAT I USED 9,800 GALS. OF
WATER IN 29 DAYS. I CALLED AQUA AND COMPLAINED.
THEY TOLD ME TO CHECK MY TOILETS FOR LEAKS AND
TO READ METER AFTER ALL USE AT NIGHT AND AGAIN
BEFORE USE IN THE MORNING. I DID THIS AND THE
METER DID NOT CHANGE OVER NIGHT. I PAID THIS
BILL AND SENT A NOTE SAYING I WAS PAYING UNDER
PROTEST AND BILL SHOULD BE ADJUSTED. I HAVE NOT
HEARD FROM THEM. THEY SENT A PERSON TO CHECK
MY METER BUT HE DID NOT CONTACT ME. THERE
ARE ONLY TWO OF US AND WE ONLY USE WATER

FOR NORMAL Household Uses. We do NOT use
their WATER FOR IRRIGATION.

TO THE BEST OF MY KNOWLEDGE THERE HAVE NOT
BEEN ANY MAJOR REPAIRS SINCE I HAVE BEEN
LIVING HERE. I DO NOT THINK THAT WE SHOULD PAY
FOR MAINTAINING THEIR SYSTEM.

I DON'T KNOW HOW THEY TREAT THIS WATER WITH
CHLORINE BUT SOMETIMES IT IS SO STRONG YOU CAN'T
DRINK IT AND AT OTHER TIMES YOU CAN'T TELL
THERE IS ANY IN IT.

WE HAVE HAD A FEW NOTICES TO BOIL WATER.
ONCE WE GOT THE NOTICE THE DAY AFTER WE
WERE TOLD TO BOIL THE WATER.

AS I STATED BEFORE, IF THEY GET THE INCREASE
THEY ARE ASKING FOR IT WILL REALLY PUT A
BURDEN ON OUR BUDGET. I SINCERELY HOPE THAT YOU
WILL DENY THIS INCREASE OR AT LEAST KEEP IT
AS LOW AS POSSIBLE.

THANKS

SINCERELY:

L. J. HINES

I AM ENCLOSED 2 COPIES OF BILLS FROM DEC. 06
WHERE THEY GEOFFED AND A COPY OF THE BILL
FOR MAY, 07

A UA

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633781
ROSALIE OAKS

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 c

Bill Date **December 21, 2006** Total Amount Due **\$ 26.24** Due Date **January 12, 2007**

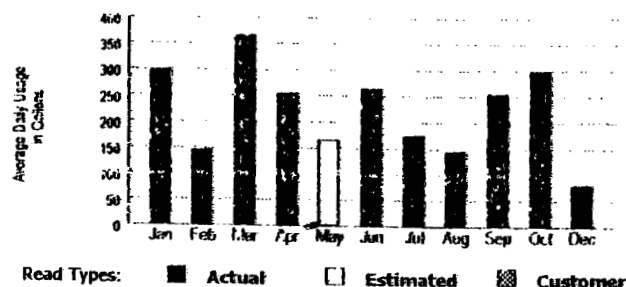
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
97426180	5/8	12/14/06	50	Actual	381200	4,200	Gal
		10/25/06		Actual	377000		
Average Daily Usage = 84 Gallons		Total Days: 50		Total Usage:		4,200	Gal

Billing Detail

Amount Owed from Last Bill	\$ 25.96
Total Payments Received	25.96
Balance	0.00
Adjustments	25.96 Credit
Water Base Facility Charge	18.97
4,200 gallons @ \$0.00095 per gallon	3.98
Current Water Charges	22.95
Sewer Base Facility Charge	25.85
4,200 gallons @ \$0.00667 per gallon	1.10
Current Sewer Charges	26.95
Utility Tax	2.30
Amount Due 01/12/07	\$ 26.24

Water Usage History



Message Center

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 209 of 843

Service To: **LEWIS HINES**
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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 **December 01, 2006** Total Amount Due **\$ 25.96** Due Date **December 27, 2006**

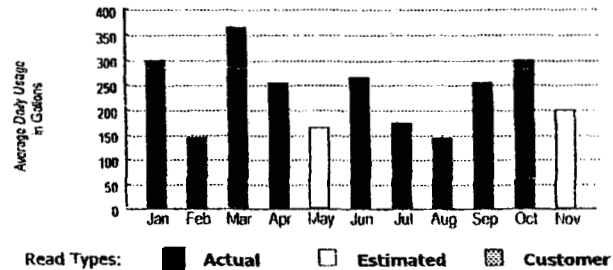
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	11/16/06	22	Estimated	381500	4,500	Gallons
		10/25/06		Actual	377000		
Average Daily Usage = 204 Gallons		Total Days: 22		Total Usage:		4,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 45.20
Total Payments Received.....	45.20
Balance	0.00
Water Base Facility Charge	8.35
3,667 gallons @ \$0.00095 per gallon	3.48
Next 833 gallons @ \$0.0012 per gallon	1.00
Current Water Charges.....	12.83
Sewer Base Facility Charge	11.37
4,500 gallons @ \$0.00667 per gallon	0.48
Current Sewer Charges	11.85
Utility Tax	1.28
Amount Due 12/27/06	\$ 25.96

Water Usage History



Message Center

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 210 of 843



Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date
May 18, 2007

Total Amount Due
\$ 170.96

Due Date
June 11, 2007

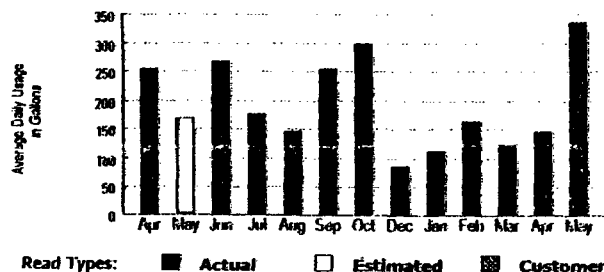
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	05/11/07	29	Actual	407300	9,800	Gallons
		04/12/07		Actual	397500		
Average Daily Usage = 337 Gallons		Total Days: 29		Total Usage:		9,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 34.58
Total Payments Received	34.58
Balance	0.00
Current Water Charges	48.79
Current Sewer Charges	117.29
Utility Tax	4.88
Amount Due 06/11/07	\$ 170.96

Water Usage History



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.

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 211 of 843

ORIGINAL

RECEIVED-FPSC

07 JUN 15 PM 12:10

COMMISSION
CLERK

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870


Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,



Rebecca & Earl Davidson

27645 Lois Drive

Tavares, FL 32778

CMP
COM
CTR
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GCL
OPC
RCA
SCR
SGA
SEC
OTH

DISTRIBUTION CENTER

07 JUN 15 AM 7:15

ORIGINAL

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

RECEIVED-FPSC

07 JUN 15 PM 12:10

COMMISSION
CLERK

Name Jamie Cheves
Address 7117 SW Archer RD Lot 2818
Gainesville FL 32608

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

Their our only two people Living
in my househole and we Never Ever
Use this much water 4,600 Gallons
in one month. We Also don't Like
Estimated Bills. We Would Like an
Actual Reading Every month.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
JPC _____
RCA _____
SCR _____
SGA _____
SEC _____
JTH _____

Account Number
000906999-0649310

Jamie Cheves

Fold and tape - see back for address

Aqua Utilities Florida, Inc.

DOCKET NO. 080388-WS

Pasco,
by
07 JUN 1980
06
RECEIVED-FPSC
06
EXMISSION
PM 12:10

SATSUMA Fl. 32189

Correspondence will be placed in the file of this docket.

I AM NOT IN FAVOR OF REQUESTED FINAL INCREASE.
I DO NOT BELIEVE THAT AGUA UTILITIES & FL INC.
CAN JUSTIFY A 50% OR MORE INCREASE, FOR
THE CONDITION OF THE WATER THEY SUPPLY.
I BELIEVE THE INTERIM RATES ARE SUFFICIENT
FOR COST & PROFIT MARGIN FOR THEIR INVESTMENT
IN THE HERMITAGE WATER PLANT.

We in Hermit's Cove Believe THAT EVERY COMPANY SHOULD MAKE A FAIR RETURN ON THEIR INVESTMENT BUT NOT AN OIL COMPANY PROFIT. EACH WATER & SEWER PLANT SHOULD BE VIEWED ~~as~~ INDIVIDUALLY FOR COST OF OPERATING & ANNUAL MAINTENANCE, NOT ACROSS THE BOARD as ONE. THEREFORE WE OPPOSE THIS FINAL INCREASE.

Page 214 of 843

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

ORIGINAL

RECEIVED-PRSC

Aqua Utilities Florida, Inc.

07 JUN 15 PM 12:09

DOCKET NO. 060368-WS

COMMISSION
CLERK

Name Linda B. Mickle

Address 1771 SW Archer Rd Lot 111

Gainesville, FL 32608

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

Please consider doing something
about getting the water bill lowered
I live from paycheck to paycheck work
at a store please.

I did not receive a credit that
says on the bill.

I would be so grateful if you
could do something about this.
thanks for your consideration

Linda Mickle

Linda Mickle

Account # 0009066770649037

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape - see back for address



Service To:
LINDA B. MICKLE
7117 SW ARCHER RD UNIT 111
GAINESVILLE, FL 32608-4620
Lot: 1326138 Block:

Docket No. 060300-W-3
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 216 of 843

Account Number
000906677 0649037
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**

e Mail: custserv@aquaaamerica.com

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

Bill Date

Total Amount Due

Due Date

May 22, 2007

\$ 96.18

June 13, 2007

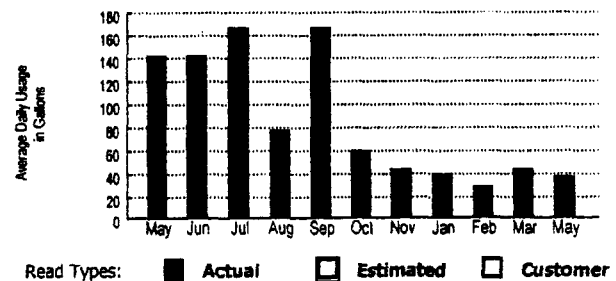
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56585824	5/8	05/16/07	21	Actual	1700	1,700	Gallons
			04/25/07		Actual	0		
Old Meter	93747991	5/8	04/25/07	44	Actual	467600	700	Gallons
*We have exchanged your meter during this billing period.			03/12/07		Actual	466900		
Average Daily Usage = 36 Gallons			Total Days: 65		Total Usage:		2,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 76.83	
Total Payments Received	0.00	
Balance	76.83	
Adjustments	76.83	Credit
Current Water Charges	41.00	
Current Sewer Charges	51.07	
Utility Tax	4.11	
Amount Due 06/13/07	\$ 96.18	

Water Usage History



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.

State of Florida



ORIGINAL

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0856

-M-E-M-O-R-A-N-D-U-M-

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 217 of 843

RECEIVED-FPSC
07 JUN 2007
10:27 AM
CLERK

DATE: June 15, 2007

TO: Ann Cole, Commission Clerk

FROM: Lawrence D. Harris, Assistant to Commissioner Argenziano *LDH*

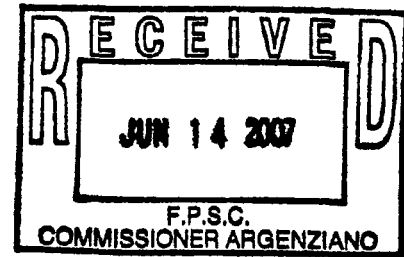
RE: Correspondence received in Docket No. 060368-WS

Please place the attached correspondence from Orlando A. Carroll in the correspondence side of the above referenced docket. If you have any questions, please do not hesitate to contact me.

Attachment

Cc: Roberta Bass
William Garner
Jeremy Susac
Samantha Cibula
Rosanne Gervasi

June 6, 2007



Ms.
Nancy Argenziano
Florida Public Service Commissioner.
311 Senate Office Building..
400 South Monroe Street.
Tallahassee, FL. 32399-1100

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 218 of 843

Dear Madam:

SUBJECT: OUTRAGEOUS WATER/SEWER BILL FROM AQUA UTILITIES.
DOCKET No. 060368-SW.

As a current residence in Chuluota, Seminola FL. I'm disgruntled to hear that our water/sewer base rate will increase close to \$100. This is unsatisfactory due to that our neighbors who live in older homes in the same city are paying a much less bill near \$50. Are we simply getting that much better water than our neighbors? Is there any particular reason for the base rate increase? Chuluota water rates are reported to be the highest in the southeastern U.S.

Please don't hesitate to respond by either contacting me or purging the rate increase.

Sincerely,

Orlando A. Carroll.
Orlando A. Carroll.

534 Granite Circle
Chuluota, FL. 32766

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 219 of 843

28600 Tammi Drive
Tavares, FL 32778

DISTRIBUTION CENTER
07 JUN 15 AM 7:12

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

June 11, 2007

COMMISSION
CLERK

07 JUN 15 PM 12:10

RECEIVED-FPSC

Re; Docket Number 060368-WS

To Whom It May Concern:

We are writing to strongly protest the proposed rate increase by Aqua Utilities Florida, Inc. The proposed increases will more than double the current water charges and increase the sewer charges by more than 50%. Such levels of increase seem extremely excessive since we already have some of the highest water and sewer charges in the state. When there is a huge price increase in a given commodity it is often possible to alter one's usage to reduce the impact. An example would be the recent increase in gasoline prices. By significantly reducing the use of one's automobile, car-pooling and using public transportation an individual can reduce the effect of rising gasoline prices. Such is not the case with water as it is a basic necessity. We already practice low water usage in our household and it will be very difficult to reduce our usage further.

We do understand that Aqua Utilities has made some significant improvements in equipment in the area and we understand that a rate increase may be justified to recover some of the expenses. However, we find it hard to believe that the Utility is not already making a significant profit at their existing rates. We could be more sympathetic to the proposed changes if it were demonstrated that Aqua Utility was experiencing financial difficulty as a result of their having made the various capital improvements. Is it not true that these improvements will in fact make the system function more efficiently and in the long run save the company money? It seems unreasonable for the public to pay for improvements that will result in a more efficient system and ultimately increase the profits for Aqua Utilities Florida, Inc.

CMP _____

COM _____

CTR _____

ECR T

GCL T

OPC _____

RCA _____

SCR _____

SGA _____

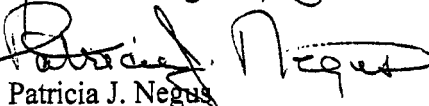
SEC _____

OTH _____

In summary we believe that the requested rate increase is outlandish and feel that much more financial justification should be forthcoming before such an increase is approved.

Sincerely,


Norman C. Negus


Patricia J. Negus

ORIGINAL

DISTRIBUTION CENTER

07 JUN 14 AM 7:44

Director,
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED-FPSC
07 JUN 14 AM 10:03
COMMISSION
CLERK

Docket No. 060368-WS

Gibson Park subdivision: surveyed by B.M.
Higgenbotham April, 1956, filed 04-27-1956. File #
777484 Lot 7 Block C Gibson Park P.B. 40 pg 8.
Exhibit I Gibson Park denoted on all documents not Lake
Gibson Estates.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Southern States Utilities, 1000 Color Place, Apopka,
Fl. 32703 was the provider of water and wastewater
service. Meter # 98281466 established in 1966 is
still in use, never having been replaced by any of
the Utilities previous or current owners.

We acquired Lot 7 Block C Gibson Park Lakeland,
Fl 33809-3522 on April 1st, 1994. This home was
built in 1966.

Exhibit II Florida Water Services Corporation owned this facility
records showing "Price Index Rate Adjustments" November,
2001 (copy enclosed front & back).

p. 1 of 6 pages

Exhibit IV Notice Nov. 15, 2005 Lake Gibson Estates Utility Company? filed Notice of Intention to increase water and wastewater rates in Polk County effective January 14, 2006. This printed notice had Lake Gibson Estates Utility Company and Aqua Utilities Fl. Inc. below. Where or when did Lake Gibson Estates Utility Company come into existence? No notification was provided to Gibson Park customers. Interim rates have been taken from year 1994 including this filing effective as of January 14, 2006. This is a disclaimer of the statement in Docket # 060368-WS issued April 11, 2007 stating no increases.

Exhibit V Account numbers were changed effective November, 2006 from 000285121-0 to 00903933 0646448. Meter numbers remained the same as in 2001 and prior. There were no new meters.

Exhibit VI Notification Docket # 060368-WS issued April 11, 2007
See error for stated availability of this document:
Polk County Library City Hall, 228 Massachusetts Avenue
Lakeland, Fl. 33801, Phone 863-834-6000. This
phone number and facility had no knowledge of this
document. This document, Docket # 060368 was available

until week of May 21, 2007 when it then was available at Lakeland Public Library. (This information of date of availability was obtained from Jane, Reference Librarian. Lakeland Public Library is located at 100 Lake Morton Dr., Lakeland, Fl. 33807.)

Exhibit VII Newspaper legal notice appeared and published Friday May 18th, 2007 in The Ledger, Lakeland, Fl B 2 section:
Notice of Commission Customer Service Hearings
Date & Time: June 13, 2007 at 10:30 A.M.
Place: Palm Beach County Library System - Green Acres Branch
3750 Jog Road
Green Acres, Fl 33467

Exhibit VIII Legal notice mailed May 22, 2007 stating meeting Notice of Commission Customer Service Hearings.
Date and Time: June 13, 2007 at 6:00 P.M.
Place City Commission Chambers (3rd Floor)
228 S. Massachusetts Avenue
Lakeland, Fl 33801

Perusing the report Docket #060368-WS, a statement was printed saying Aqua Utilities Fl., Inc. had expended \$1000 per customer and wished to recoup their expenditures. The statement on the report utilized this claim:

'Prior owner did not allocate all administration costs to entities' as a basis for the huge increase needed.

In Gibson Park subdivision, the only repairs of which we are aware is the S.E. corner of Flamingo Ave and Bluebird Avenue. Water was seeping and standing. We alerted Aqua Utilities Fl., Inc. There was a break and a blockage in wastewater and water lines. A back-up of wastewater into our home caused damage in 2005. We fully replaced our line from the house to the street connection. They (Aqua) claimed the blockage did not cause our problem. Evidently the repair was not done properly as once again water was seeping and standing on corner of Bluebird Avenue and Flamingo Avenue in 2007. We alerted Aqua Utilities Fl. Inc. and the repair was redone. We once again called the Aqua Utilities Fl. Inc. as the road was not properly repaired. They responded, came back, dug a larger hole, blacktopped it and laid some sod.

Water not draining and standing has been a problem on corner of Bluebird Avenue and Christwood Dr.

Noted on the reports for rate increase concerning Docket #060368-WS was: No construction in progress 2005, 2006, 2007.

Consequently we believe this huge increase is unsubstantiated based on prior rate increases. The purchase price should have reflected the immediate and future needs. Sellers should have provided for this at time of sale. Purchaser should have investigated and be made aware of conditions as any wise purchaser would have. Seller would have a lesser profit, purchaser a lower price.

There has been no difference in services from one owner to another. Water pressure has been adequate.

Who are the new additions and meter installations? If they are new businesses and subdivisions, then developers, contractors or purchaser should be liable.

People on fixed incomes can not absorb a rate increase of this magnitude. We are already inundated from rising costs of electricity, gasoline, food and medicine. We conserve our water and do not water the lawn.

If the sewer rates are approved to \$100.58 based on 5/8 pipe in our case and \$21.75 for water without fees and taxes, this would be \$122.33 a month, \$1467.96 a year. Compare these figures to the \$197.48 from January through May which includes tax and fees. Under the new rates \$611.65 would be the cost for the same period plus taxes and fees. This denotes an increase in 5 months of \$414.17 plus the additional tax and fees. This is astronomical. We object whole heartedly to this rate increase.

Please enter this correspondence into the records against the proposed rate increase of Docket # 060368-WS. (6 pages, 3 exhibits).

Thank you!

John T. Mansfield
Betty C. Mansfield
5538 Fleming Ave.
Lakeland, FL 33809-3522
Ph. 863-859-7367

LAWYERS TITLE INSURANCE CORPORATION
INDIVIDUAL

Exhibit I

This Warranty Deed made this 31st day of March, 1994

between

Harold L. Akins, widower and surviving spouse of Billie D. Akins,
deceased

Whose mailing address is: 5265 Palisade Dr.
Spring Hill, Florida 34607
Hereinafter called the Grantor, and

John W. Mansfield and Betty A. Mansfield, his wife

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 226 of 843

3370 0647
POLK OFF. REC. PAGE

Whose mailing address is: 5528 Flamigo Avenue
Lakeland, FL 33809

Hereinafter called the Grantee,
WITNESSETH, that the Grantor, for and in consideration of the sum of
(10.00) and other valuable considerations the receipt whereof is hereby
acknowledged has granted, bargained, and sold unto the Grantee, and
Grantee's successors, and assigns forever, all that certain parcel of land
in the county of Polk and State of Florida to wit:

Lot 7 in Block C of GIBSON PARK, according to the map or plat thereof
recorded in Plat Book 40, Page 8, of the public records of Polk
County, Florida.

Tax ID#24-27-23-008800-109959

Documentary Tax Pd. \$ 560.00
Intangible Tax Pd. \$ —
E.D. "Bud" Dixon, Clerk, Polk Co.
By: [Signature] Deputy Clerk

DEPT 115 5.00
DEPT 291 1.00
DEPT 251 560.00
833 #
CHECKS 566.00
7882ARIM

04/04/94

TAX FOLIO NUMBER

and Grantor does hereby fully warrant title to said land and will defend
the same against the lawful claims of all persons whomsoever, except
taxes for the year 1994 and subsequent, and restrictions, limitations,
covenants, and easements of record, if any. ("Grantor and Grantee" are
used herein for singular or plural, the singular shall include plural,
and any gender shall include all genders, as context requires.)

Signed, Sealed, and Delivered in our presence:

(Wit.) [Signature] [Signature] (SEAL)
Paula M. Smith Harold L. Akins

(Wit.) [Signature] _____ (SEAL)
Lorena K. Skrine

(Wit.) _____ (SEAL)

(Wit.) _____ (SEAL)

State of Florida
County of Polk

FILED, RECORDED, AND
RECORD VERIFIED (SEAL)
E.D. "Bud" DIXON, CLK. Cir. Cl.
POLK COUNTY, FLA.
BY [Signature] DC

The foregoing instrument was acknowledged before me on this 31st day of
March, 1994 by Harold L. Akins, widower and surviving spouse of
Billie D. Akins, deceased who is personally known to me or has produced
driver's license as identification and not take an oath.

WITNESS my signature and official seal in the county and state last
aforesaid.

[Signature]
(Notary Public) Lorena K. Skrine

My commission expires
(Affix Notary Seal)
PREPARED BY: Thalia T. Duclos
LAWYERS TITLE INSURANCE CORPORATION
202 Lake Miriam Drive, Suite 1-E
Lakeland, Florida 33813

OFFICIAL NOTARY SEAL
LORENA K. SKRINE
NOTARY PUBLIC STATE OF FLORIDA
COMMISSION NO. CC342469
MY COMMISSION EXP. FEB. 6, 1998

LTIC NO. 9400692

RETURN TO: [Signature]
LAWYERS TITLE INSURANCE CORPORATION



Exp. # II

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 227 of 843

NOTICE TO CUSTOMERS
IN
Gibsonia Estates, Lake Gibson, Orange Hill and Sugar Creek
in Polk County

Dated: November 2001

Dear Customer:

In July of 1980, the Florida Legislature passed a law permitting water and wastewater utilities to adjust their rates without the utilities' customers bearing the additional expense of a public hearing. This law can be found in the Florida Statutes, Section 367.081(4)(a). "Price Index Rate Adjustments" result from increases or decreases in non-controllable expenses subject to inflationary pressures. These expenses include chemicals and other general operation and maintenance costs.

Pursuant to this provision of Florida law and Rule 25-30.420, Florida Administrative Code, on September 27, 2001, Florida Water Services Corporation – Polk County Systems filed its Price Index Rate Adjustment with the Florida Public Service Commission. If approved by the Commission as submitted, water rates for Gibsonia Estates will increase by approximately 2.7962%, for Lake Gibson approximately 2.1029% and for Orange Hill/Sugar Creek approximately 1.5576%. Wastewater rates for Lake Gibson will increase by approximately 2.0363%. The schedule set forth on the back of this page shows the current and new rates for your service area. The new rates will be effective for service rendered on or after November 26, 2001.

If you have any questions concerning your bill or this notice, please call our Customer Care Specialists at (800) 432-4501 between the hours of 8:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the following address: Division of Consumer Affairs, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 2001 Price Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number: (800) 342-3552.

Sincerely,

Florida Water Services Corporation



Exh. III

NOTICE OF APPLICATION FOR SALE OF FACILITIES

(Section 367.071, Florida Statutes)

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 228 of 843

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

Applicant:

Florida Water Services Corporation
Attn: Melissa Taylor, Esquire
P.O. Box 609520
Orlando, FL 32860-9520

Purchaser:

Aqua Utilities Florida, Inc.
Attn: Kathy L. Pape, Esquire
762 West Lancaster Avenue
Bryn Mawr, PA 19010

JOHN W MANSFIELD
5528 FLAMINGO AVE

LAKELAND FL

33809-3522

PLANT # 210
CUST # 285121

565

Exh. IV

NOTICE TO CUSTOMERS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 230 of 843

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, Lake Gibson Estates Utility Company, filed its Notice of Intention with the Florida Public Service Commission to increase water and wastewater rates in Polk 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 3.74% and wastewater rates by 0.32%. 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.

**Lake Gibson Estates Utility Company
Aqua Utilities Florida, Inc.**

How to Read Your Bill

Beginning in November, we introduced a redesigned, easy-to-read bill. Below you'll find a legend detailing the new features of your bill.

1 Service To: Lawrence Alston
123 Maple Dr.
Glen Allen, TX 23060

2 Account Number: 000123456 789000

3 Aqua Texas, Inc.
763 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489
Tel: 677-9627 x7123
Fax: 677-9624 x202
E-Mail: customer@aquatexas.com

Questions about your water/sewer service? Contact us before the due date.
 Set Date: August 29, 2006
 Total Amount Due: \$ 49.46
 Due Date: September 26, 2006

4 Meter Data

Meter	Size	Reading	Period	Unit	Usage	Unit
85612	3/4"	260,484	30	Actual	1,300	Gallons
Average Daily Usage: 43 Gallons					Total Usage: 1,300 Gallons	

5 Billing Detail

Amount Owed from Last Bill	\$ 82.05
Total Payments Received	82.05
Balance Forward	0.00
Water Base Facility Charge	12.00
1,300 gallons @ \$0.00414 per gallon	5.38
Current Water Charges	17.38
Sewer Base Facility Charge	26.00
1,300 gallons @ \$0.00455 per gallon	5.89
Current Sewer Charges	32.00
Amount Due 9/26/06	\$ 49.46

6 Water Usage History

7 Message Center

134812

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

AQUA Water/Sewer Bill

Return this coupon with your payment.
 Keep top portion for your records.

Service To: Lawrence Alston
123 Maple Dr.
Glen Allen, TX 23060

Account Number: 000123456 789000
 Total Amount Due: \$ 49.46
 Due Date: September 26, 2006

Please make check payable to Aqua TX.
 Print your account number on your check.
 then mail to address on back.

0008246030563070000000049463

1. Service address - The property for which the water service has been provided.
2. Account number - This is a new account number that identifies your billing and your service account with the water company. Additionally, your new account number will allow you to access automated account information when calling customer service. If you are currently making payments through an online banking service it is important that you update your account information to ensure no delay in processing your payment information.
3. How to reach us - Customer service mailing address, phone and fax numbers and e-mail address.
4. Usage data - Includes your water meter's identification number and size, the dates of your billing period and the amount of water that was metered during the billing period.
5. Bill calculation - Shows base facility charge, usage calculation, any applicable surcharges and total charges for the current billing period.
6. Water use history chart - Provides a 13-month usage history for customers who are billed monthly or a 15-month chart for customers who are billed quarterly.
7. Payment coupon - return this portion with your bill payment.

**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 POLK 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 \$340,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. 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 Polk 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

Polk County Library
 City Hall - 228 S. Massachusetts Avenue
 Lakeland, Florida 33801
 Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing - June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.

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.

LAKE GIBSON ESTATES MONTHLY WATER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 7.05	\$ 8.15	\$ 21.75	
3/4 inch	\$ -	\$ 8.15	\$ 32.63	
1 inch	\$ -	\$ 8.15	\$ 54.38	
1 1/2 inch	\$ -	\$ 8.15	\$ 108.76	
2 inch	\$ -	\$ 8.15	\$ 174.01	
3 inch	\$ -	\$ 8.15	\$ 348.02	
4 inch	\$ -	\$ 8.15	\$ 543.79	
6 inch	\$ -	\$ 8.15	\$ 1,087.67	
8 inch	\$ -	\$ 8.15	\$ 1,740.12	
10 inch	\$ -	\$ 8.15	\$ 2,501.42	
	Present Rates	Interim Rates	Proposed Final Rates	
Total consumption	\$ 1.02	\$ 2.33		
< 6,001 (Residential)			\$ 2.84	
Over 6,000 (Residential)			\$ 3.55	
Non-residential			\$ 2.84	

LAKE GIBSON ESTATES MONTHLY SEWER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 26.81	\$ 38.10	\$ 100.58	
3/4 inch	\$ 26.81	\$ 38.10	\$ 150.87	
1 inch	\$ 26.81	\$ 38.10	\$ 251.45	
1 1/2 inch	\$ 26.81	\$ 38.10	\$ 502.90	
2 inch	\$ 26.81	\$ 38.10	\$ 804.63	
3 inch	\$ 26.81	\$ 38.10	\$ 1,609.27	
4 inch	\$ 26.81	\$ 38.10	\$ 2,514.48	
6 inch	\$ 26.81	\$ 38.10	\$ 5,028.95	
8 inch	\$ 26.81	\$ 38.10	\$ 8,046.33	
10 inch	\$ 26.81	\$ 38.10	\$ 11,566.60	
	Present Rates	Interim Rates	Proposed Final Rates	
Residential Gallonage Cap	\$ -	\$ -	\$ 6,000	
Residential use to cap	\$ -		\$ 7.72	
Non-residential	\$ -	\$ -	\$ 9.26	

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Eph VII

B2 FRIDAY, MAY 18, 2007 • THE LEDGER • WWW.THELEDGER.COM

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 18, 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 13, 2007 at 10:30 a.m.
Place: Palm Beach County Library System - Green Acres Branch
3750 Jog Road
Green Acres, FL 33467

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 Director, Division of the Commission Clerk and Administrative Services, 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).

X378 5-18-2007

Exh. VIII

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 234 of 843

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 22, 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 13, 2007 at 6:00 p.m.
Place: City Commission Chambers (3rd Floor)
228 S. Massachusetts Avenue
Lakeland, FL 33801

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).

ORIGINAL

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida, 32756

DISTRICT CENTER
RECEIVED-FPSC
07 JUN 14 AM 10:01
07 JUN 14 7:46
COMMISSION
CLERK

Ward W. Sparks
33520 Picciola Dr
Fruitland Park, Florida, 34731

June 10, 2007

Dear Sir,

We are writing you today regarding Docket No. 060368-WS regarding a rate increase proposed by Aqua Utilities Florida Inc.

We have lived on Picciola Island and have been served by the same water system for over 11 years. We have had and still have good reliable and safe service that has been adequate to meet our needs through the years. The water demand on Picciola Island has not significantly increased because the island has been almost fully built up for many years.

In the 11 years since we have lived here the water rates have gradually doubled. Now the proposal is to double them again in one step. This type of increase gives us many legitimate concerns:

- Over this same period of time, wages have not doubled twice.
- We have read the request to recover the \$22 million invested overall and specifically \$3 million spent in Lake County. Permanently doubling the water bill will certainly pay back the cost of the investment over time but it will also guarantee excessive profits in the future. Will a rate decrease be sought when the \$22 million is recovered along with a reasonable return on investment?
- Doubling the water bills in one step sets a very drastic precedent. As a supervising engineer at a public utility for 25 years I was very aware of our ongoing requests for rate increases. These requests were presented every three years were for increases on the order of 5% to 15%. Our utility was satisfied to get an increase of 1/2 to 2/3 of the requested increase.

We appreciate your time and trouble that you have taken to read this letter. We would have presented our concerns at the service hearings but we will be out of Florida due to a previous commitment on the scheduled hearing date. We will try to be present for the October hearings.

Sincerely,

Ward and Elaine Sparks

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 236 of 843

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

COMMISSION
CLERK

Name

John & Barbara Sack

Address

7117 S.W. Ancker Rd. #2615
Gainesville, FL 32608

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

6/13/07

My husband is retired and on disability. I will be retiring soon. We feel that this amount you are charging is completely out of line. People in this area are on a fixed income. Also our neighbors that are on G.H.U. water & sewer have a much lower bill with better water. We cannot drink this water without getting sick! I called last week and spoke with Delores. She told me that someone would be out to check our meter within 2 days. It is now June 13th - no one has bothered coming here to read any meters. How can you run a business that rips people off. How can you sleep at night. You should be ashamed!

Fold and tape - see back for address

Mr. John Sack

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

AQUA

Service To:
JOHN SACKS
 7117 SW ARCHER RD UNIT 2615
 GAINESVILLE, FL 32608-4656
 Lot: 1326146 Block:

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 237 of 843

Account Number
000906952 0649269
 ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **May 22, 2007** Total Amount Due **\$ 148.10** Due Date **June 13, 2007**

Meter Data

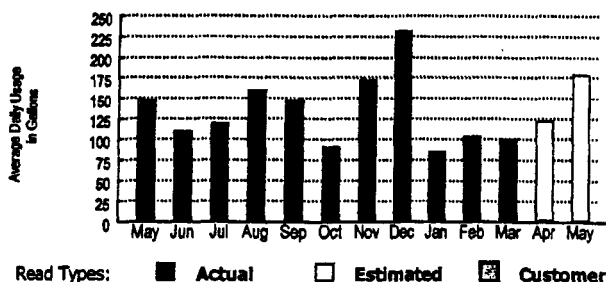
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93878792	5/8	05/16/07	23	Estimated	655500	4,100	Gallons
		04/23/07		Estimated	651400		
Average Daily Usage = 178 Gallons		Total Days: 23		Total Usage:		4,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 82.25
Total Payments Received	0.00
Balance	82.25
Current Water Charges	25.92
Current Sewer Charges	37.34
Utility Tax	2.59
Amount Due 06/13/07	\$ 148.10

6/5/07 $\frac{82.00}{148.10}$
Deloras

Water Usage History



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.

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042 PAP-S15-A-
 REV 01/0

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:
JOHN SACKS
 7117 SW ARCHER RD UNIT 2615
 GAINESVILLE, FL 32608-4656
 Lot: 1326146 Block:

Account Number
000906952 0649269
 Total Amount Due **\$ 148.10** Due Date **June 13, 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=422 Cyc=33M9 1up=334079 PC=BLAF

BLAF

JOHN SACKS
 7117 SW ARCHER RD LOT 2615
 GAINESVILLE FL 32608-4656



00090695206492690000000148108



ORIGINAL

Docket # 060368

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 238 of 843



RESIDENTIAL
REAL ESTATE, INC.

June 6, 2007

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399 0870

To Whom It May Concern:

I am CONCERNED about what Aqua Utilities is proposing regarding rates hikes in our water bills. I am on sewer and am thankful to be so because I live on a clean lake and feel like sewer is the best thing for the lake, however, I am horrified that my sewer bill will be at \$100 base a month. That is an outrageous and unaffordable hike, not only for me, but for the other neighbors that were "responsible" in using sewer over septic when they had a choice.

I am also horrified by the increase in water rates that they are proposing. The increase seems totally out of line and as a realtor that sells a great number of homes is in this area, I can assure you that it will effect our ability to sell these homes and thus hurting the homeowners once again in a market that is depreciating and in an area that has an abundance of homes on the market. If rates need to be increased somewhere, please consider putting it on new construction and hopefully slow the growth in the area that way instead of hurting the current homeowner. This will be a huge financial burden on many of the long term residents and businesses in this area. If the rates are out of line with the community, we'll never be able to "move" these homes, which is totally unfair to the homeowners who have no choice in who to use as their water supplier.

We are already seeing the effect of higher taxes and insurance. If water bills are out of line as well, you are doing a huge disservice to this area in North Lakeland.

I humbly and urgently ask you to not give them the increase that they are requesting.

Sincerely,

Fran Williams
Coldwell Banker Residential Real Estate

CMP _____
COM _____
CTR _____
ECR 1 _____
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED-FPSC

3003 S. FLORIDA AVE., SUITE 100
LAKELAND, FL 33803

OFFICE (863) 687-2233
FAX (863) 688-6101

COMMISSION
CLERK

JUN 13 AM 10:03



BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

RECEIVED-FPSC
07 JUN 13 AM 10:03
OFFICE OF THE ATTORNEY GENERAL
COMMISSION CLERK
Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050
Telephone (850) 414-3990 SUNCOM 994-3990
FAX (850) 410-1630 SUNCOM 210-1630

June 6, 2007

Mr and Mrs. Brett and Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Ms. Lingenfelter:

Attorney General Bill McCollum has received your letter regarding a possible increase in your water services.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

CS/Utilities
whoever replies
search online now
Brett

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26, 2007 that is to be about tripling the amount of our water bill!!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of \$50.00 a month for water service now! We pay an average of \$150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? \$400.00 a month for water that has contaminants?! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!! How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!! They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 241 of 843

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26, 2007 that is to be about tripling the amount of our water bill!!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of \$50.00 a month for water service now! We pay an average of \$150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? \$400.00 a month for water that has contaminants?! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!! How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 242 of 843

RECEIVED-FPSC

07 JUN 14 AM 10:02

COMMISSION
CLERK

Name SUZANNE RIO

Address 106 Lily Drive

Interlachen Fla 32048

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

To Whom it may concern.

I have lived on Lily Drive
for about 6 1/2 years and really
enjoy living here.

I am a waitress at Walter Barbeque
I am very aware of trying to make
my monthly bills as small as possible.
I see my hard work with an employer
because I seem to have to take \$1
from another bill and I am stretching
as far as I can. Thank you for
letting me make my comments
heard.

Thank you
Suzanne Rio Healey

Fold and tape -- see back for address

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, June 13, 2007 4:08 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: fax

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 243 of 843

Attachments: FAX.TIF

Please add to docket file 060368

From: Consumer Contact
Sent: Wednesday, June 13, 2007 9:28 AM
To: Ruth McHargue
Subject: FW: 352 372 5298, 2 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 352 372 5298, 2 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/13/2007 9:16 AM
Number of Pages: 2
From (CSID): 352 372 5298
From (ANI):
Sent to DID:

Duration of Fax: 0:00:50
Transfer Speed: 26400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (133
KB)

CMP _____
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OTH _____

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 244 of 843

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

John & Barbara Sack

Address

2117 S.W. Oakley Rd. #2615
Marionville Fl. 32608

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

6/13/07

My husband is retired and on disability. I will be retiring soon. We feel that this amount you are charging is completely out of line. People in this area are on a fixed income. Also our neighbors that are on G.H.U. water & sewer have a much lower bill with better water! We cannot drink this water without getting sick! I called last week and spoke with Belora. She told me that someone would be out to check our meter within 2 days. It is now June 13th - no one has bothered coming here to read any meters. How can you run a business that rip people off. How can you sleep @ night. You should be ashamed! Mr. John Sack!

Fold and tape - see back for address

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 246 of 843

From: Ruth McHargue
Sent: Tuesday, June 12, 2007 2:02 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9552

Add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 11, 2007 1:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9552

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Megan Tanis
Telephone: 321-348-3336
Email:
Address: 420 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Megan Tanis
Account Number:
Address: 420 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I am one of the many homeowners in the Chuluota area being affected by the proposed rate increase by Aqua Utilities. I am a previous homeowner in the Winter Springs area and our water was serviced by Seminole County - it came to my surprise when we moved to our home in November 2006 that our water company was Aqua Utilities even though we still reside in Seminole County. Not only were our rates more expensive but we received numerous reports that our water levels were potentially hazardous to our health.

Now Aqua Utilities is adding another blow by proposing a rate increase of almost 3x the amount we are paying now!! We are currently paying approximately \$90 a month and we are potentially going to have to pay \$270!!!! That is a car payment for most people - not their water and sewer bill!!!

Why is this private company providing our service and not Seminole County?

Please be sure to add my name and complaint to the thousands that are disputing this rate increase and poor quality of this water!

CMP _____
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CTR _____
ECR 1 _____
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OTH _____

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

ORIGINAL

RECEIVED-FPSC

07 JUN 12 AM 9:31

COMMISSION
CLERK

Name GUY M. Webb

Address 4498 HANCOCK CT.

SUNNY HILLS, FL. 32428

If you want 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

Prices are already so high. Water has
 chlorine taste. Deal bad early in
 the morning. Water meter
 covers are broken. They won't replace
 them. When they have a broken water
 main by the time you hear that you're
 suppose to boil water. It's pass the
 2 or 3 days. Also they raise the price
 last year.

Thank you
 Guy & Sarah Webb

CMP _____
 COM _____
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 SCR _____
 SGA _____
 SEC _____
 OTH _____

Application for a Rate Increase **ORIGINAL**
 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

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 248 of 843

RECEIVED
 JUN 19 2007
 AM 9:36
 DOCKET No. 060368-WS
 COMMISSION CLERK

Name Robert St Clair

Address 1120 Cornelia Dr

Satsuma Fl 32189 Hermit's Cove

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

CMP _____
 COM _____
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 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

May 29th 2007 I talked to an employee
 at the site and again at the Citgo Station on
 Sunday. My Question was why the water
 killed my plants, because they cannot limp
 over night after putting water to them.

The coffee got really bad last week.
 and I have a 3000 on Softener & Filter system -
 I may have to replace something, because
 the chlorine content to my drinking water
 is bad at times not a constant thing.

I don't believe there is a time to be
 blackmailed in order to get quality water.
 Fix the Problems and there won't be a need
 to increase anything, but you would
 have a better sell than it being broken.
 The Employee told me the chlorine check valve was not
 working properly and did not know if they could get one.

Fold and tape - see back for address

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:38 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9547

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 249 of 843

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 10, 2007 8:21 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9547

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Mark Ricci
Telephone: (407) 971-0708
Email: m_ricci@bellsouth.net
Address: 503 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Mark Ricci
Account Number: 0009022920644902
Address: 503 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference to Docket NO. 060368-WS

I have had a continuous problem with early morning very low water pressure. I have complained to Aqua several times with no affect.

We have received notice that our water has high levels of TTHMs which still isn't fixed. Myself, wife and kids DON'T drink our water because of this and its terrible taste.

There is no way that Aqua deserves to raise out water rates even higher. My water bill is ridiculously high and they will not let me put on a second meter for my irrigation system.

These rates are already far too high, Aqua will simply have to recoup their costs over a much longer period of time.

Please do not allow the rates to go up, it is already affecting our home values.

Thanks
Mark Ricci

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

CCA Official Filing
6/11/2007 3:44 PM*****

3:44 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:38 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9544

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 250 of 843

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 10, 2007 2:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9544

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Frank & Virginia Adkins
Telephone: 407-977-5014
Email: Coachfda@aol.com
Address: 559 Nutmeg Court Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Frank & Virginia Adkins Account Number: 0009041860646696
Address: 559 Nutmeg Court Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket # 060368-WS
Chuluota Service Area

Please take action and do not allow Aqua Utilities to increase our water rates more than the outrageous prices that they charge us already for our unsafe water. This crisis is forcing many people in our neighborhood to have to sell their homes and move because they cannot afford the water bills. This is not fair and has to be stopped.

CMIS was contacted previously

COM _____

CTR _____

ECR 1 _____

GCL 1 _____

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Docket No. 060368-WS
 Kimberly H. Dismukes
 Consumer Correspondence
 Schedule 3
 Page 251 of 843

Timolyn Henry

From: Cheryl Bulecza-Banks
Sent: Monday, June 11, 2007 3:31 PM
To: 'carlisle5@bellsouth.net'
Cc: 'davis.phyllis@leg.state.fl.us'; Ken Hoffman; Troy Rendell; Marshall Willis; Rosanne Gervasi; Felicia White; Matilda Sanders; Timolyn Henry
Subject: Complaint Filed with the Florida Public Service Commission - Docket No. 060368

Dear Ms. Carlisle,

I was hoping to speak with you regarding your e-mail to the Florida Public Service Commission. I have called (407) 366-0829 and (321) 663-8453 and left messages. The customer service hearing will take place on June 26, 2007 at 10 a.m. at the following location:

City of Oviedo City Hall
 City Council Chambers
 400 Alexandria Blvd.
 Oviedo, FL 32765

As you are aware, the customer service hearing was originally scheduled in Deltona. After receiving information that the residents of Chuluota were disappointed that the service hearing was scheduled some distance away from Chuluota, the Commission moved the service hearing location from Deltona, to Oviedo.

In your letter you mentioned that you received notice of a homeowners meeting. We are not aware of a scheduled homeowners meeting. I was hoping you could provide me additional information about the notice. We certainly do not want customers to be misinformed as to the date, time, and location of the service hearing.

You also asked why the county cannot takeover your water utility service. Aqua Utilities, Inc. is an investor-owned utility. The only way that the county can serve your community is through the purchase or condemnation of this investor-owned company currently providing your service.

If I can be of further assistance, please e-mail me at cbulecza@psc.state.fl.us or call me at (850) 413-6642.

Sincerely,

Cheryl Bulecza-banks
 Florida Public Service Commission
 Chief, Bureau of Rate Filings
 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850

-----Original Message-----

From: Ruth McHargue
 Sent: Monday, June 04, 2007 3:52 PM
 To: Timolyn Henry

Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9464

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 252 of 843

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 2:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9464

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I just read an article in the Sunday Orlando Sentinel about Aqua Utilities. First of all, I'm very happy that they gave us recognition about our problem (and that's putting it lightly). Second of all, I wanted to let you know that I received two notices in the mail this weekend about two meetings that are to be held at the same time and the same date regarding the Aqua Utilities' rate increase. One is from Aqua Utilities themselves which will be held at 10:00 a.m. At the City of Oviedo City Hall which states that the Florida Public Service Commission is holding customer service hearings so that we can comment on this unfairness. The other meeting is with the Board of Directors of our HOA in the Deltona Commission Chambers stating that the Public Service Commission will also be there to listen to our complaints. Please tell me how we can be two places at the same time and how is the Public Service Commission going to be at both places as well. This seems a little "coincidental" don't you think??? My third question is such a simple one...why can't the county take over our small community's water just like they've done with all the neighborhoods around us?? To me that would be the solution, but for some reason I can't get an answer! After all, when have you ever heard of a water bill being more than a power bill?!?! It's INSANE!

Sincerely,

Laura Carlisle
The Trails
370 Velveteen Place
Chuluota, FL 32766
407-366-0829

PSC was contacted previously

6/11/2007

ORIGINAL

CCA Official Filing
6/11/2007 3:26 PM*****

3:26 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:26 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9533

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 253 of 843

Add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 08, 2007 5:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9533

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Wayne Shigley
Telephone: 352 3659074
Email: mwshigley@comcast.net
Address: 35118 Queens Way Fruitland Park 34731

BUSINESS INFORMATION

Business Account Name: Wayne Shigley
Account Number: 0008974300640273
Address: 35118 Queens Way Fruitland Park Florida 34731

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Docket # 060368-WS

Proposed rate increase

The rates now are higher than any other provider of these services and they are proposing to increase water usage rates by - 200% and the sewer rates will increase - 308% - utterly ridiculous.

Also sewer rates are based upon full water usage and 75% of my water usage is for irrigation of lawn not into sewer. Also when the wind is from the North and I live ~1000 yards it smells like raw sewage and have to leave our home.

CMP _____
COM _____
CTR _____
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GCL 1 _____
OPC _____
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SGA _____
SEC _____
OTH _____

ORIGINAL

Timolyn Henry

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 254 of 843

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:26 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket no. 060368-WS

add to docket file

From: mwshigley@comcast.net [mailto:mwshigley@comcast.net]
Sent: Friday, June 08, 2007 5:54 PM
To: Consumer Contact
Cc: Consumer Contact
Subject: Docket no. 060368-WS

I protest this proposed rate increase since Aqua Utilities Florida is already charging the highest rate for this service of anyone in the area:

Meter charge **increase = 380%**
 Water usage **increase = ~200%**
 Sewer meter size rate **increase = 308%**
 Gallonage cap and use **increase = ~295%**
Overall rate increase ~300% -utterly ridiculous

We are charged for sewer for all the water usage and realistically in our case 75% of the water usage is for lawn irrigation and not going into the sewer.

When the wind is from the North for our area it smells like raw sewage.

I've had the water tested and it is so full of ????? that even with normal treatment it can't be cleared. We have to drink bottled water to avoid kidney damage.

To accept this rate increase proposal would be a travesty for the homeowners in this area of Kings Cove. Unjust and unwarranted, ludicrous.

Wayne Shigley

CMP _____

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SEC _____

6/PT/2007 _____

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:24 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9526

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 255 of 843

Add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 08, 2007 8:50 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9526

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Kenneth Richardson
Telephone: 321-348-3097
Email: kdr4150@cfl.rr.com
Address: 551 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Kenneth Richardson Account Number:
Address: 551 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

The water/sewage rates charged by Aqua Utilities are simply outrageous! For a household size of two (my wife and me), with limited irrigation usage in this past month, a water/sewage bill of \$229 is extremely excessive. Please do not allow Aqua Utilities to charge rates that are out-of-bounds. There has to be other ways to service Chuluota customers with water/sewage without allowing a for-profit company to charge whatever they want. I've heard that our water rates are the highest in the Southern United States. How can we allow that to continue? Please do not approve the proposed water/sewage rate increase.

Thank you for your concern.

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ORIGINAL

CCA Official Filing
6/11/2007 3:23 PM*****

3:23 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:23 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 3523745652, 1 page(s)

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 256 of 843

Attachments: FAX.TIF

Add to docket file 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3523745652, 1 page(s)

You have received a new fax. This fax was received by NET SatisFAXtion. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/06/2007 11:55 PM
Number of Pages: 1
From (CSID): 3523745652
From (ANI):
Sent to DID:

Duration of Fax: 0:01:00
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (23 KB)

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ORIGINAL

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. 080368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 257 of 843

Name Arthur and Sheila Thomas
Address 7117 SW Archer Rd Lot 98
Gainesville, FL 32618

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

Our water bill has triped this month.
Company States you must have a leak
some where. That's not the problem.
There has been no increase in our water
usage but the bill has. It's really bad
for your water bill to be higher than
the electric. Please help it's getting bad.

Fold and tape - see back for address

ORIGINAL

060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 258 of 843

RECEIVED
07 JUN 11 AM 10:45
COMMISSION
CLERK

To Whom It May Concern: June 6, 2007
My husband and I live on Social Security.
I am 70 years old and had to go back to
work as a clerk at Wal Mart to meet our bills.

Our home insurance has increased. Our
taxes have gone up. Dade County is going
sky high. Everything has increased.

I can understand an increase, but our
provider Aqua^{Wt} has increased from \$34.00
to 127.93 this month. That is way too
much. They put no money into renovation
or improvement for years and now. At
our former ~~and~~ home (River Ranch
Countryside) we paid \$34.00 for water
and sewer.

This has put a real hardship on us.

I want to go on record for myself
and my wife as protesting this increase.

William Webb
74 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Mrs. Beverly Webb
74 Rosalie Oaks Blvd.
Lake Wales FL 33898-8404

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Service To:
WILLIAM WEBB
74 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8404
Lot: 1190353 Block:

Account Number
000907442 0649720
 ROSALIE OAKS

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

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

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

Bill Date

Total Amount Due

Due Date

May 18, 2007

\$ 127.93

June 11, 2007

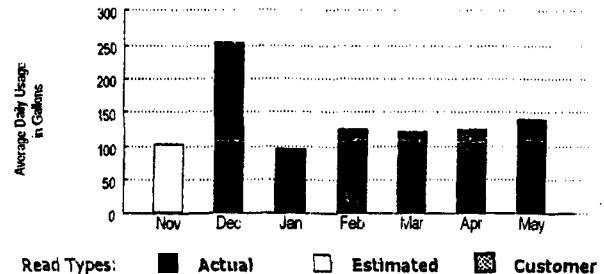
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97892286	5/8	05/11/07	29	Actual	192300	4,100	Gallons
		04/12/07		Actual	188200		
Average Daily Usage ■ 141 Gallons		Total Days: 29		Total Usage:		4,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 33.93
Total Payments Received.....	33.93
Balance.....	0.00
Current Water Charges.....	34.01
Current Sewer Charges	90.52
Utility Tax.....	3.40
Amount Due 05/11/07	\$ 127.93

Water Usage History



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.

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 22, 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 13, 2007 at 6:00 p.m.

Place: City Commission Chambers (3rd Floor)
228 S. Massachusetts Avenue
Lakeland, FL 33801

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).

ORIGINAL

060368-WS

June 8, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-7800
07 JUN 11 AM 10:49
COMMISSION
CLERK

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 261 of 843

Re: Aqua Utilities Florida, Inc.
Hermit's Cove - PWS ID 2540482

I would like to formally write to you in regards to the increased rates for water as proposed by Aqua Utilities Florida, Inc.

My husband and I have lived in Satsuma, FL, for 7 years. From the very beginning, the water was not drinkable due to the smell and taste of it. Clothes also were affected and required more than the manufacturer's instruction on how much softener to use due to being hard and stiff.

We live a block from the water tower in Hermit's Cove and many times have smelled the chlorine or other funk smells emitting from it.

Five years ago, I had a kidney removed due to cancer. I have to drink a lot of water, but cannot drink the water from Aqua Utilities. I just cannot swallow it without it gagging me.

We have bought an outside water system from Rain Soft and also have had an under the sink system. We now have a PUR filter on the kitchen faucet. But even using these products, the water still has an odd taste. I also purchase 24 packs of water every week. These purchases, along with the monthly charge for the water from Aqua Utilities, has added up.

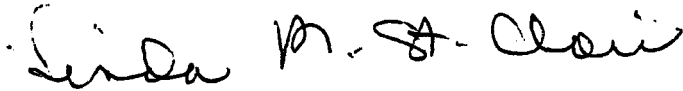
My formal protest to the raising of the prices that Aqua Utilities is proposing is that if you cannot use or drink the water when it is less expensive, why should they be allowed to increase their rates? They need to make the improvements and then prove they are worthy of the increased rate. The rate increase should be increased gradually based upon the quality of the water and customer satisfaction of the product.

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2. Florida Public Service Commission

My neighbors do not drink the water from Aqua Utilities and also have purchased units of their own or purchase water separately to consume.

Thank you for listening to my consumer complaint against Aqua Utilities, Inc.

A handwritten signature in cursive script that reads "Linda M. St. Clair".

Linda M. St. Clair
112 Camellia Drive
Satsuma, FL 32189

ORIGINAL

060368-WS

Stanley Ferguson
5720 Jacaranda Ave.
Lakeland, FL 33809-3337

6-5-07

Re acc. No. 000904564 0647058
Lake Gibson Estates

RECEIVED - PSC
07 JUN 11 AM 10:49

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 263 of 843

To: General Manager

Aqua Utilities Florida, Inc.

I am very unhappy with your billing and customer service at your billing office (Tel: 877-987-2782). Right up until April of this year my bill ran in the 30's to low 40's, now all of a sudden in May you send me a bill for \$60.63 with no explanation of how you arrived at this figure. From April 2006 to February of 2007 you listed the Water Base Facility Charge, the amount of gallons used and the cost per gallon, the Sewer Base Facility charge, which incidentally remained the same at \$7.05 and \$26.81, from April 06 to November 06. Then all of a sudden that changed in December 06 and January 07, then in February 07 it went back to \$7.05 and \$26.81, then in March, April and May it is all over the board, why? If your Sewer Base and Water Base charges are "fixed costs of utility service regardless of usage", as stated on the back of your monthly bills, then how can these charges change from month to month? and on your current bills you only state "Water Charges" and "Sewer Charges" without stating what the Water Base Facility or Sewer Base Facility Charges are.

I called your office on December 27th 06 and again on January 26th 07 and again on May 18th 07. On the first two occasions I had one hell of a time getting through to your "live" representative.
over →

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2

On this last occasion your representative, Roxanna was very polite but could offer me no assistance whatsoever. She made a note of my complaint and told me someone would be calling me who was capable of answering my questions. I was told there was no body there at that time. Needless to say, no one has ever called. I want to know how you arrived at a bill of \$60.63? I cannot reconcile your bill with your interim rate of \$8.15 and \$38.10.

I await your prompt reply.



✓ Copy to :- Florida Public Service Commission
Tallahassee Florida
Docket No. 060368-WS

AQUA

STANLEY FERGUSON
 5720 JACARANDA AVE
 LAKE LAND, FL 33809-3337
 Lot: 0000000 Block:

Account Number
000904564 0647058
 LAKE GIBSON ESTATES

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

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

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

Bill Date
May 11, 2007

Total Amount Due
\$ 60.63

Due Date
June 04, 2007

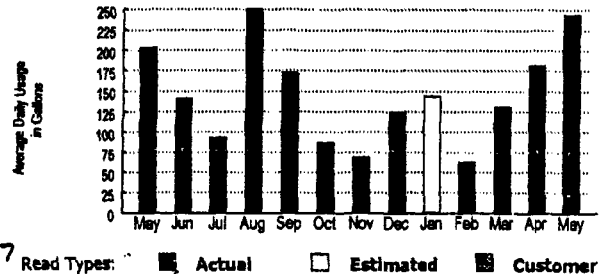
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
99178340	5/8	05/04/07 04/04/07	30	Actual Actual	627400 625000 617600	7,400	Gallons
Average Daily Usage = 246 Gallons		Total Days: 30		Total Usage:		7,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 41.30
Total Payments Received	41.30
Balance	0.00
Current Water Charges	22.87
Current Sewer Charges	35.47
Utility Tax	2.29
Amount Due 06/04/07	\$ 60.63

Water Usage History



*Rot around 5/18
 2:20 PM
 couldn't explain
 someone to call me*

*Pd. 5/30/07
 2782*

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.

1336434

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6532347 AP-515-A-0
 REV 01.07

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

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.

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 267 of 843

RECEIVED
JUN 11 AM 8:04
COMMISSION
CLERK

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Austin and Rebecca Rouse
411 East 4th Street
Chuluota, Florida 32766-8609
(407) 977-7848

Re: Docket No. 060368-WS

June 5, 2007

To Whom It May Concern:

This letter is regarding the recent request by Aqua Utilities Florida for a rate increase in Seminole County. My husband and I have been lifelong residents of the Oviedo/Chuluota area and are proud to call it home for our family. Many new residents have found the area to be a good place for their families as well, as many new subdivisions have come to be in recent years. Although the new subdivisions differ greatly aesthetically and financially from the rural, older Chuluota, there is one thing we all have in common: dissatisfaction with the rate of Aqua Utilities Florida.

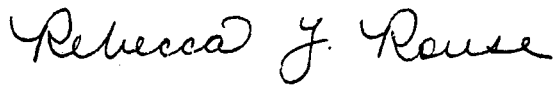
On more than one occasion, we have found it necessary to contact Aqua Utilities for various reasons, including water pressure so poor that it merely drips out of the faucets and an extremely strong bleach smell in the water, resulting in difficulty breathing and eye and skin irritation. Each phone call results in an hour or more of waiting on hold to speak to a representative, who then promises to send someone out right away to investigate the problem. However, these promises continue to be unfulfilled. I have found this to be the case with many neighbors as well. In addition, Aqua Utilities has continued to fail testing for a specific chemical in our drinking water, yet they are now requesting an increase in the base customer charge. This increase would nearly triple the current charge. For my small home, this means not using one drop of water would still cost me nearly \$50 a month. This is a vast difference from Seminole County water customers, and the news is spreading quickly to others. I've met people who say they would never move to Chuluota because they've heard horror stories about the water bills. Unfortunately, the stories are all true.

Like many other residents of Chuluota, my family has a very limited income, and the possibility of a utility bill tripling is forcing us to consider whether we can afford to continue living in our home. Because the Public Service Commission has approved the interim raise in rates, I fear that the proposed final rates will be accepted as well. I am urging the PSC to investigate the service and water quality that Aqua Utilities offers its customers before tripling our rates. Please understand the financial makeup of the residents of Chuluota. We cannot afford to have water bills higher than our electric bills. These rates for water are unheard of in this county, and the residents of nearby cities are shocked when they hear what we are being charged.

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I am well aware that, like everything else, rates will need to be increased as time goes by. But tripling a base charge feels like robbery. Why should we have to make a decision between groceries or water?

Sincerely,

A handwritten signature in cursive script that reads "Rebecca J. Rouse". The signature is written in dark ink and is positioned above the printed name.

Rebecca J. Rouse

ORIGINAL

060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 269 of 843

RECEIVED

07 JUN 11 AM 10 05

COMMISSION
CLERK

June 6-07

to whom it may concern,
I do not agree
with request to increase
water charges.

The first complaint
is the meters are not
read every month they
just compare last year
amt. used for same period
I charge you that way which
many people are ripped off
especially older people -

In my case, My husband
died previous year & I
work every day - only do
laundry once every 3 weeks
use dish washer once a week
shower once a week, do
not flush commode when
used. For #2 - please address
complaint. Sincerely Mrs. Jack Hodges

CMP _____
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GCL 1 _____
OPC _____
RCA _____
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SEC _____
OTH _____

MRS-JACK Hodges
33427 PICCOLAND RD
FRUITLAND PARK FL 32731
FL 327 3 L
07 JUN 2007 PM

ORIGINAL

RECEIVED FPSC

07 JUN 11 AM 10:48

COMMISSION
CLERK

060368-WS

DISTRIBUTION CENTER

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Director

I am writing with concern over the proposed increases in water and sewer rates for Aqua Utilities Company. I am unable to make the service hearing, but would like to voice my concerns over the increase in prices and the level of service that we are receiving in Chuluota.

Aqua Utilities of Florida has petitioned the Public Service Commission for a rate increase for water and sewer prices in our area. If the petition is granted, the rates for water and sewer in our area will nearly triple, putting a severe financial burden on our home. It is currently reported that water rates in Chuluota are some of the highest in the southeastern United States. A rate increase cannot be allowed to increase the high rates that we are already paying.

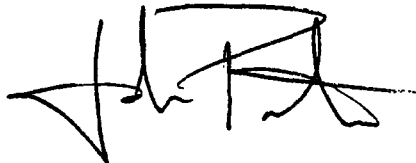
Not only are our rates the highest, but our water does not meet Florida Standards for cleanliness or safety. Aqua is trying to pass on the cost of fixing the infrastructure to provide better water. Whether the problem with the water is their fault or inherited, a rate increase of any kind is unacceptable. We are paying the most and receiving the worst. As a consumer and a resident of the state of Florida, I feel that this petition should not be allowed because of the already high price and the quality of water.

Water price and quality has been an issue in our area and it is time to fix both of these problems. We need to control the prices that any company is allowed charge, if anything, a decrease in rates is in order, and we need to get the water quality to meet and exceed the Florida Standards.

Your time in this matter is extremely important and greatly appreciated. Do not allow Aqua Utilities to increase their rates.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

John Portland
355 Velveteen Place
Chuluota, FL 32766



ORIGINAL

June 6, 2007

RECEIVED- FWS
07 JUN 11 AM 10:48

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399-0870

COMMISSION
CLERK

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 271 of 843

Dear Sir,

SUBJECT: OUTRAGEOUS WATER/SEWER BILL FROM AQUA UTILITIES.
DOCKET No. 060368-SW.

As a current residence in Chuluota, Seminola FL. I'm disgruntled to hear that our water/sewer base rate will increase close to \$100. This is unsatisfactory due to that our neighbors who live in older homes in the same city are paying a much less bill near \$50. Are we simply getting that much better water than our neighbors? Is there any particular reason for the base rate increase? Chuluota water rates are reported to be the highest in the southeastern U.S.

Please don't hesitate to respond by either contacting me or purging the rate increase.

Sincerely,

Orlando A. Carroll -
Orlando A. Carroll.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

534 Granite Circle
Chuluota, FL. 32766

ORIGINAL

Director,

6/1/07

RECEIVED - FSC

07 JUN 11 AM 10:48

COMMISSION
CLERK

This letter is being written in regards to,
Docket # 060368-WS.

It states in your notice of a rate increase request that there has not been an increase since 1996. That may well be true, but it is also true that there has been nothing done to make our water fit to drink.

We would like to know how you can possibly want to charge us more money for a product that is below any normal health and safety standard. We have to buy all our drinking water!!!!

We would be happy to furnish you with a sample of our water at any time you would request it.

Also, we are a retired couple that decided to move to Florida to live, but we did/nt expect our utility bills to be so ridiculous.

We guess it,s needless to say that we are totally against any rate increases that you might have in mind.

Concerned Florida Residents

Rodney & Jean Choffel
4626 Windy Lane
Zephyrhills, Florida 33541

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Rodney & Jean Choffel

ORIGINAL

RECEIVED- FISC

07 JUN 11 AM 10:48

COMMISSION
CLERK

Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL ~~32399~~ 32399-08

Dear Sirs:

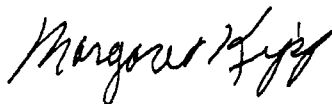
323 99 0807
20807

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,



Mrs. Margaret Kipp

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 274 of 843

RECEIVED - NSC

07 JUN 11 AM 10:48

COMMISSION
CLERK

Patsy Martin
28004 Tammi Dr
Tavares, FL 32778

June 7, 2007

Director, Division of the Commission Clerk
And Administrative Services
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

RE: Florida Public Service Commission Docket #060368-WS

Dear Sir:

I am a resident of Venetian Village located in Lake County Florida and I am writing to object to the proposed rate increase from AQUA Utilities.

I have lived in the Village for almost 27 years and our water/sewer bills have always been higher than other areas of the state. If this rate increase is approved, as requested, my rates would double, which means that I would be paying \$140.00 monthly (my average bills for 2006 were \$70.00 monthly). This increase would make water/sewer higher than my electric bill (which is about \$120.00 monthly).

I understand that Aqua Utilities must replace equipment, etc., but most businesses allow for depreciation to off set these costs of doing business.

I feel the interim rate that has been allowed should be the maximum increase available to them.

I know you hear this frequently, but I am retired and my income does not increase fast enough to be able to pay for an increase of that much.

CMP _____ Thank you for your time.

COM _____ Sincerely,

CTR _____
ECR 1 *Patsy C Martin*
GCL 1 PATSY C. MARTIN

OPC _____ P.O. Box 1795
RCA _____ Tavares, FL 32778

SCR _____

SGA _____

SEC _____

OTH _____

ORIGINAL

Gary M. Jones
551 East 4th Street
Chuluota, FL 32766

RECEIVED
DISTRIBUTION CENTER
07 JUN 11 07 AM 10:48

COMMISSION
CLERK

June 6, 2007

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern

This letter is in reference to Docket No. 060368-WS, Application by Aqua Utilities for rate increase in Seminole County.

I am shocked and outraged at the proposed increased in water and waste-water rates by Aqua Utilities. I am a single homeowner living in the older, lower income area of Chuluota. Many of my neighbors are retired and living on fixed incomes.

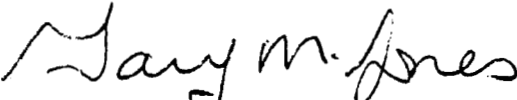
I was shocked when I first moved here two years ago from Winter Park, FL. My current water bill is consistently three times what I paid in Winter Park and four times what I paid when I lived in Brevard County. Except for the peak summer months, I pay more for water than for electricity. I have never experienced anything like this before.

I don't feel safe using the water for drinking and cooking. I use bottled water instead. Before moving out here I used to use filtered tap water but it seems that every month I'm getting a notice about high/unsafe levels of some chemical being observed. Not only am I paying outrageous fees for water but I also have to pay extra to purchase water to drink and cook with.

CMP _____
COM _____
CTR _____
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GCL ☒ _____
OPC _____
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SEC _____
OTH _____

I am very unsatisfied with Aqua Utilities and will not pay exorbitant amounts for water and waste-water service. If the rates continue to rise I'm going to give serious consideration to relocating somewhere that is more reasonable.

Sincerely



Gary M. Jones

ORIGINAL

RECEIVED-FPSC

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, FL 33898
May 6, 2007

07 JUN 11 AM 10:48

COMMISSION
CLERK

IN Regard to Docket # 060368-WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

CMP _____ Sincerely,

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Donald E. Block

Donald E. Block

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 277 of 843

Ann Cole

From: Ann Cole
Sent: Monday, June 11, 2007 8:56 AM
To: Office of the Chairman; Cheryl Bulecza-Banks; Troy Rendell
Cc: Timolyn Henry; Matilda Sanders; Kay Posey; Linda Duggar; Larry Harris; Roberta Bass
Subject: RE: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Thank you for this information, which will be placed on the correspondence side of the docket file today.

From: Office of the Chairman
Sent: Monday, June 11, 2007 7:45 AM
To: Cheryl Bulecza-Banks; Troy Rendell
Cc: Timolyn Henry; Matilda Sanders; Ann Cole; Kay Posey; Linda Duggar; Larry Harris; Roberta Bass
Subject: FW: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Cheryl,
Please handle for the Chairman.

Records Staff,
Please place in the correspondence side of the docket file.

Sandy Simmons

Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

From: lionel santiago [mailto:lsant777@bellsouth.net]
Sent: Sunday, June 10, 2007 8:01 PM
To: Office of the Chairman; Katrina McMurrian; NLGuth@aquaamerica.com; dmerkt@seminolecountyfl.gov; gvenn@seminolecountyfl.gov; posey.bill.web@flsenate.gov; info@nancyargenziano.com
Cc: rmckay@vertiquet.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 3/01/2006	114.8	104.7
Second Quarter 2006 5/16/2006	176.8	148.9
Third Quarter 2006 8/4/2006	127.3	135.5
Fourth 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	\$ 25.84	\$ 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	\$ 677.26	\$ 1,371.10
8 inch	\$ 820.69	\$ 1,083.64	\$ 2,193.77
10 inch	\$ 1,179.76	\$ 1,557.74	\$ 3,183.54
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 3.89	\$ 5.13	
Under 6,001 (Residential)			\$ 2.42
Over 6,001 (Residential)			\$ 3.02
Non-residential			\$ 7.42

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	\$ 46.66	\$ 100.71
1 inch	\$ 46.03	\$ 77.73	\$ 167.85
1 1/2 inch	\$ 110.06	\$ 150.43	\$ 335.71
2 inch	\$ 176.09	\$ 248.71	\$ 537.13
3 inch	\$ 352.17	\$ 497.41	\$ 1,074.26
4 inch	\$ 550.20	\$ 777.21	\$ 1,678.30
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	\$ 3,575.18	\$ 7,721.24
	Present Rates	Interim Rates	Proposed Final Rates
Residential Galleonage Cap	6,000	6,000	6,000
Residential use to cap	\$ 6.01	\$ 11.32	\$ 7.81
Non-residential	\$ 9.60	\$ 15.85	\$ 9.38

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
223 VELVETEN PL
CHULUOTA, FL 32768-6002

Account Number

OKMOTA

Aqua Utilities Florida, Inc.
 702 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3499

Tel: 877.987.2782
Fax 888.780.8392
e-Mail: custserv@aquasunamerica.com

Questions about your water/sewer service?... Contact us before the due date.
Bill Date
May 23, 2007

Total Amount Due
\$ 250.73

Due Date
June 14, 2007

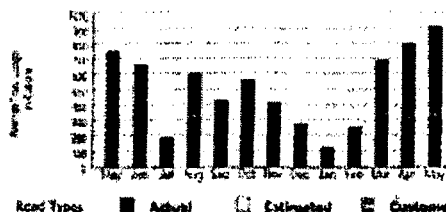
Meter Data

Meter	Size	Water Meter	Size	Water Meter	Water Meters	Usage	Unit
60146452	5/8	6518007	28	Actual	568360	25,600	Gallons
		6475007		Actual	572560		
Average Daily Usage is 521 Gallons		Total Days: 28		Total Usage:		25,600	Gallons

Sitting Detail

Unpaid David Smith Last Bill	\$ 157.71
Total Payments Received	157.71
Balance	0.00
Current Water Charges	165.50
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/97	\$ 250.73

Water Usage History



Message Center

- ¹ Please note your account number is a 15-digit number. The full 15-digits must be provided to ensure correct posting of your Aqua payment.

<p>1.356432</p> <p>IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION</p> <p>Return this portion with your payment. Keep top portion for your records.</p>		<p>PL 5940788</p>
<p>AQUA Water/Sewer Bill</p> <p>Aqua Utilities Florida, Inc. 752 W. Lakeside Avenue • Bryn Mawr, PA 19010-3409</p>		<p>LIONEL SANTIAGO 222 VELVETEN PL CHULUOTA, FL 32766-6002</p>
<p>Account Number</p> <p>[REDACTED]</p>		
<p>Total Amount Due</p> <p>\$ 250.73</p>		<p>Due Date</p> <p>June 14, 2007</p>
<p>Amount Enclosed</p> <p>\$ [REDACTED]</p>		
<p>Please make check payable to Aqua Util. FL. Print your account number on your check, then mail to address on back.</p>		

AQUA

Service To:
ROY TANNER
218 VELVETERN PL
CHULUOTA, FL 32766-6002

Account Number
[REDACTED]
CHULUOTA

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3469

Tel: 877.987.3762
Fax: 666.790.8293
e-Mail: custserv@aquaservice.com

Questions about your water/sewer service? ... Contact us before the due date.
Bill Date: **May 23, 2007**
Total Amount Due: **\$ 250.73**
Due Date: **June 14, 2007**

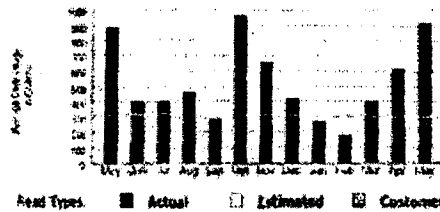
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
80445453	5/8	05/18/07	28	Actual	592892	25,830	Gallons
		04/29/07		Actual	539480		
Average Daily Usage = 821 Gallons		Total Usage: 28		Total Usage		25,830	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 298.05
Total Payments Received	298.05
Balance	0.00
Current Water Charges	145.80
Current Sewer Charges	103.10
Utility Tax	5.84
Amount Due 06/14/07	\$ 250.73

Water Usage History



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 this 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.aquaservice.com to see your report!

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PA 1500185

AQUA Water/Sewer Bill

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3469

Service To:
ROY TANNER
218 VELVETERN PL
CHULUOTA, FL 32766-6002

Account Number

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.

Delivery Date: 06/14/07 10:43:00

*****AUTO**5-BIG11 52766 C 77 P 00
ROY TANNER
218 VELVETERN 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 orchestrated 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

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 282 of 843

Paul Hemby
PO Box 423
Astor, FL 32102
(386) 878-4435
phemby@hotmail.com

DISTRIBUTION CENTER
07 JUN 11 AM 7:52

June 6, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

RECEIVED-FPSC
07 JUN 19 AM 11:36
COMMISSION
CLERK

Re: Docket NO 060368-WS

Dear Sir:

I recently received notice that Aqua Utilities of Florida had requested a rate increase for the waste water service provided to my neighborhood. In preparation to filling my comments, I looked back at my previous payments. They seem to range all over the place. I telephoned Aqua and requested that they advise what my rate should be. After much hesitation, I was quoted rates which did not seem to match my previous invoices. I ask if they could email me a copy of the rate that same afternoon and was advised that it would be done immediately.

This has been at least three weeks ago, not only did I not receive the email regarding the rate structure, I have not received a copy by US Mail. It is very difficult to prepare comments regarding a rate increase since I am unable to establish exactly what I am suppose to be paying at the present. This seems to be their business practice as I have discussed this with some of the neighbors and they seem to feel the same way regarding the bills. They never seem to be the same. I use Bank Of America online Bill Pay. I have received two past due notices from Aqua in recent months. When Bank of America contacted them, they advised they had never received my payments sent by the Bank. This seems to further show the total malfunction of their office.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
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OTH _____

June 6, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 283 of 843

In any event, they certainly do not deserve any type of rate increase based upon their past performance. It would appear that Aqua just reads the meter which was installed by St Johns Water Authority and makes a guess as to how much waste water that we generate. This does not take into account for any of the other many uses of water, such as watering the lawn, washing cars and boats filling the swimming pool, power washing the house and anything else that does not create wastewater. We have been paying the same rate for water to St Johns since the system was installed, which is \$15 and we never go above that fee, and they do a very good job.

If you require any additional information, please advise. Thank you for your consideration.

Sincerely,


Paul Hemby

ORIGINAL

5513 Prince Avenue
Sebring, FL 33875

June 5, 2007

RECEIVED-EPSC
DISTRIBUTION CENTER
07 JUN 11 AM 10:48
AM 7:51
COMMISSION
CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 060368-WS

Gentlemen:

Concerning the Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Highlands County, Florida, (Docket No. 060368-WS), it is our request that you DENY this proposed rate increase for our water supply in the Sebring Lakes development, Highlands County, FL.

The original developer of this water system had Southwest Florida Water Management District cost assistance to provide water to our area because of the extremely serious EDB problem in our private wells. The alternative would be to continually serve the development with filters for their private wells at a considerable expense to the State of Florida. Mr. Short provided us with good water at a fair price and we were very happy with his service. Upon the sale of the system, our rates went up to \$9.68 base rate. Now, we are being notified that the proposed rate increase is extreme! Many of the residents of Sebring Lakes are away from their homes for the summer, and would be subject to the base rate of \$47.37 interim rate and the final rate of \$28.82 even though they are using no water at all! I have yet to find the length of time the base rate of \$47.37 is to remain in effect as an interim rate. A great many of us are retirees and must manage on a fixed income. As the system in Sebring Lakes is new, we must be paying for areas with old systems that needed the extensive repair work the notice mentions. Not fair to us!

We are asking you to protect us from this unfair increase for a very necessary utility. Our water supply should not be subject to continued, extreme increases for the Utility Company.

Thank you for your consideration.

Sincerely,

Bill Lee
Charlotte Lee
Bill and Charlotte Lee
(712-884-2556)

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

Name _____

Address

CONSUMER COMMENTS

I cannot drink the water
Had to put in a filtering system
all it's good for is washing clothes & flushing toilet

CMP	_____
COM	_____
CTR	_____
ECR	_____ 1 _____
GCL	_____ 1 _____
OPC	_____
RCA	_____
SCR	_____
SGA	_____
SEC	_____
QTH	_____

Page 285 of 843

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 286 of 843

Zephyr Shores Property Owners Inc
35112 Ada Av
Zephyrhills, Fl 33541
June 5,2007

RECEIVED
07 JUN -8 PM 3:22
COMMISSION
CLERK

Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Re: Complaint regarding Aqua Utilities Florida, Inc-Docket No060368WS

This letter is from a 55 and older community that most of us are on fixed incomes. The rate increase will impact all of us in our daily lives. The Board of Directors would like you to reconsider this rate increase in behalf of the park residents.

Board of Directors- President Robert S. Ellis

Robert S. Ellis

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Robert & Janice Ellis
4600 Clarice Av
Zephyrhills, Fl 33541
June 5, 2007

RECEIVED
07 JUN 2007 3:22
DISTRIBUTION CENTER
COMMISSIONER
CLERK AM 8:13

Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Re: Complaint regarding Aqua Utilities Florida, Inc.-- Docket No 060368 WS

This is a written complaint to let you know we are not in favor of the rate increase of our water supply. We feel we already pay too much for water we can not drink(we know it passes the "test" procedures but it tastes terrible and smells bad too with too much chemicals for us.

Hope this letter will help the board reconsider the rate increase.


Robert S Ellis


Janice L Ellis

CMP _____
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SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 288 of 843

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

RECEIVED
07 JUN -8 PM 3:22
COMMISSION
CLERK

Name Brenda Scott

Address 7117 SW Archer Rd #2621

Gainesville, FL 32608

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

Dear commission. We are highly opposed
to this proposed increase. The last rate
increase that was approved in April is already
steering my budget. I am a disabled
single mother of two and I live on
social security. If this increase is
approved, I will have no winter, because
I simply CANNOT afford it. We did
not ask or consent for new meters to
make it easier to read + in comparison
to GDU, currently it is double. We
are praying hoping you will DENY this
rate increase. Please consider all of
us.

Sincerely,

Brenda Scott

352-367-0872.

CMP _____
COM _____
CTR _____
ECR 1
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OTH _____

Fold and tape -- see back for address

ORIGINAL

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

RECEIVED
 06 JUN 88 - 4's
 PH 3:22
 COMMISSION
 CLERK

Name LINDA L SMITH

Address 129 MAGNOLIA ST

SATSUMA, FL 32189

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 IS AN OFFICIAL PROTEST AGAINST THE RATE HIKE FOR HERMITS COVE, EVEN WITH THE INTERIM RATES NOW IN AFFECT OUR WATER BILLS HAVE ALMOST DOUBLED,	
THE PEOPLE LIVING IN THIS AREA ARE ON VERY LIMITED INCOMES. IF THE RATE HIKE CAME WITH IMPROVED WATER QUALITY IT MAY BE DIFFERENT, BUT THIS WATER CANNOT EVEN BE USED AS DRINKING WATER. THE DISTRICTS OWN REPORT SHOWS IT TO CAUSE KIDNEY DAMAGE. THUS WE'RE NOT ONLY ASK TO PAY ASTRONOMICAL RATES, BUT HAVE TO FIND OTHER SOURCES OF WATER FOR DRINKING AND COOKING!	CMP _____ COM _____ CTR _____ ECR <u>1</u> GCL <u>1</u> OPC _____ RCA _____ SCR _____ SGA _____ SEC _____ OTH _____

Fold and tape - see back for address

● ORIGINAL ●

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

RECEIVED
JUN - 7 PM 1990

Docket # 060368-WS
CLEAN 8-WS

Mary Trapp

*108 Ivey St Satsuma FL 32184
(Hermit's Cove)*

To The Florida Public Service Commission:

DOCKET NO.060368-ws

Aqua Utilities has taken the oportune time to request a raise on the base rate for the water in Hermits Cove. Here in Hermit's Cove as in many of the small surrounding areas it is largely occupied by senior retirees. The rest is very low wage earning folks. On Ivey St. alone, where we live there are 7 unoccupied mobile homes as these people are up north visiting their families & one is in a nursing home. Some are gone for months already & will not be back until Oct. & Nov. This means this is clear money for the water co. since none will be used & hardship for those having to pay it. If you check the taxes on this area you will find it is not luxury living. The records that are kept by Aqua Utilities will speak for themselves as they are taking in excessive amts. of money as of this last rate of 12.57. If you would like to try the water to see what you think, be prepared to hold your nose. Anybody that can afford to has been buying drinking water.

We ask that you do not give another rate raise as this last one will do enough damage to most of these folks.

Thank You, Mary Trapp 108 Ivey St. Satsuma, FL 32189

Mary Trapp

386 649409

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 291 of 843

RECEIVED-ETSC
07 JUN -7 PM 4:19
COMMISSION
CLERK

June 1, 2007

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket No. 060368-WS

To whom it may concern;

I am writing this in regards to the rate increase for our water in Palm Terrace Gardens. Aqua Utilities Florida, Inc. has increased water service prices and I think the increase is unfair and priced to high.

Irene Johns
11235 Rhonda Ave
Port Richey, FL 34668

CMP _____
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ORIGINA

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 292 of 843

May 30th, 2007

RECEIVED-7800
07 JUN -7 PM 4:19
COMMISSION
CLERK

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket # 060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,

James A. Beims

CMP _____

COM _____

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ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Judith A. Beims



Ms Judith A Beims
28129 Tammi Dr
Tavares FL 32778-9445

ORIGINAL

RECEIVED PRSC
07 JUN -7 PM 4:19

COMMISSION
CLERK
June 4, 2007

Director, Division of the Commission Clerk
and Administrative Services, Florida Public
Service Commission-Docket #060368-WS
2540 Shumard Oak Boulevard,
Tallahassee, Florida 32399-0870

Dear Sir,

I am writing to express my objections to the proposed rate increase from AQUA Utilities which will affect most of the residents of Venetian Village located in Lake County Florida.

My husband and I have lived here almost 30 years and have consistently paid a higher water/sewer bill than any one else in our area of the state. We feel it is unfair for AQUA utilities to ask for an increase that would double our monthly bills.

To place this in prospective, our average bill in 2006 was approximately \$95. The proposed increase would change this to about \$180. This amount is higher than our average electric bill.

I understand that they claim to need this increase to replace equipment. Most businesses allow for depreciation to off set these costs. An interim rate has been allowed and should be the maximum increase available to them.

Thank You,

Joan M. Shafar

Joan M. Shafar
28012 Tammi Drive
Venetian Village
Tavares, Florida 32778

CMP _____
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OPC _____
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OTH _____

ORIGINAL

RECEIVED - JSC

07 JUN -7 PM 4:19

COMMISSION
CLERK

June 4, 2007

Director, Division of the Commission Clerk
and Administrative Services, Florida Public
Service Commission-Docket #060368-WS
2540 Shumard Oak Boulevard,
Tallahassee, Florida 32399-0870

Dear Sir,

I am writing to express my objections to the proposed rate increase from AQUA Utilities which will affect most of the residents of Venetian Village located in Lake County Florida.

My wife and I have lived here almost 30 years and have consistently paid a higher water/sewer bill than any one else in our area of the state. We feel it is unfair for AQUA utilities to ask for an increase that would double our monthly bills.

To place this in prospective, our average bill in 2006 was approximately \$95. The proposed increase would change this to about \$180. This amount is higher than our average electric bill.

I understand that they claim to need this increase to replace equipment. Most businesses allow for depreciation to off set these costs. An interim rate has been allowed and should be the maximum increase available to them.

Thank You,

Kenneth L. Shafar
Kenneth L. Shafar
28012 Tammi Drive
Venetian Village
Tavares, Florida 32778

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 295 of 843

RECEIVED - FSC

07 JUN -7 8M 4019

COMMISSION
CLERK
AM 7:36
DISTRIBUTION CENTER

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

CMP _____ Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective
COM _____ April 12, 2007, with notification to all consumers after that date.

CTR _____ The "proposed final rate" is an increase of approximately 270%!

ECR 1 _____
GCL 1 _____ Usage: the interim rate increase is approximately 32%

OPC _____ The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

RCA _____ The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

SCR _____ Your continued diligence in protecting the consumers of Florida is certainly appreciated.

SGA _____
SEC _____ Sincerely

OTH _____
Joseph T. Geddts
Leesburg, Fla -

*Note: These people are trying to rip-off
Consumers like the big oil companies !!!
Please don't let this happen -*

Joseph T. Geddts
1439 New Abbey Ave
Leesburg, Fla. 28734

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 296 of 843



Leisure Living
By
Patio Land

RECEIVED
07 JUN -7 PM 4:19
COMMISSION
CLERK

2002 Southwest 17th Street
Ocala, Florida 34474

060368 - WS

Phone: 352-629-0984

Fax: 352-629-3577

Dear Commission Members,

Just a note to express our opinion that Aqua Utilities is certainly charging enough for their water services. We are forwarding a copy of our water bill from Ocala where we have the same number of restrooms and run the sprinklers on the same day. Thank you for your time.

Barnett Hatchett

Patio land & Rattan Village
2002 SW 17th St.
Ocala, FL 34471

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____



P.O. Box 1330, Ocala, FL 34478-1330 • Website www.ocalaelectric.com
 To report a power outage, please call 351-6666.

Patio Land
 Account Number: 4859100000
 Billing Date: May 16, 2007

3123 ✓
 CR# 32130

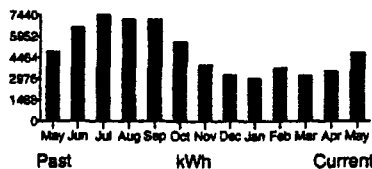
Page 1 of 4

Account Summary for Bill Date 5/16/2007
 Previous Balance - Cut Date 5/23/2007 \$ 1,171.11
 Customer Payment Received - 4/27/2007 -1171.11
 Current Charges - Due 5/31/2007 1,416.65
 Amount Due \$ 1,416.65
 Subject To Be Cut 6/21/2007

001332

Service Address: 2002 SW 17TH ST, OCALA, FL 34474

Electric
 Inquiries: 629-8411



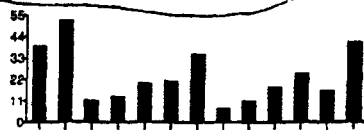
Service from 4/17/2007 - 5/16/2007
 General Service

Electric Service Charge \$ 7.00
 Energy Charges 4,780 kWh x \$0.07524/kWh 359.65
 Energy Mgmt Cost Adj 4,780 kWh x \$0.000436/kWh 2.08
 Bulk Power Cost Adj 4,780 kWh x \$0.026/kWh 124.28
 Florida Gross Receipts Charge 12.64
 Utility Tax 47.59
 Florida State Sales Tax (Energy) 37.93
 Subtotal \$ 591.17

kWh Consumption Data

Meter Number	Read Type	Current Read Date	Current Reading	Prior Read Date	Prior Reading	Reading Difference	Meter Constant	Total Consumption
16488	Regular	5/16/2007	1787	4/16/2007	97007	4780	1	4,780

Water
 Inquiries: 351-6770



Service from 4/17/2007 - 5/16/2007
 Commercial

5/8" Meter Base Charge \$ 9.20
 (41) Hundred Cubic Feet at \$0.82 per 100 CF 33.62
 Subtotal \$ 42.82

AQUA

Service To:
LEISURE LIVING
2900 EAGLES NEST RD
FRUITLAND PARK, FL 34731-5465
 Lot: 0009000 Block:

Account Number
000894246 0637221
 SKYCREST

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

Tel: 877.987.2782
 Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

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

Bill Date
May 09, 2007

Total Amount Due
\$ 361.30

Due Date
May 31, 2007

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78211910	5/8	05/02/07	29	Actual	2308800	99,700	Gallons
		04/03/07		Actual	2209100		
Average Daily Usage = 3,437 Gallons		Total Days: 29		Total Usage:		99,700	Gallons

Billing Detail

Amount Owed from Last Bill \$ 176.42 Credit
 Total Payments Received 0.00
Balance 176.42 Credit
 Water Base Facility Charge at Old Rate 3.99
 27,503 gallons @ \$0.00423 per gallon 116.34
 Water Charges At Old Rate 120.33
 Water Base Facility Charge at Current Rate 13.81
 Next 72,197 gallons @ \$0.00559 per gallon 403.58
 Water Charges At Current Rate 417.39
 Total Water Charges 537.72
Amount Due 05/31/07 \$ 361.30

✓ ck# 1826
 5.15
 LL

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.

ORIGINAL

123 Peaceful Valley Road
Clarks Summit, PA 18411
May 30, 2007

RECEIVED 7/80

07 JUN -7 PM 4:19

COMMISSION
CLERK

Dear Sir:

Docket # 060368-WS

I am writing regarding the application by Aqua Utilities Florida, Inc. for a rate increase. My wife and I spend our winters in Zephyrhills, Florida and appreciate our surroundings there so. Like so many other retirees, we live on a limited income and endeavor to save throughout the year for our individual expenses. I believe that a rate increase will be difficult for many to afford. Insurance has risen along with other expenses. Some folks have sold their homes because of increases that they cannot meet. Others speak of possibly not returning to Florida - it is becoming or already is too pricey.

I trust you may take the above as you consider whether or not Aqua Utilities Florida should have a rate increase approved.

Thanks for listening!

Sincerely,
Norman Phyllis Bright

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Is the Time to Trust Christ

"Seek ye the Lord while he may be found, call ye upon him while he is near" (Isaiah 55:6). "Boast not thyself of tomorrow; for thou knowest not what a day may bring forth" (Proverbs 27:1).

"So then every one of us shall give account of himself to God" (Romans 14:12). "And as it is appointed unto men once to die, but after this the judgment" (Hebrews 9:27), but he that believes on Him shall not come into judgment (John 5:24).

— Compiled by Joe Ladd

Realizing that I am a sinner and believing that Christ died for my sins, I now trust Him to be my personal Savior and depend on Him to forgive my sins, change my heart, and give me everlasting life as He promised to do. I am glad to confess Him as my Savior.

Name _____

Address _____

City _____ State _____ Zip _____

Mail this form to the church below, or to Regular Baptist Press to let us know of your decision. After trusting Christ as Savior, you grow to be more like the Lord Jesus by praying regularly, reading the Bible daily, giving personal testimony, and sharing your faith with others.

Additional copies may be obtained from Regular Baptist Press,
1300 North Meacham Road, Schaumburg, IL 60173-4806.

RBP4007

Regular Baptist Press
Building Lives by the Book



What Shall I Do to Inherit

Life?

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 300 of 843

the fact that they say" their prayers, their Bibles, go to church, partake the sacrament and perform other duties, but all this will not take the place of the new birth (conversion).

Some say, "I believe in the Apostles' Creed; I say the catechism; I am orthodox; I hold right views about the Bible and the atonement." You can be orthodox and be lost forever. Christ said, "Ye must be born again." John 1:12 reads, "But as many as received him, to them gave he power to become the sons of God, even to them that believe on his name."

The question you need to answer has to do with eternity. Your joy or your sorrow for eternity depends upon it. The question is: Are you saved? It is not how good you are but whether you are saved. No one can enjoy the blessing of God or go to Heaven without being saved. Jesus said to Nicodemus in John 3:7, "Ye must be born again." God has a simple way for salvation.

Knowing I have sinned

Romans 3:23 — "For all have sinned, and come short of the glory of God."

James 2:10 — "For whosoever shall keep the whole law, and yet offend in one point, he is guilty of all."

Isaiah 53:6 — "All we like sheep have gone astray; we have turned every one to his own way; and the Lord hath hid from him the iniquity of us all."

Knowing the Penalty of Sin

Romans 6:23 — "For the wages of sin is death; but the gift of God is eternal life through Jesus Christ our Lord."

Galatians 6:7, 8 — "Be not deceived; God is not mocked: for whatsoever a man soweth, that shall he also reap. For he that soweth to his flesh shall of the flesh reap

**It is not how
good you are**

corruption; but he that soweth to the Spirit shall of the Spirit reap life everlasting."

Hebrews 9:27 — "And . . . it is appointed unto men once to die, but after this the judgment."

Knowing God's Remedy for Sin

God has already provided the way of salvation.

1 Peter 3:18 — "For Christ also hath once suffered for sins, the just for the unjust, that he might bring us to God."

Romans 5:8 — "But God commendeth his love toward us, in that, while we were yet sinners, Christ died for us."

1 John 4:9, 10 — "In this was manifested the love of God toward us, because that God sent His only begotten Son into the world, that we might live through him. Herein is love, not that we loved God, but that he loved us, and sent his Son to be the propitiation for our sins."

John 3:16 — "For God so loved the world, that he gave his only begotten Son, that whosoever believeth in him should not perish, but have everlasting life."

Being Saved

John 1:12 — "But as many as received him, to them gave he power to become the sons of God, even to them that believe on his name."

Romans 10:9, 10 — "That if thou shalt confess with thy mouth the Lord Jesus, and shalt believe in thine heart that God hath raised him from the dead, thou shalt be saved. For with the heart man believeth unto righteousness; and with the mouth confession is made unto salvation."

John 3:36 — "He that believeth on the Son hath everlasting life: and he that believeth not the Son shall not see life; but the wrath of God abideth on him."

Having Assurance of Salvation after Believing

John 5:24 — "Verily, verily, I say unto you, He that heareth my word, and believeth on him that sent me, hath everlasting life, and shall not come into condemnation; but is passed from death unto life."

1 John 5:13 — "These things have I written unto you that believe on the name of the Son of God; that ye may know that ye have eternal life, and that ye may believe on the name of the Son of God."

Ephesians 1:7 — "In whom [Jesus Christ] we have redemption through his blood, the forgiveness of sins, according to the riches of his grace."

IF YOU ARE STRUGGLING with this important matter of conversion, Satan will throw many conflicting thoughts your way in the battle for your soul. Here are a few of them, with the Bible's answers.

I have too much to give up in order to trust Christ and live for Him: Matthew 16:26 — "For what is a man profited, if he shall gain the whole world, and lose his own soul? Or what shall a man give in exchange for his soul?"

I am not good enough: Ephesians 2:8, 9 — "For by grace are ye saved through faith; and that not of yourselves: it is the gift of God: Not of works, lest any man should boast."

I am already good enough: Titus 3:5 — "Not by works of righteousness which we have done, but according to his mercy he saved us."

Galatians 2:16 — "By the works of the law shall no flesh be justified."

John 14:6 — "Jesus saith unto him, I am the way, the

truth, and the life: no man cometh unto the Father, but by me."

Romans 3:23 — "For all have sinned, and come short of the glory of God."

Ecclesiastes 7:20 — "For there is not a just man upon earth, that doeth good, and sinneth not."

John 3:3 — "Except a man be born again, he cannot see the kingdom of God."

I am afraid people will make fun of me: 1 Peter 3:14 — "But and if ye suffer for righteousness' sake, happy are ye: and be not afraid of their terror, neither be troubled."

Other ways or religions are just as good: John 14:6 — "Jesus saith unto him, I am the way, the truth, and the life: no man cometh unto the Father but by me."

Maybe I will do it later: 2 Corinthians 6:2 — "Behold, now is the accepted time; behold, now is the day of salvation."

I am trusting education: Colossians 2:8 — "Beware lest any man spoil you through philosophy and vain deceit, after the tradition of men, after the rudiments of the world, and not after Christ."

Trusting Christ seems unreasonable to me: 1 Corinthians 1:18 — "For the preaching of the cross is to them that perish foolishness; but unto us which are saved it is the power of God."

I see Christians who are hypocrites: Romans 14:4 — "Who art thou that judgest another man's servant? To his own master he standeth or falleth."

I just am not interested: Hebrews 10:29 — "Of how much sorer punishment, suppose ye, shall he be thought worthy, who hath trodden under foot the Son of God, and hath counted the blood of the covenant, wherewith he was sanctified, an unholy thing, and hath done despite unto the Spirit of grace?"

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 302 of 843

*"Verily I say unto
you, Except ye be
converted, and
become as little
children, ye shall
not enter into the
kingdom of heaven"
(Matthew 18:3).*

ARE THE WORDS of us Christ Himself.
There can be no authority beyond His. "Verily"
is "truly," and it is something to which you
must pay close attention. The only way to be
converted; this, according to God's Word,
the Bible, is the only way to enter into Heaven.

The idea that God is so merciful and loving that everyone will somehow make it into Heaven is totally false.

What is conversion? When a piece of land is sold, we say it has been converted from one person to another. Conversion, then, involves a change of owners. From being Satan's, we become Christ's. Our affections, our desires, our longings then go out to Him. God's Son, Jesus Christ, gave Himself by dying on the Cross of Calvary. His shed blood paid the price for our sins. In being converted, we accept (place our faith in) Christ as our Savior, and we serve Him from that time on.

Every person must do something about Christ. There is no middle course. No one can sink so low in sin or rise so high in society that he cannot or need not be saved. No one is so poor or rich that he cannot be saved (converted). No one ever missed Heaven because he was a terrible sinner. We miss Heaven because we refuse to trust Christ as our Savior. No one can be saved unless he is born again (converted): "Ye must be born again" (John 3:7). The necessity is absolute.

Baptism and confirmation will not take the place of the new birth. No performance of religious rites will take the place of the new birth. A great many people are depending upon

**The idea that
God is so
merciful and
loving that
everyone will
somehow
make it into
Heaven**

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 304 of 843

34950 Carl Ave
Zephyrhills, Florida
33541

6/4/07

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07 JUN - 7 PM 4:19
COMMISSION
CLERK

Office of Commision Clerk,
Florida Public Service Commision
2540 Shuman Oak Boulevard
Tallahassee, Florida
32399-0850

Re: Proposed rate hike by Aqua Utilities
Docket # 060368-WS

The proposed rate increase nearly triples the meter charge which would dramatically increase the cost to the consumer even if they didn't use much water. It is unfair as the infrastructure has been there for many years. Reasonable increase in water rates would be acceptable based on the amount of water used.

Thank You



Peter Huta

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 305 of 843

May 29, 2007

1009 Oakhill Street
Seffner, FL 33584

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COMMISSION
CLERK

Dir., Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Dear Sirs:

We are property owners in Rosalie Oaks Subdivision in Lake Wales Florida. Aqua Utilities has applied for a water and sewer rate increase. By October 2007 our final rate increase will be \$122.33 per month (\$21.75 water, \$100.58 sewer)-over 220%.

Our park consists of mainly retired people. Many are widows living on a fixed Social Security income.

As you are aware, taxes and insurance have increased tremendously in Polk County since the hurricanes. This excessive increase in water and sewer will place a hardship on most residents. The yearly water and sewer bill will be equal to, or more than, the combined property tax and insurance bills for many. This does not seem to be a fair or reasonable increase.

Yearly Water & Sewer \$1464. Taxes + Insurance \$1460 on a home valued at \$42,000.

Please consider this as you review Docket #060368-WS. Your time and attention will be greatly appreciated.

Sincerely,

Raymond E. Fowler
Raymond & Ruth Fowler

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CLERK

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 306 of 843

Richard J. Vaughn
35156 Zephyr Shores Dr.
Zephyr Hills FL.
33541

RE: Application by Aqua Utilities Florida
for rate increase in Pasco County

Docket No: 060368-WS

I want the Commission to
check and compare the rates for
Aqua Utilities Water and Sewer at
Zephyr Shores Estates to the
other water rates of other
Water Companies in Pasco County
and in our area. We are at
least 25% higher than others.
that are not Aqua Utilities.
In order to keep our bills under
3000 gals. usage per month we
cannot wash our vehicles, water
our lawns or landscaping. Also
there is one very disturbing problem
when people are not flushing there
toilet stools after using it for
several times a day. This is a
health hazard that the County
Health Dept. should look into.
Something is wrong when they

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(2.)

go North (the ones that do) and they do all these things but the water usage per gal. is still less than here.

Also I have seen nothing that Aqua Utilities has done to improve service to us. Especially the sewer problems that have not been corrected in the park so I'm told.

I will say this Aqua can't even bill customers correctly. They estimate bills and charge ahead for water not used then when you call them they are very sarcastic and uncooperative. When I get a \$110. water bill it does not fit my budget.

This issue should be investigated thoroughly before they are given the increase.

So please consider our plea before a decision is made. I only hope more of my neighbors respond to this plea.

Thank you
Richard D. Vaughn

ORIGINAL



FLORIDA
DEPARTMENT OF
FINANCIAL
SERVICES

Docket # 060368

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 308 of 843

RECEIVED
07 JUN -6 PM 2:43

COMMISSION
CLERK

ALEX SINK
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

June 4, 2007

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL

Re: File Number: CP 20070500580
Aqua Utilities

Dear Mr. and Mrs. Harris:

We have received at the Department of Financial Services your letter concerning Aqua Utilities. We appreciate the opportunity of serve you.

After reviewing your letter, we have determined the difficulties you are experiencing are not within the purview of the Department of Financial Services. Therefore, in an effort to assist you, we are forwarding your correspondence to the agency listed below.

Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(800) 342-3552

The Department of Financial Services assists with inquiries or concerns pertaining to the insurance and banking industries within the State of Florida. Please let us know if our Department may assist you in either of these areas. You may call our toll-free Consumer Helpline at 1-800-342-2762 in Florida, or (850) 413-3132 out-of-state. We would also like to invite you to visit our website at www.fldfs.com for additional insurance or banking information.

Sincerely,

Mary A. Westbrook
Insurance Specialist II
(850) 413-5898

cc: Public Service Commission

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MARY A. WESTBROOK • INSURANCE SPECIALIST II
DIVISION OF CONSUMER SERVICES • BUREAU OF CONSUMER ASSISTANCE
200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0322 TEL. 800-342-2762 • FAX 850-413-1551
EMAIL • MARY.WESTBROOK@FLDFS.COM

AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER

May 19, 2007

Dear Commissioner:

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional \$4.95, but we did not have our water

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL 32766
407-574-7289

ORIGINAL

Docket # 060368

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07 JUN -6 PM 2:43
COMMISSION
CLERK



BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 311 of 843

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 SUNCOM 994-3990
FAX (850) 410-1630 SUNCOM 210-1630

June 5, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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BILL McCOLLUM
ATTORNEY GENERAL
850-410-1630

CS/Utilities

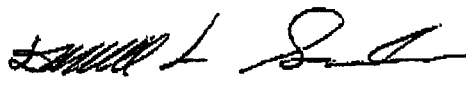
Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 312 of 843

5-12-07

MY NAME IS DON SOULE AND I LIVE AT
391 VELVETOWN PLACE CHULUOTA FLORIDA 32766.
I HAVE LIVED IN SEMINOLE COUNTY AT 3 DIFFERENT
ADDRESSES FOR 15 YEARS TOTAL.

MY WATER AND SEWER BILL HAS NEVER AVERAGED
MORE THAN \$45.00 A MONTH UNTIL I MOVED INTO
THE AQUA UTILITIES SECTION OF SEMINOLE COUNTY.
NOW MY WATER + SEWER BILL AVERAGES \$122.00 A
MONTH, 3 TIMES MORE THAN IN THE OTHER 2
LOCATIONS, OVICCO + WINTER SPRINGS. NOW AQUA
UTILITIES WANTS TO RAISE OUR BASE RATE \$100.00
A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE
IN SEMINOLE COUNTY. PLUS WE HAVE RECEIVED NOTICE
THAT OUR WATER IS BAD, TOXIC!

I FIND IT HARD TO BELIEVE THAT YOU, THE
FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT CHOOSE,
TO LET THIS HAPPEN. PLEASE PROTECT US. PLEASE
GIVE US A CHOICE. PLEASE TELL ME WHAT ELSE I
CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER.
ALL I ASK IS FOR REASONABLE PRICING AND SAFE
WATER, LIKE YOU HAVE.


407-970-9006

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07 JUN -6 PM 2:43

COMMISSION
CLERK

ORIGINAL

36829 Skycrest Blvd.
Fruitland Pk Fl, 34739

2 June 07

Re: Agua Utilities rate raises
Public Service Comm
Shumard Oak Blvd.
Tallahassee, Fl. 32399

Dear Madam or Sir;

Please! Please! do NOT grant the
raise that Agua Utilities has re-
quested... nor any part of it!

For the past 24 months, my water
bill has averaged \$20.00/month. On
7-5-07, Agua replaced my meter
and for the NEXT 2 DAYS, they
billed me for \$99.04. That's \$10.75 per
day - or \$314.00/month!

Both times I have called
them about my concerns, they promised
to have answers for me by 31 May.

Nothing!, whatsoever!

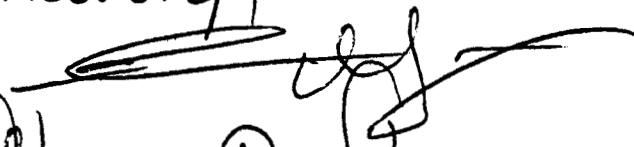
I cannot pay that kind of
bill, and this issue is causing
me huge amount of stress, but they
apparently could care less!

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Am I wrong in the assumption that if they are granted access to our right of ways, and are allowed an exclusive franchise, should they not have to make an attempt at customer service? Do they not owe me answers as to why my bill went from 67¢ per day to \$10.95 per day?

Please! Help me! and, again, please do NOT grant them their raise, and insist that they do whatever is necessary to take care of their customers, and provide timely answers.

Sincerely,


Glenn D. Thompson

cc: File
Agua Util.

Glenn D.
36829 Skycrest Blvd.
Fruitland Park, FL 34731

ORIGINALOFFICE OF THE GOVERNOR
CITIZEN SERVICES*utilities*

07 MAY 18 PM 2: 14

Denise Lingenfelter
 483 Granite Circle
 Chuluota, FL 32766
 386-846-2418 (cell)
 407-977-2243 (home)
 deeling@cfl.rr.com

060368-WS

COMMISSION
CLERK

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Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 315 of 843

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26, 2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of \$50.00 a month for water service now! We pay an average of \$150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? \$400.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!

How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

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CHARLIE CRIST
GOVERNOR

STATE OF FLORIDA

Office of the Governor

Citizen Services

THE CAPITOL
TALLAHASSEE, FL 32399-0001

www.flgov.com
850-488-4441
850-487-0801 fax

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 316 of 843

June 4, 2007

Mr. and Mrs. Brett Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Mr. and Mrs. Lingenfelter:

Thank you for contacting Governor Charlie Crist about an issue with your water bill. The Governor appreciates your concerns and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Governor's office. For information about the Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

Cole Hoopingarner
Office of Citizen Services

ch/cas

cc: Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

ORIGINAL

Ellen Plendl

From: Consumer Contact
Sent: Monday, June 04, 2007 11:08 AM
To: Ellen Plendl
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368
Attachments: Aqua Notice to Public.jpg; Aqua Utilities Response.doc

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07 JUN -6 AM 11:00
COMMISSION
CLERK

Ellen,

This is for 737911C.

Angie

From: Regina Keenan [mailto:Regina.Keenan@fldfs.com]
Sent: Monday, June 04, 2007 10:47 AM
To: Gibbons, Joe; Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneira@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us; Consumer Contact; Posey.bill.web@flsenate.gov; Constantine.lee.s22@flsenate.gov; Webster.daniel.web@flsenate.gov; Sandy.adams@myfloridahouse.gov; Baker.carey.web@flsenate.gov; David.mealor@myfloridahouse.gov; Alan.hays@myfloridahouse.gov; David.simmons@myfloridahouse.gov; ccoto@seminolecountyfl.gov; Mary Anne Helton; kim.dobson@dep.state.fl.us; Melissa Davis
Subject: Re: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Mr. Gibbons,

In case you were not aware, I wanted to pass along these potential avenues for having your concerns heard before the Public Service Commission.
The PSC docket is located at the following weblink: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=060368>.

(1) There are currently two Aqua Utilities service hearing locations within driving distance of Chuluota scheduled for the end of June (before McMurrian and Argenziano).

- a. 10:00 a.m. on Tuesday, June 26 - City of Oviedo City Hall, City Council Chambers, 400 Alexandria Blvd., Oviedo, FL 32765 (was originally in Deltona the location was moved)
- b. 10:00 a.m. and 6:00 p.m. on Wednesday, June 27 - Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, FL 32756.

(2) File a written complaint in the correspondence side of the formal docket file. Be sure to include the notation "Docket No. 060368-WS" on any submission.

Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

(3) Make an informal complaint with the PSC Consumer Assistance section by calling 1 (800) 342-3552 or by following the links on our web page at the following link: <http://www.psc.state.fl.us/consumers/complaints/>.

Regards,

Regina Keenan

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Regina M. Keenan
Senior Cabinet Aide
Representing Chief Financial Officer Alex Sink
Office of Cabinet Affairs
Plaza Level, The Capitol, Room 11
Tallahassee, Florida 32399-0309
regina.keenan@fldfs.com
Telephone: (850) 413-2829
Facsimile: (850) 413-2957

From: Gibbons, Joe [mailto:JGibbons@idexcorp.com]
Sent: Wednesday, May 30, 2007 9:33 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us;
Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us;
Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us; contact@psc.state.fl.us;
Posey.bill.web@flsenate.gov; Constantine.lee.s22@flsenate.gov; Webster.daniel.web@flsenate.gov;
Sandy.adams@myfloridahouse.gov; Baker.carey.web@flsenate.gov; David.mealor@myfloridahouse.gov;
Alan.hays@myfloridahouse.gov; David.simmons@myfloridahouse.gov; ccoto@seminolecountyfl.gov; Regina
Keenan
Subject: RE: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Diane -

Thank you for the update. There are, however - a few things that should be challenged in the Aqua Utility response to the level of TTHM in the Chuluota drinking water. The corrective action treatment methods are from the National Primary Drinking Water Regulations (NPDWR) and are legally enforceable in regards to public drinking water. Primary standards protect drinking water quality by limiting levels of specific contaminants that can adversely affect public health. Specific responses from Aqua Utility notice sent to me via e-Mail (attached) are challenged below:

1. The NPDWR Standard threshold for TTHM (defined as "a group of organic chemicals, suspected of being carcinogenic; that are formed in water when chlorine being used as a disinfectant, reacts with natural organic matter - such as humic acids from decayed vegetation) is .080 mg/L or less. Aqua Utilities most recent drinking water mailer (attached) alerts Chuluota customers to TTHM levels > 160 mg/L which is **TWICE** the acceptable NPDWR Standard.
2. Aqua Utilities states that "trihalomethanes at twice the level of 80 mg/L MAY pose a slight in cancer risk over a lifetime of exposure..." This is not entirely accurate - the NPDWR identifies Potential Health Effects from Ingestion of Drinking Water as: "Increased risks for bladder and rectal cancer; risks of adverse birth outcomes (stillbirth); liver, kidney and central nervous system problems."
3. Aqua Utilities response states that "persons who are concerned about levels of TTHM in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink." This is not entirely accurate - the NPDWR identifies four alternate methods of TTHM corrections which should be implemented by Aqua Utilities: Air Stripping (aeration), Reverse Osmosis, Distillation and Ultra filtration. While it is true that Activated Carbon filters at Point of Use reduce suspected TTHM carcinogens - why should the Aqua Utility customer bear the burden of expense of installing additional filtration when there are four alternate methods of corrective actions available to the public utility??
4. Aqua Utilities states "the route of exposure (to the public water provided) is ingestion - and bathing or washing of clothes in water is not an issue based on the levels identified." This is not entirely accurate - the NPDWR also identifies inhalation and dermal adsorption as potential points of ingestion. Examples include shower mist, washing machine splash and recreational swimming pool activities to name a few - all points of water contact for consumers of the Aqua Utility product.

5. Statements in e-Mails regarding Aqua Utilities product pressure are subjective, however - if I were a company asking for a 300% price increase - I would go above and beyond the minimum acceptable standards as set forth by the Florida Department of Health and the Florida Department of Environmental Protection. Even though the water pressure limits are within acceptable standards of the local government - "good business practices" and "rule of reason" should be examined in regards to customer satisfaction.

In conclusion, there are three criteria used by the Public Service Commission used to justify rate increases by utilities (Rule 25-30.433(1) Florida Administrative Code "In every water and waste water rate case, the Commission is required to determine the overall quality of service provided by a utility in three separate components of water operations. The components are (1) quality of utility's product; (2) the operating conditions of the utility's plant and facilities and (3) the utility's attempts to address customer satisfaction. The rule further states that sanitary surveys, outstanding citations, violations and consent orders on file file with the Department of Environmental Protection and the County Health Department over the preceding three year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints."

In my opinion, I respectfully submit that Aqua Utilities has failed in all three areas of the required criteria for justification of a 300% increase to the customers in Chuluota, FL. Currently, our water bills approach \$200 per month - are treble rates of \$600 per month fair for the citizens of Seminole County, fair for the citizens of FL?? Clearly, Aqua Utilities is minimizing the TTHM issue, along with other consumer complaints in order to maximize company profits. Can Aqua Utilities identify where the additional 300% income revenue will be expensed in terms of improved product to the consumer? Can the Public Service Commission justify an out of state "Private-for-Profit" company taking advantage of customers in Chuluota, FL that have no recourse for alternate suppliers??? Please HELP - the citizens of Chuluota, Seminole County Florida are being victimized - we are requesting immediate assistance.

Also - there seems to be various "there's nothing we can do, contact the FL Public Service Commission" responses to my (our) requests - including an auto response from Governor Christ. I am stating here- as a matter of record, if there are any health issues regarding myself or my family that can be attributed to the product provided by Aqua Utility - I will seek the advice of an attorney in this matter and shall also consider Class Action Litigation in accordance with the other members of this community.

Should there be any question - or if you wish to contact me - please feel free to do so at the address and phone number listed below.

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022
(321) 299-7274
jgibbons@idexcorp.com

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, May 30, 2007 4:56 PM
To: Gibbons, Joe
Subject: FW: Aqua Utilities Response

FYI: Just received from the Environmental Health Coordinator at the Public Health Dept in Seminole.

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: JohnW_Cochrane@doh.state.fl.us [mailto:JohnW_Cochrane@doh.state.fl.us]
Sent: Wednesday, May 30, 2007 4:41 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us;
Denise_Ward@doh.state.fl.us; Gloria_Rivadeneira@doh.state.fl.us; Anita_Sallas@doh.state.fl.us;
Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us
Subject: Aqua Utilities Response

The attached is our response to public health issues identified in the emails sent for our review.
The Seminole County Health Department is available to help residents understand these issues if needed.
We are not subject matter experts in THM's but have access to those who are.

John W. Cochrane
Environmental Manager
Seminole County Health Department

-****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.****-

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This e-mail is intended solely for the intended recipient or recipients. If this e-mail is addressed to you in error or you otherwise receive this e-mail in error, please advise the sender, do not read, print, forward or save this e-mail, and promptly delete and destroy all copies of this e-mail.

This email may contain information that is confidential, proprietary or secret and should be treated as confidential by all recipients. This e-mail may also be a confidential attorney-client communication, contain attorney work product, or otherwise be privileged and exempt from disclosure. If there is a confidentiality or non-disclosure agreement or protective order covering any information contained in this e-mail, such information shall be treated as confidential and subject to restriction on disclosure and use in accordance with such agreement or order, and this notice shall constitute identification, labeling or marking of such information as confidential, proprietary or secret in accordance with such agreement or order.

The term "this e-mail" includes any and all attachments.

NOTICE TO THE PUBLIC

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 321 of 843

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 ($\mu\text{g/L}$). The running annual average (RAA) level based on test results of the last four quarters was 153.3 $\mu\text{g/L}$. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

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Third Quarter 2006	127.3	135.5
Fourth Quarter 2006	147.6	141.6
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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 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	

MAY-03-2007 12:46

Received: ECONOMIC CRIMES

May 3 2007 05:14pm

407 254 7230

P.

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 322 of 843

ORIGINAL

May 3, 2007

A COMMUNITY NEEDS YOUR IMMEDIATE HELP!!!

My name is Melissa Davis and I reside in Seminole County Florida. The community I live in is located in the newer portion of Chuluota Florida. We have the same water/sewer company as the older portion of Chuluota and we pay more than double what they pay. Our water/sewer company is Aqua Utilities which is a private for-profit company who gives no concern for its customers.

OFFICE OF THE GOVERNOR
CITIZEN SERVICES

07 MAY -7 AM 11:29

- First and foremost, the water quality is the worst I've ever been exposed to and we are frequently receiving notifications about the poor quality and health risks associated with the use of the water. When I had a well I had stronger pressure! The water pressure out of any faucet or hose is atrocious and is throughout the neighborhood.
- Secondly, Aqua Utilities has notified its customers that they are changing some of the chemicals used to treat the water to Chloramines. They add a warning to this notice that those with certain health issues or those with fish tanks must use alternative water sources and make necessary accommodations.
- Thirdly, the costs for this terrible water/sewer are outrageous and they are asking for higher rates!!! Initially, we were told that the water/sewer rates are what they are because of the added expense in piping and other resources for the new homes. Then they requested and received an increase in water/sewer rates using the guise that they need and want to make improvements to the equipment. Now, they are using the same excuse asking for an even higher and more outrageous increase for the same nasty water/sewer! Isn't the equipment costs part of doing business? Their profits are off the charts, they don't need to bleed us dry!

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 323 of 843

Our water/sewer bills range in the hundreds!!! I am a single mom with one 9 year old son. We take camp/boat style showers- wet yourself down, shut the water off, lather then rinse! In our own home! I do not wash my vehicle at home and use the Irrigation only enough to keep my plants alive. There is virtually no grass left on my property because I cannot afford the water! I work full time and spend an average time of 10 hours a day at home, most of which is spent sleeping. I have invested in a water purifying system for my entire home, an expense I should not have had to realize but felt compelled to due to health concerns.

I am not alone. The entire neighborhood and the others around ours are suffering. We are at a point of needing to sell our homes yet can't because most people learn of the ridiculous water/sewer bills and know they can find similar homes else where. We love our homes and neighborhoods and don't want to leave. We are all middle income families trying to provide the best we can for our children. Please help us stop this company from running us out of our homes. Aqua Utilities is based out of Pennsylvania and apparently has no concern for their Florida customers.

Thank you, in advance for your immediate time and assistance,



Melissa Davis
286 Velveteen Place
Chuluota FL 32766

(407) 247- 6541



CHARLIE CRIST
GOVERNOR

STATE OF FLORIDA
Office of the Governor

Citizen Services
THE CAPITOL
TALLAHASSEE, FL 32399-0001

www.flgov.com
850-488-4441
850-487-0801 fax

June 4, 2007

Mrs. Melissa Davis
286 Velveteen Place
Chuluota, Florida 32766

Dear Mrs. Davis:

Thank you for contacting Governor Charlie Crist about an issue with Aqua Utilities. The Governor appreciates your concerns and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Governor's office. For information about the Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Cole Hoopingarner".

Cole Hoopingarner
Office of Citizen Services

ch/cas

cc: Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Received Via Postal Mail

Category: Utilities

Status: Assign
Public Rec

Summary:
Agency Referenced:
Forwarded By:

Assigned To

Section: Citizen Services
Coordinator: Barbara White
Author: Barbara White

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
05/03/2007	05/15/2007	05/29/2007		

From Ms. Melissa Davis

Title: Ms.

Business:

Phone Number:

Address: 236 Velvetreen Place
Chuluota, Florida 32766 ... County: Province: Seminole

Email Address:

General comments and related documents

Modification History

Created: 05/15/2007 04:59:00 PM ... Kaitlyn Perkins
Last Edited: 05/15/2007 04:59:47 PM ... Kaitlyn Perkins

Office of the Governor
The Capitol
Tallahassee, FL 32399-0001

ORIGINAL

Petition to Oppose
Increase of Water & Sewer

MOTORCYCLE HALL OF FAME MUSEUM SUPPORTER

Susan Mortenson
430 E 5th St.
Oviedo, FL 32766



COMMISSION
CLERK

07 JUN - 6 AM 9:32

RECEIVED - INSC

Water is a necessity of life

Can any creature on earth
live without water?

No! Certain organisms come close,
but NONE can live without water

WE THE PEOPLE

CMP
COM
CTR
CR
CL
PC
CA
JR
JA
C
H

OF SEMINOLE COUNTY OPPOSE
RATE INCREASE PROPOSED BY
Aqua Utilities - Florida, Inc.
Docket No. 060368-WS
To: Director, Division of the Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0876

**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	\$ 15.30	\$ 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	\$ 216.38	
3 inch	\$ 164.14	\$ 216.72	\$ 432.75	
4 inch	\$ 256.46	\$ 338.63	\$ 685.55	
6 inch	\$ 512.93	\$ 677.26	\$ 1,371.10	
8 inch	\$ 820.69	\$ 1,083.64	\$ 2,163.77	
10 inch	\$ 1,179.75	\$ 1,557.74	\$ 3,153.54	
	Present Rates	Interim Rates	Proposed Final Rates	
Total consumption	\$ 3.69	\$ 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	\$ 31.08	\$ 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	\$ 2,631.29	\$ 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	\$ 7.81	
Non-residential	\$ 9.60	\$ 13.55	\$ 9.38	

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. The Utility has requested a change in its Allowance for Funds Prudently Invested (AFPI) Charges as part of its rate request. The Commission will be reviewing the Utility's AFPI Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

7. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

NOTICE TO THE PUBLIC

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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	

Name Address

Phone 407-366-2392

Susan Mortenson	430 East 5th St	32766
Rhyla' Ammerman	225 Camille St	32766
William King	321 E 6th St	32766
Michelle O'Connell	814 Mazurka	32766
Chris Smithson	520 & 530 E 4th St	32766
Crystal Stevens	111 W 5th St.	32766
Paul Stevens	111 W 5th	32766
Hunter DeGray	111 W 5th	32766
Syrain DeGray	111 W 5th	32766
Michelle Domino	140 1st	32766
Joey Brennan	1410 419	32766
Adrianne Hetzel	600 Avenue	32766
M. Raymond	790 Gray Heron.	32766
Sheryl Delott	911 Millstone Dr.	32766
Michelle Lanza	201 Ave C	32766
Debra Meyers	941 Lake Drive.	32766
Derek Youngblood	148 E 9th	32766
Sam Castello	834 Mazurka	32766
James Gerten	834 Mazurka	32766
Terry L Geimer	929 Poinsettia Dr	32766
Kerry McMillan	471 E 3rd St	32766

Name	Address
Sharon Hatcher	135 E. 8 th St. Chuluota, FL 327
Woody Doolay	737 Millstone Dr, Chuluota
Jean M. Chisholm	520 E. 3 rd St.
Michael S Bishop	957 mimosa DR.
Ronald K and Barbara M. Locke	51 E. 2 nd ST. Chuluota.
Michelle Brooks	123 E. 8 th St Chuluota
Danny Francis	312 Hibiscus St 32711
Jason Green	1100 Tropical Ave 32766
John Presleski	812 FANTASY LT 32766
ANNA BACHMANN (can't even get enough water)	260 E. 6 th ST CHULUOTA 32766
Ray Wells	550 East 4 th ST chuluota 32766
Kathy M. Dittz	2121 Old River Trail, Chuluota, FL
Thomas Spurt	129 East 8 th ST 32766
BRENDA ENGLAND	1760 LK. MILLS
Ryan Weir	561 Chula woods ct. 32766
Miranda Montgomery	925 Mimosa Drive 32766
A'Dawn Montgomery	925 Mimosa Drive 32766
Jennifer Louel	321 E 2nd
Kimberly Young	315 Foster Cove 32766
Carol Wells	550 E. 4 th St. Chuluota, FL. 3276
Vickie Houseman	955 S.C.R 419 Chuluota 32
TEDDY DAVIS	300 E 5 th St Chuluota FL 32
Willie	561 E. 5 th St, Chuluota, FL 327

Name

Address

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 331 of 843

Nick Hurless

331 E 4th Street
Chuluota 32766

Mary Guy

885 Millshore Dr.
Chuluota, 32766

CRAIG MORA

885 MILLSHORE DR
CHULUOTA, FL 32766

Amber Hibdon

824 Fantasy Ln

Chuluota, FL 32766

Heather Dormer

821 Fantasy Ln.

Chuluota, FL 32766

Lisa Shufthe

235 W 7th Street

Chuluota FL 32766

Robert Getman

122 E 8th St.

Chuluota FL 32766

GREGORY CURRAN

960 MAGNOLIA Dr.

CHULUOTA FL 32766

Chris Webber

67 Park Lane

Debarq, FL 32713

Mark Seegel

819 MAZURKA DR.

Chuluota, FL 32766

825 Fantasy Ln

Stacy Juler

Paul Himm

Name

Address

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 332 of 843

MELDY MAY	371 1st Chuluota, FL 327
Joe McMillen	2350 Pandora Lane Chuluota, FL 32
Cynthia Aho	121 E 1st Street 32
Sandra Burnham	Black Hammock
Blake Burke	341 25th St 32766
Shawn McMullin	540 E 4th St Chuluota FL 32766
Robert C. Olliff	271 W. 11th St. Chuluota, FL 32766
Shannon Reynolds	271 W. 11th St. Chuluota, FL 32766
Mr M Wise	270 W 11th St Chuluota FL 32766
Larry York	149 E 8th St. Chuluota FL 32766
Ann Winiarski	142 Osprey Lakes Circle Chuluota, FL 32766
Rebecca Gravaah	5716 5th St Chuluota FL 32766
Denise Smith	300 E 2nd St. Chuluota FL 32766
Janet Rempfer	230 W. 11th St. Chuluota, FL 32766
Shannon Hennessey	564 Chula Woods Ct 32766

Name

Address

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 333 of 843

W/Whin

1850 2ND

Kay Hart

140 E 8th St Chuluota

Sharon Robinson

321 E. 4th St Chuluota

Ronald Rempfer

230 W 11th St. Chuluota

Steve Haffner

541 E. 4th St. Chuluota

Mike Henry

1235 Sulten Cir Chuluota

Betty Henry

1235 Sulten Cir Chuluota

John Pugh

180 W. 11th St Chuluota

Kristal Turnas

801 Mazurka Dr. Chuluota

Jason Roy

813 Melody Dr. Chuluota

Chris O'Neil

271 W 11th St Chuluota

Long & Douthett

180 W 8th St Chuluota

Paul Bishop

333 E. 2nd St. Chuluota

Steve & Mary HOFFNER

541 E. 4th St. Chuluota

Deather Rinken

118 Overlook Dr. 32766

Feslie Shunkawa

118 Overlook Dr. 32766

Whit Atough

265 W 11 St. Chuluota Fla.

Melissa Dyal

201 E. 1st St. Chuluota Fl 32

Name Address

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 334 of 843

STANLEY STEVENS	377 RIVERWOODS TRAIL CHULUOTA	32766
Kathy TATER	341 2 nd ST	CHULUOTA FL 32766
Katy Bertrand	1300 VERNON DR.	CHULUOTA 32766
HEIDI VAN WAGNEN	351 E 4 th ST.	CHULUOTA 32766
TRISSA KELLY	254 6 th ST.	" "
Jack and Daniel Wells	510 E. 5 th ST.	" "
Crystal and Shawn Albert	101 E. 1 st Street	Chuluota 32766
James Heathcote	411 E 3 rd ST	Chuluota 32766
Chin King	311 Center st	" "
Markus Miller	825 HARMONY LANE	CHULUOTA FL 32766
Jameson Strohecker	Wisconsin	Wisconsin
Brian Dangle	511 east 3rd Street	
Janelle Warran	280 E 6 th Street	
Kim Bennett	141 3rd Ct	
John Lynch	151 3 rd Ct	Chuluota FL 32766
Angela Boston	PO Box 622	492
Laura G Moore	350 east 1 st street	
Ed Jones	431 E. 3rd ST	32766
Amy Butkofer	311 Velveten Pl	32766
Debra Lynn	251 E. 5th St	32766
	Chuluota	

Name

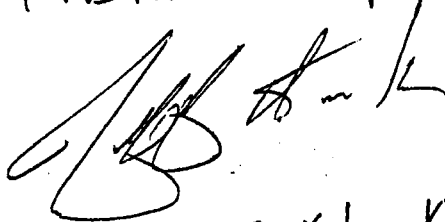
Address

Thomas Lumpkins

60 E 1st Street Chuluota FL 32766

Kristina Lumpkins

60 E 1st Street Chuluota 32766



550 Nutmeg Ct Chuluota 32766

Brian J Sokolowski

551 Nutmeg CT Chuluota 32766

Angel Vega

451 E 6th St Chuluota 32766

Nina & Jamie Jackson 620 Lake Dr. Chuluota 32766

Kathryn Schade

431 Berter St

Chuluota 32766

SIMEON UNGARO

559 GRANITE CIRCLE

CHULUOTA 32766

ROBYN UNGARO

559 GRANITE CIRCLE

CHULUOTA 32766

Barbara Meadows

160 E. 4th St

32766 Chuluota 327

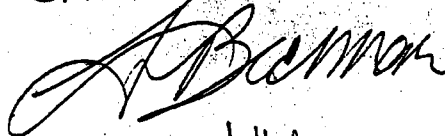
Drue Houseman

955 S.C.R. 419

Chris Keefe

721 Millshore Dr
 1410 S CR 419

Chuluota 32766
 Chuluota 327



Frank Adkins

559 Nutmeg Ct

Chuluota FL 327

Ginger Adkins

559 Nutmeg Ct

Chuluota FL 327

Clarenceuckles

809 melody Dr

Chuluota FL 327

Karen Cassio

290 W. 8th St

Chuluota FL 327

Theresa Buford

1380 Overlook Dr

Chuluota 327

David Diab

95 E 7th St #109

Chuluota FL 327

Andrey Harrell

3303 Curryville Rd

Chuluota FL 327

Nome

A

BARRY MAXWELL 130 Third Court Chuluota 32766
Shirley Maxwell 130 Third Court Chuluota 32766
Judy Probst 361 E. 4th St Chuluota 32766
Raymond Simmons 351 Velueken Pl. Chuluota 32766
Wendy Simmons 351 Velueken Pl. Chuluota 32766
Ryan Rose 501 W. 15th St. Chuluota 32766
Ama Carroll 450 E 6th St. Chuluota 32766
Kathy Quis 1238 Whirlaway Dr Chuluota 32766
Frederick J. Corbett 118 E 8th St Chuluota FL 32766
Kathy Stephens 837 Nocturne Dr Chuluota, FL 32766
Tony Lafer 280 E 2nd Street Chuluota FL 32766
Keith Smith 755 Lakewood Chuluota FL 32766
M. Geimor 929 Poinsettia Dr Chuluota 32766
Ashleigh Nawicki 416 1st Ave Chuluota 32766
Jesse Cook 416 1st Ave Chuluota 32766
Derek Leon 420 E. 5th St. Chuluota
Kirk McGorick 151 E. 2nd St Chuluota 32766
Curtis Hilliker 114 E 4th St Chuluota 32766
Kelli Whither 370 E 2nd St Chuluota 32766
Cynthia Gonzales 421 E 8th Street Chuluota 32766
Janette Jackson 421 E 5th Street Chuluota
Karen German 122 E 8th Str. Chuluota 32766
Carolyn Franco 104 Stevens St Chuluota FL 32766

Name Add

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 337 of 843

W. Stanley	200 W. 11th Street	(
William	1000 Tropical Wisconsin	"	
M. MEDRROS	812 NOCTURNE DR	"	"
Richard HART	- 140 E. 8th ST.	"	"
Krista B. Jutta	130 W. 8th St.	"	"
Kim C. Jutta	520 E 3rd St	"	"
Kelly Bisco	935 Poinsettia Dr.		
Laura Ramos	520 E 3rd St Wisconsin	"	"
Paula Braelley	783 Grey Heron Pl.	"	"
Rick Jackson	421 E. 6th St.	"	"
JEFFREY G. VAN TREUSE	556 CHULA WOODS CT.	"	"
WEBB EPPERSON	322 VELVETEN PL	CHULWOTA FL 3276.	
Michelle Buffalo	1272 Gallant Fox way	Chulwota	
Anthony Buffalo	" " " "	"	
CH/R/S. LEON	441 E. 4th St.	Nebraska	
Tamara & Paul white	13 Orange Grove Wisconsin	Chulwota FL	
Joyce Wilson	521 E 5th St	Chulwota, FL	"
Natalie Norman	530 E 2nd St	chulwota FL 3276	
DAVID U. SPRINGS	420 Stoner St	"	"
Steve Priel	822 Mazurki	"	"
Richard Shogren	341 2nd St	Chulwota FL 3276	

Name

A

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 338 of 843

Cliff Sellers

Barbara Stebbins

Elizabeth Hall

Paulina L. Jacobs

Sumantha D. Stevens

Barley R. Campbell

Jacques Campbell

Peggy Ayler

Michelle M. Swain

Judy Brown

Gary E. Lynn

Leresa M. Lusk

Angela H. Harris

Sharon Dunn

Sean Dunn

DIANA Angel

Catherine Hawthorne

MEUSSA DAVIS (FERGUSON)

SUZANNE HAWK

Rose H. Hawk

Alan Brummond

Daniel HAMILTON

Shirley Carls

Lee Harrison

151 E 2nd Jr

265 Ave E Chuluota 32766

304 Hibiscus St. Chuluota 327

311 E. 5th St., Chuluota, FL 3276

311 E. 5th St., Chuluota, FL 32766

250 & 2nd St., Chuluota, FL 3276

250 & 2nd St., Chuluota, FL 3276

451 E 5th St Chuluota, FL 3276

Wisconsin Ciudad

460 E 5th St Chuluota 32766

410 Lk. Lenelle DR. Chuluota 32766

1101 Tropical Ave Chuluota FL 32

507 Granite Cir. Chuluota, FL 32766

818 Harmony Lane Chuluota, FL 32766

818 Harmony Lane Chuluota, FL 3276

430 E. 3rd St 32766

828 Fantasy Lane Chuluota, FL 32766

286 VELVETEN PL CHULUOTA FL 32766

420 LAKE LEWELLE DR CHULUOTA 32

21 EAST 1st ST Chuluota FL 3276

211 E. 7th St Chuluota FL 3276

904 S. CR 419 Chuluota, FL 32766

310 W 8th Street Chuluota, FL 327

Name

Amer L...

271 E. 5th St.

Bruce M. Hottel

975 CR 419

Cassie J. Ledger-Rott

551 east 3rd St.

K. J. R.

251 1st St 32716

Dena Heath

829 Fantasy Ln. 32760

Lisa Musa & Musa

1515 Willingham Rd.

Daryl J. Musa

1515 Willingham Rd.

Deborah Schafer

1740 Brumley Key

Megan Paras

813 Melody Dr.

Jamie Lina

235 W. 4th Street 32761

Victoria Black

1120 3rd Ct. Chul. Fl

Kurt Schumann

571 4th St Wiscason

Thomas Fuchs

501 E 4th St Chulota FL 3276

Darcy Williams

571 5th Chulota FL 3276

Nancy + Bill McGowan

386 Medallion Place 327

Kim Rousey

309 Orchard St, Chulota

JAMES LAMBERT

802 LOOKOUT PT CHULUOTA 32

Michael Odell

800 FANTASY LANE Chulota 32

Name

Address

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 340 of 843

~~Coppe~~
Lester F. Schulz
Richard L. Linnard
Derald B. Bortol

900 millshore ...
440 E 4th St
430 E 5th St
420 E 5th St

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 341 of 843

07 JUN -6 AM 9:26
COMMISSION
CLERK

June 2, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attention: Kim

I am writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. I am a concerned customer and must point out that these rates seem to be on the high end from other areas. I am a senior citizen and must live on a fixed income and do not approve of this rate increase.

Our water pressure shows absolutely no improvement even though it has been stated that work has been completed on the system. Example-when the toilet is flushed and the faucet is turned on in the sink the water pressure and volume are terribly low.

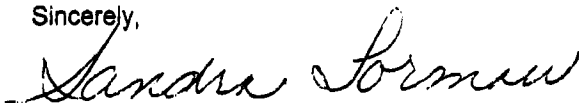
Our last monthly water bill was estimated instead of the meter actually being read. Listed below is my water usage for February, March and April, 2007.

<u>Billing Period</u>	<u># of Day</u>	<u>Gallon Used</u>	<u>Amount Billed</u>
02/0607-03/07/07	29	4900 Actual	\$29.34
03/07/07-04/06/07	30	5000 Actual	\$29.73
04/06/07-05/04/07	28	4400 Estimated	\$34.59

My usage was 600 gallon less than previous months usage however I was charged \$4.86 more. In reviewing the above billing information, I used less water but my water bill increased more than 16.3%. This leads me to believe a hidden rate increase is being charged. Since this rate increase has not been officially approved, this is grossly unfair and wrong. Is this action by Aqua Utilities legal?

Thank you in advance for your immediate attention to this matter.

Sincerely,



Sandra Torman
28032 Lois Drive
Tavares, Florida 32778

CMP _____
COM _____
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GCL 1 _____
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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 342 of 843

RECEIVED

07 JUN -6 AM 9:26

COMMISSION
CLERK

1 JUN -6 AM 1:32
RELATION CENTER

June 2, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attention: Kim

I am writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. I am a concerned customer and must point out that these rates seem to be on the high end from other areas. I am a senior citizen and must live on a fixed income and do not approve of this rate increase.

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Thank you in advance for your immediate attention to this matter.

Sincerely,

Joseph W. Torman

Joseph Torman
28032 Lois Drive
Tavares, Florida 32778

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Polk,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 343 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-WS
06/13/04
CLERK

Name SANDRA U. HARRISON

Address 204 CAMELLIA DR. (HERMITS COVE)

SPATSUMA, FL 32189

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 is to issue a complaint on Aqua Water. These people know what we were paying when they bought the Company. The 34.17 is almost 4 times what we were paying before they took over. These are northern prices not southern. The service is not better, the bills do not explain water usage. This is a big rip off to make more money for the same service. We have no sewer just water. The people in Hermit Cove & in the County are very upset. They have already ripped our payments from \$9.33 to \$12.57. We do not need anymore increases. These older citizens cannot afford such high rates.

And how much of it goes to the CEO. What is his yearly income. If they want Southern Company, they should charge Southern rates.

Sandra U. Harrison

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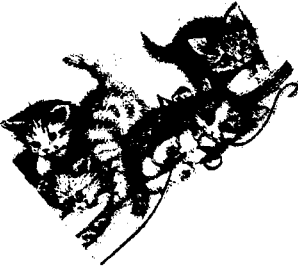
Fold and tape - see back for address



Ms. Sandra U. Harrison
204 Camellia Dr.
Satsuma, FL 32189-2806

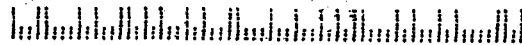
DAYTONA
FL
04 JUN 20

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 344 of 843



32399-0850

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



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07 JUN - 6 AM 7:35
DISTRIBUTION CENTER

Tape

Fold Here

Rate Prior To Filing

9.33 gallonage 464

Interim Rates

12.57 gallonage
6.25

Requested Final

34.17
gallona
6.97

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 345 of 843

Saturday, June 02, 2007

07 JUN -6 AM 9:25

JUN -6 AM 7:33

RECEIVED CENTER

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

COMMISSION
CLERK

Dear Kim,

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

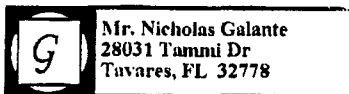
If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you for your attention to this matter.

Sincerely,

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Nicholas R. Galante



Carolyn A. Galante



Ms. Carolyn A. Galante
28031 Tammi Dr.
Tavares, FL 32778

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 346 of 843

Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766

June 2, 2006

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Docket No. 060368-WS

Please seriously consider the fact that water rates in Chuluota are already the highest in the southeastern U.S. With this in mind it is completely unreasonable to expect that the citizens of Chuluota can possibly afford the proposed water rate increase. Our current bills are already between \$200 and \$300 monthly. To assume that a rate increase would double or triple our current bills, is to assume that somehow we can miraculously come up with an extra \$400 to \$600 every month to pay them. We simply cannot afford and should not be asked to afford, an increase that is impossible to pay.

Should this increase take place the state of FL can count on what will become the "slums" of FL and will have its water company to thank for it. Nobody can afford an increase like this. People will be forced to shut off all city water and dig wells - unfortunately for many of us that is also an impossible plan since we are not made of money.

Newer homeowners like myself are already paying twice in property taxes as our neighbors, why should be also be financially strained by a double or triple water rate increase when we are already paying more than others in the state of FL? It is simply not reasonable to ask for an increase of this magnitude. We are not the "rich and famous," just simple middle class people trying to own a decent home for our family. Unfortunately, if these rate increases take affect, we will be in the slums of Chuluota since nobody can afford to water their yard and keep it maintained at these proposed rates. How could we possibly afford an \$800/month water bill? Nobody should be asked to foot that kind of bill for the basic necessity of water. Consider that people can rent entire properties for what the water company wants a month. Ridiculous! Homes will not be able to sell because nobody will want to move to an area where water rates are through the roof, yards that once looked lovely will soon be dry and trashy because nobody will be able to afford to water.

When you consider this, please also consider the fact that water pressure in this area leaves a lot to be desired. One day you have it, the next you don't. Also consider the fact that in the year we have lived here we have been notified three times that the water has a high level of contaminants -- you can't even drink it if it's not filtered. First we get poor service, then we get a request for three times the money to pay for it. If Aqua Utilities is going to ask for an increase, the least they can do is provide safe water and good water pressure to its clients. What other company on the planet can provide poor service and triple it's rates at the same time? This is absurd.

Thank you for your consideration of these comments. Please do what is right by the citizens of Chuluota by denying outright any increase in water and sewage rates.

Sincerely,
Sheila Adams

01
AM 9:27 '06
COMMISSION
CLERK

ION CENTER
AM 7:27

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● ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 347 of 843

OASIS RV PARK

11380 S. U.S. Hwy. 301
Webster, Fl 33597-5630
315-686-2583

COMMISSION
CLERK
PM 12:35
750

Director, Division of the Commission Clerk
and Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard,
Tallahassee,, Fl 32399-0870

RE: DOCKET NO. 060368-WS

Dear Sirs:

We just received a bill with new rates, before approval, from Aqua Utilities Florida, Inc. 762 W. Lancaster Avenue, Bryn Mawr, Pa 19010-3489. This service is for water at the Oasis RV Park, 11380 S. U. S. Hwy. 301, Webster, Fl 33597-5630.

The water base facility charge went from \$16.40 to \$42.97 per month.

The per-thousand rate went from .00309 cents to .00810 cents. Our high user months will jump from \$304.15 (January 2007) to an estimated \$755.77 which is a \$451.61 increase. That is more than a 150% increase.

This Mom and Pop operation will be severely damaged if the new rate is approved. I cannot attend the June 20th service hearing in New Port Richey but would appreciate this letter served as a representative at the hearing.

Thank you,

Carlin E. Pickering

Carlin E. Pickering
President Oasis RV Park

07 JUN 07 5 - NOV 20

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 348 of 843

DISTRIBUTION CENTER

07 JUN -5 AM 7:20

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

Re: Aqua Utilities.

Is whom it may concern:

We are extremely shocked & unhappy about
this HUGE rate increase from Aqua Utilities.
This is unacceptable to us! Please re-view
the increase & perhaps come up with
something more believable!

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Thank you -

Carl & Lois Thome

23 Rosalie Oaks Blvd.

Lake Wales, FL 33898

Michigan Address:

4827 Northview Ave NE

Grand Rapids, MI 49525

RECEIVED 0800

07 JUN -5 AM 9:15

COMMISSION
CLERK

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 349 of 843

To: Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee.,Florida 32399-850

DISTRIBUTION CENTER
07 JUN -5 AM 7:20

6/1/07

Re: Docket No.060368-WS

I wish to object to the proposed water rates for Aqua Utilities . They were just recently given increases of the rates on an interim basis and it seems to me that giving them the large increases they are asking for is unreasonable. Some of their justification is not true. They said that it was necessary for them to drill a new well for which they say that they should be able to recover the costs. I am not sure it was necessary for the well to be drilled as there was one well there for Zephyr Shores Estates and a hookup to the county water system exists in case more water was needed. It is my understanding that the county water is cheaper than Aqua Utilities and the residents had requested that we be hooked up to the county water system prior to Aqua Utilities buying the system. The county reported that they did not have the money to buy the system. If they are given the increases they are asking for , are they going to lower the rates after they have recovered their costs. I think not.

I live at 35142 Zephyr Shores Drive, Zephyrhills Florida, 33541

Sincerely
Harry D. Easton

Harry D. Easton

COMMISSION
CLERK

07 JUN -5 AM 9:15

RECEIVED-7:30

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 350 of 843

DISTRIBUTION CENTER

07 JUN -5 AM 7:19

80 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Director
Division of Commission
Clerk and Administration Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

COMMISSION
CLERK

07 JUN -5 AM 9:15

RECEIVED PSC

RE: Aqua Utilities water & sewer rate increase 060368-WS

Mr./Ms. Director:

I am one of a few more than one hundred residents in Rosalie Oaks home owners in Lake Wales, Polk Co., Florida.

This is a small retirement community with mostly seasonal residents who are on fixed incomes with many who are 70 plus in age...many in their 80's.

Not only are we an aging community but many of us have serious health problems which require expensive prescription drugs and doctor visits.

We are already living 'on the edge' of our income, especially since taxes increased by at least 50 % from 2006 and insurance rates doubled and tripled from 2006 !

We come to Florida for our health.. to avoid the harsh winters of the North which puts a strain on our hearts, lungs or other body functions.

I have not been able to find that we have any problems with our water or sewer system equal to the 220 % increase that is being asked for. Therefore, I consider it a very unfair and exorbitant amount to levy on a small community who have no apparent problems. It certainly puts us in dire straits and appears to be extortion from a few to benefit the many.

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I beseech you, please reconsider this increase for Rosalie Oaks residents and *do not pass* this increase.

The residents of Rosalie Oaks will be ever grateful to you, thank you.

Sincerely,

Linda R. Loy
14 Hickory Lane
LaGrange, Ky 40031 (summer res.)

CCA Official Filing
6/5/2007 4:37 PM*****

ORIGINAL
4:37 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 351 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 05, 2007 4:32 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9465

docket file # 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 3:42 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9465

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: John Portland
Telephone: 814-574-3926
Email:
Address: 355 Velveteen Place Chuluota FL

BUSINESS INFORMATION

Business Account Name: John Portland
Account Number:
Address: 355 Velveteen Place Chuluota Florida FL

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

It has been brought to my attention that there will be a Public Service Commission hearing for a petition of Aqua Utilites of Florida for a water and sewer rate increase. I cannot attend, but would like to voice my opinion. Chuluota water rates are reported to be the highest in the southeastern U.S. You cannot allow their rates to increase by appox. 3 times the current rate. I live in a house of two persons and our bill last month was over \$200. This is way too much for water and sewage and you cannot allow a higher rate due the the fact that our water is not and has not met Florida Standards. Raising the rates is a crime and we cannot allow this to happen to the residents of Chuluota and Florida. If anything, the maximum limits should be lowered to meet the average of the state of Florida.

I am sorry that I cannot make the meeting, but I have to voice my complaints about the water and sewer prices that we pay. John

PSC was contacted previously

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ORIGINAL

CCA Official Filing
6/5/2007 4:37 PM*****

4:37 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 352 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 05, 2007 4:31 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9474

Docket file #060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 10:24 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9474

CMP _____

COM _____

CTR _____

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OTH _____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Doug/Linda BRUMBAUGH
Telephone: 4073654885
Email: LRSBrumbaugh@cfl.rr.com
Address: 231 Langford Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Doug/Linda BRUMBAUGH Account Number:
Address: 231 Langford Drive Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

We are concerned about:

(1) the unacceptable level of trihalomethanes, a class of chemicals linked in some studies to lower birth weights, stillbirths and some forms of cancer and

(2) the black slimy substance that usually comes out of our faucets, often making taking a bath impossible.

● ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 353 of 843

Timolyn Henry

From: Jgbck@aol.com
Sent: Monday, June 04, 2007 4:04 PM
To: Office of the Chairman
Cc: Katrina McMurrian
Subject: Glades power pack

Commissioner,

I hope you take this opportunity to hold FPL to the highest standards in your June 5th vote on the proposed Glades Power Pack Project. This plant is not much different from plants we have been using for the last 150+ years.

To say that the Glades unit uses the latest clean coal technology is like say low tar cigarettes reduce the risk of lung cancer.

I urge you to reject the proposed Glades project for a better design, similar to an IGCC plant, or a new design using natural gas can be proposed.

The IGCC gasification process would provide benefits beyond simple power generation by providing a high efficiency gas with minimal emissions and slag.

This process will also be adaptable for carbon sequestration once the technology has matured.

Thank you for your time.

Joe Buck

See what's free at AOL.com.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:52 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9464

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 2:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9464

CMP _____

COM _____

CTR _____

ECR _____

GCL _____

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I just read an article in the Sunday Orlando Sentinel about Aqua Utilities. First of all, I'm very happy that they gave us recognition about our problem (and that's putting it lightly). Second of all, I wanted to let you know that I received two notices in the mail this weekend about two meetings that are to be held at the same time and the same date regarding the Aqua Utilities' rate increase. One is from Aqua Utilities themselves which will be held at 10:00 a.m. At the City of Oviedo City Hall which states that the Florida Public Service Commission is holding customer service hearings so that we can comment on this unfairness. The other meeting is with the Board of Directors of our HOA in the Deltona Commission Chambers stating that the Public Service Commission will also be there to listen to our complaints. Please tell me how we can be two places at the same time and how is the Public Service Commission going to be at both places as well. This seems a little "coincidental" don't you think??? My third question is such a simple one...why can't the county take over our small community's water just like they've done with all the neighborhoods around us?? To me that would be the solution, but for some reason I can't get an answer! After all, when have you ever heard of a water bill being more than a power bill?!?! It's INSANE!

Sincerely,

Laura Carlisle
The Trails
370 Velveteen Place
Chuluota, FL 32766
407-366-0829

PSC was contacted previously

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:51 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9463

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 355 of 843

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 2:51 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9463

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Susan John
Telephone: 407 366 3498
Email:
Address: 220 West 3rd Street Chuluota 32766-9088

BUSINESS INFORMATION

Business Account Name: Susan John
Account Number:
Address: 220 West 3rd Street Chuluota Florida 32766-9088

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Aqua Utilities plans to raise the water rates in Chuluota by 15% for any amount over 20,000 per month. Even if the WATER PRESSURE and the WATER QUALITY were up to standard this price hike would be high. As it is - the pressure and quality are sub-standard and our rates should not change until these problems are SOLVED.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:50 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9457

ORIGINAL

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 1:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9457

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: Diana Wood
Telephone: 850-773-1778
Email: taurusearth@bellsouth.net
Address: 2134 Sunny Hills Blvd. Chipley 32428

BUSINESS INFORMATION

Business Account Name: Diana Wood
Account Number:
Address: 2134 Sunny Hills Blvd. Chipley Florida 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

I would like to file a complaint about the outrageous increase in our water bills by Aqua Utilities here in Sunny Hills Fl. I do not understand how they can raise the price so high without the final ok!! There are about 75 percent of senior citizens that reside here year round and many are on fixed incomes. They will not be able to maintain their homes, or be forced to decide weather to have a drink of water or have something to eat. The community meeting was held on a week day(May 14th.) many people work and could not attend. We would like to have another meeting here in Sunny Hills since this is where they are increaseing our bill. I believe that the commission will do something about this problem.

Respectfully,
Diana Wood

CMP _____

COM _____

CTR _____

ECR 1 GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Matilda Sanders**ORIGINAL**

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:14 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

add to docket number 060368

-----Original Message-----

From: Webmaster
Sent: Monday, June 04, 2007 12:48 PM
To: Consumer Contact
Subject: RE: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 12:49 PM
To: Webmaster
Cc: taurusearth@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: Diana Wood
Company:
Primary Phone: 850-773-1778
Secondary Phone: 850-774-3206
Email: taurusearth@bellsouth.net

Response requested? Yes

CC Sent? Yes

Comments:

I would like to file a complaining against the proposed rate increase of the Aqua Utilites water company it is an out rage that they are trying to raise it so much. Many of the people here are senior citizens and can not afford such a LARGE increse. Please do something to help us out here.

Respectfully,
Diana Wood

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9453

ORIGINAL

add to docket #060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 12:38 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9453

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Franklin & Virginia Adkins
Telephone: 407-977-5014
Email: GingerLAdkins@aol.com
Address: 559 Nutmeg Court Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Franklin Adkins
Account Number: 0009041860646696
Address: 559 Nutmeg Court Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.

Details:

Every month our water bills are outrageous. When we moved to Chuluota 3 years ago we were getting water bills no less than \$ 400.00 per month. After a year we were forced to put in a well to be able to afford to stay in our home. Even after putting in the well our water bills are close to \$ 200.00 per month. We do everything we can to conserve water but we have 3 small children in the home. These water bills are causing us to not be able to pay our bills and we may loose our home. This is not right. No other person in the South Eastern United States pays a water bill this high. On top of the high prices we also frequently receive letters stating that our high priced water is unsafe to drink and may cause cancer. Therefore, we have to put out even more money to go out and buy bottled water to drink. This became very expensive during my recent pregnancy when I was drinking a gallon of water per day. It continues to be expensive to have to buy bottled water to make my baby's formula. At the price Aqua Utilites is charging me for water in my home and I should not have to go to the store to buy SAFE water. Something has to be done to protect us as the consumer.

CMP _____
COM _____
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ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:12 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9451

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 359 of 843

add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 12:08 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9451

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: June Urzi
Telephone: 4073662981
Email:
Address: 955 Poinsetta Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Anthony Urzi
Account Number: 000909904 0652015
Address: 955 Poinsetta Drive chuluota fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Our water rates are the highest in Florida despite the fact that we are constantly getting notices that the water quality is not up to par. Many people are acutally selling their homes because they can no longer afford the monthly water bills. This has got to stop. I don't understand how a town (Oviedo) that is less than 5 miles away can pay so much less than we do.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

ORIGINAL

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 360 of 843

Timolyn Henry

From: Ross [ross@espritus.net]
Sent: Monday, June 04, 2007 3:05 PM
To: marshmaid@hughes.net; Office of the Chairman; Katrina McMurrian; Bev DeMello
Cc: Charlie.Crist@myflorida.com; arnold.traci@leg.state.fl.us; 'Joy Ezell'; 'No Coal'; aronberg.dave.web@flsenate.gov; baker.carey.web@flsenate.gov; bennett.mike.web@flsenate.gov; constantine.lee.web@flsenate.gov; dockery.paula.web@flsenate.gov; justice.charlie.web@flsenate.gov; ennis.connie@leg.state.fl.us
Subject: RE: [saveitnowglades] PSC Determination for Glades Power Park

CMP _____
 COM _____
 GTR _____
 ECR 1
 GCL 1
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

4 June 2007

Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850

Re: FPL Glades Power Park

Dear Commissioners:

Like Rhonda, I am also a Florida taxpayer and FPL customer. I have carefully read her letter below and agree 100% with 100% of the content and spirit of the letter.

Kind Regards,
 Ross Kelson
 7330 Ocean Terrace, Suite 1801
 Miami Beach, FL 33141

From: saveitnowglades@yahoogroups.com [mailto:saveitnowglades@yahoogroups.com] **On Behalf Of** rhonda roff
Sent: Monday, June 04, 2007 11:03 AM
To: Chairman@psc.state.fl.us; Katrina.McMurrian@psc.state.fl.us; BDEMELLO@PSC.STATE.FL.US
Cc: Charlie.Crist@myflorida.com; arnold.traci@leg.state.fl.us; Joy Ezell; saveitnowglades@yahoogroups.com; No Coal; aronberg.dave.web@flsenate.gov; baker.carey.web@flsenate.gov; bennett.mike.web@flsenate.gov; constantine.lee.web@flsenate.gov; dockery.paula.web@flsenate.gov; justice.charlie.web@flsenate.gov; ennis.connie@leg.state.fl.us
Subject: [saveitnowglades] PSC Determination for Glades Power Park

4 June 2007

Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850

Re: FPL Glades Power Park

Dear Commissioners:

Although the true costs of this proposed plant has not be calculated yet, the Florida Public Service Commission is required to issue their final determination on Tuesday, June 5. FPL gave the state DEP an extension until

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 express your ideas

6/5/2007

June 15 to draft the air permit. That draft permit will include recommendations for pollution control devices far beyond the design presented to the PSC. These costs, following the blessing that the PSC may give, will mean very little to FPL because they will then be allowed to pass the cost on to their customers. Similarly, the South Florida Water Management District has some strong recommendations, not yet publicized, that will likely cost FPL two to three times more for their 28 million gallons per day of cooling water. Those costs have not been considered by the PSC either and will be passed directly to the ratepayer.

None of this, nor the future cost of carbon regulation, up to \$400 million for this facility alone, are unknown to the PSC. You heard this in April during the needs determination hearing during the public testimony and from participating parties to the hearing.

The City of Moore Haven, the site of the proposed Glades Power Park, buys power from Glades Electric Cooperative, and then sells it back to the residents at a premium. While I was in Mickey's Bait Shop in Moore Haven a few weeks ago (while there was still water in Lake Okeechobee), another customer told me that he was paying over \$125 to keep the power on in his mother's house, now vacant since she recently passed away. Glades Electric now purchases power from Seminole Electric but has the option to buy from FPL when this contract is up. Even the current cost estimates for FPL's expansion should send shockwaves through its distribution network. Imagine if you add in the costs which will, conveniently, be revealed only after the PSC blesses (or not) the project.

As a consumer, I enjoy the right to choose which product I buy. As an FPL ratepayer, I would like the ability to choose for myself what kind of power I buy, and at a fair rate. I implore the Public Service Commission to act on behalf of the consumer in this case by requiring FPL to:

1. provide a more accurate cost estimate, knowing that they are at this moment fully aware of the increases which will be revealed to the public within the next few weeks, and
2. implement incentives for truly clean renewables, conservation and efficiency rather than a \$5.7 Billion fire-breathing dragon which will cost hundreds of millions more dollars each year to run.

The \$21 million in tax revenues promised to Glades County annually can be earned in much more sustainable ways which do not require selling their collective soul.

Rhonda Roff, President
Save It Now, Glades!, Inc.

share you

Y! Toolbar

Get it Free!

easy 1-click access

to your groups.

Yahoo! Groups

Start a group

in 3 easy steps.

Connect with others.

PO Box 1953
Clewiston, FL 33440
www.saveitnowglades.org

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 362 of 843

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[Visit Your Group](#) | [Yahoo! Groups Terms of Use](#) | [Unsubscribe](#)

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 2:55 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9447

ORIGINAL

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 10:50 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9447

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Asuncion Gutierrez
Telephone: 407-366-5102
Email: cion@daynerhall.com
Address: 587 Osprey Lakes Circle Chuluota 32765

BUSINESS INFORMATION

Business Account Name: Asuncion Gutierrez Account Number:
Address: 587 Osprey Lakes Circle Chuluota Florida 32765

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Aqua Utility is in the process of trying to get a rate increase approved by the FPSC. I'm furious at the prospects of having our already outrageous water bills increased even more (ABOUT AN EXTRA \$60 A MONTH) for terrible water and service. This is truly a monopoly and I feel no one is out there protecting us, the citizen. Our neighbors a half mile down the road have a different utility company and they pay about 1/3 for the same thing, WATER! They can justify all day long how they should be granted this rate increase but I hope someone has the decency to ask themselves if it's right to allow this. We pay on average \$125-160+ a month and this will now go up to \$185-220+ if this is approved. Is this right? NO, THIS IS OUTRAGOUS!

Pricing aside, I've been reading all of this literature about how poor the quality of water were receiving is and that it may be unsafe to drink, especially if you're pregnant. Well, since we've been living in our home (about 5+ years), my wife has had two miscarriages and our son was full term and he weighed only 5lb, 7oz. These are same symptoms they keep saying may occur if you drink the water coming from Aqua Utility water. My wife is now pregnant again and I'm scared to death every time she drinks Aqua Utilities water. The FPSC seems to be the only agency that can make a difference here. Please do the right thing and deny them the rate increase and investigate the possibility that people are being hurt by the quality of water.

PSC was contacted previously

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 2:55 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9446

ORIGINAL

add to docket # 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 10:49 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9446

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: J L Davidson
Telephone: 407 365 4651
Email: Barbslost2@aol.com
Address: PO box 620563 oviedo 32762

BUSINESS INFORMATION

Business Account Name: J L Davidson
Account Number: 000893503 0636509
Address: 265 Ave E Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

My complaint is about the proposed increase in our water bill which is so outrageous that I can hardly believe it. It is not our fault you bought a pig in a poke and you should have investigated it more then you did but as I said it is not our fault and we should not have to pay for your problems that were there when you bought the utility. You will be driving a lot of people out that live on retired incomes or families with children that have lived in Chuluota for years, we should pay for dirty water?????? Could your families pay 300 plus for water?

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 11:51 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks; Angie Calhoun
Subject: FW: 2036961278, 1 page(s)

Attachments: FAX.TIF

I think the attached fax is a protest to docket # 060368

From: Consumer Contact
Sent: Monday, June 04, 2007 11:10 AM
To: Ruth McHargue
Subject: FW: 2036961278, 1 page(s)

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 2036961278, 1 page(s)

You have received a new fax. This fax was received by NET SatisFAXtion. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/04/2007 10:23 AM
Number of Pages: 1
From (CSID): 2036961278
From (ANI):
Sent to DID:

Duration of Fax: 0:00:39
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (19
KB)

CMP _____
COM _____
CTR _____
ECR I
GCL I
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Public Service Comm.
Fax 1-800-511-0809

From: Luis Murillo & family
830 Vermont Woods
Orlando, FL 32824

I'm Totally Against your
approval for Energy &
Water Increases. please
be alert of higher gas price
and harder ways to earn
a living. DO NOT TERRORIZE
ME with your approvals.
we all suffering!!!!

Timolyn Henry

From:	rhonda roff [marshmaid@hughes.net]	CMP _____
Sent:	Monday, June 04, 2007 11:03 AM	
To:	Office of the Chairman; Katrina McMurrian; Bev DeMello	COM _____
Cc:	Charlie.Crist@myflorida.com; arnold.traci@leg.state.fl.us; Joy Ezell; saveitnowglades@yahoo.com; No Coal; aronberg.dave.web@flsenate.gov; baker.carey.web@flsenate.gov; bennett.mike.web@flsenate.gov; constantine.lee.web@flsenate.gov; dockery.paula.web@flsenate.gov; justice.charlie.web@flsenate.gov; ennis.connie@leg.state.fl.us	CTR _____
Subject:	PSC Determination for Glades Power Park	ECR <u>1</u> _____
		GCL <u>1</u> _____
		OPC _____
		RCA _____
		SCR _____
		SGA _____
		SEC _____
		OTH _____

4 June 2007

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: FPL Glades Power Park

Dear Commissioners:

Although the true costs of this proposed plant has not be calculated yet, the Florida Public Service Commission is required to issue their final determination on Tuesday, June 5. FPL gave the state DEP an extension until June 15 to draft the air permit. That draft permit will include recommendations for pollution control devices far beyond the design presented to the PSC. These costs, following the blessing that the PSC may give, will mean very little to FPL because they will then be allowed to pass the cost on to their customers. Similarly, the South Florida Water Management District has some strong recommendations, not yet publicized, that will likely cost FPL two to three times more for their 28 million gallons per day of cooling water. Those costs have not been considered by the PSC either and will be passed directly to the ratepayer.

None of this, nor the future cost of carbon regulation, up to \$400 million for this facility alone, are unknown to the PSC. You heard this in April during the needs determination hearing during the public testimony and from participating parties to the hearing.

The City of Moore Haven, the site of the proposed Glades Power Park, buys power from Glades Electric Cooperative, and then sells it back to the residents at a premium. While I was in Mickey's Bait Shop in Moore Haven a few weeks ago (while there was still water in Lake Okeechobee), another customer told me that he was paying over \$125 to keep the power on in his mother's house, now vacant since she recently passed away. Glades Electric now purchases power from Seminole Electric but has the option to buy from FPL when this contract is up. Even the current cost estimates for FPL's expansion should send shockwaves through its distribution network. Imagine if you add in the costs which will, conveniently, be revealed only after the PSC blesses (or not) the project.

As a consumer, I enjoy the right to choose which product I buy. As an FPL ratepayer, I would like the ability to choose for myself what kind of power I buy, and at a fair rate. I implore the Public Service Commission to act on behalf of the consumer in this case by requiring FPL to:

1. provide a more accurate cost estimate, knowing that they are at this moment fully aware of the increases which will be revealed to the public within the next few weeks, and
2. implement incentives for truly clean renewables, conservation and efficiency rather than a \$5.7 Billion fire-breathing dragon which will cost hundreds of millions more dollars each year to run.

The \$21 million in tax revenues promised to Glades County annually can be earned in much more

CCA Official Filing

6/5/2007 2:27 PM*****

2:27 PM*****

sustainable ways which do not require selling their collective soul.

Rhonda Roff, President
Save It Now, Glades!, Inc.
PO Box 1953
Clewiston, FL 33440
www.saveitnowglades.org

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 368 of 843

Matilda Sanders

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 369 of 843

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:11 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Please add docket file

-----Original Message-----

From: Consumer Contact
Sent: Monday, June 04, 2007 9:09 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK for docket 060368

-----Original Message-----

From: Webmaster
Sent: Monday, June 04, 2007 8:41 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 8:09 AM
To: Webmaster
Cc: stpless@embarqmail.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Shirley Pless
Company: Aqua Utilities
Primary Phone: 352-253-1097
Secondary Phone:
Email: stpless@embarqmail.com

Response requested? Yes
CC Sent? Yes

Comments:

Would like to urge the Commission NOT to approve the requested rate increase by Aqua Utilities.

Living on a fixed income, it would be devastating to us. With soaring insurance rates and property tax increases it would be the "straw that breaks the back" for many of us. Any information on this issue you could email me would be appreciated. I am never sure of where to register my comments if there is another venue for doing this please let me know.

ORIGINAL

CMP _____
COM _____
CTR _____
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Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:07 AM
To: Timolyn Henry
Cc: Cheryl Bulecza-Banks; Matilda Sanders
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9437

ORIGINAL

Docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 03, 2007 4:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9437

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Dana Plumtree
Telephone: 407-383-0411
Email: flladyblue@cfl.rr.com
Address: 281 Langford Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Dana Plumtree
Account Number:
Address: 281 Langford Drive Chuluota Fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
To Whom It May Concern:

I am unable to attend the upcoming meeting to discuss the rate increase that is requested by AQUA Utilities for the Chuluota area. Therefore, I am sending this correspondence instead. I have been a Chuluota resident for 5 years. For the past 5 years, the quality of the water has steadily decreased. When AQUA took over the accounts for this area - service declined as well.

I have an 11-week old daughter and a 9 year old son. It is scary that I make sure that neither of them get ANY water from the tap to drink. My water bill is among the highest of anyone I know. Add on to that, the cost to buy bottled water for drinking, making my newborn daughter's bottled formula, and for washing the bottles for cleanliness. The cost I pay for WATER is outrageous. I am a full-time law enforcement officer and my husband is a full-time manager for a local company. We live paycheck to paycheck- as most other in this area do.

We can not continue to pay the prices that we are, not to mention the possibility of a rate increase for the poorest quality water in the county. Our rates are higher than anywhere else in the county as well.

Please consider the plight of the average resident in this area. AQUA Utilities needs to be forced to correct the quality problem to be in compliance with the EPA before ever considering rate increases, for water than we shouldn't be drinking. We have no choice, AQUA is the only service for water that is provided. Lastly- this problem has been so for several years now- without any positive change in quality. Yet, we've already experienced rate increases once- please don't allow this to continue.

I thank you for your consideration.

Michael & Dana Plumtree
281 Langford Drive
Chuluota, Florida 32766

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Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:07 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9435

docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 03, 2007 9:53 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9435

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sherri Coble
Telephone: 407-617-4854
Email: oviedosb@aol.com
Address: 2713 Bellewater Place Oviedo 32765

BUSINESS INFORMATION

Business Account Name: Sherri Coble
Account Number:
Address: 2713 Bellewater Place Oviedo FL 32765

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

I am quite concerned about the requested water bill increase from Aqua Utilities Florida, Inc., up to 300%. As a consumer of their water products, I think a reasonable increase is justified. My average water and sewer bill is \$80.00 a month. I think paying up to \$150.00 per month is much more affordable than \$300.00 per month. I think the Aqua Utilities should consider selling bonds for a portion of the funds they need to update their 30 year old water system. In my opinion, they should have been asking for reasonable increases through out the last 30 years instead of the huge jump they now state they need. With everything increasing but our paychecks, I think it is inappropriate for the requested 300% increase at this time.

ORIGINAL

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Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:06 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9427

ORIGINAL

docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, June 02, 2007 12:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9427

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Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Bill Chiles
Telephone: 321 439 7074
Email: tonkatoy42@hotmail.com
Address: 203 velveteen place chuluota 32766

BUSINESS INFORMATION

Business Account Name: Bill Chiles
Account Number:
Address: 203 velveteen place chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I just move to this location on 4/27/2007 and what a mistake it has been due to water prices. I hav lived in Orange county all my life and between water sewage and electric I have never seen a water bill as high as my first one 189.00 for less than a month, not to mention on the 7th on may they shut our water off for 2 days because the former owner had his services stopped, yet they are so incompetent that they didn't take into account our new account opened under my finace'e name Maria Duvall was acctivated on 5/1/07 and I took pictures of our locked out meter on the 7th and the numbers they have us using don't match up to the meter or the bill they have sent.

The price increase they impose is ridiculous and I personally am back to my first disicison of leaving Fl all together. I can't afford the gas and water and real estate here onmy pay, and I'm a CT tech at Florida hospital.

My pay hasn't increased in two years yet everything around is getting way out of hand and it's time to start getting things done for the people not the CORPORATIONS of FLORIDA. So I am very mad about this purposed increase any increase at this time is unwarranted and unwanted and unaffordable.

This will be my first on many complaints on this matter, and I will be at the 26th meeting

ORIGINAL

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

Docket No.
060368-WS

Name Thomas E. Smith

Address 140 Guey St,

SATSUMA, FL HERMITS CO

COMMISSION
CLERK

07 JUN -4 AM 8:46

RECEIVED 0600

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

I PASSED MY BIRTH AGE OF
90 YEARS ON MAY 4, 07

KNOW BY NOW THE DIFFERENCE
BETWEEN DECENT RETURN AND GREED

A FIXED INCOME NEVER GOES UP
OUR WATER RATES SHOULD NEVER GO UP
THIS HIGH

AQUA UTILITIES ARE LIKENED TO THE
GREEDY FARMER WHO SAYS HE
DONT WANT ALL THE LAND THERE
IS ONLY WHAT IS NEXT TO HIS

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Fold and tape -- see back for address

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

ORIGINAL

Docket No. 060368-WS

Name

Mr & Mrs James Rahm

Address

418 Cove Rd

Sevilla Fla

07 JUN -4 AM 8:45

RECEIVED 0600

COMPLAINTS
CLEAR

If you want to let the Public Service Commission know how you feel about this
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 feel the water is not that good (taste
(order) we use bottled water to drink.

Our laundry smells of bleach, clothes
fade. With income in permits cover
the raise in rates are very high.

our rates listed on report 6 are the highest
on that page.

When pipe breaks or something
happens and they say we have to boil
water no one informs us sometime
days before we see a little sign or corner
we also have older people that drink the
water because they don't drive to see
there little sign they put up.

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James Bonita Rahm

Fold and tape - see back for address

Application for a Rate Increase in
 Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm B
 Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No
 060368-WS

ORIGINAL

Name Earl J. + Patricia H. Hoey

Address 156 Magnolia Street

Satsuma, FL 32189

COMMISSION
CLERK

07 JUN -4 AM 8:44

RECEIVED 0600

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	
Our community consists mostly of	
older retired residents who live on	
fixed incomes. The requested Residential	
Water Rates increases by Aqua Utilities	
will cause a financial hardship to	
most of us in Hermits Cove, Putnam County.	
Realizing Aqua Utilities probably does	
need to increase rates to provide a	
quality service, we just feel it	
does not need to be as high as	
indicated - Base rate from \$9.33 to	
\$34.17.	
Thank You	
Patricia Hoey	

OMP

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Fold and tape -- see back for address

Docket No. C

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 376 of 843

ORIGINAL

June 1, 2007

To the attention of: Florida Public Service Commission,

I, William R. Rissmiller, would like to speak at the public hearing that is to be held on June 13, 2007, Docket No. 060368-WS. I live in Sebring Lakes Development, located just south of the town of Sebring. I am the spokesman for Connie Burton, homeowner. I was asked to speak because Connie must work on the day of the public hearing.

To begin, I have lived in Sebring Lakes for about four years now and the water has been non-potable most of that time. We recieved letters from the Water Company Testing Facility that the water had high levels of chemicals that would harm people if they drank the water. I am one of those people that the water would harm because of a liver problem. A letter also stated that young childern should not drink the water. From Connie's and my memories, approximately three times our water filter system was clogged because of work being done on the water lines. We were not notified of the work ahead of time. I thought costumers were to be notified before work was to be done. One of these times we took water to the lab to be tested and the lab said the water was not good but the lab could say no more.

Connie Burton and I feel this raise in payments for service are not justified because the water service has been outrageous and the water has been dangerous to drink. One time we can remember our dog and cats would not drink the water and we were told by one of our neighbors that there pets would not drink the water either. We were froced to revert back to our well for water on these bad times. We now route the water through two filtration devices and buy bottle water to drink, just to be sure we are safe.

WE SHOULD NOT LIVE IN FEAR OF THE WATER COMING INTO OUR HOMES AND SHOULD NOT BE CHARGED OUTRAGEOUS PRICES TO HAVE THIS WATER PIPED INTO OUR HOMES

IT IS NOT THE COUSTOMERS WHO SHOULD PAY FOR THE MISTAKES OF THE WATER COMPANY - - IT IS THE WATER COMPANY WHO SHOULD BE REASONABLE AND NOT GOUGE PRICING

William R. Rissmiller

Connie Burton

4650 Sebring Lakes Blvd
Sebring, Fl. 33820

RECEIVED 06/03/07

07 JUN -4 AM 8:43

COMMISSION
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07 JUN -4 AM 8:35

P.C. X
Interlachen, Fla.
May 22, 1967

ORIGINAL

To: ~~Commission~~ of Commission Clerk
CLERK

This letter is in response to the notification of proposed increase in water and wastewater rates in Putnam County by Aqua Utilities Florida Inc.

I understand Aqua Utilities' need to recover the expenses incurred in upgrading our water treatments. But I believe there are other avenues possible to fulfill that goal.

Considering that Aqua's suggested rate water increase for Interlachen Lakes - Palm Shores and Park Manor is 233% more and Consumption rate is increased by 79% it is hard to believe that Aqua is not aware that Putnam County is one of the poorest in the state. Many people affected are living below poverty level. Many have limited fixed income. Many will suffer and go without essentials to meet this increase, if they can.

Mathematically this increase would cover Aqua's expenses already incurred in 19 months. A more moderate increase and a longer time to repay the capital investment would be welcome and just as effective.

I ask that you consider our request of a better plan to reach ^(Aqua's) your goal.

Docket #060368-WS

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ORIGINAL

May 28, 2007

Dir. Div. of Commission Clerk & Admin Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0870

COMMISSION
CLERK

RECEIVED
07 JUN -4 AM 8:34

Docket # 060368-WS

We are an elderly couple with many medical problems. My husband has had two major strokes and many TIAs, I have a pacemaker. We live on a fixed income. We think it is very unfair for such a tremendous raise for Aqua Utilities.
Please help us.

Phyllis & Rufus Moore
73 Rosalie Oaks Blvd
Lake Wales FL 33898-8404

Docket No.
060368-4

Name Theodore & Haldie Allen
Address 114 Hermit Drive
Satsuma, Fl. 32189

CLERK

07 JUN-4 Aft 8:34

RECEIVED

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Outrageous!!! Wouldn't we
all like a raise of 200 plus
percent - Haer are we
going to pay your rates!
What right do you have
to raise our rates so
high! Disgusting I say!

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Page 379 of 843

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

ORIG

RECEIVED
 07 JUN -4 AM 8:32
 COMMISSION
 CLERK

Name Louise Conner

Address 124 Reaves Ave.

Interlachen, FL 32148

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

Why will the rates on 10 systems in Putnam County be higher than the other counties except the 2 systems in Brevard County? Most of these water systems are in mobile Home parks, we are low income communities. My water bill runs between \$18.00 to \$20.00 a month I budget \$20.00 for water and I still limit my water usage so as not to go over \$20.00. It would be a real hardship for me any many of my neighbors if Aqua Utilities of Florida would be allowed to triple our water rates. Aqua Utilities is asking for a large rate increase before they even spend monies to refurbish our water systems - how do we know that this increase will be used for that purpose when no one has seen any work in progress?

Please note: many of us are buying bottled drinking water on top of what we are paying Aqua Utilities

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Thank you.

Fold and tape -- see back for address

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 381 of 843

Docket No.
060368-WS

ORIGINAL

Name

Address

Ms Dori C Smith
132 Ivey St
Satsuma, FL 32189

COMMISSION
CLERK

07 JUN -4 AM 8:31

RECEIVED 060368-WS

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 1-800-511-0800.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Aqua Utilities

DEAR SIR:

I Live On Social Security &
A Rate Increase will really
put us in the poor house
\$9.33 - \$12.59 not bad but
\$34.17 That is UN-REASONABLE
The Quality is not that good.

This is Retirement Community
A Rate increase would be a
Disaster. Thank you for
looking into this matter
Thank you so much

Dori C. Smith
Satsuma, FL

Fold and tape - see back for address



ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 382 of 843

06-11 PM 3:29
COMMISSION
CLERK

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

060368-WS

May 22, 2007

Ketema and Angelica Harris
507 Granite Circle
Chuluota, Florida 32766

Dear Mr. & Mrs. Harris:

We received your faxed letter dated May 19, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

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May 19, 2007

Dear Commissioner:

07 MAY 22 PM 12:48

SECRETARY OF STATE
TALLAHASSEE, FLORIDA

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional \$4.95, but we did not have our water.

RECEIVED

2007
Florida Public Service Commission
Tallahassee, FL

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL 32766
407-574-7289

RECEIVED

Florida Public Service Commission
Tallahassee, FL 32304

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 385 of 843

Ellen Plendl

From: Brimmer-Caton, Patricia [Patricia.Brimmer@myfloridahouse.gov]
Sent: Thursday, May 31, 2007 3:56 PM
To: Ellen Plendl
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Attachments: Aqua Notice to Public.jpg; Aqua Utilities Response.doc



Aqua Notice to Aqua Utilities
Public.jpg (873 KB); Aqua Utilities Response.doc (3 KB)

Thank you,

Trish Brimmer-Caton
Senior District Assistant for
Representative Sandy Adams
District 33
407-977-4020
407-977-4022 fax
trish.brimmercaton@myfloridahouse.gov

-----Original Message-----

From: Adams, Sandy
Sent: Wednesday, May 30, 2007 11:07 PM
To: Brimmer-Caton, Patricia
Subject: Fw: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

This message was sent remotely.

----- Original Message -----

From: Gibbons, Joe <JGibbons@idexcorp.com>
To: Merkt, Diane <dmerkt@seminolecountyfl.gov>
Cc: Mike Napier@doh.state.fl.us <Mike_Napier@doh.state.fl.us>;
JohnW_Cochrane@doh.state.fl.us <JohnW_Cochrane@doh.state.fl.us>;
Joyce_Bittle@doh.state.fl.us <Joyce_Bittle@doh.state.fl.us>;
Denise_Ward@doh.state.fl.us <Denise_Ward@doh.state.fl.us>;
Gloria_Rivadeneyra@doh.state.fl.us <Gloria_Rivadeneyra@doh.state.fl.us>;
Anita_Sallas@doh.state.fl.us <Anita_Sallas@doh.state.fl.us>;
Jeff.Prather@dep.state.fl.us <Jeff.Prather@dep.state.fl.us>;
paul.morrison@dep.state.fl.us <paul.morrison@dep.state.fl.us>;
contact@psc.state.fl.us <contact@psc.state.fl.us>; POSEY.BILL.WEB;
CONSTANTINE.LEE.S22; Webster.daniel.web@flsenate.gov
<Webster.daniel.web@flsenate.gov>; Adams, Sandy; BAKER.CAREY.WEB;
Mealor, David; Hays, Alan; Simmons, David; ccoto@seminolecountyfl.gov
<ccoto@seminolecountyfl.gov>; Regina.Keenan@fldfs.com
<Regina.Keenan@fldfs.com>
Sent: Wed May 30 21:32:52 2007
Subject: RE: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC
Docket # 060368

Diane -

Thank you for the update. There are, however - a few things that should be challenged in the Aqua Utility response to the level of TTHM in the Chuluota drinking water. The corrective action treatment methods are from the National Primary Drinking Water Regulations (NPDWR) and are legally enforceable in regards to public drinking water. Primary

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standards protect drinking water quality by limiting levels of specific contaminants that can adversely affect public health. Specific responses from Aqua Utility notice sent to me via e-Mail (attached) are challenged below:

1. The NPDWR Standard threshold for TTHM (defined as "a group of organic chemicals, suspected of being carcinogenic; that are formed in water when chlorine being used as a disinfectant, reacts with natural organic matter - such as humic acids from decayed vegetation) is .080 mg/L or less. Aqua Utilities most recent drinking water mailer (attached) alerts Chuluota customers to TTHM levels > 160 mg/L which is TWICE the acceptable NPDWR Standard.
2. Aqua Utilities states that "trihalomethanes at twice the level of 80 mg/L MAY pose a slight in cancer risk over a lifetime of exposure..." This is not entirely accurate - the NPDWR identifies Potential Health Effects from Ingestion of Drinking Water as: "Increased risks for bladder and rectal cancer; risks of adverse birth outcomes (stillbirth); liver, kidney and central nervous system problems."
3. Aqua Utilities response states that "persons who are concerned about levels of TTHM in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink." This is not entirely accurate - the NPDWR identifies four alternate methods of TTHM corrections which should be implemented by Aqua Utilities: Air Stripping (aeration), Reverse Osmosis, Distillation and Ultra filtration. While it is true that Activated Carbon filters at Point of Use reduce suspected TTHM carcinogens - why should the Aqua Utility customer bear the burden of expense of installing additional filtration when there are four alternate methods of corrective actions available to the public utility??
4. Aqua Utilities states "the route of exposure (to the public water provided) is ingestion - and bathing or washing of clothes in water is not an issue based on the levels identified." This is not entirely accurate - the NPDWR also identifies inhalation and dermal adsorption as potential points of ingestion. Examples include shower mist, washing machine splash and recreational swimming pool activities to name a few - all points of water contact for consumers of the Aqua Utility product.
5. Statements in e-Mails regarding Aqua Utilities product pressure are subjective, however - if I were a company asking for a 300% price increase - I would go above and beyond the minimum acceptable standards as set forth by the Florida Department of Health and the Florida Department of Environmental Protection. Even though the water pressure limits are within acceptable standards of the local government - "good business practices" and "rule of reason" should be examined in regards to customer satisfaction.

In conclusion, there are three criteria used by the Public Service Commission used to justify rate increases by utilities (Rule 25-30.433(1) Florida Administrative Code "In every water and waste water rate case, the Commission is required to determine the overall quality of service provided by a utility in three separate components of water operations. The components are (1) quality of utility's product; (2) the operating conditions of the utility's plant and facilities and (3) the utility's attempts to address customer satisfaction. The rule further states that sanitary surveys, outstanding citations, violations and consent orders on file file with the Department of Environmental Protection and the County Heath Department over the preceding three year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints."

In my opinion, I respectfully submit that Aqua Utilities has failed in all three areas of the required criteria for justification of a 300% increase to the customers in Chuluota, FL. Currently, our water bills approach \$200 per month - are treble rates of \$600 per month fair for

the citizens of Seminole County, fair for the citizens of FL?? Clearly, Aqua Utilities is minimizing the TTHM issue, along with other consumer complaints in order to maximize company profits. Can Aqua Utilities identify where the additional 300% income revenue will be expensed in terms of improved product to the consumer? Can the Public Service Commission justify an out of state "Private-for-Profit" company taking advantage of customers in Chuluota, FL that have no recourse for alternate suppliers??? Please HELP - the citizens of Chuluota, Seminole County Florida are being victimized - we are requesting immediate assistance.

Also - there seems to be various "there's nothing we can do, contact the FL Public Service Commission" responses to my (our) requests - including an auto response from Governor Christ. I am stating here- as a matter of record, if there are any health issues regarding myself or my family that can be attributed to the product provided by Aqua Utility - I will seek the advice of an attorney in this matter and shall also consider Class Action Litigation in accordance with the other members of this community.

Should there be any question - or if you wish to contact me - please feel free to do so at the address and phone number listed below.

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022
(321) 299-7274
jgibbons@idexcorp.com <mailto:jgibbons@idexcorp.com>

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, May 30, 2007 4:56 PM
To: Gibbons, Joe
Subject: FW: Aqua Utilities Response

FYI. Just received from the Environmental Health Coordinator at the Public Health Dept. in Seminole.

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: JohnW_Cochrane@doh.state.fl.us
[mailto:JohnW_Cochrane@doh.state.fl.us]
Sent: Wednesday, May 30, 2007 4:41 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us;
Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us;
Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us;
Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us
Subject: Aqua Utilities Response

The attached is our response to public health issues identified in the emails sent for our review.

The Seminole County Health Department is available to help residents understand these issues if needed.

We are not subject matter experts in THM's but have access to those who are.

John W. Cochrane

Environmental Manager

Seminole County Health Department

-----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.-----

-----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.-----

* * * * *

This e-mail is intended solely for the intended recipient or recipients. If this e-mail is addressed to you in error or you otherwise receive this e-mail in error, please advise the sender, do not read, print, forward or save this e-mail, and promptly delete and destroy all copies of this e-mail.

This email may contain information that is confidential, proprietary or secret and should be treated as confidential by all recipients. This e-mail may also be a confidential attorney-client communication, contain attorney work product, or otherwise be privileged and exempt from disclosure. If there is a confidentiality or non-disclosure agreement or protective order covering any information contained in this e-mail, such information shall be treated as confidential and subject to restriction on disclosure and use in accordance with such agreement or order, and this notice shall constitute identification, labeling or marking of such information as confidential, proprietary or secret in accordance with such agreement or order.

The term "this e-mail" includes any and all attachments.

* * * * *

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 ($\mu\text{g/L}$). The running annual average (RAA) level based on test results of the last four quarters was 153.3 $\mu\text{g/L}$. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	TTHM ($\mu\text{g/L}$)	RAA ($\mu\text{g/L}$)
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 treatment 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	

Aqua Utilities Response
5/30/07
4:30 PM

The Seminole County Health Department has reviewed the material sent by Commissioner Dallari's office at ~ 2:20 PM today and can make the following statements based on conversations with our Bureau of Drinking Water and the department's toxicologist. We are awaiting a call back from the Florida Department of Environmental Protection regarding the operational and regulatory requirements for this water system:

- Trihalomethanes at less than or equal to 80 micrograms per liter of drinking water pose no risk of cancer in humans.
- Trihalomethanes at twice the level of 80 micrograms per liter of drinking water **MAY** pose a slight increase in cancer risk over a lifetime of exposure assuming 2 liters of consumption per day but the threshold is not definitely defined.. Typically maximum contaminate levels set by the US EPA are many times lower than thresholds expected to cause human health effects.
- Persons who are concerned about the levels of Trihalomethanes in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink. Activated carbon filters have been proven to effectively remove these contaminants. These filters will be National Sanitation Foundation approved for this use.
- The route of exposure is ingestion and therefore bathing or washing clothes in water is not an issue based on the levels identified.
- Statements in emails indicate that the drinking water pressure is at a minimum of 25 psi; Pressures at greater than or equal to 20 psi are considered by the Florida Department of Health and the Florida Department of Environmental Protection to be satisfactory. Pressures below this threshold require the issuance of **precautionary** boil/bottled water notices. Testing by the health department of the bacteriological water quality based on a recent complaint has been satisfactory.

ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 391 of 843

01 JUN -1 AM 11:18
COMMISSION
CLERK

Name Nancy Gross

Address 123 Winchester Ave

Interlachen, FL 32148

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 not called for.
It is definitely not called for to
triple our monthly payments. You
can not even drink this water
unless you install a water
purifier system.

When you are on a fixed income
to triple the cost of this water
is really a slap in the face.

If you didn't have to buy
bottled water or install a filtering
system the new proposed rate
would be bad enough but adding
the other charges on top of the new
payment is unreal. An artesian
private well would end up being much
cheaper.

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ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 392 of 843

Docket No.
060368-WS

Name HAROLD & JOAN PENDERS

Address 110 HERMITS DR.

SATSUMA, FL 32189

RECEIVED 1000
07 JUN -1 AM 11:18
COMMISSION
CLERK

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 FEEL THE NEW RATE INCREASE IS
WAY TOO HIGH. THE QUALITY OF THE WATER
IS SO BAD THAT IT REQUIRES A FILTER
BE USED TO BE ABLE TO DRINK IT OR
COOK WITH IT, WHICH IS AN ADDED EXPENSE.
THIS INCREASE WILL BE A HARDSHIP ON
THE WORKING POOR & PEOPLE ON FIXED
INCOMES.

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Fold and tape -- see back for address

● ORIGINAL ●

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 393 of 843

May 29, 2018

JUN - 1 AM 11:18
COMMISSION
CLERK

This letter is in reference to **Docket Number: 060368-WS**

Dear Florida Public Service Commission;

When I first received the customer notice that Aqua Utilities filed a petition for a rate increase for sewer and water, I was speechless.

Needless to say, I'm shocked at the audacity of Aqua Utilities to request yet another sizable rate increase while the water quality has remained in violation of EPA standards.

Yes, I'm aware that Aqua Utilities reasoning for the requested rate increase is for equipment upgrades to solve the contamination issue. We have been told this for every past rate increase and now Chuluota residences are currently subject to one of the highest rates in Central Florida for sewer and water.

The requested increase is huge. Based on the figures submitted in the Aqua Utilities notice, water rates will **increase 267%** and Sewer rates will **increase 305%**.

This is ridiculous and outrageous!

Is it too much to ask of Aqua Utilities to provide their customers with safe drinking water that meets EPA minimums before any rate increase is considered? Since I became a Chuluota resident in 1999, the drinking water in this area has **never passed EPA standards**. As a matter of fact, based on the latest water analysis (PWS # 3590186), the **contaminants in my drinking water have INCREASED** over the last 9 months (TTHM from 127 to 161 and RAA from 135 to 153).

How much longer do I have to pay extremely high prices for unacceptable drinking water?

Just because Aqua Utilities (a for-profit company) can ask for an increase doesn't mean they should be granted an increase. Where is the accountability?

I respectfully request you deny Aqua Utilities' rate increase request based on their past performance of providing drinking water below EPA standards. At a minimum, Aqua Utilities should be required to submit a business plan with deadlines (subject to penalties) to correct the contaminated drinking water issue prior to any rate considerations.

Enough is enough.

Respectfully;


Jim Grotkopf
533 Yellow Tail Place
Chuluota, FL 32766
(407) 359-8978
JGrot@earthlink.net

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DISTRIBUTION CENTER
07 JUN -1 AM 7:46

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 394 of 843

1 AM 11:15
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

CMP _____

Sincerely

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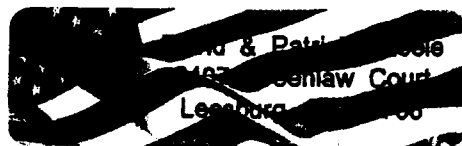
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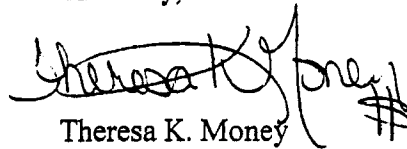
Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 395 of 843

May 30, 2007
COMMISSION
CLERK
AM 11:14

Dear Sir/Madam,

This is in reference to Docket #060368-WS. My husband and I, Darrell and Theresa Money, reside at 76 Rosalie Oaks Blvd, Lake Wales, Fl. Recently we received a document that stated that our water/sewer bill is going to increase. The sewer alone is going to increase to over \$100.00 a month. This is outrageous. I just received a new bill and on this bill the sewer is \$65.00 without water. My total bill before this was between \$35.00 and \$38.00. So the sewer alone for this month has increased to almost double what my total bill was before. My total bill for this month is right at \$90.00. We cannot afford this. It's going to be hard to make this months payment much less if it goes even higher. On June 13th the first hearing will take place to fight this. I ask that you NOT let them increase anymore and that they take the rate back down. Also I would like a refund or credit on this outrageous rate. If that is not possible then at least take it back to the rate that we can afford.

Sincerely,


Theresa K. Money

DISTRIBUTION CENTER
07 JUN -1 AM 7:47

Money
76 Rosalie Oaks Blvd
Lake Wales, FL 33898-8404

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 396 of 843

May 30th, 2007

COMMISSION
CLERK

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket # 060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,


John Viskup


Erika Viskup

Venetian Village
28128 Tammi Dr
Tavares, FL 32778
352 742-5054

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May 20th, 2007

ORIGINAL

2315 L
Wheaton

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 397 of 843

RECEIVED
07 JUN 2007 11:13 AM

Director, Division of the Commission Clerk & Administrative
Florida Public Service Commission
2950 SHUMARD OAK BOULEVARD, TALLAHASSEE, FL

32394-0870

DISTRIBUTION CENTER
07 JUN - 1 AM 7:

RE: Docket No. 060368-WS
(Aqua Utilities Florida, Inc., the
attempts of this company to
further their already controversial
level of water and waste water
rates in Lake County)

Dear Director,

I and my wife reside from December to the mid-portion
of April of each year at LAKESIDE TERRACE, A MANUFACTURED
HOME COMMUNITY IN FRUITLAND PARK, FLORIDA, AN ATTRACTIVE PLACE
WHERE WE AND OTHER SENIOR RESIDENTS EXTRACT ENJOYMENT
FROM ONE ANOTHER'S COMPANY AND THE OVERALL LIVING PLEASURES
THAT ARE AVAILABLE TO US WITHIN LAKE COUNTY. As "snowbirds"
WE HAVE EXHAUSTIVELY DISCUSSED OUR VARIOUS ATTITUDES TOWARD
OUR WATER/SEWER RATES WITH FULL-TIME SENIOR-AGED RESIDENTS
AS WELL AS OUR FELLOW "SNOWBIRDS." THE CONSENSUS OF THOUGHT
REGARDING AQUA UTILITIES OF FLORIDA AMONG LAKESIDE RESIDENTS
IS THAT THEIR FEES ARE ALREADY EXCEEDINGLY HIGH AND THAT
THESE FEES, ESPECIALLY FOR AN AGED POPULATION, ARE TAKING
A SIGNIFICANT PORTION OF OUR FIXED INCOME. It should be
NOTED, FOR EXAMPLE, THAT THE SEWER CHARGES typically
approach OR EXCEED THE WATER BASE CHARGES by THIS RATIO.

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WATER CHARGES = 39% } total incurred bill
SEWER CHARGES = 61%

[NOTE: The typical BLUM yearly H2O/SEWER bill is between \$700-\$800]

- 2 -

ONE CAN THUS SEE THAT 61% OF THE UNCORRECTED TOTAL CHARGES WERE FOCUSED UPON WHAT ARE TERMED OVERALL "SEWER BASED FACILITY CHARGES." IN MY 70 PLUS YEARS OF LIVING AND PAYING REASONABLE AND LEGITIMATE WATER & SEWER CHARGES I HAVE NEVER LIVED IN AN AREA (SPEAKING OF THE STATES OF WISCONSIN, ILLINOIS AND INDIANA) WHERE THE SEWER CHARGES (IN PARTICULAR) WERE SO EXTRAORDINARILY HIGH; CHARACTERISTICALLY THESE CHARGES REPRESENT A MUCH SMALLER PORTION OF THE ENTIRE WATER/SEWER UTILITY BILL! INTERESTINGLY AND IRONICALLY ABOUT HALF OF OUR LAKESIDE TERRACE THE "SNOWBIRDS," RESIDE IN THE PARK BUT 4 TO 5 MONTHS OF THE YEAR AND THE WATER WHICH IS UTILIZED OVER THE GREATER BALANCE OF THE YEAR IS SOLELY FOCUSED UPON THE LAWN AND PLANTS; THIS WATER THEN DOES NOT CASCADE DOWN SEWER HEADS AND OTHER SEWER DISTRIBUTORY LINES!

I THINK THAT THE ABOVE CONSIDERATIONS JUSTIFY A RESOUNDING NO TO THE RATE INCREASE PROPOSAL. AS AN ELDERLY CITIZEN I AM ALREADY TRYING TO COPE HERE IN FLORIDA WITH THE CALAMITOUS FORCES OF NATURE (HURRICANES, TORNADOES, ASTOUNDINGLY HIGH PROPERTY INSURANCE COSTS, ETC.). LAKESIDE TERRACE RESIDENTS HAVE ALREADY EXPERIENCED A TREBLYING OF OUR HOME/PROPERTY RELATED COSTS. SHOULD THESE FLORIDA LIVING COSTS CONTINUE TO ELEVATE WITH THE PRESENT MOMENTUM MANY, PROBABLY MOST OF THE "SNOWBIRDS" WOULD HAVE TO RELINQUISH FLORIDA AS THEIR SECONDARY LIVING QUARTERS. CURRENT NEWSPAPER ARTICLES ARE DESCRIBING MANY RETIREES AS "PICKING UP THEIR STAKES" AND MOVING FROM FLORIDA TO SUCH STATES AS NORTH AND SOUTH CAROLINA, GEORGIA, ETC. I WOULD NOT LIKE THIS TO BE MY FATE!

A retired educator,

Paul E. Blum, Ph.D.

ORIGINAL

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 399 of 843

Docket No.
060368-WS

COMMISSION
CLERK

01 JUN - 1 AM 11:02

RECEIVED 060368

do this!
please read

Name Kenneth & Mary Trapp

Address 108 Ivey St

Satsuma, FL 32189 (Hermit's Cove)

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 are relying on you not to allow any more increase in Hermit's Cove. Almost all of the Cove is retirees on limited income. Many at this time have gone north to visit with their families. The few that are not retired and are of very low income.

The quality of the water as you may well know is not good as many of us buy water to drink. There certainly is nothing changed here in years that should warrant such extreme fees.

We do thank you for allowing us to speak out.

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Fold and tape -- see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 400 of 843

RECEIVED
07 JUN -1 AM 11:10
COMMISSION
CLERK

May 30, 2007

Re: Docket # 060368-WS

As residents of Rosalie Oaks
Subdivision in Lake Wales, FL.
We have registered our protest
by telephone of the proposed
increase by Aqua Utilities.
We will not be able to attend
the meeting in Lakeland on
June 13 due to my husband's
disability and I don't drive
at night.
The people here are mostly retirees
on fixed incomes. We would appreciate
your consideration for the proposed
new rates.

Joseph D. & Lois M. Whaley
60 Rosalie Oaks Blvd.
Lake Wales, FL. 33898
863-696-3898

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Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 31, 2007 10:04 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368
Attachments: Aqua Notice to Public.jpg; Aqua Utilities Response.doc

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Please add to docket file 060368

From: Consumer Contact
Sent: Thursday, May 31, 2007 7:59 AM
To: Ruth McHargue
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

From: Gibbons, Joe [mailto:JGibbons@idexcorp.com]
Sent: Wednesday, May 30, 2007 9:33 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us; Consumer Contact; Posey.bill.web@flsenate.gov; Constantine.lee.s22@flsenate.gov; Webster.daniel.web@flsenate.gov; Sandy.adams@myfloridahouse.gov; Baker.carey.web@flsenate.gov; David.mealor@myfloridahouse.gov; Alan.hays@myfloridahouse.gov; David.simmons@myfloridahouse.gov; ccoto@seminolecountyfl.gov; Regina.Keenan@fldfs.com
Subject: RE: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Diane -

Thank you for the update. There are, however - a few things that should be challenged in the Aqua Utility response to the level of TTHM in the Chuluota drinking water. The corrective action treatment methods are from the National Primary Drinking Water Regulations (NPDWR) and are legally enforceable in regards to public drinking water. Primary standards protect drinking water quality by limiting levels of specific contaminants that can adversely affect public health. Specific responses from Aqua Utility notice sent to me via e-Mail (attached) are challenged below:

1. The NPDWR Standard threshold for TTHM (defined as "a group of organic chemicals, suspected of being carcinogenic; that are formed in water when chlorine being used as a disinfectant, reacts with natural organic matter - such as humic acids from decayed vegetation) is .080 mg/L or less. Aqua Utilities most recent drinking water mailer (attached) alerts Chuluota customers to TTHM levels > 160 mg/L which is TWICE the acceptable NPDWR Standard.
2. Aqua Utilities states that "trihalomethanes at twice the level of 80 mg/L MAY pose a slight in cancer risk over a lifetime of exposure..." This is not entirely accurate - the NPDWR identifies Potential Health Effects from Ingestion of Drinking Water as: "Increased risks for bladder and rectal cancer; risks of adverse birth outcomes (stillbirth); liver, kidney and central nervous system problems."
3. Aqua Utilities response states that "persons who are concerned about levels of TTHM in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink." This is not entirely accurate - the NPDWR identifies four alternate methods of TTHM corrections which should be implemented by Aqua Utilities: Air Stripping (aeration), Reverse Osmosis, Distillation and Ultra filtration. While it is true that Activated Carbon filters at Point of Use reduce suspected TTHM carcinogens - why should the Aqua Utility customer bear the burden of expense of installing additional filtration when there are four alternate methods of corrective actions available to the public utility??

4. Aqua Utilities states "the route of exposure (to the public water provided) is ingestion - and bathing or washing of clothes in water is not an issue based on the levels identified." This is not entirely accurate - the NPDWR also identifies inhalation and dermal adsorption as potential points of ingestion. Examples include shower mist, washing machine splash and recreational swimming pool activities to name a few - all points of water contact for consumers of the Aqua Utility product.
5. Statements in e-Mails regarding Aqua Utilities product pressure are subjective, however - if I were a company asking for a 300% price increase - I would go above and beyond the minimum acceptable standards as set forth by the Florida Department of Health and the Florida Department of Environmental Protection. Even though the water pressure limits are within acceptable standards of the local government - "good business practices" and "rule of reason" should be examined in regards to customer satisfaction.

In conclusion, there are three criteria used by the Public Service Commission used to justify rate increases by utilities (Rule 25-30.433(1) Florida Administrative Code "In every water and waste water rate case, the Commission is required to determine the overall quality of service provided by a utility in three separate components of water operations. The components are (1) quality of utility's product; (2) the operating conditions of the utility's plant and facilities and (3) the utility's attempts to address customer satisfaction. The rule further states that sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection and the County Health Department over the preceding three year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints."

In my opinion, I respectfully submit that Aqua Utilities has failed in all three areas of the required criteria for justification of a 300% increase to the customers in Chuluota, FL. Currently, our water bills approach \$200 per month - are treble rates of \$600 per month fair for the citizens of Seminole County, fair for the citizens of FL?? Clearly, Aqua Utilities is minimizing the TTHM issue, along with other consumer complaints in order to maximize company profits. Can Aqua Utilities identify where the additional 300% income revenue will be expensed in terms of improved product to the consumer? Can the Public Service Commission justify an out of state "Private-for-Profit" company taking advantage of customers in Chuluota, FL that have no recourse for alternate suppliers??? Please HELP - the citizens of Chuluota, Seminole County Florida are being victimized - we are requesting immediate assistance.

Also - there seems to be various "there's nothing we can do, contact the FL Public Service Commission" responses to my (our) requests - including an auto response from Governor Christ. I am stating here- as a matter of record, if there are any health issues regarding myself or my family that can be attributed to the product provided by Aqua Utility - I will seek the advice of an attorney in this matter and shall also consider Class Action Litigation in accordance with the other members of this community.

Should there be any question - or if you wish to contact me - please feel free to do so at the address and phone number listed below.

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022
(321) 299-7274
jgibbons@idexcorp.com

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, May 30, 2007 4:56 PM
To: Gibbons, Joe
Subject: FW: Aqua Utilities Response

FYI. Just received from the Environmental Health Coordinator at the Public Health Dept. in Seminole.

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: JohnW_Cochrane@doh.state.fl.us [mailto:JohnW_Cochrane@doh.state.fl.us]
Sent: Wednesday, May 30, 2007 4:41 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneira@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us
Subject: Aqua Utilities Response

The attached is our response to public health issues identified in the emails sent for our review.
The Seminole County Health Department is available to help residents understand these issues if needed.
We are not subject matter experts in THM's but have access to those who are.

John W. Cochrane
Environmental Manager
Seminole County Health Department

-****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.****-

-****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.****-

This e-mail is intended solely for the intended recipient or recipients. If this e-mail is addressed to you in error or you otherwise receive this e-mail in error, please advise the sender, do not read, print, forward or save this e-mail, and promptly delete and destroy all copies of this e-mail.

This email may contain information that is confidential, proprietary or secret and should be treated as confidential by all recipients. This e-mail may also be a confidential attorney-client communication, contain attorney work product, or otherwise be privileged and exempt from disclosure. If there is a confidentiality or non-disclosure agreement or protective order covering any information contained in this e-mail, such information shall be treated as confidential and subject to restriction on disclosure and use in accordance with such agreement or order, and this notice shall constitute identification, labeling or marking of such information as confidential, proprietary or secret in accordance with such agreement or order.

The term "this e-mail" includes any and all attachments.

NOTICE TO THE PUBLIC

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 404 of 843

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 ($\mu\text{g/L}$). The running annual average (RAA) level based on test results of the last four quarters was 153.3 $\mu\text{g/L}$. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	TTHM ($\mu\text{g/L}$)	RAA ($\mu\text{g/L}$)
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 treatment 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	

Aqua Utilities Response

5/30/07

4:30 PM

The Seminole County Health Department has reviewed the material sent by Commissioner Dallari's office at ~ 2:20 PM today and can make the following statements based on conversations with our Bureau of Drinking Water and the department's toxicologist. We are awaiting a call back from the Florida Department of Environmental Protection regarding the operational and regulatory requirements for this water system:

- Trihalomethanes at less than or equal to 80 micrograms per liter of drinking water pose no risk of cancer in humans.
- Trihalomethanes at twice the level of 80 micrograms per liter of drinking water **MAY** pose a slight increase in cancer risk over a lifetime of exposure assuming 2 liters of consumption per day but the threshold is not definitely defined.. Typically maximum contaminate levels set by the US EPA are many times lower than thresholds expected to cause human health effects.
- Persons who are concerned about the levels of Trihalomethanes in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink. Activated carbon filters have been proven to effectively remove these contaminants. These filters will be National Sanitation Foundation approved for this use.
- The route of exposure is ingestion and therefore bathing or washing clothes in water is not an issue based on the levels identified.
- Statements in emails indicate that the drinking water pressure is at a minimum of 25 psi; Pressures at greater than or equal to 20 psi are considered by the Florida Department of Health and the Florida Department of Environmental Protection to be satisfactory. Pressures below this threshold require the issuance of **precautionary** boil/bottled water notices. Testing by the health department of the bacteriological water quality based on a recent complaint has been satisfactory.

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 31, 2007 9:58 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9385

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 2:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9385

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Mark Ross
Telephone: 4074167027
Email: mark.ross@siemens.com
Address: 295 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Mark Ross
Account Number:
Address: 295 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I moved to my current address from the city of Oviedo which is 3 miles away. My water bill has increased by 500% (from \$50/month to \$250/month), not to mention the questionable water quality. I have been told by others that your organization has turned a blind eye to the inflated prices that Aqua Utilities charges for water/sewage service in this area. I would like to give you the benefit of the doubt that you are actually following your mission statement and ensuring that the community is receiving safe and affordable water. Please tell me what is being done to rectify this issue.

CMP _____

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OTH _____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Co.

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 407 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
MAY 31 AM 9:40
COMMISSION
CLERK

Name JAMES WILSON

Address 4116 FAIRBANKS DR.

SUNNY HILLS, FL 32428

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

I UNDERSTAND YOU HAVE MORE EXPENSES,
BUT YOU UNDERSTAND MY INCOME DON'T
~~BE~~ INCREASE VERY MUCH EACH YEAR SO
ALL YOUR INCREASES ARE PUTTING ME
IN THE POOR HOUSE.

AND NO ONE GIVES A
DAME ABOUT

THE VERY PEOPLE THAT
PROTECT EVERYONE TO
YOUR EASY LIFE.

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Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 408 of 843

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

DOCKET NO. 080368-WS

1 MAY 31 AM 9:38
COMMISSION
CLERK

Name Mrs. Cheryl Williams

Address 1416 Lake Bass Dr. Lake Worth, FL 33461
Palm Beach County.

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.

[illegible]

Fold and tape – see back for address

Dear Sirs,

As a resident of Lake Osborne Estates in Palm Beach County, I am writing to protest Aqua Utilities Florida, Inc.'s request to increase rates to our community. As I understand it:

1. AQUA is the middle man which supplies us with water that is pumped, treated, and distributed by the City of Lake Worth, and it is Lake Worth Utilities that is responsible for the maintenance, repair, and improvements to the distribution system that supplies AQUA with that water which comes to us. Since the City of Lake Worth maintains the water system, AQUA should not be allowed to increase their rates based on planned improvements in our area since they would not be the ones doing it, if such a plan was ever executed.
2. According to John M. Liharcik, COO for AQUA, absolutely no money of the \$22 million spent by AQUA (since beginning operations in Florida in 2003) to improve water service has been spent on improvements to our neighborhood. And since the above (Paragraph 1) is true, none should be expected in the future. As well, there have been no upgrades or improvements to Lake Osborne Estates water supply lines in the last 20 years. No increases in rates should be granted on the basis of past improvements.
3. AQUA does not supply wastewater collection, treatment, or disposal to Lake Osborne Estates. We are on septic tanks, and so improvements to a non-existent wastewater system would be impossible. Each resident is responsible for the service of their own tank.
4. Another goal, that Mr. Liharick states, is to equalize rates in each county. Lake Osborne Estates is the only residential community that receives water from AQUA in Palm Beach County. We are a small community of approx. 450 modest homes built in the late 50's/early 60's where retirees and working families live. We are still suffering from hurricane damages, increased insurance rates, property taxes, etc..It is ridiculous to think we could afford the cost of equalizing the rate for all of Palm Beach County. The proposed 600% increase should raise major flags to the PSC.

Please keep AQUA from this outrageous and unjustified increase to the Lake Osborne Estates community. Thank you. Respectfully Submitted, Mrs. Cheryl Williams

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm
Polk, Putnam, Seminole, Sumter, Volusia, and Washington

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 410 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No
060368-WS

Name Eugene & Helen Pope
Address 245 Hermite Dr
Satsuma FL

COMMISSION
CLERK

07 MAY 31 AM 9:37

RECEIVED H&C

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 water is not fit to drink. There is even a notice that we have to check with a doctor on certain health problems. We have 2 filters on the outside to filter the whole house and another one on the faucets in the kitchen. The Toilets get a terrible shine on them if they are not cleaned every day. They are supposed to flush the line every month but they do not. We had to replace the line coming into the house because of water. Sometimes it smells like rotten eggs and other times like bleach. We buy drinking water as it is so bad.

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Fold and tape - see back for address

CCA Official Filing
5/31/2007 9:28 AM*****

9:28 AM*****

ORIGI

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 411 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 31, 2007 9:24 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua utilities docket 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Thursday, May 31, 2007 8:18 AM
To: Ruth McHargue
Subject: Aqua utilities docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 11:14 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9397

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Steven Harrell
Telephone: 407-971-1455
Email: harrelsc@cfl.rr.com
Address: 384 Osprey lakes Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Steven Harrell
Account Number:
Address: 384 Osprey lakes Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:

This is addressed to the public service commission who approved an 136% interim increase in our water/sewer rate for polluted water. We've been receiving notices from Aqua Utility that they are in violation of EPA standards since 1st Quarter 2005 to present. Are you out of your minds!!!! This will be the first of many complaints to the PSC idiots, Governors office, and Attorney Generals Office.

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ORIGINAL

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm

Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 412 of 843

Docket No
060368-WS

Name Ernest & Shirley Boese
Address 134 Magnolia St
Datuma, Florida 32189

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.

Dear Sir/ma:	CONSUMER COMMENTS
We reside in a small retirement area and most people here live on a small pension.	
The ridiculous proposed tremendous increase in rates will be another burden on the people here.	
Every resident here is a very angry one!	
The water supplied us has a very bad taste & odor and is unfit to drink etc.	
The water mains here do not have any main flush hydrants anywhere in the system +	
The system has <u>never</u> been flushed out the past 22 years the we have lived here & it's about time to correct it!!	
You may feel free to call me if you want to hear much more, one time we had no water for nine days when your pipe broke in the street on a public sand street!	

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Fold and tape - see back for address

Phone #

386-649-0747
Page 412 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 30, 2007 2:27 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file 060368

-----Original Message-----

From: Webmaster
Sent: Wednesday, May 30, 2007 11:17 AM
To: Consumer Contact
Subject: RE: My contact

CMP _____

COM _____

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ECR 1

GCL 1

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-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 11:12 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Dennis Leones
Company: self
Primary Phone: 863-859-1200
Secondary Phone: 863-859-1200
Email: Carbfoot@aol.com

Response requested? Yes
CC Sent? No

Comments:

There will be a meeting on June 13, 2007 at the Lakeland city hall for a hearing on a water raise for the general public. Since I will be out of town on this day, I want to give my comments on the hearings for Aqua Utilities. I feel we aren't paying enough for our water even though they raised our rates last month. They want another raise. I think Aqua Utilities should be given their request to raise our monthly payments as requested, which would be five times the amount we are paying now. I realize we are paying more for water in my area than any other area in the state but I'm sure Aqua Utilities has a very good reason why they should increase their rates. Maybe one of their reasons is they are trying to have the same profit level that Exxon does.

Now that I hope my sarcasm is understood, remember this, you probably do not live in my area and don't know anyone who does. but if you vote for any type of raise, may you pay double what I do.

Dennis Leones
6318 Doe Circle West
Lakeland, FL 33809
863-859-1200

CCA Official Filing
5/30/2007 2:58 PM*****

2:58 PM*****

ORIGU

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 414 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 30, 2007 2:25 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket number 060368

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 9:34 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9377

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I hope there is somebody out there that can help our community in our fight against the private water company, Aqua Utilities, from price gouging. All around us there are neighborhoods paying a quarter of what we pay for water. My bill this month is \$217!!! This company is planning on doubling that in October! We never knew when we moved here that they were going to have a private company taking care of our water needs. I've only known the county to do this. How can they be getting away with such price gouging when 2 minutes down the street in other neighborhoods they are paying \$50-\$60 a month! We tried to fight this 3 years ago and even went on television a few times, but to no avail. Now they're saying they plan on doubling this amount in months to come?!? We are all outraged! I hope you can advise us on where to go with this and I hope that this may not all be in vain. Thank you in advance for any help you may be able to give us.

PSC was contacted previously

CMP _____
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Docket # 060368

PA 35a

RECEIVED

Ruth M^c Hargue

07 MAY 30 AM 10:05

I hope you can help us with
Aqua Utilities Florida, Inc - 7626 Northeast Ave

Bryn Mawr, Pa.

19010-3489

Our rates have increased so much people
are going to move cant pay water bill -

I take one bath a week - sponge bath the
rest of the week - Flush the potty 2 times a day -
Wash my husbands clothes once a week (He was in
a bad accident 9-11-06. Suffer from brain damage)
I bring his clothes home to wash because he is
in rehab - I wash my clothes 2 a month - Sorry to

CMP

COM

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SEC

OTH

ramble - Every one in "Shilwood" are so upset.

The water is not fit to drink read what is in
it. I have to buy bottled water every week -
extra cost to me -

Water smells awful someday - Brown, Sand
sometimes it yellows -

We called and Filed a protest Rate increase
this week - If you can help you will be
our angel. Thank you for your help.

Marg Lindsay



Service To:
JOE LINDSEY
11552 COUNTY ROAD 678
WEBSTER, FL 33597-7617
Lot: 1190365 Block:

Account Number
000885309 0628805
THE WOODS

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

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

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

Bill Date
April 24, 2007

Total Amount Due
\$ 51.07

Due Date
May 16, 2007

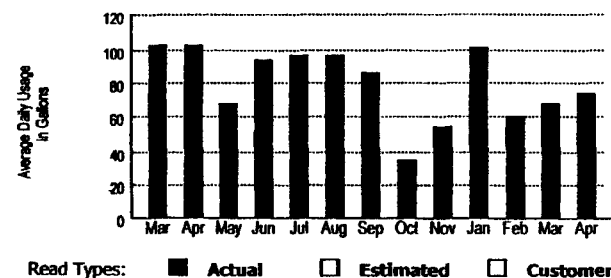
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426117	5/8	04/12/07	31	Actual	402700	2,300	Gallons
		03/12/07		Actual	400400		
Average Daily Usage = 74 Gallons		Total Days:	31	Total Usage:		2,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 45.80
Total Payments Received	45.80
Balance	0.00
Current Water Charges	24.74
Current Sewer Charges	26.33
Amount Due 05/16/07	\$ 51.07

Water Usage History



Message Center

RECEIVED
709
Florida Public Utilities Commission
April 24, 2007

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL66003

AQUA

Service To:
JOE LINDSEY
 11552 COUNTY ROAD 678
 WEBSTER, FL 33597-7617
 Lot: 1190365 Block:

Account Number
000885309 0628805
 THE WOODS

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

March 15, 2007

Total Amount Due

\$ 45.80

Due Date

April 06, 2007

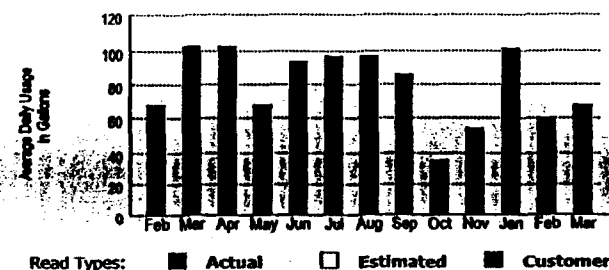
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426117	5/8	03/12/07 02/12/07	28	Actual Actual	400400 398500	1,900	Gallons
Average Daily Usage = 67 Gallons		Total Days: 28		Total Usage:		1,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 45.80
Total Payments Received	45.80
Balance	0.00
Water Base Facility Charge	16.40
1,900 gallons @ \$0.00309 per gallon	5.87
Current Water Charges	22.27
Sewer Base Facility Charge	15.74
1,900 gallons @ \$0.0041 per gallon	7.79
Current Sewer Charges	23.53
Amount Due 04/06/07	\$ 45.80

Water Usage History



Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600:

AQUA

Service To:
JOE LINDSEY
11552 COUNTY ROAD 678
WEBSTER, FL 33597-7617
Lot: 1190365 Block:

Account Number
000885309 0628805
THE WOODS

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
May 15, 2007

Total Amount Due
\$ 118.95

Due Date
June 06, 2007

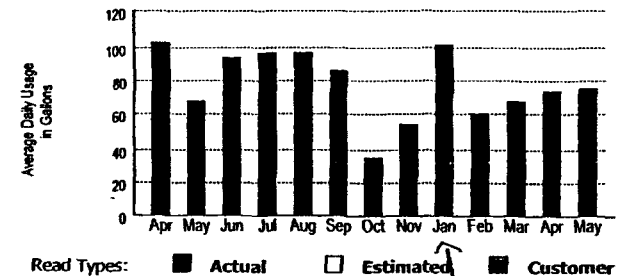
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426117	5/8	05/10/07 04/12/07	28	Actual Actual	404800 402700	2,100	Gallons
Average Daily Usage = 75 Gallons		Total Days:	28	Total Usage:		2,100	Gallons

Billing Detail

Amount Owed from Last Bill \$ 51.07
Total Payments Received 51.07
Balance 0.00
Current Water Charges 59.98
Current Sewer Charges 58.97
Amount Due 06/06/07 \$ 118.95

Water Usage History



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 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 yo

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL661

Can't drink water I have

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 419 of 843

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DR.

For Aqua Utilities Florida Customers in The Woods Water System

The Woods water system routinely monitors for the presence of drinking water contaminants. Test results from monitoring conducted during the past four quarters, through the fourth quarter 2006, showed that our system exceeded U.S. Environmental Protection Agency (EPA) standards, or maximum contaminant levels (MCLs), for total trihalomethanes (TTHM) and for haloacetic acids (HAA5). The MCL for TTHM is 80 micrograms per liter (ug/L), and the MCL for HAA5 is 60 ug/L. Compliance with the MCLs is based on a four-quarter running annual average (RAA), and the TTHM and HAA5 sampling results are summarized in the table below:

Parameter	RAA results (ug/L)	MCL (ug/L)
TTHM	103	80
HAA5	92	60

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. Some people who drink water containing haloacetic acids in excess of the MCL over many years 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 working with an engineering firm to design improvements to the water treatment facility. As soon as the design is completed a permit application will be submitted to Florida Department of Environmental Protection. We expect to have the treatment facility improvements completed in 2007. Meanwhile, we will continue quarterly testing and will notify you of future results until 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 contact:

Responsible Person Patrick Farris	System Name The Woods	System Address (Street) CR 576
Phone Number (352) 787-0980	System PWSID # FL6600347	System Address (City, State, Zip) Webster, FL 33597

**BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM**

**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 SUMTER 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 December 1995, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested nearly \$150,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately \$1,000 per customer. The upgrades include rehabilitating sand filters at the water treatment plant to improve water quality. For your wastewater system, the Utility is replacing deteriorating pipe that carries waste from collection points in the system to the sewage treatment plant. 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 Sumter County's Clark Maxwell 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

Clark Maxwell Library
1405 CR 526-A
Sumterville, Florida 33585
Phone: 352.568.3074

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 20, 2007 at 10:00 a.m. and 6:00 p.m., at the West Pasco Government Center, County Commission Board Room (Suite 160), 7530 Little Road, New Port Richey, Florida 34654, and June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
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.

THE WOODS MONTHLY WATER RATES				
Meter Size		Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	+	\$ 16.40	\$ 42.97	\$ 32.72
		Present Rates	Interim Rates	Proposed Final Rates
Total consumption	+	\$ 3.09	\$ 8.10	
< 6,001 (Residential)				\$ 8.67
Over 6,000 (Residential)				\$ 10.83

THE WOODS MONTHLY SEWER RATES				
Meter Size		Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	+	\$ 15.74	\$ 38.12	\$ 40.22
		Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap		6,000	6,000	6,000
Residential use to cap		\$ 4.10	\$ 9.93	\$ 17.80

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. The Utility has requested a change in its Allowance for Funds Prudently Invested (AFPI) Charges as part of its rate request. The Commission will be reviewing the Utility's AFPI Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.



Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

07 MAY 30 AM 10:06
COMMISSION
CLERK

Name Mr & Mrs Charles B. Sagatz

Address 107 Iron Ave

Interlachen Florida 32148 (Palm Shores
mobile home Park)

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

Aqua Utilities,

Please add our complaint to what
must assuredly be a long list of complaints
and objections to your proposed water
rates - your water service is very
good & we appreciate that, but most
peoples in this area are elderly retirees
that just can't stretch our incomes any
further - The increase you've stated
at your meeting at the St Johns Water
Management Bldg Palatka would be so
very difficult for seniors to absorb
into our budgets - we are 84 yr old
Seniors that would appreciate your help
in this important matter

Thank you very much

Martha W. Sagatz

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape - see back for address

ORIGINAL

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc.

DOCKET NO. 050368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 422 of 843

07 MAY 30 AM 10:04

COMMISSION
CLERK

Name Paul S Webb

Address 1757 Randolph Dr
Sunny Hills Fl. 32428 - (Washington County)

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

To whom this may concern

I have been living here all together about 10 years.

In that time I have seen broken water mains

& leaks at hoses sticking out of the ground

that goes unattended. As for the broken or cracked

water mains I have never been asked to boil my

water before drinking or cooking.

So why should we pay extra for their neglect

I do not feel like they should raise our

bill and make it more difficult to pay for

our water service. Sincerely a worried Customer

They are making it Paul S Webb

hard for people who

are poor or on fixed

incomes. We are just

trying to survive.

CMP

COM

CTR

ECR 1

ECL 1

OPC

RCA

SCR

SGA

SEC

OTH

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 30, 2007 9:03 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket 060368

Attachments: FAX.TIF

Please add attached fax to the above docket.

From: Consumer Contact
Sent: Wednesday, May 30, 2007 8:46 AM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK - Docket 060368

From: NET SatisFAXtion
Sent: Wednesday, May 30, 2007 8:05 AM
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 5/30/2007 8:03 AM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:00:49
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (33 KB)

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Aqua Utilities Florida, Inc

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 424 of 843

Name Brenda Obert
Address 4502 Hancock Court
Sunny Hills Florida 32428

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 1-800-511-0803.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am a single person. My water bill for this month is \$121.73. We have had no rain in this area. I have had to water my front trees and grass to keep them from completely dying. I am paying for water I do use and for sewer use that I don't use. Now honest do you really think that is? Now Aqua Utilities wants me to pay even more for sewer use that I do not use. I think considering how much I have to pay for something I do not use, Aqua Utilities has been paid good. Also I buy water to drink. At times the water has a awful smell and also, at times it is OK. Our community is getting more and more frustrated with this ~~the~~ water/sewage situation. Washington County is not an affluent area. This water/sewage situation is causing a lot of people to think the only solution is to move to a place like Sunny Hills where the water is better and the sewer is better.

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 3:16 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file 060368

add to docket file

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 29, 2007 1:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9366

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

I want to know how Aqua Utilities can get away with their price gouging!! We have no other choice, which means we have to take it. All around us there are houses paying \$50 - \$60 for water. My water this month was over \$200! I have a 4 bedroom and 2.5 baths with an above ground pool (nobody even uses it). I've had all this before and only living a few minutes from here, yet my water has tripled and quadrupled before my very eyes! How come nobody is helping us? We've been on the news several times and nothing has been done. Now Aqua Utilities is going to double what they charge now! I can't move, so what is your solution?

ORIGINAL

CCA Official Filing
5/29/2007 3:23 PM*****

3:23 PM*****

Timolyn Henry*****1

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 426 of 843

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 3:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Attachments: FAX.TIF

Please add attached fax to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Tuesday, May 29, 2007 1:34 PM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK for docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 5/29/2007 11:36 AM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:00:48
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (31 KB)

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 427 of 843

Name William and Sherrie Trotter

Address 4506 Hancock Court

Sunny Hills, FL 32428

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 1-800-511-0603.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

My husband and I are renting a home in Sunnyhills with an option to buy. Our water bill is already as much as our light bill. This has been playing a big part on our decision. There is not even a way to determine how much sewage we use besides the meter of intake of water. Well if this is the case as we were told by Aqua Utilities, then when I wash our vehicles or water my garden, why should I pay for sewage if I am not using? If it needed upgrades when bought, then it should have been put in the contract and the price you bought it for reduced for those upgrades. Water and sewage in Sunny Hills outrageous and the water does not even taste good. We have to use filters as it is. Should I charge you for that?

Fold and tape -- see back for address

Timolyn Henry

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 428 of 843

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 2:50 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file 0606368

Add to docket file.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, May 25, 2007 4:55 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9345

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Emilio Ramos
Telephone: (863)859-5897
Email: eramos.51@verizon.net
Address: 5614Driftwood Dr. Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Emilio Ramos
Account Number: 0009042730646782
Address: 5614Driftwood Dr. Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

I have recieved a another legal notice about a hearing on increase utilities servive Ihave explained I cannot be Present at the hearing but here are some of my comments There have been no improvments in this area only repair and maintance. there is no fire hydrant in this area and it is my understanding that by state law and fire marshal regulation that there should be a fire hydrant covering one thousnd feet in each direction. Insurance companies penalize us for no fire hydrant in the area. Also my water bill has increased \$32.00 more than what the bill use to be. Thank You

- Emilio Ramos

PSC was contacted previously

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 429 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 2:49 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket #060368-WS

CMP _____

COM _____

CTR _____

ECR _____

GCL _____

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Please add to docket file

From: Gary Schwerdt [mailto:gschwerdt@cfl.rr.com]
Sent: Friday, May 25, 2007 5:42 PM
To: Consumer Contact
Subject: Docket #060368-WS

As a resident of Osprey Lakes in Chuluota, FL, I recently received a notice of hearing on a proposed rate increase from Aqua Utilities.

The current water quality provided by Aqua Utilities is far below reasonable standards. So far below, in fact, that I'm shocked to learn that the PSC would entertain raising rates that are already exorbitant, especially when the quality of water is not fit for human consumption or for bathing.

Here's an interesting observation you might consider related to the quality of the water. When you wash your car with this stuff, there's so much residual particulate in the water that the car is covered in paste once it dries. And we're supposed to drink this stuff? And pay ultra-premium rates?

Residents here will not tolerate an increase. It is unacceptable to continue funding such poor water service, or to have us fund new attempts to raise the quality of water. If we were currently under reasonable rates, it might be more understandable. But under the exorbitant rate structure now in place, any sane-minded individual would ask how the utility was granted such a ridiculously high rate in the first place --- much less consider granting a rate hike, or to accept the poor quality of the water.

If the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory, then the current rates are a complete failure of the Commission's charter.

To state that the determination of appropriate rates for service is based on the use of a rate of return methodology as set forth in Chapter 367, Florida Statutes, does nothing to address the quality of water received via that methodology. The PSC states that the "staff performs a thorough analysis and solicits customer comments for consideration." Can we really have faith in this "thorough analysis" when it's the same process that brought us to the current dilemma of sky high prices and muck-low quality?

Given the crisis we have already with our water, raising rates in exchange for better quality seems implausible.

Please add my name to your interested persons list so that I can receive all public documents related to this matter. Thank you very much.

Gary Schwerdt

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 430 of 843

DISTRIBUTION CENTER 27942 Tammi Drive
Tavares, FL 32778
07 MAY 29 AM 7:34 May 25, 2007

RECEIVED
MAY 29 AM 9:40
COMMISSION
CLERK

AQUA Utilities, Florida
762 W. Lancaster Ave
Bryn Mawr, PA 19010-3489
Attention: Management

Re: Irregular billing

Dear Sir/Ms

This is to call to your attention that you are double billing in an irregular cycle. Why?

I mailed my April check (dated 5-6-07 for \$69.18 due April 16) before the due date.
You then billed me for that amount plus \$89.87. (Total \$159.05 due June 1, 2007)

You sent me the second statement as due for a total of \$159.05 by June 1, 2007.

This seems to me to be double billing, plus it appears that we are delinquent. I want a written explanation of what you are doing to your customers with this type of billing.

Also, we used less water but were charged more for the second bill. We are aware that you are asking the Florida Public Service Commission to double our water rate as well as to double our wastewater rate.

Please explain how you are able to double bill and the irregular billing system you are using. This also happened a few months back. When I called the toll free number to inquire, a man told me to ignore one bill. Many people in our area are on fixed incomes.

CMP _____ Frankly, you are causing me to distrust you and I have concern for we consumers. I look
COM _____ forward to an explanation. I also request Florida Public Service Commission look into
CTR _____ this matter. Thank you.

ECR 1 _____ Respectfully,
GCL 1 _____ *Harold F. Miller*
OPC _____ *Sue T. Miller*
RCA _____ Harold F. and Sue T. Miller

SCR _____
SGA _____
SEC _____
OTH _____

CC: Florida Public Service Commission

Docket # 060368-WS

ORIGINAL

MAY 24, 2007

RECEIVED-EPSON
07 MAY 29 2007
COMM. WA. 501 AND
FLORIDA, 38

RE. APPLICATION FOR INCREASE AND
WASTE WATER RATES IN POLK COUNTY, FLA.
BY AQUA UTILITIES FLA., INC.

DOCKET NO. 060368-WS

DEAR FLA. PUBLIC SERVICE COMMISSION MEMBERS:

I AM A FULL TIME RESIDENT OF LAKE ROSALIE OAKS
SUBDIVISION. I AM RETIRED AND MY WIFE AND I ARE
LIVING OFF SOCIAL SECURITY AND A SMALL PENSION.
MY WIFE AND I BOTH TAKE A LOT OF VERY EXPENSIVE
MEDICINES AND IT IS HARD TO MAKE ENDS MEET
NOW. A RATE INCREASE OF THIS MAGNITUDE WOULD
REALLY STRAIN OUR BUDGET.

I DON'T KNOW WHERE THEY SPENT ALL THIS
MONEY AS I HAVE SEEN VERY LITTLE WORK
GOING ON. I SURE HAVE NOT SEEN ANY PIPES
REPLACED.

WE SINCERELY HOPE YOU WILL DENY THIS INCREASE
OR AT LEAST LOWER IT.

L. F. HINES
#2 ROSALIE OAKS BLVD.
LAKE WALES, FL.
33846

SINCERELY
L. F. HINES

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 432 of 843

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

MAY 29 AM 9:39
COMMISSION
CLERK

Name

Vickie Boyle

Address


101 St. Johns Ct.

Satsuma, FL 32189

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

I am a resident of Hermits Cove. Thank-you
for the opportunity to voice my opinion. I
oppose any more water fees being charged.
Myself and most neighbors are senior
citizens, live on a minimally income.
The water fees rising, along with other
enormous growth burden of taxes, have
stressed us out financially. It appears
a few dollars here shouldn't make a
difference to anyone's budget. But let
me assure you, as a disabled person
I have three expendable dollars a
month to last until next month's
check. Are the price-rise fair to already
financially challenge people like myself
NO! And I oppose any price rise!
Plus (it) the water isn't fit (Vickie Boyle)
to drink! 

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Fold and tape - see back for address

ORIGINAL

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

Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 433 of 843

RECEIVED
MAY 29 AM 9:38
COMMISSION
CLERK

Name KAREN & Richard Sims

Address 415 COVE DR

SATSUMA FL 32189

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

Water quality is very poor. We buy spring water to drink and have a filter on our water. The water has a bad odor and taste. I don't like the fact that there is arsenic in the water according to the water company's own report. I feel water cost should stay the same. For what we are getting it is too high. We can not afford higher water prices plus buy good drinking water. We have had to boil water many times. The water rates just went up. Why another one? Water pressure is not good here. We can not afford another increase in water rates. Also the rate you are asking is too much. We are not getting an actual water reading every time.

CMP _____
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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

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 434 of 843

MAY 25 PM 3:46
COMMISSIONER
CLERK

Name Martha J. Irome

Address 1745 Salem Pl.

Chipley, FL 32428 Stemmy Mills

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

The water is to High now, Any more would
break the people, I'm new on a fixed income
which I find in very hard to pay the
water & sewer bill.

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Fold and tape -- see back for address

ORIGINAL

May 1, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 435 of 843

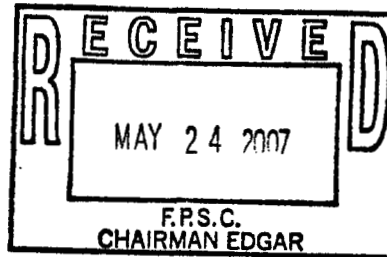
To Whom It Concerns;

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase. A OVER 200% INCREASE WITHIN 1 YEAR
SIMPLY CANNOT BE ABSORBED ON A FIXED INCOME.

Sincerely,



MR. JEAN-LUC M. LATRIQUE,
RESIDENT AT: 7 ROSALIE OAKS BLVD.
LAKE WALES - FLORIDA - 33898



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PROUD SUPPORTER OF THE HUMANE SOCIETY OF THE UNITED STATES

Jean L. Latrique
3009 Harbor Pointe Dr
Lake Wales FL 33898

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 436 of 843

RECEIVED
07 MAY 25 AM 9:05
COMMISSION
CLERK

Attn: Kim
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0870
Re: Aqua Utilities Docket 060368-WS

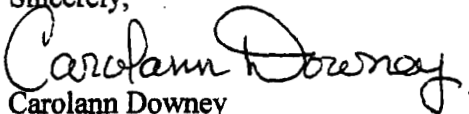
Dear Ms. Kim:

I am a resident of Unincorporated Lake County, Tavares, Florida and I am a concerned customer of Aqua Utilities Docket 060368-ws.

I am a retired senior citizen on a fixed income. I feel the proposed rate increase is both unfair and unjustified to the residents of Venetian Village.

Aqua Utilities rates seem to be much higher than neighboring rates.

Sincerely,



Carolann Downey
28017 Tammi Dr
Tavares, Florida 32778

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CCA Official Filing
5/24/2007 12:24 PM*****

ORIGINAL
12:24 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 437 of 843
Timoly

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 24, 2007 11:57 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 23, 2007 8:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9324

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Jean Curran
Telephone: 407-971-3426
Email: flpacker@aol.com
Address: 525 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Thomas Curran
Account Number: 0009031020645673
Address: 525 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference: Docket # 060368-WS, Service area: Chuluota, FL

Aqua Utilities has submitted a petition requesting approval for an increase in our water rates that will triple my water bill! We are already paying the highest rates for water in Seminole County. To add insult to injury, I have received 2 notices from Aqua Utilities in the past 4 months, stating that our drinking water has contaminants that exceed the EPA's maximum contaminant level for total trihalomethanes, a cancer-causing agent.

My husband is active duty Army, and was transferred to Virginia 9 months ago. I have been trying to sell our house, so that my daughter and I can move up there to be with him. We have lost 2 potential buyers due to the water issues referenced above. I personally don't blame them for not wanting to buy a house with contaminated drinking water and outrageous water bills. The house is only 2 1/2 years old, and beautiful, but who's going to buy it if the monthly water bills are \$300+ a month and the water is bad??????????? I will not be able to afford those bills (if they go through), and I won't be able to sell the house.

Please tell me what I can do to prevent Aqua Utilities from sticking it to us homeowners in Chuluota!

Thank you very much for your attention to this matter.

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Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 24, 2007 11:55 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 0606368

060368-

Please add docket file

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 23, 2007 8:12 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9323

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

Name: Maggie Bowen
Telephone: 352-568-3353
Email: ghancockc@embarqmail.com
Address: 11582 County Road 678 Webster 33597

BUSINESS INFORMATION

Business Account Name: Maggie Bowen
Account Number: 000885325 0628820
Address: 11582 County Road 678 Webster Fl 33597

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.

Details:

The water bills are too high for the quality of water recieved! Waste or sewer charges are usually the same amount of water used when there isn't a meter to monitor waste water. Also, we have been told long term drinking of the water can cause many health issue's. Please look into the water problem for the community of Woods Subdivision. The majority of people in the neighborhood cant afford the water prices.

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 439 of 843

JUL 24 AM 9:45

COMMISSION
CLERK

Name Aela Rose Stormo

Address 1280 July Ct.

Chiefly, FL 32428

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

Water usage rates are too high. The sewer costs
twice the amount as the water.

We are Seniors with a set income. How much
more do you think a family can endure. The last
time this issue came up, you sided with the
company and I am sure it will happen again.

Aela Rose Stormo

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Fold and tape -- see back for address

060368-WS
ORIGINAL

RE
07 MAY
COMMISSION
CLERK
PH 3:32
Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 440 of 843

Ellen Plendl

From: WHITSON.JEREMIAH.S10 [WHITSON.JEREMIAH.S10@flsenate.gov]
Sent: Thursday, May 03, 2007 9:22 AM
To: Ellen Plendl
Cc: jrsculpt@hotmail.com
Subject: FW: Water Rate Increase

Ellen,

Attached please find a second inquiry request into Aqua Utilities rate increases.

Thank you in advance for your assistance with this matter.

J.J. Whitson
Legislative Assistant to Senator Ronda Storms
Phone: 850-487-5072
Fax: 850-487-5485

From: Jim McGough [mailto:jrsculpt@hotmail.com]
Sent: Saturday, April 14, 2007 7:12 PM
To: jpstakun@juno.com; STORMS.RONDA.WEB
Cc: sungary2002@yahoo.com; pbpainter@juno.com; charlesburton2@juno.com; dcroc@iopener.net; DeBrotrs@aol.com; jimmy.john@juno.com; maadinse812@juno.com; SMOKEY5I@wmconnect.com; motorhome14@cox.net; Waterglide@earthlink.net; ralcal@juno.com; dnewell49@aurora.com; bknoval@stny.rr.com; jobenour@prodigy.net; patostrum@yahoo.com; mpesci@msn.com; sixacross@yahoo.com; mdbum62@yahoo.com; sondraar1960@yahoo.com; tcseerveld@yahoo.com; rcflyer@rogers.com; lrsterling@yahoo.com; skstone@ncats.net; alanddeb74@hotmail.com; welchpt1@aol.com
Subject: RE: Water Rate Increase

From James R. McGough

Owner 4826 Elwana Way

Zephyrhills, Fl 33541

Dear Senator Strom,

RE: Aqua Utilities rate increase request.

Aqua's stated reason for their proposed rate increase was twofold:

--Investing \$240,000 in infrastructure

--No rate increase in past four years

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Regarding the first reason--Allowing a 10% salvage value and accelerated depreciation Aqua's income tax (Fed and Florida) will decrease by about \$80,000. That is \$80,000 income taxes they would otherwise have paid--i.e., a net addition to net income they otherwise would not have. Thus leaving

about \$160,000 (\$240,000 - \$80,000) investment to be recovered. Question is: how much must increase per customer for Aqua to recover the remainder of their investment. Assuming 100,000 customers a one-year rate increase of \$1.60 per customer would result in a one-year recovery of their investment.

Regarding the second reason--Inflation certainly raises corporate costs and, therefore can be expected to result in rising prices. We customers have no access to Aqua's audited financial Income Statements so it is not possible to analyze their net income (net of extra ordinary items) over the past four years. I would think reasonable a 10% return on investment (annual net income as a percent of net investment --- fixed assets less depreciation plus inventories receivables). A THREEFOLD INCREASE IN RATES SOUNDS UNREASONABLE.

Also, will Aqua reduce their rates once their investment in infrastructure is recovered???? (Somehow i DOUBT IT!).

Would appreciate receiving your views on this subject.

Respectfully yours,

James R. McGough

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 442 of 843

Ellen Plendl

From: Brimmer-Caton, Patricia (Patricia.Brimmer@myfloridahouse.gov)
Sent: Wednesday, April 25, 2007 11:59 AM
To: Ellen Plendl
Subject: FW: From 'Write Your Representative' Website

RECEIVED-985C
07 MAY 23 PM 3:32
COMMISSION
CLERK

Hi Ellen,

Can you find out anything regarding Mr. McGrath's issue.

Trish Brimmer-Caton
Senior District Assistant for
Representative Sandy Adams
District 33
407-977-4020
407-977-4022 fax
trish.brimmercaton@myfloridahouse.gov

-----Original Message-----

From: Adams, Sandy
Sent: Wednesday, April 25, 2007 11:54 AM
To: Brimmer-Caton, Patricia
Subject: FW: From 'Write Your Representative' Website

Sandy Adams
State Representative, District 33
2074 Winter Springs Blvd.
Oviedo, Florida 32765
407-977-4020

-----Original Message-----

From: mmcgrath@massey-services.com [mailto:mmcgrath@massey-services.com]
Sent: Monday, April 23, 2007 11:44 AM
To: Adams, Sandy
Cc: mmcgrath@massey-services.com
Subject: From 'Write Your Representative' Website

Mark McGrath
616 Red Pepper Loop
Chuluota, FL 32766-
(407) 468-7552

04/23/07 11:44 AM

To the Honorable Sandra Adams;

Hello Ms. Adams,

I am a homeowner in "The Trails" subdivision on Snow Hill Rd. in Chuluota. I wanted to make you aware of a serious problem we are having in the Chuluota area with our water rates. Currently we are paying some of the highest water rates in Seminole County if not in all of Central Florida. We have accepted these high rates without complaining until now.

The current owners of our water plant, "Aqua Utilities", has given us written notice that our rates will go up 2 to 3 times our current rate. The average water bill in our community is \$180 per month currently. Aqua Utilities has a hearing in August of this year to raise this monthly cost 2 to 3

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times the current rate. Our new monthly water bill will be between \$350 and \$500 month. This is totally unaffordable.

My neighbors and many others in other Chuluota subdivision are getting together to see what we can do to stop these increases. As one of your supporters we need any help you can provide for us.

Please contact me if you can provide support.

Your Friends in Chuluota.

Mark McGrath

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 444 of 843

Ellen Plendl

From: WHITSON.JEREMIAH.S10 [WHITSON.JEREMIAH.S10@flsenate.gov]
Sent: Thursday, May 03, 2007 9:16 AM
To: Ellen Plendl
Cc: JPSTAKUN@JUNO.COM
Subject: FW: Water Rate Increase

123 PM 3:32
COMMISSION
CLERK

Ellen,

Attached please find correspondence sent to Senator Storms from Mr. Stakun regarding Aqua Utilities Florida, Inc.

Please assist Mr. Stakun in filing a complaint with the PSC.

Thank you in advance for your assistance with this matter.

J.J. Whitson
Legislative Assistant to Senator Ronda Storms
Phone: 850-487-5072
Fax: 850-487-5485

From: Paul Stakun[SMTP:JPSTAKUN@JUNO.COM]
Sent: Saturday, April 14, 2007 4:54:49 PM
To: STORMS.RONDA.WEB
Cc: sungary2002@yahoo.com; pbpainter@juno.com; charlesburton2@juno.com; dcroc@iopener.net; DeBrotrs@aol.com; jimmy.john@juno.com; maadonse812@juno.com; SMOKEY51@wmconnect.com; motorhome14@cox.net; Waterglide@earthlink.net; ralcal@juno.com; jrsculpt@hotmail.com; dnewell49@aurora.com; bknoval@stny.rr.com; jobenour@prodigy.net; patostrum@yahoo.com; mpesci@msn.com; sixacross@yahoo.com; mdbum62@yahoo.com; sondraar1960@yahoo.com; tcseerveld@yahoo.com; rcflyer@rogers.com; lrsterling@yahoo.com; skstone@ncats.net; alanddeb74@hotmail.com; welchpt1@aol.com
Subject: Water Rate Increase
Auto forwarded by a Rule

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Dear Senator Storms,

I'm not sure if you are the correct person to direct this issue to, but I'm appealing to your good sense of fairness regarding the notice of water rate increase that we recently was informed of.

We are served by Aqua Utilities Florida, Inc. and are part of Zephyr Shores district in Zephyrhills. Today, we received notice that Aqua Utilities is petitioning for a rate increase that will ultimately result in a 300 percent increase. Currently, our water rates have been much higher than other suppliers in the area. This rate increase proposal is outrageous to say the least. Let me detail the announcement:

Present water rate for 5/8 by 3/4 inch meter: \$6.30 per month
Interim Rate increase to: 6.53 per month

5/3/2007

Page 444 of 843

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 445 of 843

Proposed final rate:	18.52 per month
Present sewer rate:	\$11.39 per month
Interim rate increase to:	16.09 per month
Proposed final rate:	16.90 per month

I find this increase a bitter pill to swallow especially considering that the water tastes so bad. I urge you as my state senator in district 10 to fight against this. I would also appreciate your direction to other state lawmakers that can also assist us in this matter. Knowing how these companies propose outrageous increases and be ultimately satisfied with a moderate increase is another tactic that I find unseemly.

I await your response.

Sincerely,
Joseph P. Stakun
35113 Danny Drive
Zephyrhills, FL 33541

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 23, 2007 3:30 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 446 of 843

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 23, 2007 2:26 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9315

To CLK Aqua Utilities docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 23, 2007 2:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9315

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: ERIK SOMMERFELD
Telephone: 407-977-1740
Email: TSLIZARD2@BELLSOUTH.NET
Address: 491 GRANITE CIRCLE CHULUOTA 32766

BUSINESS INFORMATION

Business Account Name: ERIK SOMMERFELD
Account Number:
Address: 491 GRANITE CIRCLE CHULUOTA Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I HAVE RECEIVED TWO NOTICES FROM AQUA UTILITIES SINCE MOVING HERE LESS THAN A YEAR AGO. BOTH NOTICES STATE, AND I QUOTE, "PEOPLE WHO DRINK WATER CONTAINING TRIHALOMETHANES IN EXCESS OF THE MCL OVER MANY YEARS MAY HAVE PROBLEMS WITH THEIR LIVER, KIDNEYS, OR CENTRAL NERVOUS SYSTEM, AND MAY HAVE AN INCREASED RISK OF GETTING CANCER". I AM BOTH SHOCKED AND SCARED! HOW IS THIS LEGAL? HOW CAN THEY PROVIDE US WITH SUCH TOXIC WATER? HOW CAN THEY BE ALLOWED TO HARM MY FAMILY IN THIS SERIOUS WAY? NOW THEY WANT TO TRIPLE OUR ALREADY RIDICULOUS RATES? OUR NEIGHBORS TWO STREETS OVER ARE ONLY PAYING A THIRD OF WE ARE PAYING. WHAT KIND OF SCAM ARE THEY BEING ALLOWED TO RUN? WE CHOSE SEMINOLE COUNTY TO RELOCATE OUR FAMILY FOR A BETTER AND SAFER ENVIRONMENT. I AM CONCERNED FOR MY FAMILYS' HEALTH AND SAFETY. I HOPE THAT OUR GOVERNMENT ACKNOWLEDGES THE IMMEDIATE IMPORTANCE OF THIS ISSUE. WE AS TAX PAYING CITIZENS HAVE A RIGHT TO EXPECT SAFE, CLEAN AND HEALTHY WATER TO SERVE OUR FAMILY. THAT IS WHY WE PAY FOR WATER AND SEWAGE SERVICE IN THE FIRST PLACE. IT IS ESSENTIAL FOR LIFE.

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Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 23, 2007 2:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 352 793 5348, 2 page(s)

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 447 of 843

Attachments: FAX.TIF

Please add the attached fax to the docket file.

From: Consumer Contact
Sent: Wednesday, May 23, 2007 1:53 PM
To: Ruth McHargue
Subject: FW: 352 793 5348, 2 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 352 793 5348, 2 page(s)

You have received a new fax. This fax was received by NET SatisFAXtion. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 5/23/2007 12:47 PM
Number of Pages: 2
From (CSID): 352 793 5348
From (ANI):
Sent to DID:

Duration of Fax: 0:01:00
Transfer Speed: 26400

Received Status: Success
Number of Errors: 2
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (30 KB)

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For your information

MAY 23 2007

To	From
FLORIDA PUBLIC SERVICE COMMISSION	JOE & SANDY CABANA
Fax: 1-800-511-0809	Fax: (352) 793-5348
E-Mail: <E-MAIL>	Tel.: (352) 303-5875
	E-Mail: joecabana@earthlink.net
This fax consists of 2 PAGES INCLUDING COVER SHEET	

DATE: 5/23/07
TO: FLORIDA PUBLIC SERVICE COMMISSION
FROM: JOSEPH CABANA
SUBJECT: AQUA UTILITIES INCREASE

THIS MEMO IS TO INFORM YOU THAT WE IN THE WOOD'S SUBDIVISION NEED YOU KNOW THAT THE AQUA UTILITIES FLORIDA INC. IS ASKING FOR A RATE INCREASE GREATER THAN 100%. THIS WE WHO LIVE HERE FEEL IS WAY OUT OF LINE FOR THE NON-SERVICES THAT WE RECEIVE FROM THEM. AS FAR AS THEM REPLACING PIPES IT CERTAINLY WAS NOT IN OUR COMMUNITY, I AM RETIRED AND ALWAYS AROUND AND NEVER SEEN THEM DOING ANY WORK ON PIPES EXCEPT FOR ONE LEAK. I HAVE TALKED TO A NUMBER OF PEOPLE IN THIS COMMUNITY AND NO ONE HAS SEEN THEM WORKING ON PIPES IN THIS COMMUNITY. MOST PEOPLE HERE CANNOT AFFORD A MORE THAN DOUBLE BILL AND ARE TOTALLY SHOCKED THAT THEY WOULD ASK FOR SUCH AN INCREASE AND THAT THE FLORIDA PUBLIC SERVICE COMMISSION WOULD EVEN ENTERTAIN SUCH AN INCREASE. WE ALL FEEL THAT YOU NEED TO TAKE A CLOSER LOOK AT THIS.

THANK YOU
JOSEPH CABANA
3257 CR676
WEBSTER, FL 33597
(352) 793-5348

PS. I AM FAXING THIS TO YOU
BECAUSE YOUR E-MAIL DONT WORK

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 450 of 843

DISTRIBUTION CENTER
07 MAY 23 AM 11:24
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

22 MAY 07

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Robert F. Jordan



Mr. Robert F. Jordan
1314 Noble Court
Leesburg, FL 34788-7631

THESE PROPOSED CHANGES AND
INCREASES DESCRIBED HERE-IN
CERTAINLY DO NOT FOLLOW ANY
GUIDE LINES FOR COST-OF-LIVING
ADJUSTMENTS. THESE PROPOSALS
ARE OUTRAGEOUS.

CMP _____
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SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 451 of 843

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. 07 MAY 23 AM 11:24

DOCKET NO. 060368-WS

COMMISSION
CLERK

Name Thomas Dillon

Address 131 PALM TRAIL

EAST PALM BEACH FL 32131

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.

CMP _____
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CONSUMER COMMENTS

I would like to go on record as
Against the proposed rate increase. I
understand the need to raise rates from
time to time, however, the proposed rate
increase is outrageous. The proposed rate
increase will triple our water/sewer bill.
We already pay \$125.00 a month. This increase
will raise our rates to approx. \$375.00 a
month. That is much more than our electric
bill! We only have 2 people living full
time in our house and we don't ever water
our lawn from "Aqua" water. This is too much!
Again, I would understand a slight increase
in water/sewer rates to reflect inflation but
the proposed increase is wrong.

Please say "no" to this request!

Thomas Dillon

Fold and tape - see back for address

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

07 MAY 23 AM 11:24

COMMISSION
CLERK

Name



Mr. Victor Gagne
 114 Velvet St
 Interlachen, FL 32148

Address

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

Agree with popular belief about H₂O taste.

Palm Shores in Interlachen has 220 property
 owners - nothing new has been installed
 by you in last 10 years -

I believe your making a proper profit
 at our area -

Due to oil increase etc I believe that
 a 2.7 % increase would be acceptable -

CMP _____
 COM _____
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ADDED
TO AQ4A

Fold and tape -- see back for address

ORIGINAL

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. 080388-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 453 of 843

REC
07 MAY 23 AM 11:24

COMMISSION
CLERK

Name

MERCETA Ambrose

Address

4930 SW 70th Trv
Gainesville FL 32608

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

Attached Letter

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
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SEC _____
OTH _____

Fold and tape -- see back for address



May 20, 2007

Re: Aqua Utilities Florida, Inc. Docket No. 060368-WS

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Dear Florida Public Service Commission,

I attended the public hearing Wednesday, May 16, 2007 at 6:00pm concerning the rate hike proposed by Aqua Utilities Florida, Inc. I am in agreement with the problems that the residents presented at the hearing, but am concerned also with the low level of customer service that they provide and with the condition of the underground potable water pipes that are old and in disrepair.

Case in point is the attached photograph that shows 5 separate splices on an approximately 8 foot section of waterline from my backyard that sprung a high pressure water leak for over 30 days before they would repair it, resulting in excessive flooding and erosion in mine and my neighbors backyard.

Aqua Utilities Florida, Inc. has done few repairs on their underground pipe systems in the past. Obviously payments made to them haven't gone to improve the condition of underground pipes as the photograph clearly shows.

Sincerely,



Merceta Ambrose
4930 SW 70th Terrace
Gainesville, Fl. 32608

ORIGINAL

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm

Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc. MAY 23 AM 11:24

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 456 of 843

COMMISSION
CLERK

Name Benton + Belva Stith

Address 1779 July Ct
Sunny Hills, Fl. 32428

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

The water here is less than ~~th~~stepful!
we have to buy bottled water every week!
It is so expensive to water the grass - Our
neighbor pays \$300.00 a Mo. just to water
her grass - for 4-5 Mo. every summer

The Valve in the green between our house + the
street is several inches above the ground
+ leaking - The lid is there but broken - it
has been for 10 years -

Most every one out here are retired + live on a
limited income - A Fixed income -

we do not water the yard - Washed our car (1) time this
year. There are only 2 people living here - we wash
our clothes - Take showers - wash dishes - flush the

Commode + we have a new Commode - + our bill

are is \$85.00 a Mo. Tell us what you spent \$1.5 million
on. where do you "claim" to have replaced water pipes

The white clothes Fold and tape - see back for address
Belva Stith

CMP _____
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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 457 of 843

May 1, 2007

To Whom It Concerns;

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mike & Robin Flynn

*Flynn
5 Rosalie Oaks Blvd.
Lk Wales, FL*

CMP _____
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CCA Official Filing
5/23/2007 11:58 AM*****

ORIGINAL

11:58 AM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 458 of 843

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 22, 2007 5:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9306

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

Name: Ronnie Skipper
Telephone: 3527934326
Email: skipp2775@earthlink.net
Address: 11440 cr675w webster 33597

BUSINESS INFORMATION

Business Account Name: Ericka Skipper
Account Number:
Address: 11440 cr675w webster Florida 33597

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Hello, I'm trying to get help with determing how Aqua can justify rasing thei rates so high. The base charge for sewer went from 16.40 to 42.97 and base charge for water went from 15.74 to 38.12 and water per thousand gallon went from 3.05 to 8.10 this acording to the Aqua customer service rep. I explained to her that I have a family of Two adults and a toddler and my water bill was normaily \$60 to \$80 on avg. This month my base charges alone were over \$80 before taxes and before water charges. I've talked to alot of my nebijors and I told them I would try and see what could be done.If you can advise me on what we can do I would appreache it. Thanks Ronnie Skipper

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CCA Official Filing
5/23/2007 11:58 AM*****

11:58 AM*****

ORIC

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 459 of 843

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 22, 2007 5:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9305

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Walter Reid
Telephone: 407-365-0778
Email: wsr4@yahoo.com
Address: 239 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Walter Reid
Account Number:
Address: 239 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Recent notices from Aqua Utilities Florida, Inc., have notified residents of 1) inferior quality by EPA standards, and 2) intent to increase rates. My complaint goes directly to these obviously contrary notions. Why would I agree to pay more (than their already outrageous rates) for contaminated water?

The answer is, I don't agree, and I plan to fight their increase, even demand a reduction, and to force them to provide me and my family with reasonably priced, healthy water. I don't think that's asking much.

I can provide with this complaint copies of all documents I have recieved.

Reference Docket # 060368-WS

Thank you, Walter Reid

CMP _____

COM _____

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OPC _____

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OTH _____

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 22, 2007 3:40 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, May 22, 2007 11:02 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 22, 2007 10:55 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9297

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: James Mikell
Telephone: 407-971-1524
Email: james.mikell@us.army.mil
Address: 540 Osprey lakes Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: James Mikell
Account Number: 0009035510646093
Address: 540 Osprey lakes Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Bottom line, the water and sewer fees are exceedingly high in the Osprey Lakes subdivision. This is compounded by the fact that drinking water fails EPA standards and despite the inability to pass the basic standards Aqua Utilities wants to increase the fees.

I have friends that live in Live Oak subdivision only a two miles away that pay half of what we pay in Osprey Lakes. Thanks in advance for hearing me out I will be sending you a postal mail with more specific details.

Very Respectfully,

J.A. Mike Mikell

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Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 22, 2007 3:40 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, May 22, 2007 10:06 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CLK. Docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, May 21, 2007 6:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9289

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Randall & Yvette Baldonado
Telephone: 407-359-1462
Email: cnrmom@yahoo.com
Address: 251 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Randall Baldonado Account Number: 000893085 0636105
Address: 251 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

It is ridiculous that Aqua Utilities wants to hike up the outrageous rates that we already pay. The water is not even fit for consumption and you can't even get decent water pressure. Someone needs to investigate why they are trying to raise the rates again and help the consumers. When ever you call their customer service all they say is that is what it costs and you can't do anything about it.

CMP _____
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Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 22, 2007 3:39 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, May 22, 2007 1:56 PM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CLK

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 22, 2007 1:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9300

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Emilio Ramos
Telephone: 863 859 5897
Email: eramos.51@verizon.net
Address: 5614 Driftwood DR Lakelan 33809

BUSINESS INFORMATION

Business Account Name: Emilio Ramos
Account Number: 0009042730646782
Address: 5614 Driftwood DR Lakelan Florida 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Docket no.060368-WS There has not been any improvment in this area only it has been done maintnence & repair. We don't have any fire protection because the water dept. don't have any access to any fire hydrants in this area and that makes my insurance higher I believe they should do those improvments before they consider to raise the water and sewage. Lift stations have not been improved because canal water have access to the man hole and create sewage spill please take that into consideration if you have any questions please call me at (863)859-5897

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BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

Docket # 060368

ORIGINAL

OFFICE OF THE ATTORNEY GENERAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 463 of 843

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1040

Telephone (850) 414-3990, SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

May 15, 2007

Ms. Melissa Davis
286 Velveteen Place
Chuluota, Florida 32766

Dear Ms. Davis:

Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/alm

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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RECEIVED

MAY 15 2007

Florida Public Service Commission
Division of BOA

May 3, 2007

A COMMUNITY NEEDS YOUR IMMEDIATE HELP!!!!

My name is Melissa Davis and I reside in Seminole County Florida. The community I live in is located in the newer portion of Chuluota Florida. We have the same water/sewer company as the older portion of Chuluota and we pay more than double what they pay. Our water/sewer company is Aqua Utilities which is a private for-profit company who gives no concern for its customers.

- First and foremost, the water quality is the worst I've ever been exposed to and we are frequently receiving notifications about the poor quality and health risks associated with the use of the water. When I had a well I had stronger pressure! The water pressure out of any faucet or hose is atrocious and is throughout the neighborhood.
- Secondly, Aqua Utilities has notified its customers that they are changing some of the chemicals used to treat the water to Chloramines. They add a warning to this notice that those with certain health issues or those with fish tanks must use alternative water sources and make necessary accommodations.
- Thirdly, the costs for this terrible water/sewer are outrageous and they are asking for higher rates!!! Initially, we were told that the water/sewer rates are what they are because of the added expense in piping and other resources for the new homes. Then they requested and received an increase in water/sewer rates using the guise that they need and want to make improvements to the equipment. Now, they are using the same excuse asking for an even higher and more outrageous increase for the same nasty water/sewer! Isn't the equipment costs part of doing business? Their profits are off the charts, they don't need to bleed us dry!

RECEIVED

MAY 03 2007

Florida Public Service Commission
Division of RCP

Our water/sewer bills range in the hundreds!!! I am a single mom with one 9 year old son. We take camp/boat style showers- wet yourself down, shut the water off, lather then rinse! In our own home! I do not wash my vehicle at home and use the irrigation only enough to keep my plants alive. There is virtually no grass left on my property because I cannot afford the water! I work full time and spend an average time of 10 hours a day at home, most of which is spent sleeping. I have invested in a water purifying system for my entire home, an expense I should not have had to realize but felt compelled to due to health concerns.

I am not alone. The entire neighborhood and the others around ours are suffering. We are at a point of needing to sell our homes yet can't because most people learn of the ridiculous water/sewer bills and know they can find similar homes else where. We love our homes and neighborhoods and don't want to leave. We are all middle income families trying to provide the best we can for our children. Please help us stop this company from running us out of our homes. Aqua Utilities is based out of Pennsylvania and apparently has no concern for their Florida customers.

Thank you, in advance for your immediate time and assistance,



Melissa Davis
286 Velveteen Place
Chuluota FL 32766

(407) 247- 6541

RECEIVED

MAY 16 2007

Florida Public Service Commission
Division of PCA

TOTAL P.02

ORIGINAL



Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 466 of 843

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

MAY 22 PM 3:26
COMMISSION
CLERK

May 14, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Thank you for your faxed letter dated May 12, 2007. Unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

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RECEIVED

MAY 15 2007

Florida Public Service Commission
Division of RCA

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125

www.dos.state.fl.us

SUC COB3
SECRETARY OF STATE
850-245-6125

RECEIVED
07 MAY 14 PM 4:35
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

5-12-07

my NAME IS DON SOULE AND I LIVE AT
391 VELVETWOOD PLACE CHULUOTA FLORIDA 32766.
I HAVE LIVED IN SEMINOLE COUNTY AT 3 DIFFERENT
ADDRESSES FOR 15 YEARS TOTAL.

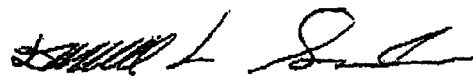
MY WATER AND SEWER BILL HAS NEVER AVERAGED
MORE THAN \$45.00 A MONTH UNTIL I MOVED INTO
THE AQUA UTILITIES SECTION OF SEMINOLE COUNTY.
NOW MY WATER + SEWER BILL AVERAGES \$122.⁰⁰ A
MONTH, 3 TIMES MORE THAN IN THE OTHER 2
LOCATIONS, OVIEDO + WINTER SPRINGS. NOW AQUA
UTILITIES WANTS TO RAISE OUR BASE RATE \$106.⁰⁰
A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE
IN SEMINOLE COUNTY. PLUS WE HAVE RECEIVED NOTICE
THAT OUR WATER IS BAD, TOXIC!

I FIND IT HARD TO BELIEVE THAT YOU, THE
FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT CHOOSE,
TO LET THIS HAPPEN. PLEASE PROTECT US. PLEASE
GIVE US A CHOICE, PLEASE TELL ME WHAT ELSE I
CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER.
ALL I ASK IS FOR REASONABLE PRICING AND SAFE
WATER, LIKE YOU HAVE.

RECEIVED

MAY 16 2007

Florida Public Service Commission
Division of RCA


467-970-9006

ORIGINAL

4079

MAY 22 PM 3:26
COMMISSION
CLERK

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26, 2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of \$50.00 a month for water service now! We pay an average of \$150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? \$400.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!! How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter, because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

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OTM _____

RECEIVED

MAY 17 2007

Florida Public Service Commission
Division of RCA



FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

May 16, 2007

Ms. Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Ms. Lingenfelter:

Thank you for your faxed letter dated May 16, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

RECEIVED

MAY 17 2007

Florida Public Service Commission
Division of RCA

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
MAY 22 AM 9:07
COMMISSION
CLERK

Name Rhonda Oles
Address 1657 Sunny Hills Blvd
Copley, Florida 32428

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

my water is too high; if you want to keep your grass and flowers alive you have to pay for water. My last bill was \$128.50 for water and sewer. We should not be penalized because we don't have a septic tank which lowers others bill. Its ridiculous what I have to pay for water! bill month before was \$28.01. Also its not fair to pay for water and sewer when none is being used when you are out of town. A base charge. There should be some rebate or a compensation if you chose to have a well put in, water or let your grass die.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

I have a per water filtration because of the taste of the water. wait too long should not be raised too high.

Fold and tape -- see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 471 of 843

May 9, 2007

RECEIVED
MAY 21 PM 12:45
COMMISSIONER
CLERK
REGISTRATION CENTER

TO WHOM IT MAY CONCERN:

Re: Docket #060368-WS

Having recieved notice of a rate increase request
~~XXXX~~ by Aqua Utilities on water and sewer rates
at Rosalie Oaks Subdivision, we strongly object
to such an enormous rate increase.

As retirees on a fixed income, we only use our
property in the subdivision about 3 weekends per
month. Also several widows are in this subdivision
and this increase would put a hardship on them.
Please take this into consideration when you
review this application.

Respectfully,

Charles L. Bass

Charles L. Bass

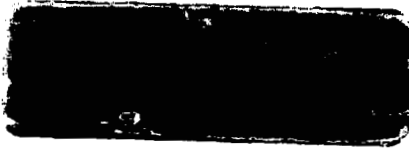
Gwendolyn Bass

Gwendolyn Bass

Lot #78

Rosalie Oaks Blvd.

Lake Wales, FL 33898



CMP _____
COM _____
CTR _____
ECR 1 _____
EOL 1 _____
LPO _____
RCA _____
RCR _____
CBA _____
CEO _____
CTH _____

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

ORIGINAL

07 MAY 21 PM 12:13

COMMISSION
CLERK

Name ETHEL W. J. EDEL
Address 5063 SW 66TH TERR
9 ARLSVILLE FL 32608
352-326-2165

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	
TO	Whom it may concern this new company Aqua has done Nothing to improve our water, it still smells like
	swear and Beach at times we don't drink it unless
	we have to. The Bills are over the top now I am
	on SS.D. I have COPD and I can only spend so
	much on on my bill well every month there
	is no record of my payment & they charge 13.00 + 5.00
	even if your water isn't running, hasn't been turned
	off because when I call they say your water wasn't
	turned off when I say no, they say nothing
	half the time no one reads the meters they say they
	do they just want you to pay what they think
	you need to pay, they never tell you when they are turning
	off the water,
	when we had the hurricanes & no water for 3 weeks
	I called to see when we was going to get water I was
	told I don't like them and I really don't care, and for these
	new meters I was never notified that they
	installed them and they was running, the fact
	I don't think anyone was
	I had received a big big bill and requested
	someone to come out & read my meter well,
	they never notified me when they came out and I was doing
	dishes & washing clothes & he told them I had a
	major leak in my house, and they have moved
	Aqua so many times we never know who will
	have it now because they are up north they can make
	big money off us poor unable to work & elderly
	people in Florida, we are all not millionaires or
	rich people or rich people we are working people
	who work from 9 to 5 to 6 to 7 day to day to
	keep food & lights on the bills for our kids to eat & learn

ORIGINAL

RECEIVED

07 MAY 21 11:12:13

COMMISSION
CLERK

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 473 of 843

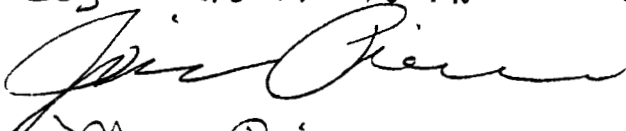
May 16, 2007

Director
Div. of Commission Clerk & Admin. Services
FL Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket #060368-WS Property 67 Rosalie Oaks Blvd
Lake Wales, FL 33898

We are objecting to the huge raise in the water/sewer bill. We are on a fixed income (social security). A raise in the bill will be very difficult for us. We have had an insurance rate hike and a property tax hike and now this huge raise in the water/sewer bill. We are asking that you do not allow this rate increase.

We have a scheduled trip out of town the week in June for the meeting but we want our voice of objection heard in this meeting


Mary Pierce

Jim & Mary Pierce
POB 261
Mulberry, FL 33860
863-647-3318

CCP _____
CCT _____
CCH _____
CCH _____
CCH _____
CCH _____
CCH _____
CCH _____
CCH _____
CCH _____
CCH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 474 of 843

07 MAY 21 AM 7:49
RECEIVED CENTER

07 MAY 21 AM 10:06
RECEIVED FPCC
COMMISSION
CLERK

KIM
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0870

May 18, 2007

I am a concerned customer of Aqua Utilities!

I do NOT approve of a proposed rate increase for Aqua Utilities:

Docket # 060368-WS

There are a variety of rates and ours seems very high end.

Thank you for your attention to this matter.

Sincerely,



Jimmie Jo Hixon
28832 Tammi Drive
Tavares, FL 32778
1-352-343-5913

CMP _____
COM _____
CTF _____
FOR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

MAY 21 11:10 AM
COMMISSION
CLERK

Name Betty Thompson
Address 132 Reaves Ave.
Interlachen, FL 32148

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 can understand Five or Ten dollar
increase, but not double. We have to
buy water to drink, because the water
taste funny. We're on a fixed income,
and can't afford a water bill that high.

OMP _____
COM _____
CTR _____
EOR 1
ROL 1
TPO _____
PCA _____
PLR _____
QTY _____
TBO _____
CMA _____

Fold and tape -- see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Polk,
Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
07 MAY 21 AM 9:53
COMMISSION
CLERK

Name George + Lucy Taylor

Address 1769 Quintana Ct.

Chickley, FL 32428

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

The water is unfit to drink we buy
Bottle Water to drink.

The water is so dirty we have to
buy water to go in my Hummer
Wagon Machine

our water is dirty some times
the faucet is so bad you can
hardly get water.

Our Bill is to high now for
just to people on a fixed income

Fold and tape -- see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 477 of 843

RECEIVED
JAN 21 AM 9:49
COMMISSION
CLERK

Name Mr & Mrs W. E. Holmes

Address 1569 Quintara Court

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

The water is dirty. Everyone who lives
here buys bottled water to drink. The
system needs strainers or something!

We are very thrifty with water. We are
retired on a fixed income. Our grass is
dying or dead because we can not afford to
water it. It is just my husband and I,
and our bill runs around \$8 per month.

Our friends in Panama City, Pensacola &
Dothan do not have a water bill that high!

We walk & we find faucets leaking on
vacant lots. We phone to report it using
the phone # in the Suwannee Hills paper &
we are told that number is no longer in use.

Thanking you in advance,
Charlotte R. Holmes

Fold and tape - see back for address

Mrs. Charlotte Holmes
1767 Quintara Ct.
Chipley, FL 32428 ABCF

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 478 of 843

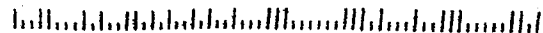


MAY 21 AM 8:00

POSTAL CENTER

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399+7019-40 C001



Fold Here

Poor service - We walk & we find roadway
faucets leaking. We phone to report it using
the phone in the Sunny Hills paper. We are informed
that the number is no longer in service! We do not
water the yard & we are very thrifty with water.
Our utility bill is still much higher than our
friends in Panama City etc. ^{other} water yards
etc. The filters need replacing. We found ground
up leaves etc coming out of the faucets etc.

filters or strainers Charlotte R. Holmes
1767 Quintara Court

Fold Here

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 479 of 843

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

21 AM 9:56
COMMISSION
CLERK

Name Donald + Retta Gray

Address 107 Lockport St.

Sebring FL 33876

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

Aqua Utilities deserves an increase,
perhaps to the interim rate, but NOT
triple!

Thank you,

Retta Gray

CMP _____
COM _____
CTR _____
SCR 1 _____
COL 1 _____
OPC _____
PCA _____
CON _____
EDA _____
SEC _____
OTH _____

Fold and tape - see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 480 of 843

RECEIVED
07 MAY 21 AM 10:00
COMMISSION
CLERK
MAY 21 AM 7:56
DISTRIBUTION CENTER

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2450 Shumard Oak Boulevard,
Tallahassee, FL 32399-0879

Re: Aqua Utilities Florida
Proposed Rate increases
DOCKET # : 060368-WS

Dear Sir/Madam:

Enclosed is a copy of a proposed rate increase in my water/sewer bill. If I am reading it correctly, my bill is about to increase almost 300%. According to my calculations this means that Aqua Utilities would completely recoup their stated capital investment in improvements in Kings' Cove in less than two years.

Present average rate combined water/sewer: \$17.36
Proposed final rate 51.41
Difference: 34.05/month

Aqua Utilities stated average
capital improvement per customer: \$750.00

\$750 divided by \$34.05 is 22.03.

Are the rates going to go back down after this 22 months?

Joan G. Shook
5239 Magnolia Ter.
Fruitland Park, FL 34731

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
GPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

**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 LAKE 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 January 1999, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than \$315,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than \$750 per customer. The upgrades also include installing safety and security equipment at the wastewater treatment facility to comply with federal regulations. 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 Lake 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

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium,
520 Baker Street, Mount Dora, Florida 32756.

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.

KINGS COVE MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 8.12	\$ 11.40	\$ 21.38
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 1.31	\$ 1.83	
< 6,001 (Residential)			\$ 2.27
Over 6,000 (Residential)			\$ 2.84

KINGS COVE MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 9.24	\$ 13.67	\$ 30.03
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	10,000	10,000	6,000
Residential use to cap	\$ 3.24	\$ 4.80	\$ 10.97

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Timolyn Henry

160368-WS

From: Consumer Contact
Sent: Sunday, May 20, 2007 8:03 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9271

CMP _____
COM _____
CTR _____
SCR 1 _____
SCL 1 _____
CPC _____
PCA _____
SCR _____
CSA _____
SEC _____
CTH _____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Mark McGrath
Telephone: 407-468-7552
Email: mminfl@aol.com
Address: 616 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Mark McGrath
Account Number: 0009057790648201
Address: 616 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I would like to register my complaint concerning the rate increase by Aqua Utilities in Seminole County, specifically in communities off Snow Hill Rd. According to the letter sent to homeowners, by Aqua Utilities, our rate will almost triple very soon. That equates for me and my family a near future water bill of \$369 per month or more. If you add the timing of this increase for homeowners to gas prices rising to over \$3 a gallon at the pump and mortgage rate increases for those who took out adjustable rate mortgages 2 years ago it is a perfect storm for a financial disaster.

Also, how is it that the older existing homes serviced by Aqua Utilites, in Chuluota, have water bills averaging \$50 or less? One homewoner who has been living in Chuluota for many years serviced by the same water plant as homeowners off Snow Hill Rd. said he pays around \$20 a month for water. As a matter of fact he also stated his water meter is so over grown with grass it has not been checked in years! This needs to be investigated.

We already have been swallowing extremely high water rates for the past 3 years and now Aqua Utilites wants to triple the cost. Please! I am a business man and I under stand profits are important to survival of any business but do not insult my intelligence when you think howowners will not say a word about a obvious increase to increase profits for to show your investors you are making a profit at the expense of people you hold a monopoly over. This practice is not reflective of any fair and equitable business practive I have been taught. Aqua Utilites bought water plants in Florida with a business plan to get as much profits out of howeowner as possible untill homeowners scream. We are screaming! Remember the energy crisis in California and how Power Companies fooled the state California in believing there was a shortage of power. If my memmory is correct most of those power executives are in jail.

Please help us fight this increase. We do not have a choice to but to fight because we do not have a choice of water providers.

Thank you!

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Saturday, May 19, 2007 1:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9267

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Michael Tingle
Telephone: 407-977-2070
Email: mtingle@cfl.rr.com
Address: 390 Medallion Place Chuluota 32766-6016

BUSINESS INFORMATION

Business Account Name: Michael Tingle
Account Number: 0008991550641909
Address: 390 Medallion Place Chuluota Florida 32766-6016

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Aqua Utilities is proposing raising my 5/8 meter size rate 267% times the current rate. This is totally unacceptable. A moderate increase comparable to the rate of inflation as other utilities would be expected, but this is ridiculous. The water pressure in the early mornings of my neighborhood is already very low (as low as 25 psi). What will the pressure be when more homes are built in the surrounding area? Now they are asking for a nearly 3 times rate increase. That is a joke!

Their public notice states a rate increase is necessary to compensate them for the \$5 million investment made to the infrastructure. Yet Aqua's own pollutant reports state that the water still has contaminants in it. The maximum contaminant level for trihalomethanes recommended by the Environmental Protection Agency is 80 micrograms per liter. Aqua's first quarter 2007 sample was 161.5 (more than double the maximum). The third quarter 2006 sample was 127.3. It doesn't appear to me that their infrastructure improvement is working.

The Local residents didn't ask for them to make the investments. That was their choice. I have a newer home and my neighbor only a mile away is paying much less than I am for water/sewer service. Why aren't the rates and fees universal within the county? Why isn't anyone investigating these discrepancies? Please help keep our rates competitive with other counties and cities in the Central Florida area. Could you afford a 267% increase in your water bill? I can't and my neighbors can't either. Please deny Aqua Utilities their rate increase. Thank you for your support and your prompt action is greatly appreciated.

CMP _____
COM _____
CTD _____
ECR 1 _____
ECL 1 _____
CPC _____
RCA _____
SCR _____
CQA _____
SEC _____
CTH _____

Timolyn Henry

From: Consumer Contact
Sent: Saturday, May 19, 2007 1:37 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9266

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Frank Burton
Telephone: 407-359-6618
Email: frankob3@msn.com
Address: 390 Velvetreen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Frank Burton
Account Number: 000899157 0641911
Address: 390 Velvetreen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Totally excessive prices for completely subpar service.

060368-WS

The water quality consistently fails to meet minimum requirements by EPA standards. We are paying much more than any of my colleagues that I have polled living in Seminole and Orange County. So, we are basically paying significantly more to be slowly poisoned.

What are our alternatives? Can we switch to a different Water company?

PSC was contacted previously

CMP _____

COM _____

CTR _____

ICR 1

OCL 1

OPC _____

RCA _____

OCR _____

EOA _____

SEC _____

CTH _____

CCA Official Filing
5/21/2007 2:44 PM*****

ORIGINAL
2:44 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 486 of 843

Timolyn Henry

From: Consumer Contact
Sent: Saturday, May 19, 2007 12:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9265

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Francis Tran
Telephone: 407-687-5656
Email: francismtran@hotmail.com
Address: 359 Velveteen Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Francis Tran
Account Number:
Address: 359 Velveteen Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Hi,

Our family lives in a resident division named "The Trails: The Reserves" for more than 4 years and I have been a resident of Florida for more than 7; and my family has never experienced an outrageous and extremely horrible water service such as Aqua Water Utilities. They have continually issue the highest billing rates in the town of Chuluota and the poorest quality of water and customer service my family has ever experience. Our neighbors and neighboring communities who have Aqua Water Utilities agree on the same issues. We are consistently charged an outrageous amount of money compared to Chuluota's older community which is more than 150%!!! Our family faithfully abides by the State of Florida's Water Regulations and practice water conservation methods to reduce the amount of water use but we continually receive water bills with 115.00 to 160.00 dollars due balance! We also notice a very strong scent of chlorine in our water and received warnings on hazardous (cancer) effects of the drinking water. It is frustrating to receive letters from Aqua Water Utilities on raising rates and warnings of the drinking water quality due to poor water treatment methods. It is appears that in a few months, our community will be billed by Aqua Utility Utilities 300 dollars for drinking their cancer inducing water!!! Their customer service is equally horrid and unhelpful as their service, in which they speak in condescending tones in which they feel we as a customer do not have a right to call them! My family and community are extremely upset with this company and felt these should be reported to our elected officials and authoritative organization. Please take notice because it is important for our community to fight against this bullying company for what is essential to live in this Great Country and State. Thank you for your time and efforts.

CMP _____
COM _____
CTR _____
SCP 1 _____
GOL 1 _____
GPO _____
HCA _____
BCR _____
BGA _____
SEC _____
OTH _____

CCA Official Filing
5/21/2007 2:44 PM*****

ORIGINAL

2:44 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 487 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Saturday, May 19, 2007 9:14 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9263

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Angel Maray
Telephone: 407-971-3870
Email: awmaray@bellsouth.net
Address: 279 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Angel Maray
Account Number: 0008938700636859
Address: 279 Velveteen Place Chuluota fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I am beyond fed up with Aqua Utilities. Their water rates are astronomical and now they tell us they are raising our rates substantially. Then we find out that it seems they have been giving us substandard water. It seems like this company is able to do whatever they want to the public and get away with it. To make matters worse it seems that the people that are suffering this ridiculous water rates are the people that have bought new homes in the Chuluota area over the last 4 years. It is my understanding from the people that live in the older area of Chuluota have reasonable water rates. Why is it that only one group of new home owners are being punished with these high rates. Something or someone has to help us. There has got to be a way to get our water/sewer rates under control. The city of Oviedo which is not even a mile and a half from us has better rates. Why is aqua Utilities being allowed to exploit us in this way??

Sincerely
Angel Maray

CMP _____
CCM _____
CTR _____
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OFC _____
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SCR _____
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OTR _____

CCA Official Filing
5/21/2007 2:44 PM*****

ORIGINAL

2:44 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 488 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Friday, May 18, 2007 8:23 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9259

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: scott sinclair
Telephone: 4073596446
Email: ssinclair@athletics.ucf.edu
Address: 617 Red pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: scott sinclair
Account Number:
Address: 617 Red pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

PLEASE HELP!!!!

Aqua Utilities is trying to raise rates and the service they provide is horrible. The water here is BAD and we can't afford to pay more for water. They are looking to triple our rates for bad service, low water pressure, water contaminats, poor customer service, and questionable billing, just to name a few.

PLEASE HELP!!!

CMP _____
COM _____
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PCA _____
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SCA _____
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OTH _____

ORIGINAL

CCA Official Filing
5/17/2007 4:13 PM*****

4:13 PM*****

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 17, 2007 4:11 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9216

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 16, 2007 3:18 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9216

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

To CLK 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 16, 2007 3:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9216

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Theodore & Rhonda Lujan
Telephone: 407 366-5100
Email: rhondalujan@aol.com
Address: 275 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Theodore & Rhonda Lujan Account Number: 000893748 0636743
Address: 275 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

DOCKET # 060368-WS & Chuluota is the service area.

Why is my water bill so high? I have heard that older Chuluota pays a lot lower rate than the newer communities do? That's not fair! I have never heard of this happening in other cities like Oviedo or Winter Springs, etc. It's discrimination if you ask me. If Aqua Water can't afford to provide Chuluota residents with affordable water, why can't we have a different provider or just do not allow them to charge its residents astronomical rates!! Can someone please help us!!!!

CCA Official Filing
5/17/2007 4:13 PM*****

ORIGINAL
4:13 PM*****

DOCKET NO. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 490 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 17, 2007 4:10 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9208

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 16, 2007 2:59 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9208

To CLK Docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 16, 2007 10:24 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9208

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Valerie Sommerville
Telephone: 407-325-9047
Email: vsommerville@hotmail.com
Address: 516 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Valerie Sommerville Account Number: unavailable at the time
Address: 516 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Reference Docket #: 060368-WS and Chuluota as the service area.

I have had water services at properties in Casselberry and Geveva.

The increase proposed from this company in the Chuluota area should be against the law.

My current bill serving two adults and two evening waterings of a 1/4 acre lot is

currently \$100 per month more expensive than the home I just moved from in Casselberry.

Aqua Utilities Florida, Inc. proposed rate increase would add an additional \$300 per month to my costs.

I object and pray that you will deny this proposal.

CMP _____
COM _____
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RCA _____
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SGA _____
SEC _____
OTH _____

CCA Official Filing
5/17/2007 4:14 PM*****

4:14 PM*****

ORIGIN

Timolyn Henry

160368-WS

From: Consumer Contact
Sent: Thursday, May 17, 2007 10:34 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9231

CMP _____
COM _____
CTR _____
ECR 1
OCL 1
CPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Jeff Melnick
Telephone: 407-366-5250
Email: j-melnick@earthlink.net
Address: 246 Osprey Lakes Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Jeff Melnick
Account Number:
Address: 246 Osprey Lakes Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I have lived at this address for over 3 years now and we have experienced poor customer service, poor water quality and extremely high rates. Compared to our neighbors that live in other home communities just a few minutes away (and outside the boundary of Aqua Utilities service area), our monthly water bills are at least 3 times higher for the same amount of usage. We used to live only about 10 minutes away from our current home (with a much larger irrigated yard) and our water bill never exceeded \$60 per month. Since we moved into Aqua Utilities' service area (with a much smaller irrigated yard), our water bills are routinely \$150 - \$180 per month. Also, the water pressure is consistently low and their customer support is practically non-existent. They rarely answer the phone and never return voice messages. Perhaps the biggest problem we have is that they continue to deliver contaminated water that fails to meet EPA standards. I trust you have this information already, so I won't go into details about the specifics. However, with a wife and four children ages 2 years to 10 years old, I am terribly disappointed with the water problems we are experiencing and concerned for my family's health. On top of all this, it is our understanding that they are requesting a rate increase that would effectively TRIPLE our already high rates. There are hundreds of families in the Chuluota community (including my own) that have reached the point where we aren't going to take this abuse any longer. Several hundred families are meeting together right now to fight this recent rate increase request and we will collectively call upon all government officials at different levels to protect our families from poor water quality and rate gouging from Aqua Utilities Florida. We will also reach the local TV and radio media to do an expose' on the abuses we are experiencing from this company. We are going to demand that their water rates fall in line with other water providers in our area and that they deliver clean water that meets or exceeds EPA standards. These are not unreasonable requests and we will not end our fight until these simple goals are met.

Respectfully,

Jeff Melnick

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Thursday, May 17, 2007 9:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9244

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: John Oral
Telephone: 321-348-3603
Email: JOral@cfl.rr.com
Address: 429 Empress Lane Chuluota Florida, 32766

BUSINESS INFORMATION

Business Account Name: John Oral
Account Number: Aqua Utilities
Address: 429 Empress Lane Chuluota Florida Florida, 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Aqua utilities is price gouging us and is charging my family of three 120 bucks a month and now they want to triple it . Who is our politicians in this God forsaken county? Can you guys do something about it or do we have to file for a class action lawsuit? We barely use the water and we were away for 3 weeks in April and we still got a bill for \$105.00. Something must be done about this as we are gathering petitions and if we have to (along with 250 other residents) we will file a class action lawsuit as I have never paid over \$50.00 for water for my homes which I have lived in Florida for 8 years now. When your water bill triples your electricity bill and is around the same for your internet, electric and phone put together this is price gouging and our county officials have not done anything about this issue. Who is Aqua Utilities contributing their political monies to anyway? I believe I have a right to know as a constituent and citizen of the United States and resident of Seminole County. Thanks.

PSC was contacted previously

CMP _____

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CCA Official Filing
5/17/2007 4:14 PM*****

4:14 PM*****

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 493 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Thursday, May 17, 2007 9:07 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9228

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: John Portland
Telephone: 407.235.0283
Email: jportland15@hotmail.com
Address: 355 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: John Portland
Account Number:
Address: 355 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I would like to formally complain with the rest of my neighbors about the price that we are paying for water in our community. This is not the same price as other communities that are located within a short distance of ours. We just recieved notice of the price increase which could be as much as \$100. This is completly unfair and the prices do not compete with others around the central florida community. Older neighborhoods in the same area are paying much less. Further more, our water does not meet EPA Standards and is not safe. What are we paying more money for, bad water? The situation is not right and needs to be fixed. We need good water at a resonable price.

CMP _____

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SCR _____

SCA _____

SEC _____

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Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Thursday, May 17, 2007 7:37 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9243

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Brian Boothe
Telephone: 407-247-0204
Email:
Address: 557 Yellowtail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Brian Boothe
Account Number:
Address: 557 Yellowtail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I think that Aqua utilites requesting to triple our rates is price gouging. We are already paying some of the highest rates in the state and this additional cost will put an additional burdon on the families in our community. Please do not allow them to raise these rates.

Thank you

Brian Boothe

CMP _____
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SGA _____
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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 4:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9219

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Issac Rosa
Telephone: 407-977-1764
Email: irosa@cfl.rr.com
Address: 408 Empress Ln Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Issac Rosa
Account Number:
Address: 408 Empress Ln Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket#: 060368-WS in the Chuluota service area.

I am writing to address the proposed rate increase by Aqua Utilities Florida, Inc from \$32.26 (before the interim increase) to \$ \$94.56!!! This marks an almost 300% increase in their base fees. This is totally unacceptable and should not be allowed to happen. Residents in the neighborhood have complained of early morning water pressure being low (as low as 25 psi) and our subdivision is not even completely built out. We have contaminants in our water system above the levels the EPA states are acceptable and their customer service is horrendous. With all that, they now want more money. I say they don't deserve it and ask that you don't allow them to increase their rates.

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CCA Official Filing
5/17/2007 4:13 PM*****

ORIGINAL
4:13 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 496 of 843

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 4:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9220

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Joy Bealmear
Telephone: 3213483608
Email: joystoltz@juno.com
Address: 186 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Joy Bealmear
Account Number: 000890125 0633344
Address: 186 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

The proposed rate increase is unfair! Our rates are already higher than the surrounding homes and the pressure in the mornings is awful. WE pay an arm and a leg, now lets add the rest in because thats what it is going to feel like.

Docket#: 060368-WS

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SEC _____
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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 497 of 843

Timolyn Henry

From: Sullivan, Kelly (ORL) Legal [Kelly.Sullivan@curascript.com]
Sent: Wednesday, May 16, 2007 4:33 PM
To: Consumer Contact
Cc: Kelly Sullivan
Subject: Docket #060368-WS
Attachments: PSC ltr 5-16-07.doc

Please see attached letter.

Kelly Sullivan

***** Confidentiality Notice *****

This email, its electronic document attachments, and the contents of its website linkages may co

CMP _____
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GPC _____
RCA _____
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SSA _____
SEC _____
OTH _____

5/17/2007

kellyrsullivan@gmail.com
570 Osprey Lakes Circle
Chuluota, FL 32766
May 16, 2007

Florida Public Service Commission
Director
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket #060368-WS

Dear Director:

I live in the Osprey Lakes subdivision of Seminole county and my water and sewer is serviced by Aqua Utilities. We recently received a notice of hearing on a rate increase. The hearing is scheduled for June 26th in Deltona which is 30 miles away. Local residents serviced by Aqua Utilities are not happy with the current exorbitant rates and we calculate the requested increase to be approximately 260% -- which is outrageous. Even those residents who have spent thousands of dollars to put in irrigation wells to reduce their water bill will be affected by this rate increase due to the substantial increase in the flat rate. Many of us experience water bills that are the equivalent of a car payment.

There has been an outcry in the community and local homeowner associations are meeting to prepare an objection to the rate increase as well as exploring alternatives to Aqua Utilities for water/sewer service. Many residents wish to attend the rate increase hearing but have expressed that a 30 mile drive on a Tuesday morning is impossible. We respectfully request that a hearing be scheduled for Seminole county residents, preferably at 6 pm so that affected residents can come after work.

To add insult to injury, Aqua Utilities has provided notice to residents that it has exceeded EPA guidelines for 5 quarters for certain chemicals. We want the PSC to explain why it has allowed this to continue. There is an elementary school serviced by Aqua Utilities. The school was unaware of the notices regarding EPA guidelines being exceeded; therefore, the parents of those children whose homes are not serviced by Aqua Utilities are also unaware. We are making an effort to inform these parents of this information and expect that they will want to participate in the hearing.

Additionally, I recently arrived home from work to find my water shut off due to an error by Aqua Utilities. The phone number provided for emergencies was an answering service who stated that they had been specifically instructed not to refer calls concerning

Public Service Commission
May 16, 2007
Re: Docket # 060368-WS
Page 2

water shut off to after hours service personnel and I was refused assistance. The manager to whom I spoke the following day admitted that my water should not have been shut off and apologized for the company. So, although the company made a mistake, I could not flush toilets, wash hands, make dinner or shower. A few simple strokes on a computer was all it took to restore service. Due to a "systems change," Aqua Utilities has twice returned our check for the April bill. Although assurances were made when the first check was returned that our water would not be turned off, it was. We have had to pay the current bill by credit card and incur an additional fee on top of their exorbitant water rates for fear of having our water shut off again.

Please add my name to your interested persons list so that I can receive all public documents related to this matter on an ongoing basis. In particular, I want copies of the rate increase application by Aqua Utilities, the March 1, 2007 Staff Recommendation and the March 13, 2007 Standard Order – Interim.

By copy of this letter, I urge elected officials to get the facts and provide our residents with information regarding alternatives to Aqua Utilities. Any resource you can provide will be appreciated.

Sincerely,

/s/

Kelly Sullivan

cc: Charlie Crist, Governor
Bill Nelson, Senator
Mel Martinez, Senator
Tom Feeney, Congressman
Sandy Adams, Florida House of Representatives
Bill Posey, Florida Senate
Bob Dallari, Commissioner, District 1, Seminole County
Ron Jacobs, President, Osprey Lakes Homeowners Association

CCA Official Filing
5/16/2007 2:54 PM*****

2:54 PM*****

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 2:55 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9204

Please add to docket file 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 16, 2007 9:41 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9204

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Janis Dunn
Telephone: 407 739 1670
Email: janisdunn@aol.com
Address: 391 Velvetreen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Janis Dunn
Account Number:
Address: 391 Velvetreen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

As a resident of Seminole County Florida, I respectfully request that something be done about the quality of our water. Aqua Utilities not only wants to raise our rates but is providing toxic water to us. I can't believe that the Public Service Commission will allow residents to be harmed by this company. The long term health effects is something we don't even really understand yet. My neighbor had an independent water specialist test their water and they found 500 unknown substances! Our health and the health of our children is at risk.

Janis Dunn

CMP _____
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CTH _____

ORIGINAL

Mr. John Miller
350 Water Oak Lane
Ormond Beach, FL 32174-5830

RECEIVED

MAY 14 2007

Florida Public Service Commission
Division of RCA

Director
Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Inc. application for rate increase,
Docket # 060368-WS

Encls: (1) Copy of Aqua Utilities notice to customers.
(2) Copy of April 2007 water bill.

Dear Sirs;

I have several questions regarding the notice sent to the customers of the Tomoka View water system.

- (1) Why are the Twin Rivers and the Tomoka View water systems combined for this rate increase request?
- (2) How much money was spent for the capital improvements for each system?
- (3) Why should both system customers be paying the same rates if the improvements were not of equal value?
- (4) What was the companies profit for 2006 and the expected profit after a rate increase is approved?
- (5) What is the expected period of time for recovering the capital improvement costs?

The box titled "Tomoka/Twin Rivers Monthly Water Rates" does not adequately show the water rates, i.e. there is no base rate, if there is one, and it does not show the rate for 1000 gallons of water usage. I assume this is what is meant by the amount described as Total Consumption of \$1.40 and \$1.83.

As can be seen from the copy of my April 2007 water bill there were 42 days between meter readings. It was my understanding that meter readings were to be taken monthly. Again, there is no itemized list of charges other then I used 2300 gallons of water and my total bill was \$10.93.

Yours truly,

John Miller



CMP _____
COM _____
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SCR _____
SGA _____
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OTH _____

**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 RATES IN VOLUSIA 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 base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately \$115,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include replacing a deteriorating water storage tank to improve water quality and water pressure. 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 Daytona Beach Regional Library as follows:

Aqua Utilities Florida, Inc.
 1100 Thomas Avenue, Leesburg, Florida 34748
 Phone: 352.435.4027
 Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
 Phone: 352.435.4027

Daytona Beach Regional Library
 105 E. Magnolia Avenue
 Daytona Beach, Florida 32114
 Phone: 386.257.6036

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and June 26, 2007 at 10:00 a.m. at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 32725.

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 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.

TOMOKA/TWIN RIVERS MONTHLY WATER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 4.78	\$ 6.25	\$ 24.19	
3/4 inch	\$ 11.96	\$ 15.63	\$ 36.29	
1 inch	\$ 23.94	\$ 31.29	\$ 60.48	

REC
 MAY
 Florida Public
 Utility

AQUA

JOHN MILLER
350 WATER OAK LN
ORMOND BEACH, FL 32174-5830
Lot: 0000100 Block:

000897221
TOMOKA

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

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

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

Bill Date

Total Amount Due

Due Date

May 01, 2007

\$ 10.93

May 23, 2007

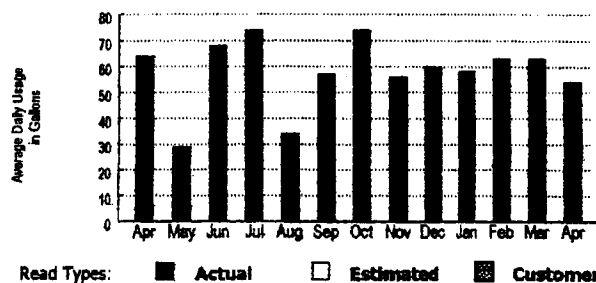
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
74892861	5/8	04/25/07	42	Actual	131200	2,300	Gallons
		03/14/07		Actual	128900		
Average Daily Usage = 54 Gallons		Total Days: 42		Total Usage:		2,300	Gallons

Billing Detail

Amount Owed from Last Bill \$ 4.71
Total Payments Received 4.71
Balance 0.00
Total Water Charges 10.93
Amount Due 05/23/07 \$ 10.93

Water Usage History



Florida Public Service Commission
Division of RCA

MAY 1 2007

Message Center

RECEIVED

- 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.

PAID

1336469

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3641373PAP-615-A-C
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

Service To:

JOHN MILLER
350 WATER OAK LN
ORMOND BEACH, FL 32174-5830
Lot: 0000100 Block:

AQUA Water Bill

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

Account Number

000897221 0640070

Total Amount Due

Due Date

\$ 10.93

May 23, 2007

Amount Enclosed

\$

Seq#12482 Cyc#33VG 1up#328723

*****AUTO**5-DIGIT 32174 C 36 P 56
JOHN MILLER
350 WATER OAK LN
ORMOND BEACH FL 32174-5830



Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

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ORIGINAL

10 May 2007

TO: Govenor Charlie Christ
PL 05 The Capitol
Tallahassee Florida 3399-0001

RECEIVED

MAY 14 2007

Florida Public Service Commission
Division of RCA

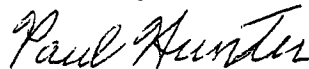
FROM: Paul Hunter
1215 Loch Rannoch Court
Leesburg, FL 34788

SUBJ: Proposed Water Rate Increase
Aqua Utilities Florida Inc.

We received notice of a 31.3% rate increase in the middle of April which has already been accepted by the Florida Public Service Commission. The notice included a proposed final rate increase of 116% to take effect sometime in October. We have been hit with two increases in assessed home value of 3% in the last two years as well as increases in home insurances. Since we live in a condominium the increases in all these items affect our condo fees as well. We are retired on fixed incomes so it is apparent that we shall no longer be able to live in Florida which we have done for over twenty years.

I have written to the Aqua Utilities on two occasions with no response whatever. It appears they have been given a blank check by the politicians and the P.S.C. The attitude in Florida seems to be growth at any price. Please use your influence to moderate Aqua Utilities demands.

Yours, truly



Paul Hunter

Copies: Scottish Highlands
✓ Public Service Commission

H Mr. Paul Hunter
1215 Loch Rannoch Ct
Leesburg, FL 34788

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CCA Official Filing
5/17/2007 4:13 PM*****

4:13 PM*****
ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 10:14 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9225

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: roberto roman
Telephone: 4073651351
Email: boys3er@yahoo.com
Address: 178 velveteen place chuluota 32766

BUSINESS INFORMATION

Business Account Name: roberto roman
Account Number:
Address: 178 velveteen place chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Reference Docket: 060368-WS

Aqua Utilities Florida has steadily been raising it's prices and not providing us with clean usable water. In a period of less than one year we have recieved around three different notices on different occasions stating that our water was contaminated with high levels of MCL & TTHM's. Our water smells, leaves our clothes dingy, over dries our skin...These are problems we have never, ever experienced before anywhere with any other water company. It's ridiculous that we have to pay these outrageous water/sewer bills averaging around \$125 p/month, when throughout the rest of seminole county the average water/sewage bill for a home comparable in size to ours (under 2,000 sq.ft) is around \$60-\$70 a month. We even had a shallow well put in for the purpose of watering our lawn because of the outrageous water prices Aqua Utilities is imposing on communities in Chuluota. Aqua Utilities also services other homes throughout Chuluota that are not in subdivisions and their average monthly water bill is no where near what we are being forced to pay. In our subdivision there is no one that gets a water/sewage bill for under \$100 p/month. To add insult to injury they have sent us notice that they are going to give us a rate increase. I ask you, "what other community have you ever heard of where families have a water bill that is higher than their electric bill?" This is disgusting and we need someone to regulate this company and stand up for the families that are being taken advantage of. We should not have to feel victimized by a utility company especially when what they are providing is not of quality or meets EPA standards. We spent money to have the well put in, we spend money to buy bottled water, we spend money to have filters over every faucet in our home. We are outraged and need this matter looked in to soon.

Sincerely,
R. Roman

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DIVISION OF THE COMMISSION CL
AND ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

DIRECTOR: **ORIGINAL** RE: DOCKET 060368-WS
DEAR SIR:

IN THE TWENTY FIVE YEARS I HAVE BEEN
A CUSTOMER OF FIRST OWNER, PUGH UTILITIES
AND NOW FLA. AQUA UTILITIES, WATER SYSTEM,
THERE HAS BEEN A MINOR PROBLEM, NAMELY,
A STRONG ODOR AND TASTE OF CHLORINE, BUT I
UNDERSTAND IS USED BECAUSE OF COUNTY
REGULATION, SO NO REAL PROBLEM, UNTIL NOW.

HOME CONSTRUCTION IN OUR AREA HAS
CREATED THE NEED FOR MORE WATER, THUS
AQUA SOURCE IS ASKING FOR A RAISE IN BASE
RATE FOR IMPROVEMENTS.

A RAISE FROM \$9.11 TO \$28.82 IS TOO MUCH, SO
I SUGGEST THE INTERIM RATE \$12.44, COUPLED
WITH A SUBSTANTIAL HOOKUP FEE TO NEW
CUSTOMERS, WOULD BE MORE REALISTIC.

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RECEIVED 7:50

07 MAY 16 AM 9:59

COMMISSION
CLERK

SINCERELY,

Mary L. Lahners
1233 Lk. Josephine Drive
Sebring, Fl. 33875-6454



Ms. Mary L Lahners
1233 Lake Josephine Dr
Sebring, FL 33875-6454

ORIG

16 AM 9:59
COMMISSION
CLERK

E.D. Jennings
39 Rosalie Oaks Blvd.
Lake Wales, FL 33858-8446

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to Docket # 060368-WS with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and not allow such an increase as requested by Aqua Utilities.

CMP _____ Sincerely,

COM _____

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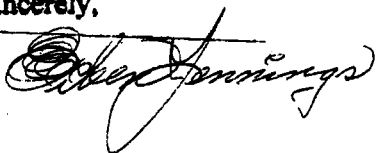
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ORIGIN

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

MAILED
 MAY 10 AM 9:59
 COMMISSION
 CLERK

Name Otis Smith

Address 4034 Chapel Ave.

Sunny Hills FL 32428

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

I am writing in the regard of the Water
 and Waste Water Increase from Aqua
 Utilities Florida, we live in Sunny
 Hills Florida for 13 years and my
 Husband and I are living on Social
 Security and we think that the Water
 and Sewer increase is really bad
 for the People in Sunny Hills we are
 paying more in Sunny Hills for Water
 and Waste Water than People in
 Shipley Panama City or Wausau, my
 Husband is 80 and I am 77 where
 are we getting the money? for the
 Water and Waste Water Bill?
 Please dont let Aqua Water get this
 Bill thru thank you

Otis and Johanne Smith

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 SEC _____
 CTH _____

Fold and tape -- see back for address

OR.

APR 16 AM 9:59
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Lloyd H. Bailey
Carolyn Bailey

Lloyd H. Bailey Sr.
1649 Selkirk Dr.
Leesburg, FL 34788

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Mrs. Vera Murhee
24 Rosalie Oaks Blvd.
Lake Wales, FL 33898

MAY 16 AM 9:59
COMMISSION
CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

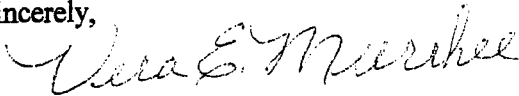
Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,



Mrs. Vera Murhee

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Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

1 MAY 16 AM 9:59
COMMISSION
CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL ~~3239908~~ 32399 0807

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Margaret Kipp

Mrs. Margaret Kipp



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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

ORIGIN

MAY 16 AM 9:59
COMMISSION
CLERK

Name Kevin Langworthy

Address 4172 Challenger Blvd, Chipley Florida, 32428

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

In my opinion, I do not believe that a rate increase is prudent at this time. I do not believe that the number of households are in place in Sunny Hills to support this increase.

The burden of proof is upon the utility to show that its present rates are unreasonable, fail to compensate the utility for its prudently incurred expenses and fail to produce a reasonable return on its investment. I am requesting that the commission and public council closely scrutinize what Aqua Utilities Florida (AUF) claims to be prudently incurred expenses. It is the opinion of this resident that AUF has merely updated antiquated and failing equipment through routine maintenance and mandated compliance issues. AUF knew what condition this system was in when they purchased it back in 2004 and they knew what size the customer base was. AUF also knew that updates to any of the equipment in the first five (5) years after purchase would have been factored into the purchase price of this utility and should not have been a reason for a rate increase.

I would also like for the commission and public council to investigate during its discovery period, any obligations whether contractual or otherwise, that AUF has to or with Deltona Corporation (sub-divider/developer of Sunny Hills) with regard to new utility lines within the sub-division. Questions I feel that need answered are, but not limited to;

A) Is AUF obligated to purchase new water and sewer lines that Deltona Corporation installs?

B) Is this the reason, in whole or in part, why AUF is requesting a rate increase?

C) If so, what is the re-payment amount percentage to Deltona Corporation?

D) Is this the number that is getting plugged into the figure that AUF is claiming as costs and upgrades?

E) Are there any other areas where AUF may have inflated or misrepresented the numbers to reach the financial threshold requirements needed for approval consideration.

I feel that the cost of all system upgrades and compliance issues should be the sole burden of AUF and shouldn't be factored into a rate increase until there are enough households online to support such an increase. Presently, according to their math, there are approximately 715 customers online. I would suggest a threshold of at least 2,500 customers online within the Sunny Hills boundaries before a rate increase should be considered. I would also like to commission to consider the amount being requested. Most AUF customers in Sunny Hills are working families or have fixed incomes. The amount of this request will place an undue hardship on many, if not most, of the residents who are already paying a water/sewer rate that is higher than most of the surrounding areas. Thank You.

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Fold and tape - see back for address

CCA Official Filing
5/17/2007 4:13 PM*****

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 513 of 843

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 9:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9224

CMP _____

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Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sheila Adams
Telephone: 407-542-6082
Email: keyboardingiscool@hotmail.com
Address: 628 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sheila Adams
Account Number:
Address: 628 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

The proposed rate increases in Chuluota for waste/water are unrealistic and unreasonable. Nobody in his right mind can expect people to pay nearly \$550/monthly for service. Three time is the year we have been here we have been notified that the water has unsafe contaminants. The water pressure is available only on a rare basis. The reality is, the service is poor, the quality is poor, and now you are asking for more money for bad water. Regarding docket 060368-WS It is beyond reason to assume that anyone can pay this amount of money. I urge you to improve the quality of water, then work on improving the service so we have decent water pressure. Even if all these things were better, a tripple rate increase is still entirely unimaginable. The kind of money you are asking for is enough for a person to pay rent for an apartment - rather a ridiculous price to pay for undrinkable water. It almost seems like the water company is itnerested in lining its pocket with profits no matter what the service quality or the true cost to the community. Water rates like this will do nothing but bring struggling homeowners to the point of having to let their yards completely die because they won't be able to afford to keep them green. Consequently, our neighborhoods will become slums as property values quickly drop and homes become impossible to resale. Nobody wants to live in an unkempt neighborhood - Aqua Utilities seems determined to turn Chuluota into exactly that. Please come up with a reasonable plan - we already to have high enough bills - and shouldn't be forced to pay any more, at least not until you can prove that the service is worth the price.

CCA Official Filing
5/16/2007 9:31 AM*****

ORIGINAL
9:31 AM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 514 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:28 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Monday, May 14, 2007 11:00 AM
To: Ruth McHargue
Subject: Docket file

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, May 14, 2007 10:59 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9158

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Robyn Zeiger
Telephone: 407-359-2901
Email: zeiger9@yahoo.com
Address: 162 Velveteen Place Chuluota Fl. 32766

BUSINESS INFORMATION

Business Account Name: Robyn Zeiger
Account Number:
Address: 162 Velveteen Place Chuluota Florida Fl. 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Our water and sewer bill are more expensive than other older developments around us. Now they are wanting to raise our service fees to \$100.00 just to hook up to the water that is not including our usage. I have a family of 6 and our average bill is \$120.00 this is with a well. If not we would be looking at a bill of \$300.00 or more. This is outrageous. Our bill when we lived in Orange county without a well was only \$55.00 same amount of people plus pool. We have a pool in this house too. If they raise our water my average bill will be around \$200.00 to \$300.00 that is way too much. We were told if you are pregnant or have small children it is not safe to drink the water. Osprey lakes was on the news last week on the same issue. The newer homes are being punished with higher bills than the older homes. This must stop. Thank you for your time in this matter. Hopefully someone out there can help us and put a stop to such high water and sewer bills.
Robyn Zeiger

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CCA Official Filing
5/16/2007 9:31 AM*****

ORIGINAL
9:31 AM*****

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:26 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file
-----Original Message-----
From: Consumer Contact
Sent: Monday, May 14, 2007 10:47 AM
To: Ruth McHargue
Subject: Docket file

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, May 12, 2007 10:11 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9142

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Donald Soule
Telephone: 407-970-9006
Email: dsoule@creativefloors.cc
Address: 391 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Janis Dunn
Account Number:
Address: 391 Velveteen Place Chuluota Fl 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:

I have lived in Seminole County for 15 years and have never had to pay this amount for water and now i get a notice that our water is bad and they want to raise our rates \$110. amonth base. I never paid more than \$65.00 a month when I lived in South Oviedo. Now I am payning three times that and Aqua Utilities wants us to make that 5 times more than anyone in Seminole County, and give us bad water. This commission is to look out for the consumer and protect us. If we had a choice things would be different but we have no choice. Please respond. What else may I do to help rid your dept of this Utility. They over charge us and make your decesion process look terrible.

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:09 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: docket file 060368

-----Original Message-----

From: Consumer Contact
Sent: Monday, May 14, 2007 10:37 AM
To: Ruth McHargue
Subject: Docket file

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, May 13, 2007 3:49 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9150

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Joseph Gibbons
Telephone: (407) 366-5853
Email: brooks5hof@aol.com
Address: 182 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Joseph Gibbons
Account Number:
Address: 182 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:

I am writing to express my disgust regarding the proposed price increases set forth by Aqua Utilities Florida, Inc. This utility has arbitrarily imposed a 25% increase on our monthly water rates and a 30% increase in monthly sewer rates (new Interim Rate, effective immediately). This utility is asking for a proposed final rate increase of 267% on the monthly water rate and an enormous 305% rate increase on monthly sewer rates. These increase places an undue financial burden on this Seminole County taxpayer and other taxpayers in the Chuluota community.

Typically ? our monthly water bill averages \$137 and the new mandated interim rate pushes our monthly water bill in excess of \$183. Simply put - is rate gouging and Aqua Utilities is taking advantage of the fact that there are no other service providers in the Chuluota area. I know this excessive since I have paid an Orange County Utilities water bill for fifteen years that averaged \$68 and with the implementation of the mandated interim rates ? we are now paying triple the amount that the average Orange County citizen pays for water and waste.

One point worth noting ? Aqua Utilities is owned by an out of state company ? located in

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9:13 AM*****

Timolyn Henry*****2

Bryn Mawr, PA Wouldn't be in the best interests of the residents of Chuluota, FL and in the best interests of the FL Public Service Commission to regulate a locally owned and operated utility licensed in FL and not an absentee owner operating from out of state???

Please DO NOT ALLOW the proposed final rates to become effective. Small increases (less than 25%) are to be expected and are a part of normal business operations. Increases of this nature are somewhat acceptable, but not welcomed. Rate increases in the 250%-300% range are simply bad for the general public, bad for the residents of Chuluota and bad for Floridians.

Joseph C. Gibbons
(407) 366-5853

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 518 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:07 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks; Randy Roland
Subject: FW: Docket No. 060368-WS - Aqua Utilities Proposed Increase
Attachments: Aqua Utilites Rate Increase.pdf

Add to docket file

From: Consumer Contact
Sent: Tuesday, May 15, 2007 4:27 PM
To: Ruth McHargue
Subject: FW: Docket No. 060368-WS - Aqua Utilities Proposed Increase

To CLK 060368

From: Bcharger2@aol.com [mailto:Bcharger2@aol.com]
Sent: Tuesday, May 15, 2007 12:40 PM
To: charlie.crist@myflorida.com; ag.mccollum@myfloridalegal.com; alexander.jd.web@flsenate.gov; marty.bowen@myfloridahouse.gov; askadam@mail.house.gov; Consumer Contact; Office of the Chairman; bobenglish@polk-county.net; randywilkinson@polk-county.net; jackmyers@polk-county.net; jeanreed@polk-county.net; samjohnson@polk-county.net
Subject: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Attached, please find letters rejecting Aqua Utilities Rate increase of almost 220%. The residents of Rosalie Oaks Subdivision in Lake Wales, Florida can not afford this kind of increase. We would appreciate your consideration in this matter of not accepting this unreasonable increase.

Thank you in advance

Ken Bessette
11 Rosalie Oaks
Lake Wales, FL 33898

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See what's free at AOL.com.

5/16/2007

Page 518 of 843

ORIGINAL

11 Rosalie Oaks Blvd
Lake Wales, FL 33898

May 14, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: DOCKET NO: 060368-WS – Aqua Utilities Proposed Increase

Dear Director:

We own property in Rosalie Oaks subdivision and are very concerned with the proposed rate increase of over 220%. Ninety percent of the population in the Rosalie Oaks Subdivision are retired, disabled or on a fixed income. Some use there homes only a few months out of the year.

The utility company wants the customers to pay \$122.33 per month base rate for water (\$21.75) and sewer (\$100.58). That's more than the electric bill. The base rate was \$26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is \$58.03 per month. That's already over a 100% increase. The interim rate for 12 months would be \$787.77, not including taxes. That's more than property taxes and more than property insurance and that's just the interim rate. When you consider what they are proposing as a final rate, it comes to \$1,467.96 per year, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at \$2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be some law regulating these utility companies rate increase. With the rising cost of utilities, property taxes and insurance, there's no wonder why so many Floridian's are moving out of state.

We would like to see the application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it \$40.33 per month, not to be increased again for 5 years.

Sincerely,

Kenneth Bessette

Mary Alice Bessette

Cc: Gov. Charlie Crist; Congressman Adam Putnam; Attorney General Bill McCollum; Polk County Commissioners: English, Wilkinson, Myers, Reed & Johnson; Senator Alexander; Representative Bowen

**BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 520 of 843

**TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED I
DOCKET NO. 060368-WS**

**APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK 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 March 1998, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than \$430,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately \$2,200 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries the waste to the plant, as required by the Florida Department of Environmental Protection. 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 Polk 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

Polk County Library
City Hall - 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing - June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.

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.

ROSALIE OAKS MONTHLY WATER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 11.38	\$ 25.28	\$ 21.75	
	Present Rates	Interim Rates	Proposed Final Rates	
Total consumption				
< 5,001	\$ 0.95	\$ 2.13	\$ -	
5,001 to 10,000	\$ 1.20	\$ 2.68	\$ -	
Over 10,000	\$ 1.46	\$ 3.23	\$ -	
< 6,001 (Residential)			\$ 2.84	
Over 6,000 (Residential)			\$ 3.55	

ROSALIE OAKS MONTHLY SEWER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 15.51	\$ 32.75	\$ 100.58	
	Present Rates	Interim Rates	Proposed Final Rates	
Residential Gallonage Cap	1,000	1,000	5,000	
Residential use to cap	\$ 6.67	\$ 14.09	\$ 7.72	

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
IMPORTANT NOTICE!

Aqua Utilities has applied for an increase in water & sewer rates. You probably got a copy of this notice; read it carefully. By Oct. 2007 our final rate increase will be **\$122.33 per month** (\$21.75 water; \$100.58 sewer) - over 220%. The interim rate effective 4/12/07 is \$58.03 - over a 100% increase! The Trustees have sent a letter of protest to the Florida Public Service Commission with copies to the Governor, Cong. Adam Putman, Polk County Commissioners and the Attorney General. The first hearing is June 13 in Lakeland; the final hearings are Oct. 24-26 & 29-30 in Tallahassee. We need your help! Attend if possible. Please send letters to: Dir., Div. of Commission Clerk & Admin Services, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0870 - refer to **Docket #060368-WS**. You can also call the Div. of Regulatory Compliance at 800-342-3552.

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION

Frank Hodge, President
50 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2201

April 20, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Director:


This subdivision was developed in 1974 as a retirement community. Ninety percent of the population are just that - retired on a fixed income. Many are widowed with only one Social Security check. Most of the mobile homes in here are old. Many of them as old as 1974 to 1985. At the time of development by Mr. Kessler, the water and sewer system were installed and maintained by him until he sold it in 1996 to Crystal River Utilities, alias Aqua Source, alias Aqua Utilities. Are there no requirements that money from profits have to be set aside for repairs? Why is it that when major repairs come along, utility companies start petitioning for the customers to cover the entire cost? Have they not saved any money along the way? People who work have to save money to repair their homes, repair and replace cars, replace furniture, plumbing bills, etc. No one is available to step up and cover their repairs and normal extraordinary expenses.

In this case, the utility company wants the customers to pay \$122.33 per month base rate for water (\$21.75) and sewer (\$100.58). That's more than the electric bill! Base rate was \$26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is \$58.03 per month. That's already over a 100% increase! The interim rate for 12 months would be **\$787.77**, not including taxes. That's more than property taxes and more than property insurance. And that's just the interim rate. When you consider what they are proposing as a final rate, it comes to **\$1,467.96** per year, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at \$2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be something illegal about that.

We would like to see this application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it \$40.33 per month, not to be increased again for 5 years. Wouldn't everyone like to get a 50% increase in their paycheck? If Social Security would go up 50%, we might be able to afford things like the electric bill, property insurance, property taxes, and even the water/sewer bill. But that's not likely. We cut back every way we can now. Turn our AC's up and sweat during the summer; turn the furnace down and freeze in the winter, try to flush the toilet only about every third time it's used. No matter what we do to try to make ends meet, someone is there after the grocery money.


Frank Hodge, President


Charles Bass, Trustee


William Webb, Trustee

cc. Gov. Charlie Crist Congressman Adam Putnam Attny Gen Bill McCollum
Polk County Commissioners English, Wilkinson, Myers, Reed, Johnson

13 Rosalie Oaks Blvd, Lake Wales, FL 33898

May 8, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Sir:

First, I cannot believe that an interim rate has already been approved that's over a 100% increase!

Second, I don't know how Aqua Utilities can claim that they acquired this system in August 2003. My first payment to Crystal River was in November 1996. If you call their 800 number today, Aqua Utilities answers. My first payment to Aqua Source was February 2000 - the name change may have come 3 years after that, but I've been paying "Aqua" for 7 years. Did they not set aside ANY money for repairs?

Third, if their \$430,000 upgrade "investment" averages \$2,200 per customer, that would mean that the final increase of 220% (\$122.58 per month) comes to \$285,480 per year. Every two years we would be reimbursing them for their upgrade investment. What's fair about that?! Their interim rate comes to \$135,790 per year, which means we'd be paying for their upgrade every 3 years at that rate!! That's not even reasonable.

Fourth, in their initial customer notice they state that they replaced deteriorating pipe that carries the waste to the plant. I can tell you for a fact, because their contract repair truck sat in our front yard, that it was not pipe that was replaced! It was the liner.

Fifth, and this may be rumor, but important nevertheless, an Aqua repairman had the water turned off a few months ago. One of the residents ask him how long it would be turned off. The Aqua repairman said it would not be long, but since they will be the ones putting in the water and sewer for the new houses across the canal, when approved, they were putting in a new valve now. Are they trying to get the money out of us for this new venture?

Sixth, our household consists of two retired people, as do most in here. Our mobile home is a single-wide 1980. There are several in here that are older, and also many with only one social security income. We cannot afford to keep paying over and over again for the same repairs, nor can we afford any new ventures not concerning us. Please either decline their application for increase or bring the increase down to a more reasonable percentage, say 10%.

Thank you for your consideration.

Respectfully,

Nancy A. Pearce

cc: Gov. Crist Cong. Putnam
Bill Bair, Tom Palmer

Polk County Commissioners

13 Rosalie Oaks Blvd
Lake Wales, FL 33898

April 25, 2007

Bill Bair
324 Twin Lake Blvd
Lake Wales, FL 33853

Tom Palmer
The Ledger
P. O. Box 408
Lakeland, FL 33802

Dear Bill & Tom,

Helen Morrison thought it would be a good idea to send you this information in hopes of getting some kind of public attention. I'm enclosing a copy of Aqua Utilities customer notice and our protest letter from our association.

There is more to this story than meets the eye, but we can't prove it. The original developer, Walter Kessler, tried to develop the property (approximately 574 acres- SE corner of Camp Mack Road and Barney Keen Road) across our canal for many years and was denied because it is wetlands. We have seen several offers over the years come out of those woods and into our canal. The property sold last year to Wiley McCall. The man said he bought it to run cows. He put up a 5-strand barbed wire fence and pushed over a bunch of trees and piled them up, but so far, no cows. He mentioned to someone that he would run cows until he could get the permits to develop it.

A few months back our water was turned off for some kind of repair. One of the residents ask the Aqua Utilities guy how long the water would be off. He said not long, but since they had to make the repair they thought they would go ahead and put in a valve since they have the contract(?) to put in the water and sewer when the houses start going in across the canal. We believe this is one of the reasons that Aqua wants such an outrageous rate increase - to help cover the installation costs of the new subdivision - another thing we can't prove.

In any case, the rate increase is totally unreasonable. We appreciate your looking over this information.

Sincerely,

Nancy Pearce, Secretary
Rosalie Oaks Property Owners Association

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 525 of 843

CCA Official Filing
5/16/2007 9:04 AM*****

9:04 AM*****

Timolyn Henry 1

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 7:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9196

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Roger and Kristin Whiteman
Telephone: 407-977-3046
Email: rwhiteman2@cfl.rr.com
Address: 576 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Kristin Whiteman
Account Number:
Address: 576 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference Docket # 060368-WS

Aqua Utilities is charging our community one of the highest rates in the entire state of Florida and they have now informed us of an impending rate increase that will increase our bill by 3x. This is completely absurd and unethical on their part. To my knowledge, we have no alternative but to purchase through them. Someone should investigate them under the price gouging laws. Thank you for taking the time to read my concern.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

MAY 15 PM 3:32
COMMISSION
CLERK

DATE: May 15, 2007
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Rosanne Gervasi, Senior Attorney, Office of the General Counsel *RG*
RE: DN 060368-WS - 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.

Please placed the attached on the correspondence side of the docket. Thank you.

May 3, 2007

A COMMUNITY NEEDS YOUR IMMEDIATE HELP!!!!

My name is Melissa Davis and I reside in Seminole County Florida. The community I live in is located in the newer portion of Chuluota Florida. We have the same water/sewer company as the older portion of Chuluota and we pay more than double what they pay. Our water/sewer company is Aqua Utilities which is a private for-profit company who gives no concern for its customers.

- First and foremost, the water quality is the worst I've ever been exposed to and we are frequently receiving notifications about the poor quality and health risks associated with the use of the water. When I had a well I had stronger pressure! The water pressure out of any faucet or hose is atrocious and is throughout the neighborhood.
- Secondly, Aqua Utilities has notified its customers that they are changing some of the chemicals used to treat the water to Chloramines. They add a warning to this notice that those with certain health issues or those with fish tanks must use alternative water sources and make necessary accommodations.
- Thirdly, the costs for this terrible water/sewer are outrageous and they are asking for higher rates!!! Initially, we were told that the water/sewer rates are what they are because of the added expense in piping and other resources for the new homes. Then they requested and received an increase in water/sewer rates using the guise that they need and want to make improvements to the equipment. Now, they are using the same excuse asking for an even higher and more outrageous increase for the same nasty water/sewer! Isn't the equipment costs part of doing business? Their profits are off the charts, they don't need to bleed us dry!

Our water/sewer bills range in the hundreds!!! I am a single mom with one 9 year old son. We take camp/boat style showers- wet yourself down, shut the water off, lather then rinse! In our own home! I do not wash my vehicle at home and use the irrigation only enough to keep my plants alive. There is virtually no grass left on my property because I cannot afford the water! I work full time and spend an average time of 10 hours a day at home, most of which is spent sleeping. I have invested in a water purifying system for my entire home, an expense I should not have had to realize but felt compelled to due to health concerns.

I am not alone. The entire neighborhood and the others around ours are suffering. We are at a point of needing to sell our homes yet can't because most people learn of the ridiculous water/sewer bills and know they can find similar homes else where. We love our homes and neighborhoods and don't want to leave. We are all middle income families trying to provide the best we can for our children. Please help us stop this company from running us out of our homes. Aqua Utilities is based out of Pennsylvania and apparently has no concern for their Florida customers.

Thank you, in advance for your immediate time and assistance,



Melissa Davis
286 Velveteen Place
Chuluota FL 32766

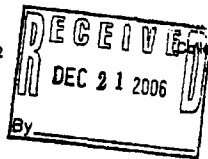
(407) 247- 6541



Department of
Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3757



Sharon M. Castille
Secretary

Jack Lihvarcik, President
Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34738

OCD-PW-CE-06-1248

Seminole County - PW
Chuluota Water System
Consent Order - OGC File No. 06-2432

Dear Mr. Lihvarcik

Enclosed is a Consent Order prepared by this Department for resolution of the referenced enforcement case. The letter requesting a reduction in penalties dated November 12, 2006, was received, and the Department has determined that a penalty reduction is not justifiable. Please review this document, and if satisfactory, sign and date the appropriate spaces and return it to this office within 20 days of receipt. A copy of the completed document will be sent to you upon entry by the Department's Director.

Should the Consent Order be unacceptable, provide this office with written notification along with any specific comments that you may have within 20 days of receipt of this document.

If you have any questions, you may contact Mrs. Kim Dodson at (407) 893-3990 or by e-mail at Kim.Dodson@dep.state.fl.us.

Sincerely,

Christanne C. Ferrell

Vivian F. Garfein
Director, Central District

Date

12/18/06

VFG/kmd
Enclosure

cc: Seminole County Health Department
Lea Crandall, Agency Clerk, OGC
Debby Valin, FDEP Pollution Prevention Program
Jeff Prather, FDEP
Kim M. Dodson, FDEP Drinking Water Compliance/Enforcement

RECEIVED
JAN 05 2007
Central Dist. - DEP

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION,

IN THE OFFICE OF THE
CENTRAL DISTRICT

Complainant,

OGC FILE NO. 06-2432

vs.

AQUA UTILITIES FLORIDA, INC.,

Respondent.

CONSENT ORDER

This Consent Order is entered into between the State of Florida Department of Environmental Protection ("Department") and Aqua Utilities Florida, Inc. ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and the Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850 *et seq.*, *Florida Statutes*, and the rules promulgated thereunder, Title 62, *Florida Administrative Code*. The Department has jurisdiction over the matters addressed in this Consent Order.
2. Respondent is a person within the meaning of Section 403.852(5), *Florida Statutes*.
3. Respondent is the owner and operator of a community public water system, PWS# 3590186, located at 118 East 7th Street ("Water Treatment Plant #1") and the intersection of Brumley Road and Avenue H ("Water Treatment Plant #2"), Chuluota, Seminole County, Florida, which serves the Chuluota water system.

4. The Department finds that Respondent is in violation of Rule 62-550.310(3), ("Florida Administrative Code"), which establishes the maximum contaminant level ("MCL") for total trihalomethanes ("TTHMs") as 0.080 milligrams per liter ("mg/L"). The running annual average results for samples collected from the system on 12/30/05, 3/09/06, 5/18/06, 8/04/06 and analyzed for TTHMs is 0.135 mg/L.

Having reached a resolution of the matter the Department and the Respondent mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a. Within 30 days of the effective date of this Consent Order, Respondent shall retain the services of a Florida-registered professional engineer to evaluate the system and submit an application, along with any required application fees, to the Department for a permit to construct any modifications needed to address the MCL violation(s).

b. The Department shall review the application submitted pursuant to paragraph 5a. above. In the event additional information, modifications or specifications are necessary to process the application, the Department shall issue a written request for information ("RFI") to Respondent for such information. Respondent shall accordingly submit the requested information in writing to the Department within 15 days of receipt of the request. Respondent shall provide all information requested in any additional RFIs issued by the Department within 15 days of receipt of each request. Within 45 days of the date the Department receives the application pursuant to paragraph 5a. above, Respondent shall provide all information necessary to complete the application.

c. Within 60 days of issuance of any required permit(s), Respondent shall complete the modifications approved pursuant to the permit(s) issued in accordance with paragraphs 5a. and 5b. above, and submit to the Department the engineer's certification of completion of construction, along with all required supporting documentation. Respondent shall receive written Department clearance prior to placing the system modifications into service.

d. Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with Rule 62-550.514(2), *Florida Administrative Code*. Results shall be submitted to the Department within ten (10) days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

e. In the event that the modifications approved by the Department pursuant to paragraphs 5a. and 5b. are determined to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of written notification from the Department that the results of the quarterly sampling indicate that the system modifications have not resolved the violation(s), Respondent shall submit another proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the application pursuant to this paragraph, Respondent shall provide all information necessary to complete the application.

f. Within five months of the effective date of this Consent Order, Respondent shall complete all corrective actions needed to resolve the MCL exceedances and submit written certification of completion to the Department for all modifications.

g. Respondent shall continue to issue public notice regarding the MCL violation(s) every 90 days in accordance with Rule 62-560.410(1), until the Department determines that the system is in compliance with all MCLs. Respondent shall submit certification of delivery of public notice, using DEP Form 62-555.900(22), to the Department within ten days of issuing each public notice.

6. Within 30 days of the effective date of this Consent Order, Respondent shall pay the Department \$9,500 in settlement of the matters addressed in this Consent Order. This amount includes \$500 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Consent Order. (A) The civil penalties are apportioned as follows: *\$1,000 for violation of Rule 62-555.520(1)(b), pursuant to Section 403.121(4)(e), Florida Statutes; \$4,000 for violation of Rule 62-550.310(3), pursuant to Section 403.121(3)(a), Florida Statutes; and \$4,000 for violation of Rule 62-550.300, pursuant to Section 403.121(3)(a), Florida Statutes.* Payment shall be made by cashier's check or money order. The instrument shall be made payable to the "Department of Environmental Protection" and shall include thereon the OGC number assigned to this Consent Order and the notation "Ecosystem Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

7. In lieu of making cash payment of \$9,000.00 in civil penalties as set forth in paragraph 6, above, Respondent may elect to offset this amount by implementing a pollution prevention project, which is subject to approval by the Department. A pollution prevention project must be a source reduction, waste minimization, or on-site recycling project.

If Respondent chooses to implement a pollution prevention project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Consent Order. Notwithstanding the election to implement a pollution prevention project, Respondent must pay the remaining \$500.00 in costs within 30 days of the effective date of the Consent Order. If Respondent elects to implement a pollution prevention project, then Respondent shall comply with all of the requirements and time frames in Exhibit I.

8. Respondent agrees to pay the Department stipulated penalties in the amount of \$100.00 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Consent Order. A separate stipulated penalty shall be assessed for each violation of this Consent Order. Within 30 days of written demand from the Department, Respondent shall make payment of the appropriate stipulated penalties to "The Department of Environmental Protection" by cashier's check or money order and shall include thereon the OGC number assigned to this Consent Order and the notation "Ecosystem Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, Florida 32803. The Department may make demands for payment at any time after violations occur. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any of the terms of this Consent Order. Any penalties assessed under this paragraph shall be in addition to the settlement sum agreed to in paragraph 6 of this Consent Order. If the Department is required to file a lawsuit to recover stipulated penalties under this paragraph, the Department will not be foreclosed from seeking civil penalties for violations of this Consent Order in an amount greater than the stipulated penalties due under this paragraph.

9. If any event, including administrative or judicial challenges by third parties unrelated to the Respondent, occurs which causes delay or the reasonable likelihood of delay, in complying with the requirements of this Consent Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of the Respondent

and could not have been or cannot be overcome by Respondent's due diligence. Economic circumstances shall not be considered circumstances beyond the control of Respondent, nor shall the failure of a contractor, subcontractor, material man or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines be a cause beyond the control of Respondent, unless the cause of the contractor's late performance was also beyond the contractor's control. Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department orally within 24 hours or by the next working day and shall, within seven calendar days of oral notification to the Department, notify the Department in writing of the anticipated length and cause of the delay, the measures taken or to be taken to prevent or minimize the delay and the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended for a period equal to the agreed delay resulting from such circumstances. Such agreement shall adopt all reasonable measures necessary to avoid or minimize delay. Failure of Respondent to comply with the notice requirements of this Paragraph in a timely manner shall constitute a waiver of Respondent's right to request an extension of time for compliance with the requirements of this Consent Order.

10. Persons who are not parties to this Consent Order, but whose substantial interests are affected by this Consent Order, have a right, pursuant to Sections 120.569 and 120.57, Florida Statutes, to petition for an administrative hearing on it. The Petition must contain the information set forth below and must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS #35, Tallahassee, Florida 32399-3000, within 21 days of receipt of this notice. A copy of the Petition must also be mailed at the time of filing to the District Office named above at the address indicated. Failure to file a petition within the 21 days constitutes a waiver of any right such person has to an administrative hearing pursuant to Sections 120.569 and 120.57, *Florida Statutes*.

11. The petition shall contain the following information:

- a. The name, address, and telephone number of each petitioner; the Department's Consent Order identification number and the county in which the subject matter or activity is located;
- b. A statement of how and when each petitioner received notice of the Consent Order;
- c. A statement of how each petitioner's substantial interests are affected by the Consent Order;
- d. A statement of the material facts disputed by petitioner, if any;
- e. A statement of facts which petitioner contends warrant reversal or modification of the Consent Order;
- f. A statement of which rules or statutes petitioner contends require reversal or modification of the Consent Order;

g. A statement of the relief sought by petitioner, stating precisely the action petitioner wants the Department to take with respect to the Consent Order.

12. If a petition is filed, the administrative hearing process is designed to formulate agency action. Accordingly, the Department's final action may be different from the position taken by it in this Notice. Persons whose substantial interests will be affected by any decision of the Department with regard to the subject Consent Order have the right to petition to become a party to the proceeding. The petition must conform to the requirements specified above and be filed (received) within 21 days of receipt of this notice in the Office of General Counsel at the above address of the Department. Failure to petition within the allowed time frame constitutes a waiver of any right such person has to request a hearing under Sections 120.569 and 120.57, *Florida Statutes*, and to participate as a party to this proceeding. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205.

13. A person whose substantial interests are affected by the Consent Order may file a timely petition for an administrative hearing under Sections 120.569 and 120.57, *Florida Statutes*, or may choose to pursue mediation as an alternative remedy under Section 120.573, *Florida Statutes*, before the deadline for filing a petition. Choosing mediation will not adversely affect the right to a hearing if mediation does not result in a settlement. The procedures for pursuing mediation are set forth below.

14. Mediation may only take place if the Department and all the parties to the proceeding agree that mediation is appropriate. A person may pursue mediation by reaching a mediation agreement with all parties to the proceeding (which include the Respondent, the Department, and any person who has filed a timely and sufficient petition for a hearing) and by

showing how the substantial interests of each mediating party are affected by the Consent Order. The agreement must be filed in (received by) the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, MS #35, Tallahassee, Florida 32399-3000, within 10 days after the deadline as set forth above for the filing of a petition.

15. The agreement to mediate must include the following:

- a. The names, addresses, and telephone numbers of any persons who may attend the mediation;
- b. The name, address, and telephone number of the mediator selected by the parties, or a provision for selecting a mediator within a specified time;
- c. The agreed allocation of the costs and fees associated with the mediation;
- d. The agreement of the parties on the confidentiality of discussions and documents introduced during mediation;
- e. The date, time, and place of the first mediation session, or a deadline for holding the first session, if no mediator has yet been chosen;
- f. The name of each party's representative who shall have authority to settle or recommend settlement;
- g. Either an explanation of how the substantial interests of each mediating party will be affected by the action or proposed action addressed in this notice of intent or a statement clearly identifying the petition for hearing that each party has already filed, and incorporating it by reference; and
- h. The signatures of all parties or their authorized representatives. As provided in Section 120.573, *Florida Statutes*, the timely agreement of all parties to mediate will toll the time limitations imposed by Sections 120.569 and 120.57, *Florida Statutes*, for

requesting and holding an administrative hearing. Unless otherwise agreed by the parties, the mediation must be concluded within sixty days of the execution of the agreement. If mediation results in settlement of the administrative dispute, the Department must enter a final order incorporating the agreement of the parties. Persons whose substantial interests will be affected by such a modified final decision of the Department have a right to petition for a hearing only in accordance with the requirements for such petitions set forth above, and must therefore file their petitions within 21 days of receipt of this notice. If mediation terminates without settlement of the dispute, the Department shall notify all parties in writing that the administrative hearing processes under Sections 120.569 and 120.57, *Florida Statutes*, remain available for disposition of the dispute, and the notice will specify the deadlines that then will apply for challenging the agency action and electing remedies under those two statutes.

16. Entry of this Consent Order does not relieve Respondent of the need to comply with applicable federal, state or local laws, regulations or ordinances.

17. The terms and conditions set forth in this Consent Order may be enforced in a court of competent jurisdiction pursuant to Sections 120.69 and 403.121, *Florida Statutes*. Failure to comply with the terms of this Consent Order shall constitute a violation of Section 403.859, *Florida Statutes*.

18. Respondent is fully aware that a violation of the terms of this Consent Order may subject Respondent to judicial imposition of damages, civil penalties up to \$5,000.00 per day per violation, and criminal penalties, except as limited by the provisions of this Consent Order.

19. Respondent shall allow all authorized representatives of the Department access to the facility at reasonable times for the purpose of determining compliance with the terms of this Consent Order and the rules and statutes of the Department.

20. All submittals and payments required by this Consent Order to be submitted to the Department shall be sent to the Florida Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

21. The Department, for and in consideration of the complete and timely performance by Respondent of the obligations agreed to in this Consent Order, hereby waives its right to seek judicial imposition of damages or civil penalties for alleged violations addressed in this Consent Order.

22. Respondent acknowledges and waives its right to an administrative hearing pursuant to Sections 120.569 and 120.57, *Florida Statutes*, on the terms of this Consent Order. Respondent acknowledges its right to appeal the terms of this Consent Order pursuant to Section 120.68, *Florida Statutes*, and waives that right upon signing this Consent Order.

23. No modifications of the terms of this Consent Order shall be effective until reduced to writing and executed by both Respondent and the Department.

24. In the event of a sale or conveyance of the facility or of the property upon which the facility is located, if all of the requirements of this Consent Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the property or facility, (1) notify the Department of such sale or conveyance, (2) provide the name and address of the purchaser, or operator, or person(s) in control of the facility, and (3) provide a copy of this Consent Order with all attachments to the new owner. The sale or conveyance of the facility, or the property upon which the facility is located shall not relieve the Respondent of the obligations imposed in this Consent Order.

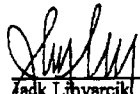
25. This Consent Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Consent Order

is not a settlement of any criminal liabilities, which may arise under Florida law, nor is it a settlement of any violation, which may be prosecuted criminally or civilly under federal law.

26. This Consent Order is a final order of the Department pursuant to Section 120.52(7), Florida Statutes, and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, Florida Statutes. Upon the timely filing of a petition this Consent Order will not be effective until further order of the Department.

FOR THE RESPONDENT


JANUARY 4, 2007
Date



Jack Litvarcik, President
Aqua Utilities Florida, Inc.

DONE AND ORDERED this 10th day of January, 2007,
in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Vivian F. Garfein
CSF Director, Central District

FILED, on this date, pursuant to Section 120.52, F.S., with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

1/10/2007
Date

cc: Lea Crandall, Agency Clerk

PWCE-OGC File No. 08-2432

13

CCA Official Filing
5/16/2007 9:06 AM*****

9:06 AM*****

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 542 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 2:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9192

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: ronald young
Telephone: 407-977-3806
Email: yaayoung@aol.com
Address: 552 yellow tail pl chuluota 32766

BUSINESS INFORMATION

Business Account Name: ronald young
Account Number:
Address: 552 yellow tail pl chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Aqua Utilities has proposed a rate increase for our community of Chuluota FL. Our water and sewer rates are now so high we can barely pay our monthly bill. To increase our rates would cause us to have to sale our home. We can not pay higher bills than we are paying now. We do not want to move or change our children's schools. But the cost is out of control.

Our water quality is so poor we have to buy water to drink. We have gotten two notices from Aqua Utilities about contaminants in our water. My children do not drink this water but they do have bath in it. The chlorine content is higher than our pool! Something has to be done about this company.

Thank you for your help in this matter

Sincerely,

The Young Family

Ronald, Ann, Alli and Kendal

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5/16/2007 9:06 AM*****

9:06 AM*****

ORIG

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 543 of 843

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 1:36 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9191

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Milton Castro
Telephone: 407-366-0049
Email: darby929@aol.com
Address: 416 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Milton Castro
Account Number:
Address: 416 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Docket # 060368-WS

The proposed rate increase by Aqua Utilities in Chuluota, FL is an absolute joke!!! We, consumers, are already being charged ASTRONOMICAL rates for water and sewer!! How can a proposed rate increase of 3 times the already ridiculously high rates be justified?? Do you not see this as ripping off customers?? We need to act FAST to get Aqua America to STOP "providing" our water and sewer services and taking advantage of Florida residents!! Not to mention that the water they are providing is CONTAMINATED!!!! Yes, CONTAMINATED!! We receive frequent letters informing us there are contaminants in our water that we use for bathing and cooking our infant son and toddler daughter. Isn't it time you PLEASE take a closer look into Aqua America and help the residents of Florida?

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5/16/2007 9:06 AM*****

9:06 AM*****

ORIG

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 544 of 843

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 11:15 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9184

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Ketema Harris
Telephone: 4075747289
Email: ketema@ketema.net
Address: 507 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Ketema Harris
Account Number: 0009023740644979
Address: 507 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

This complaint is in reference to Docket #: 060368-WS, Chuluota is the service area. I want to complain about the rate hike as well as the lack of water pressure. The rate hike is absurd and unreasonable. We have no other choice of utilities and this increase is abusive as our water bills are already too high. Also we have received notices about contaminants in our water. Please prevent the rate hike from occurring or provide information on how we can choose a different water and waste provider.

Thank You

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5/16/2007 9:04 AM*****

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ORI

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 545 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 10:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9200

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Lisa Moncion
Telephone: 407-375-1194
Email: lisamoncion@bellsouth.net
Address: 519 Granite Cr Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Lisa Moncion
Account Number:
Address: 519 Granite Cr Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

My monthly water bill averages \$180.00 per month and we have just been informed that Aqua Utilities is going to raise our monthly rates - almost a \$100.00 per month!!!! I live in the new subdivision called the Trails and my neighbors in the older neighborhoods average around \$50.00 per month for water. How is this fair? When will it stop?

PSC was contacted previously

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 546 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 10:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9199

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Brett and Denise Lingenfelter
Telephone: 407 977 2243
Email: deeling@cfl.rr.com
Address: 483 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Brett and Denise Lingenfelter Account Number: 000901814 0644451
Address: 483 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

To whom it may concern,

There will be a meeting held on June 26, 2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of \$50.00 a month for water service now! We pay an average of \$150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? \$300.00 a month for water that has contaminants?! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!

How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

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ORIGINAL

May 11, 2007

DISTRIBUTION CENTER
07 MAY 15 AM 7:28

RECEIVED 4750
07 MAY 15 AM 10:03
COMMISSION
CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Reference: Docket No. 060368-WS

Gentlemen:

We totally disagree with the request by Aqua Utilities for a 200%+ monthly base facility charge increase. There have been no improvements made, that we can see, in the Palm Shores (Interlachen Lakes Estates) area that justify such an increase.

The St. Johns Water Management District has been doing a lot of advertising trying to get people to cut water consumption. It seems to us that if the goal is to cut water consumption, then it would be better to put any approved increase on just the price per gallon and not on the base rate.

Aqua is entitled to a fair rate but going from \$10.25 to \$34.17 a month for the base rate plus also charging a 50%+ higher per gallon rate is not fair or justified.

We have discussed this with many of our neighbors and most are very upset by this proposed rate increase.

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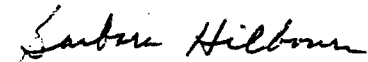
OTH _____

We appreciate your consideration of our concerns.

Sincerely,



Frank Hilbourn



Barbara Hilbourn

109 Baron Avenue
Interlachen, Florida 32148

Cc: Palatka Daily News

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5/15/2007 1:46 PM*****

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1:46 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 548 of 843

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:46 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9179

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Zachary Rote
Telephone: 407-971-9276
Email:
Address: 517 Yellow Tail Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Zachary Rote
Account Number:
Address: 517 Yellow Tail Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Re: Impending Rate Increases and Poor Water Quality (Docket #: 060368-WS)

I recently received notice that Aqua Utilities was petitioning to increase both water and sewage base rates by about 3 times the current rate. I find this unacceptable due to the fact that a) They routinely fail to meet the EPA standards for water quality, b) In the morning hours the water pressure is about 25psi which is not acceptable, and c) we are already paying the highest water rates in the county.

Please take these points into consideration prior to allowing such an inflated rate increase.

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Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 549 of 843

20 ROSALIE OAKS BLVD
LAKE WALES, FL 33898

DISTRIBUTION CENTER
07 MAY 15 AM 7:29

May 11, 2007

RECEIVED
07 MAY 15 AM 10:03
COMMISSION
CLERK

TO WHOM IT MAY CONCERN.

WE ARE PROTESTING THE PROPOSED RATE INCREASE IN THE WATER AND SEWER
RATES THAT AQUA UTILITIES HAS APPLIED FOR WITH THE FLORIDA PUBLIC SERVICE
COMMISSION. 'DOCKET #060368-WS'

THIS IS A VERY UNREASONABLE RATE INCREASE FOR ANYONE TO ACCEPT.
IT WILL BE VERY DIFFICULT FOR MANY OF US TO REMAIN IN OUR HOMES WITH
THIS OUTRAGEOUS INCREASE IN OUR UTILITY BILL.

PLEASE DENY THIS PETITION

Sincerely,
HARLAN A PAULSEN

Harlan A. Paulsen

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Refers to Pocket #

See you. #060368 WS

5-11-07

ORIGINAL

Vote is on your white photo
in case from \$30.00 a month
to \$22.00 for water & sewer

~~Rate~~ Rate effective 4-12-07 \$58.03 which
is way to much.

My Grandmother always told
me if you can't be anything else

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You can be clean, because soap
is cheap & water is free.

Jim Mc Gowan
107 Rosalie Oaks Blvd
Ft. Lauderdale FL 33898

COMMISSION
CLERK

07 MAY 15 AM 10:03

RECEIVED 11:50

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5/15/2007 1:46 PM*****

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1:46 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 551 of 843

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:54 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9180

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Richard Calvo
Telephone: 4079716724
Email: ric3cal@hotmail.com
Address: 304 Nestling Cove Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Richard Calvo
Account Number:
Address: 304 Nestling Cove Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

I have 2 complaints. First, Aqua Utilities Florida has not met the EPA standards for the last year (4 quarters). Second they are planning on increasing the base rate to \$100.00. I have already spent \$1500.00 to install a shallow well to irrigate my lawn because of the current high pricing. Some of my neighbors who water their lawns and don't have a well have complain of \$300.00 a month water bills. To me that is outrageous, I was use to pay \$50.00 a month when I lived in Fort Lauderdale for water services provided by the city. If Aqua Utilities is allow to increase the base rate from \$30.00 to \$100.00, I am looking at least a \$150.00 a month water bill with a well system for irrigation. Those in my neighborhood without a well will either no longer water their lawns or have to pay \$350 to \$450 a month water bill. This water issue has also affected the values of the homes in my community since Realtors know of the water situation and warning buyers about it. I believe this deters potential buyers from purchasing homes in our community. This complaint is in reference to article # 060368-ws

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5/15/2007 1:46 PM*****

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Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:35 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9178

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ECR 1
GCL 1
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RCA _____
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Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Marc Pitters
Telephone: 407-366-4188
Email: peanuttty24@bellsouth.net
Address: 511 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Marc Pitters
Account Number: 0068-42-7215-2-1
Address: 511 Granite Circle Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket #: 060368-WS Serivce area Chuluota

Please have compassion for us in Chuluota! My water bill already averages \$220 per month. We are NOT excessive with the water and are only 3 persons living in a 2100 sq ft home. If you approve the current request for an increase I will be paying over \$500/month for just water! MY BILL IS ALREADY EXCESSIVE! PLEASE DO NOT approve the increase request!

Our water is not up to proper standards. Aqua utilities is always sending us letters of concern regarding the quality of the water, who should and should not drink it. While I appreciate the information I must question why they have not resolved the issue. The water pressure in the mornings is EXTREMELY low (some days just a drizzle). What is going to happen when the rest of the area homes are completed. I wish we had a choice regarding another water company.

PLEASE look into this area and do your research before voting on this issue! PLEASE DO NOT APPROVE THE INCREASE REQUEST!

THANK YOU!

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Consumer Correspondence
Schedule 3
Page 553 of 843

CCA Official Filing
5/15/2007 1:46 PM*****

1:46 PM*****

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:27 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9177

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Paul Rochelle
Telephone: 407-971-4085
Email: rochellep@autonation.com
Address: 371 medallion pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Paul Rochelle
Account Number:
Address: 371 medallion pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

reference docket #060368-ws where in the hell do they come off asking for such a rate increase, OUR WATER RATES ARE TO HIGH NOW AND there water is so hard, taste bad, smells bad. I have lived in Seminole county for the past 10 years and never have I had such high water bills, also why is there a private water company allowed by the state and county, why is this not owned by the county ?. If the state would allow such a increase you will kill the value of living in such a nice quite place. PLEASE STEP IN AND STOP THEM, FORCE THEM TO SELL OUT TO THE COUNTY.

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Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 554 of 843

Timolyn Henry

From: Consumer Contact
Sent: Monday, May 14, 2007 8:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9172

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Pablo Nieves
Telephone: 407-359-3053
Email: Altavision@msn.com
Address: 379 Medallion Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Pablo Nieves
Account Number:
Address: 379 Medallion Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
DOCKET #: 060368-WS & Chuluota as the service area.

My name is Pablo Nieves and I am a resident of Chuluota, Florida where I reside since 2/2005, after my purchase on 12/2004.

From the time I purchased my home our water have been supplied by Aqua Utilities Florida; their service and quality of water have been very poor, their fees and charges unreasonable and extremelly high.

Even during the two months that my property was not occupied after been purchased I would receive bills adding up to close to \$300, and when disputed and explained that the property was vacan during the billed period, I would be told that they could only go by the meter. As an individual I am without recourse and cannot defend myself, and can only pay or get my service disconnected. At the time I complained to Aqua Utilities, and even contacted the town manager and this commission to see if there was something I could do, without luck.

This abuse continues. My monthly water bill averages \$150 per month for a family of Five. At the rate that the company wants to increase their rates it will not be long before it reaches over \$200. The service and water quality does not justify any of the charges and the requested increment. This charge does not only affect our pockets now, but it does in the long run, by affecting our property values and, therefore, the local economy.

There are three documents that we are constantly getting in the mail from Aqua Utilities:

Their statement showing that the water does not meet the current state requirements and to avoid drinking it

Their notices of increment on charges everytime the state allows it and everytime they have the option

Their excessive charges on the monthly bill, which serves as a reminder to the residents

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of how little we can do against a bully with connections.

I cannot understand how can an out of state company be allowed to do what they do, when this service should be provided by a local company.

I will appreciate if the commission takes control of this matter and protect us from the abusive charges. Thank You.

Pablo Nieves

PSC was contacted previously

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Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 556 of 843

Timolyn Henry

From: Consumer Contact
Sent: Monday, May 14, 2007 4:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9166

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Candy Burton
Telephone: 407-359-2305
Email: burtonbryan@bellsouth.net
Address: 536 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Candy Burton
Account Number: 000903461 0646012
Address: 536 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Reference: Docket # 060368-WS and Chuluota is the service area. I am appalled at the suggested water rate increase. In Chuluota we already have high rates in compairson to the other surrounding cities. Our water pressure is especially poor in the early morning and the quality of the water is terrible. I do not know how Aqua Utilities could even suggest such an increase of this magnitude. At the current proposed increase rate my water bill would increase by 58% or more, again how could this possibly be justified.

PSC was contacted previously

CMP _____
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CTR _____
ECR 1
GCL 1
OPC _____
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SCR _____
CGA _____
SEC _____
OTH _____

Timolyn Henry

From: Consumer Contact
Sent: Monday, May 14, 2007 4:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9165

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Deborah Bryant
Telephone: 407 366-8740
Email: dtrm@bellsouth.net
Address: 677 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Deborah Bryant
Account Number:
Address: 677 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket # 060368-WS with Chuluota as the service area.

Aqua Utilities is trying to increase our base rates by almost 300%. This is unheard of.
How about a 3 to 5 % increase?

Our water quality is always poor. Our pressure in the morning is also very poor. We already have one of the highest water rates in Florida without this proposed increase. We need your help! Please don't let this unfair increase be passed on to our community. If Aqua Utilities had to invest a lot of money to fix their problems than that is just it - it's their problem!!

We just received our water quality report on May 14, 2007. The TTHM is rated at 161.5. The EPA standard is 80 TTHM! Why does Aqua Utilities not have to fix this problem? This is unacceptable!

Please help our children who drink this water every day. Aqua Utilities should not be allowed to rape us any further!!!! They need to invest a lot more to fix their sub-standard water quality.

CMP _____
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CCA Official Filing
5/15/2007 1:46 PM*****

ORIGINAL
1:46 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 588 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Monday, May 14, 2007 4:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9164

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Jesse Duncan
Telephone: 4079719470
Email: jessesduncan@yahoo.com
Address: 572 Yellow Tail Place Chuluota 32766-6006

BUSINESS INFORMATION

Business Account Name: Jesse Duncan
Account Number:
Address: 572 Yellow Tail Place Chuluota FL 32766-6006

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Aqua Utilities is proposing a rate increase for the Chuluota area - they pitifully administer the water in this rural part of Seminole County. Our water is dirty. It contains contaminants and has the flavor of puddle water - almost not worth a dime, much less the already ridiculous rates Aqua Utilities charges currently. The proposed rate increase will triple the current rates -- as if their service is worth 10% of that. Water pressure is so low that most morning water usage results in a very low pressure usage - low pressure showers, irrigation systems that don't function properly (which results in damage to lawns and landscaping - more money out of our pockets). Very ridiculous service for a public water system. It is already the most expensive water in the state, and they want an increase to their rates??? For What? Infrastructure improvements that provide nasty water and low pressure non-sense? This is a fleecing of the residence who live here.

It is ridiculous that any public service employee and committee would allow this to continue. Aqua Utilities service is horrible. Their customer service is out-dated and unfriendly, a pure joke. If Aqua Utilities was half as anal about the product they provide, as they are about bill collections, then we wouldn't have as many issues. I vote against a rate increase and for an in-depth investigation into the water and sewage administration in Chuluota, Seminole, Florida. Aqua Utilities is taking advantage of a miserable situation - very unethical and something that should not be going on in the great State of Florida.

Do something about this, please.

Thank you.

ORIGINAL

4625 WINDY LANE
ZEPHYRHILLS, FLORIDA 33541
MAY 11, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 599 of 843

DIRECTOR, DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

COMMISSION
CLERK

14 PM 4:06

FILED

I am Against Any increase in the proposed Water + Sewer rates of AQUA UTILITIES FLORIDA INC. A rate increase would effect 210 homes here in Zephyrshores. They are all owned by senior citizens living on fixed incomes. AQUA Utilities rates are among the highest in Pasco County and throught the State of Florida.

CMP and sewer rates to confirm to that of PASCO County water and sewer rates.
COM ATTACHED COPY OF MY LAST BILL.

CTR

ECR 1

GCL 1

OPC

RCA

SCR

SGA

SEC

OTH

Sincerely,

Bus Alexander - Past PRESIDENT OF ZEPHYRSHORES

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 PASCO 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 this system in July 2004. Since then, the Utility will have invested more than \$240,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. The upgrades include installation of a new water supply well, which will eliminate the need to purchase water from Pasco County and reduce the water system's costs. A rate increase is necessary for the Utility to be given an opportunity to

Non-Residential	\$	3.93	Non-Residential	\$	11.40	\$	10.15	\$	7.01
-----------------	----	------	-----------------	----	-------	----	-------	----	------

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.



Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

Account Number
000901336 0643998
ZEPHYR SHORES

DUCKET NO. 000000-110
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 560 of 843

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaaamerica.com

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

Bill Date
May 01, 2007

Total Amount Due
\$ 120.87

Due Date
May 23, 2007

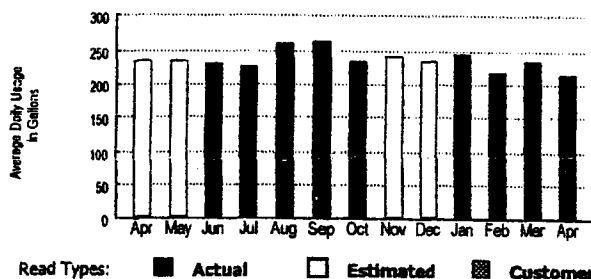
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		
Average Daily Usage = 214 Gallons		Total Days: 28		Total Usage:		6,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 110.97
Total Payments Received	110.97
Balance	0.00
Current Water Charges	37.35
Current Sewer Charges	82.78
Utility Tax	0.74
Amount Due 05/23/07	\$ 120.87

Water Usage History



ORIG

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Joanne M. Sadowski
Joanne Sadowski
112 Silver Oak Drive
Lake Wales FL 33898

RECEIVED
07 MAY 14 AM 9:39
COMMISSION
CLERK

CMP _____
COM _____
CTR _____
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OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 562 of 843

Mrs. Helen Schmidt
48 Rosalie Oaks Blvd.
Lake Wales, FL 33898

07 MAY 14 AM 7:53
07 MAY 14 AM 9:38
RECEIVED
COMMISSION
CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

CMP _____

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I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,



Mrs. Helen Schmidt

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 563 of 843

DISTRIBUTION CENTER
07 MAY 14 AM 7:44

RECEIVED
07 MAY 14 AM 9:37
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Edward & Jeanine Fuller
711 Brigadoon Circle
Leesburg, FL 34788
Scottish Highlands Resident

CMP _____
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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 564 of 843

DISTRIBUTION CENTER

07 MAY 14 AM 7:52

RECEIVED 4/23/07
07 MAY 14 AM 9:37
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

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Usage: the interim rate increase is approximately 32%

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The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

William E. Donovan
Charlotte E. Donovan

*****USA*****

Mr. William E. Donovan
24 Brigadoon Cir.
Leesburg, FL 34788

CMP _____
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ECR 1
GCL 1
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SGA _____
SEC _____
OTH _____

CCA Official Filing
5/15/2007 1:46 PM*****

ORIGINAL
1:46 PM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 565 of 843

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Monday, May 14, 2007 8:23 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9173

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sandra Wirick
Telephone: 407-496-8212
Email: sjwirick@gmail.com
Address: 669 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sandra Wirick
Account Number: 000906221 06848619
Address: 669 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

In several years past this water company increased their rates substantially. Once again they are requesting a rate increase of 2.96% this would take our base water bill for two adults in residence from 10.25 to well over 32.26, they are also increasing the sewer rate from 24.72 to 94.56! Then they have the audacity to charge for the gallons of water used and sewage produced on top of the base rates. So we are possibly looking at a combined bill of of at least 186.32!! This is unconscionable considering that I cannot use the water for drinking or cooking due to health concerns and the water discolors our clothing as well as has a distinctive odor. I have to add bottled water on top of this total to protect our health. In the early morning and evening water pressure is a joke. Their customer service simply does not exist. The excuse that Aqua is giving for their rate increases from so called improvements to the water system. That have occurred over a period of years; this in our opinion is not our concern due to the fact that they purchase a water system that they knew needed improvement. We have neighbors that are in another water system that only charges 30.00 a month for a family of four. It is time for your agency to stick up for the individual person over a greedy company's bid for more money.

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MEMORANDUM

May 10, 2006

RECEIVED FTSO
MAY 11 PM 3:09

COMMISSION
CLERK

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (HELTON) *Wet*

RE: DOCKET NO. 060368-WS - 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 Utility, Inc. d/b/a Aqua Utilities Florida, Inc., Arredondo Utility Company, Inc. d/b/a Aqua Utilities Florida, Inc., Jasmine Lakes Utilities Corporation d/b/a Aqua Utilities Florida, Inc., Crystal River Utilities, Inc. d/b/a Aqua Utilities Florida, Inc., Ocala Oaks Utilities, Inc. d/b/a Aqua Utilities Florida, Inc., and Aqua Utilities Florida, Inc.

Please file the attached e-mail from Mary Anne Helton to Mr. Kuniegel, on the correspondence side of the above-referenced docket.

DATE DOCUMENT SENT TO CCA

5/10/06

MAH/pz
Attachment
I:2006/060368-WS

Mary Anne Helton

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 567 of 843

From: Mary Anne Helton
Sent: Wednesday, May 10, 2006 3:07 PM
To: 'kuniegel@bellsouth.net'
Cc: Angie Calhoun; Rhonda Hicks; Tim Devlin; Mary Anne Helton
Subject: RE: RE:Aqua Utilities Florida, Inc.

Dear Mr. Kuniegel:

The Commission sets rates pursuant to Chapter 367, Florida Statutes, including Section 367.081, Florida Statutes. Recently, Aqua Utilities informed the Commission that it plans to file a petition for a rate increase this summer, which was assigned Docket No. 060368-WS. After Aqua Utilities files its minimum filing requirements for its case, a hearing schedule will be established that provides the Commission and intervenors with the opportunity to review the utility's base facility charge, among other things.

I will file this e-mail string in the correspondence side of Docket 060368-WS. You may track the progress of the case on the Commission's web site at the following link: <http://www.psc.state.fl.us/>. If you wish to actively participate in the case, you may intervene following the procedure outlined in Rule 25-22.039, Florida Administrative Code. The Commission's rules may be accessed at this link:

<http://fac.dos.state.fl.us/faconline/chapter25.pdf>. You may also call the Office of Public Counsel, who represents the citizens of the State of Florida in Commission proceedings, at 1-800-342-0222 and request that they raise your concerns in Docket No. 060368-WS. The Public Counsel also has a web site: <http://www.floridaopc.gov/>.

Sincerely,

Mary Anne Helton
Attorney Supervisor
Florida Public Service Commission
Office of the General Counsel
Economic Regulation Section
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0862
(850) 413-6096 (voice)
(850) 413-6250 (fax)
mhelton@psc.state.fl.us

-----Original Message-----

From: kuniegel [mailto:kuniegel@bekuniegel@bellsouth.net]
Sent: Friday, May 05, 2006 5:08 PM
To: Angie Calhoun
Subject: Re: RE:Aqua Utilities Florida, Inc.

Ms. Calhoun,

Who is the idiot that set up this process. "Charges for Operating Expenses"

should be part of and included in the price we pay for our water. business and can not charge my customers for "operation expense or fixed cost expense", THESE ITEMS ARE PART OF MY BILLING RATE TO MY CUSTOMER. This company is no different than any other company, they are in business to make a profit. The billing for water should contain operational and capital recovery charges INCLUDED in the price of the water. Why should the residents provide a gift to this company to pay them for operating and infrastructure for providing water to clients?

This needs to be changed.

Please provide detail as to the process and procedure I need to implement to get the required changes made.

Thank you,

Lewis W. Kuniege
(407) 359-0940

----- Original Message -----

From: "Angie Calhoun" <ACalhoun@PSC.STATE.FL.US>

To: <kuniege@bellsouth.net>

Sent: Friday, May 05, 2006 4:39 PM

Subject: RE:Aqua Utilities Florida, Inc.

05/05/2006

RE : Aqua Utilities Florida, Inc.

Dear Mr. Kuniege:

This email is in response to your recent inquiry to the Florida Public Service Commission (PSC) regarding Aqua Utilities and base facility charges.

The base facility charges reimburse the utility for all of the fixed costs associated with providing service to each customer. These costs do not vary with the amount of water or water/wastewater used and continue whether the customer actually uses any water in any one month. These costs include depreciation, property taxes, maintenance expenses, and insurance. Since the fixed expenses of a water/wastewater company represent a large portion of the utility's total expenses, the base facility charge is often higher than the gallonage charge.

The base facility charge method of calculating the bill was initiated to more equitably distribute the cost of operating a water and/or wastewater utility among the customers actually creating the expense. A water/wastewater company must build facilities large enough to provide service to the maximum number of customers it can expect to serve. If a large portion of those customers leave town for months at a time, it is not reasonable to expect the rest of the customers to bear the fixed costs of the facilities built to serve the seasonal residents.

Your utility company's base facility charge was established by the Public Service Commission (PSC) in the company's latest rate case. It was determined by auditing the fixed expenses specific to Aqua Utilities, formerly Florida Water Services, and allowing only those expenses that are considered to be reasonable and prudent to be included in the base facility charge.

Water and wastewater usage charges are those charges for the actual use of water and wastewater. Water and wastewater rates are established during rate cases before the PSC. Currently the residential rate for Aqua Utilities in Chuluota is \$3.89 per 1,000 gallons for water, and \$8.01 per 1,000 gallons for wastewater, up to 6,000 gallons. After 6,000 gallons there is no charge.

Investor-owned water and waste water companies regulated by the PSC are subject to the rules regarding establishment of rates. You may wish to review our brochure on water rate proceedings at the following link:

www.floridapsc.com/general/publications/brochure_pdf/waterrate1.pdf

You may wish to review the statutes regarding water and wastewater service at:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=Ch0367/titl0367.htm&StatuteYear=2005&Title=%2D%3E2005%2D%3EChapter%20367

Thank you for contacting the Florida Public Service Commission.
I hope this information is helpful.

Sincerely,

Angela Calhoun
Regulatory Specialist III
Division of Regulatory Compliance and Consumer Assistance

From: kuniegel [mailto:kuniegel@bellsouth.net]
Sent: Thursday, May 04, 2006 5:03 PM
To: Consumer Contact
Subject: Aqua Utilities Florida, Inc

Dear Sir:

I am writing to find out what in the world is going on with the water bills in the Chuluota, Florida area serviced by Aqua Utilities Florida, Inc.?

I have charges for the following:

Water Base Facility Charge
Water Usage Charge

Sewer Base Facility Charge
Sewer Usage
Surcharge

Why should I have two (2) separate charges for water and two (2) separate charges for sewer? Any facility charges should already be incorporated in the usage rate I pay for each of these services. This is not right. You are allowing them to double dip for each of these services.

It's know wonder the people in these area are furious. You call Aqua and they simply say "these are the rates we are allowed to charge by the PSC".

Please contact me so we can implement a process to get this changed as well as a process for getting these rates in line with other water utilities which are less than a mile from my location.

Lewis W. Kuniege
632 Red Pepper Loop
Chuluota, Florida 32766

(407) 359-0940

--

No virus found in this incoming message.

Checked by AVG Free Edition.

Version: 7.1.385 / Virus Database: 268.5.3/331 - Release Date: 5/3/06

13 Rosalie Oaks Blvd, Lake Wales, FL 33896

May 8, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

RECEIVED
MAY 11 AM 9:20
COMMISSION
CLERK

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Sir:

First, I cannot believe that an interim rate has already been approved that's over a 100% increase!

Second, I don't know how Aqua Utilities can claim that they acquired this system in August 2003. My first payment to Crystal River was in November 1996. If you call their 800 number today, Aqua Utilities answers. My first payment to Aqua Source was February 2000 - the name change may have come 3 years after that, but I've been paying "Aqua" for 7 years. Did they not set aside ANY money for repairs?

Third, if their \$430,000 upgrade "investment" averages \$2,200 per customer, that would mean that the final increase of 220% (\$122.58 per month) comes to \$285,480 per year. Every two years we would be reimbursing them for their upgrade investment. What's fair about that?! Their interim rate comes to \$135,790 per year, which means we'd be paying for their upgrade every 3 years at that rate!! That's not even reasonable.

Fourth, in their initial customer notice they state that they replaced deteriorating pipe that carries the waste to the plant. I can tell you for a fact, because their contract repair truck sat in our front yard, that it was not pipe that was replaced! It was the liner.

Fifth, and this may be rumor, but important nevertheless, an Aqua repairman had the water turned off a few months ago. One of the residents ask him how long it would be turned off. The Aqua repairman said it would not be long, but since they will be the ones putting in the water and sewer for the new houses across the canal, when approved, they were putting in a new valve now. Are they trying to get the money out of us for this new venture?

Sixth, our household consists of two retired people, as do most in here. Our mobile home is a single-wide 1980. There are several in here that are older, and also many with only one social security income. We cannot afford to keep paying over and over again for the same repairs, nor can we afford any new ventures not concerning us. Please either decline their application for increase or bring the increase down to a more reasonable percentage, say 10%.

CMP _____
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SEC _____
OTH _____

Thank you for your consideration.

Respectfully,

Nancy A. Pearce

Nancy A. Pearce

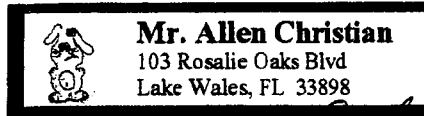
cc: Gov. Crist Cong. Putnam
Bill Bair, Tom Palmer

Polk County Commissioners

ORIG

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,



Margaret Christian
103 Rosalie Oaks Blvd.
Lake Wales, FL 33898-8447

Allen Christian *Margaret Christian*

07 MAY 11 AM 7:25
OUTER CUTION CENTER

07 MAY 11 AM 9:32
RECEIVED 100
COMMISSION
CLERK

CMP _____
COM _____
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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 573 of 843

DISTRIBUTION CENTER

07 MAY 10 AM 7: 57

HAMILTON F. HODGE
50 ROSALIE OAKS BLVD
LAKE WALES, FL 33898
MAY 4, 2007

COMMISSION
AM 9: 58

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

My husband and I feel that the proposed increase in the current water and sewer rates of over 220% is absolutely unacceptable. This excessive increase would cause a hardship for all of us on a fixed income and most certainly cause major concerns for our widow ladies on this street. Our small subdivision of one long street, with a short side street, consist of small mobile homes of retirees who fish for leisure at the nearby lake. We all live off Social Security and/or Retirement Income. Anyone can tell you the yearly increase does not even compare with such a request for increase of water and sewer rates. An increase like that would make the cost of water and sewer be more than our electric bills and would devastate this community. We already have seen a For Sale sign put in a yard up the street from us.

We are asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Frank Hodge
Shelby Hodge
Frank and Shelby Hodge

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 574 of 843

Mrs. Leslie Curry
294 Osprey Lakes Circle
Chuluota, FL 32766
May 8, 2007

MAY 10 AM 9:58
COMMISSION
CLERK

Florida Public Service Commission
Attn: Director, Division of the Commission
Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

**Re: Aqua Utilities Florida, Inc. – Petition for Rate Increase
Docket No. 060368-WS**

Dear Commission Director:

We received a notice recently that Aqua Utilities Florida, Inc. has filed a petition for a rate increase with the Florida Public Service Commission. We are adamantly opposed to the rate hike being approved for several reasons. Many Aqua Utilities Florida customers in the Seminole County area are already paying the highest water and wastewater rate in Central Florida, including our family. For the past 3 years we have received water bills which are almost three times higher than water bills we received at our last residence in the Winter Park, Florida area (less than 15 miles away) for the same volume of water usage. Additionally, we are concerned about the quality of water Aqua Utilities Florida has been providing our homes at this high rate. For a number of consecutive months we have been receiving Public Notices that Aqua Utilities Florida is in violation of approved water quality standards (exceeding the TTHM threshold) which can pose a threat to human health. While they claim that they have invested around "...\$5 million in our community's infrastructure," we have not realized an improvement in our water quality. On a number of occasions we have called Aqua Utilities Florida to report an unusually overwhelming smell and taste of excess chlorine in our water and we have had to resort to purchasing drinking water on many occasions.

For these reasons, we implore the Florida Public Service Commission to deny Aqua Utilities their rate hike request and to further hold them accountable to at least meet required State water quality standards before a rate hike can be considered.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OFC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Sincerely,



Leslie W. Curry
Customer of Aqua Utilities Florida
Seminole County, Florida

● ORIGINAL ●

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 575 of 843

May 7, 2007

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

DISTRIBUTION CENTER
07 MAY 10 AM 7:55
COMMISSION CLERK
MAY 10 AM 9:58

RE: Docket Number: 060368-WS

Dear Director,

I am writing in regard to the request to increase the water and sewer rates by Aqua Utilities Florida, Inc. in Chuluota. I would appreciate it if the commission would take a long, hard, fair look at these proposed increases. I feel they are unreasonably high. For the average homeowner to afford these new rates is unbelievable.

We moved here in February of this year. We expected water restrictions of some sort but thought that water rates would be reasonable. After being here only a couple of weeks we started hearing about the terrible water bills from numerous people. When I say terrible I am talking \$350 - \$400 per month. My husband and I thought "how could this possibly be?" We are finding out the hard way just how bad the situation is.

Our first water bill was \$100. Our next bill doubled to \$200 with the interim rates. It is just my husband and me and we are conservation-minded with the water we use, in an effort to help preserve Florida's natural resource. We did not budget for a water bill that is hundreds of dollars each month. The proposed water rate is a 167.5% increase over the present rate. The proposed sewer rate is a 205% increase over the present rate. Doesn't this sound excessive? Could you afford this kind of increase in your own personal water/sewer bill?

I realize Aqua Utilities would like us (the customer) to pay for their upgrades but these increases are just too much. My understanding is that the utility does not have that many customers in the state of Florida. Maybe they should expand that number or get out of the business here and let someone that can better handle economy of scale operate the water utility.

CMP _____
COM _____ We do not have a choice about who provides our water. This water comes from the same Aquifer that neighbors within a mile or two of us consume, but their rates are much more reasonable.

CTR _____
ECR 1 _____ Please consider not allowing the proposed increases of such magnitude. We would like to be able to live in our Chuluota home for a long time to come.

DCL 1 _____
DPC _____ Sincerely,

RCA _____
SCR _____
SGA _____
SEC _____
JTH _____

Kenneth and Marie Watts
Kenneth and Marie Watts
518 Sparrow Hawk Cove
Chuluota, Florida 32766

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 576 of 843

DISTRIBUTION CENTER

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, FL 33898
May 6, 2007

MAY 10 AM 9:58
COMMISSION
CLERK

IN Regard to Docket # 060368 -WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

CMP _____ Sincerely,

COM _____

CTR _____

ECR 1 _____

GCL 1 _____

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Donald E. Block
Donald E. Block

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 577 of 843

DISTRIBUTION CENTER

07 MAY 10 AM 7:58

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, FL 33898
May 6, 2007

MAY 10 AM 9:58
COMMISSION
CLERK

IN Regard to Docket # 060368-WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

Sincerely,

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Donald E. Block

Donald E. Block

● ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 578 of 843

DIRECTOR, DIVISION OF COMMISSION CLERK & ADMIN. SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0807

10 AM 9:58
COMMISSION
CLERK

IN REGARD: DOCKET # 060368-WS

DEAR SIR:

PLEASE HELP US TO NIP THE 220% RAISE IN THE PRICE OF OUR WATER/SEWER RATES. WE TRY IN VAIN TO PREVENT GOING BROKE BY PAYING THE LARGE INCREASES IN INSURANCE, TAXES, UTILITY RATES, CABLE, GAS, ETC. YES, ALL PEOPLE ARE FACING THIS PROBLEM - BUT WHEN IS SOMETHING GOING TO BE DONE ABOUT IT. WE NOT ONLY WILL HAVE THE HIGH RATE OF WATER USAGE WHILE IN RESIDENCE, BUT THOSE OF WHO COME BACK NORTH IN THE SUMMER ARE STILL BILLED AT THE REGULAR RATE FOR WATER WE DO NOT USE AND HAVE TURNED OFF AT THE METER. THIS ALONE SHOULD NOT BE ALLOWED BUT THEN WHO IS RESPONSIBLE FOR CONTROLLING IT - AND IS IT EVEN LEGAL. THE AQUA SOURCE COMPANY HAS CHANGED OWNERS AS MANY TIMES AS THE WEATHER CHANGES.

IN AN EFFORT TO BE BRIEF, JUST LET ME SAY THAT WE NEED YOUR HELP. THE RESIDENTS OF ROSALIE OAKS BLVD, LAKE WALES, FLORIDA AND OTHER USERS OF THIS UTILITY ARE URGING THOSE WHO HAVE THE POWER TO PREVENT THIS HORRENDOUS RAISE. AT THE VERY LEAST, THE RATES COULD BE GRADUALLY PHASED IN WITH MORE ADVANCED WARNING. THANK YOU FOR YOUR TIME AND CONSIDERATION.

SINCERELY,

Paul & Betty Wilmoth

PAUL & BETTY WILMOTH
57 ROSALIE OAKS BLVD
LAKE WALES, FL 33898.

OMP _____
COM _____
QTR _____
ECR 1 _____
GCL 1 _____
GPC _____
PCA _____
BCR _____
SGA _____
SEC _____
OTH _____

● ORIGINAL ●

In reference to Ticket No. 060-068-WS-
"Increase in water & wastewater rates
in Putnam County."

Please take into consideration the many
elder who live on fixed incomes - with
barely a 3% increase of our Social Security -
we have trouble keeping up with the cost
of living - plus Medicare premium increases.
I am 81 yrs old and I beg you to
reconsider your proposal.

Thank you very much.
God bless you!

RECEIVED
07 MAY 10 AM 9:58
COMMISSION
CLERK

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

CCA Official Filing
5/10/2007 8:57 AM*****

8:57 AM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 580 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 10, 2007 8:55 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 09, 2007 9:22 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK for docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 08, 2007 12:24 PM
To: Webmaster
Cc: drward002@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Donald and Irma Ward
Company: Retired
Primary Phone: 352-253-0516
Secondary Phone: 352-217-2223
Email: drward002@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

We have been retired for several years and with the advent of inflation, higher taxes, higher health card, and higher gasoline prices, There is no way we can pay for an increase of anything over the 3% rate of inflation. Your proposed increase of the final rate of \$21.38/month is simply out of the question. We ask that you reconsider and make a reasonable adjustment of 3%.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 10, 2007 8:47 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 09, 2007 3:15 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9114

To CLK Docket 060368W

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 09, 2007 2:14 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9114

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Thomas Demetry
Telephone: 4073679056
Email: tdemetry@bellsouth.net
Address: 314 Velveteen Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Thomas Demetry
Account Number:
Address: 314 Velveteen Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

The cost of water is out of hand here. They are trying to get a rate increase. We pay between \$130.00 to \$150.00 for water and wastewater, that has been tested as one of the worst water qualities in the florida. These bill amounts are for water usage between 11,500 to 12,500 gallons per month. We have the smallest home model here. With out the irrigation we sue about 6000 to 6500 gallons per month. Is there something we can do? This has been an issue for 4 years now that seems to be falling on deaf ears. Please help!

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
PCA _____
SCR _____
SGA _____
SEC _____
OTH _____

CCA Official Filing
5/10/2007 8:47 AM*****

ORIGINAL
8:47 AM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 582 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 10, 2007 8:46 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Thursday, May 10, 2007 8:26 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9117

To CLK Docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 09, 2007 8:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9117

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Hank Riebling
Telephone: 954-564-2624
Email: ehr005@motorola.com
Address: 2848 ne 17th Terrace Wilton Manors 33334

BUSINESS INFORMATION

Business Account Name: Hank Riebling
Account Number: 000900359 0643062
Address: 421 Lake Josephine Shores RD Sebring FL 33875-9702

COMPLAINT INFORMATION

Complaint: Other Complaint against AquaSource Utility, Inc. d/b/a Aqua Utilities Florida, Inc

Details:

I am objecting to the proposed increases which will amount to a 300% increase. Is there any way to block this?!!!!!!!!!!!!!! I strongly DISAPPROVE!!!!!!!!!!!!!! Can you give me a response as to how this could ever possibly be approved?

Thanks for you help,

Hank

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

May 1, 2007

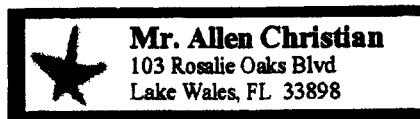
ORIGI

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 583 of 843

To Whom It Concerns;

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,



Allen Christian

Margaret Christian
103 Rosalie Oaks Blvd.
Lake Wales, FL 33898-8447

Margaret Christian

RECEIVED 0600
07 MAY -9 AM 9:06
COMMISSION
CLERK

CMP _____
COM _____
CTR _____
ECR 1
ECL 1
GCL _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

May 5, 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

DISTRIBUTION CENTER
07 MAY -8 AM 7:31
RECEIVED 07:00
07 MAY -8 AM 9:23
COMMISSION
CLERK

Director,

This letter is in strong objection to the requested rate increases at Arredondo Farms Mobile home Community, by Aqua Utilities Florida, Inc., located in Alachua County, Gainesville, Florida.

Aqua Utilities Florida, Inc. claims there have been no increases in the water and waste water base rate since 1995 and that this is the Utilities first rate request since 2003. I believe records will show there has been small increases since 1995.

We have lived in this community since 1997 and have seen no improvements to the water or waste water systems during that time. We had to install a whole house water softener in 1998 in order to drink and use the water due to the extreme hardness of the water (calcium). Service was needed on our dishwasher in 1998 because of a calcium clogged supply line. Until the water softener was installed, we could not even make iced tea because of the scum that formed on the surface. There has been many instances of decreased water pressure in homes in this community due to clogged lines and in some cases, no water pressure at all.

Last month, some water meters were replaced and a new remote reading system installed at the meter. Aqua Utilities might call this an improvement but in reality it is only an improved method of reading the meters from the street from a vehicle and a cost of doing business for the company. It should not be a line item charged back to the customer as improvement.

We have included an attachment showing our actual water bills (less taxes) for March 2006 through April 2007 showing charged gallons used and waste water. We have also compared the same usage for the interim increase rates and the proposed rate increase. As you can see, for the same amount of usage, the interim rates show an increase of \$204.00 per year and the proposed rate indicates an increase of \$655.00 yearly. That is ridiculous! Gainesville Regional Utilities runs across the front of this property and the water rates alone would be half of the present rate of Aqua Utilities.

Thank you for any consideration you find in this matter. We look forward to the hearing in Gainesville on May 16, 2007.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
CFC _____
RCA _____
GCR _____
SGA _____
SEC _____
OTH _____

John Mazzerle
John Mazzerle
7117 SW archer Road, Lot #2802
Gainesville, Florida 32608

Marilyn A. Black
Marilyn A. Black

			Present Rate					Proposed Rate			
	Gallons	Base	Water	Base	Sewer	Total	Base	Water	Base	Sewer	Total
			@2.35		@3.50			@4.20		@10.95	
February											
March	3,000	\$13.85	\$7.05	\$15.30	\$10.68	\$46.88	\$22.49	\$12.60	\$21.12	\$32.85	\$89.06
April	4,000	\$13.85	\$9.40	\$15.30	\$14.24	\$52.79	\$22.49	\$16.80	\$21.12	\$43.80	\$104.21
May	3,000	\$13.85	\$7.05	\$15.30	\$10.68	\$46.88	\$22.49	\$12.60	\$21.12	\$32.85	\$89.06
June	4,000	\$13.85	\$9.40	\$15.30	\$14.24	\$52.79	\$22.49	\$16.80	\$21.12	\$43.80	\$104.21
July	7,000	\$13.85	\$16.45	\$15.30	\$24.92	\$70.52	\$22.49	\$29.40	\$21.12	\$76.65	\$149.66
August	4,000	\$13.85	\$9.40	\$15.30	\$14.24	\$52.79	\$22.49	\$16.80	\$21.12	\$43.80	\$104.21
September	2,000	\$13.85	\$4.70	\$15.30	\$7.12	\$40.97	\$22.49	\$8.40	\$21.12	\$21.90	\$73.91
October	3,000	\$13.85	\$7.05	\$15.30	\$10.68	\$46.88	\$22.49	\$12.60	\$21.12	\$32.85	\$89.06
November	5,000	\$13.85	\$11.75	\$15.30	\$17.80	\$58.70	\$22.49	\$21.00	\$21.12	\$54.75	\$119.36
December	5,000	\$10.62	\$11.75	\$15.30	\$14.20	\$51.87	\$22.49	\$21.00	\$21.12	\$54.75	\$119.36
January	4,100	\$13.85	\$9.64	\$15.30	\$14.60	\$53.39	\$22.49	\$17.22	\$21.12	\$44.90	\$105.73
January	1,600	\$32.78	\$3.76	\$36.21	\$5.70	\$78.45					
February	5,500	\$9.23	\$12.93	\$10.20	\$16.61	\$48.97	\$22.49	\$23.10	\$21.12	\$60.23	\$126.94
March	3,100	\$13.85	\$7.29	\$15.30	\$11.04	\$47.48	\$22.49	\$13.02	\$21.12	\$33.95	\$90.58
April	2,700	\$13.85	\$6.35	\$15.30	\$9.61	\$45.11	\$22.49	\$11.34	\$21.12	\$29.57	\$84.52
			\$352.80		\$441.67	\$794.47		\$547.54		\$902.31	\$1,449.85
Interim Rates			@3.01		@5.05						
March	3000	\$17.71	\$9.03	\$21.69	\$15.15	\$63.58					
April	4000	\$17.71	\$12.04	\$21.69	\$20.20	\$71.64					
May	3000	\$17.71	\$9.03	\$21.69	\$15.15	\$63.58					
June	4000	\$17.71	\$12.04	\$21.69	\$20.20	\$71.64					
July	7000	\$17.71	\$21.07	\$21.69	\$35.35	\$95.82					
August	4000	\$17.71	\$12.04	\$21.69	\$20.20	\$71.64					
September	2000	\$17.71	\$6.02	\$21.69	\$10.10	\$55.52					
October	3000	\$17.71	\$9.03	\$21.69	\$15.15	\$63.58					
November	5000	\$17.71	\$15.05	\$21.69	\$25.25	\$79.70					
December	5000	\$17.71	\$15.05	\$21.69	\$25.25	\$79.70					
January	4100	\$17.71	\$12.34	\$21.69	\$20.71	\$72.45					
February	5500	\$17.71	\$16.56	\$21.69	\$27.78	\$83.73					
March	3100	\$17.71	\$9.33	\$21.69	\$15.66	\$64.39					
April	2700	\$17.71	\$8.13	\$21.69	\$13.64	\$61.16					
			\$414.69		\$583.43	\$998.12					

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 586 of 843

William I. LeMaster
16 Rosalie Oaks Blvd.
Lake Wales, FL 33898

1 May 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

DISTRIBUTION CENTER
07 MAY -8 AM 7:32

RECEIVED
07 MAY -8 AM 9:23
COMMISSION
CLERK

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

We feel we need to protest this excessive increase in the present water and sewer rates. We realize an increase is necessary from time to time, but an increase of over 220% is a hardship for us on a fixed income. Our cost of living increase is on the order of a mere 3% and this does not come close to keeping up with today's expenses.

As you are well aware the insurance rates have increased by 50% at least and property taxes continue to climb. Gasoline continues to cost more each time we fill up and higher fuel prices are reflected in higher food costs and all living essentials.

We ask you to please consider these things and **not** allow the increase as requested by Aqua Utilities.

CMP _____ Yours truly
TOM _____
CTR _____
EDR _____
ECL _____
CFC _____
BOA _____
BDR _____
BGA _____
SEC _____
CTH _____

William I. LeMaster
Beverly C. LeMaster
William and Beverly LeMaster.

CCA Official Filing
5/8/2007 8:46 AM*****

8:46 AM*****

ORIGIN

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 587 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 08, 2007 8:45 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Monday, May 07, 2007 8:23 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9066

To CLK, Docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, May 05, 2007 10:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9066

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Thomas Rockwood
Telephone: (352) 253-1972
Email: tarock619@comcast.net
Address: 2210 Orkney Dr. Leesburg 34788

BUSINESS INFORMATION

Business Account Name: Thomas Rockwood
Account Number:
Address: 2210 Orkney Dr. Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Please refer to Docket No. 060368-WS, File No. 732829 C. Aqua Utilities is raising my water rates unjustly. In the letter from Aqua Utilities announcing the rate increases, it stated the reason for the rate increases was costs incurred for upgrades to infrastructure. Nonsense. These alleged costs had to be known to Aqua Utilities when they purchased the business from Florida Water. I don't believe the increases are warranted and that the rate increase should be denied by the PSC.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
EGA _____
SEC _____
OTH _____

ORIGINAL

Edward E. Partin
83 Rosalie Oaks Blvd.
Lake Wales, FL 33898

April 30, 2007

RECEIVED
01 MAY - 7 AM 10:59
COMMISSION
CLERK

Dir., Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

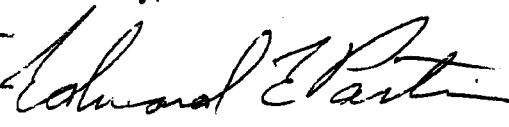
Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the outrageous rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates! Base rates will be \$122.33 plus the amount of water used. These are unheard of rates for water and sewer. This is going to have a very negative effect on the economy and property values in this area.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

CMP _____
COM _____
CTR _____
ECR I
SCL I
DPC _____
RCA _____
SCR _____
IGA _____
IEC _____
MTH _____


Edward E. Partin

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 589 of 843

MAY -7 AM 10:59
COMMISSION
CLERK

DISTRIBUTION CENTER

1317 Primrose Ln.
Lancaster, Wi. 53813
May 1, 2007

To: Dir., Div. of Commission Clerk
& Adm. Services

Re: Docket #060368-WS


We are property owners in the Rosalie Oaks Sub-Division of Lake Wales, Fl. and are winter residents there for three or four months. We have been notified by our Assn. Pres. that our water supplier, Aqua Utilities, has applied for a rate increase which would amount to over 200%.

We think this is excessive and if this is approved we would list our property for sale and take whatever we could get for it. Most of the residents in this Sub-Div. are winter residents on a fixed income and this would impose a severe hardship on them. I am sure no one would complain if there was a reasonable increase but 200% is ridiculous.

Please see what you can do to prevent this excessive increase.

Thank you.

Sincerely,


Everett Gillilan

CMP _____
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SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 590 of 843

Robert L. & Mitzi Partin
87 Rosalie Oaks Blvd.
Lake Wales, FL 33898

May 3, 2007

Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates. The rate will be \$122.33 per month- plus the amount of water used. This will be a financial burden to retired people on pensions and working families. The economy will suffer and it will bring down our property values as people will not be able to afford living here.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

CMP _____

COM _____

CTR _____ Robert L. Partin

ECR _____

3CL _____

DPC _____

ICA _____

ICR _____

GA _____

EC _____

TH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 591 of 843

114 Rose Briar Dr.
Longwood, FL 32750-2733
May 3, 2007

44-7 AM10:59
COMMISSION
CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Proposed Aqua Utilities Rate Increase
Docket No. 060368-WS

Dear Sir or Madam:

As homeowners served by Aqua Utilities, we would like to strongly protest the rate hike proposed by Aqua Utilities. This company services our second home on Juno Trail in the Astor area of Volusia County. The proposed increase for water and sewer together based on meter size for our home is approximately 200%. The proposed increase for "residential use to cap" is also extremely high (213%) – at this rate, the portion of our last bill (covered only 19 days) for sewer gallons only would have been higher by \$10. The house was unoccupied for most of this time.

Currently, the water and sewer bill for the home with Aqua Utilities with occasional occupancy is equivalent to the water and sewer rates we pay in a month of normal occupancy at our primary home. When the second home is in use, the water and sewer bill is very high. In comparing the proposed rates to the water and sewer rates we pay for our primary home, it is obvious that the proposed rates are completely out of reason.

CMP _____
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SEC _____
OTH _____

Please take this letter of protest into consideration when conducting the hearings on May 16.

Sincerely,

Suzanne Strong
Suzanne Strong

KENNETH G & SUZANNE W STRONG
114 ROSE BRIAR DR.
LONGWOOD, FL 32750

C

Ms. Janet Cosgrove
2450 NE 40th St
Ocala, FL 34479

ORIGINAL

SJR

MAY 1

CENTRAL
RECEIVING

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: April 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.

Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.

Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

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.

CMP 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.

ECR 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).

RCA
SCR
SGA
SEC
OTH

07 MAY -7 AM 10:00

Please try your best to help us or like many others - just stay dirty - some homes are being ruin because of a lack of water. Please, fine

Called this number got no answer to my question, just a recorded message.

27 April 2007

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 593 of 843

Director
Division of Commission Clerk
Administrative Services
Florida Public Service Commission
2450 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

RECEIVED CENTER
07 MAY -7 AM 7:48

RECEIVED
07 MAY -7 AM 10:59
COMMISSION
CLERK

This Letter is Regarding the Following:

Increase in Water & Sewer Rates
@ Rosalie Oaks Subdivision
Lake Wales, Florida 33989

Director,

Enclosed with this letter you will find the letter that was sent to all of the Homeowner of our development. There are approximately 130 residents (lots) in our development, most of which are elderly and/or infirm. The residents are on a very limited amount of money they live on and have to limit the amount of money that is spent on each and every item per month. This of course includes electricity, water, sewer, medical, food, property insurance, homeowners insurance, and for a few a car payment. Right now they are possibly paying anywhere from ; and this is a rough guess, anywhere from \$35.00 to 70.00 per month for their utility bills (water and sewer) and to have that raised to approximately \$122.33 per month if not more is absolutely absurd. Where in the world do the Politicians who make thousand upon thousand of dollars a year-which I might add are paid by these very people-the Taxpayers- where do they think these fixed income people are going to ge this money- go out and pick it off a money tree? You are looking at a **220% Increase!!**. The Docket # on this item is **#060368-WS**.

CMP _____
COM _____
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SGA _____
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We have been ask by our Homeowners Association President, Mr. Frank Hodge, 50 Rosalie Oaks Blvd., Lake Wales , Florida 33985 to write you a letter and to attend the first meeting that is schedule for June 13th. My husband and I will be doing so. Any help or attention you can give this matter will be greatly appreciated.

pg.2


I will be forwarding a copy of this letter to the Governor, to Congressman Adam Putnam. I will also be calling the Division of Regulatory Compliance at 800-342-3552.

Enclosed you will find a copy of the Important Notice Postcard that I received today from my Homeowners Association President, Mr. Frank Hodge at 50 Rosalie Oaks Blvd., Lake Wales Blvd. 3389.

Again Thank You for your time and consideration in this mater.


Annie Lee Hudson

4-28-07
4-28-2007


David M. Hudson

4-28-07
4-28-2007

Hudson
94 Rosalie Oaks
% 8229 Pleasant Lane
Riverview, Fl. 33569

FRANK POWERS

50 Rosalie Oaks Blvd

~~Lake Wales, FL 33828~~

• 2017-2018 •

APR 2007 PM 21

4

|||||||

Ann Cole

**ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
IMPORTANT NOTICE!**

!

Matilda Sanders**ORIGINAL**

From: Ruth McHargue
Sent: Friday, May 04, 2007 10:39 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file

-----Original Message-----

From: Consumer Contact
Sent: Thursday, May 03, 2007 1:36 PM
To: Ruth McHargue
Subject: FW: My contact

To CLK for Docket 060368

-----Original Message-----

From: Webmaster
Sent: Thursday, May 03, 2007 11:58 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, May 03, 2007 11:50 AM
To: Webmaster
Cc: halgordon@earthlink.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: Harold Gordon
Company: retired school teacher
Primary Phone: 352-253-0058
Secondary Phone: n/a
Email: halgordon@earthlink.net

Response requested? No
CC Sent? Yes

Comments:

Re: Docket No. 060368-WS and File No. 732829 C my comment is: Another rise in price and we who have been retired twenty years and more are finding it almost impossible to meet our obligations without cheating on our medicines or our food.

Thank you,
Hal Gordon

CMP _____
COM _____
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SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Friday, May 04, 2007 10:34 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Complaint - Aqua Utilities Florida, Inc. Docket #060368-WS, Lake Wales, Florida

Please add to docket file.

From: Consumer Contact
Sent: Thursday, May 03, 2007 1:36 PM
To: Ruth McHargue
Subject: FW: Complaint - Aqua Utilities Florida, Inc. Docket #060368-WS, Lake Wales, Florida

To CLK 060368

From: RICHARD OWENS [mailto:mistero@adelphia.net]
Sent: Thursday, May 03, 2007 12:10 PM
To: Consumer Contact
Subject: Complaint - Aqua Utilities Florida, Inc. Docket #060368-WS, Lake Wales, Florida

May 3, 2007

To Whom it May Concern:

My husband and I, along with our entire family have been living in Florida for many years and each year we are faced with an increase in property insurance and taxes, but the proposed 100% increase in water and sewage by Aqua Utilities is, I find it hard to find the words to express, other than outrageous, gouging, and incredulous, to say the least. This is so unfair – it's beyond belief that it would even be considered. Please, we plead that you deny this unjust and unfair increase, and ask that if not already in place, there be a cap placed on increases and that they be fair and equitable. Please deny this increase by virtue of what is right. Thanking you in advance for your consideration and for taking the time to read and respond to our mail.

Sincerely,

Richard and June Owens
53 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

CMP _____
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OPC _____
RCA _____
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OTH _____

May 1, 2007

To Whom It Concerns;

This letter is being written in reference to **Docket # 060368-WS**. The proposed increase by Aqua Utilities is a completely outrageous amount to suggest to increase our water and sewer bills. It is not even conceivable that a company that provides utilities would be permitted to impose this on our retirement community. If Aqua Utilities feels it needs to replace or update equipment, it is their equipment and they should be the one paying for that capital expense. Currently Aqua Utilities is collecting a base fee for more than 100 properties in Rosalie Oaks and a very small percentage of the owners there are year round residents, therefore that excess of funds could be used for upgrades.

Why are the retired and on a fixed income long time tax paying Florida residents being penalized in the State of Florida?

Thank you for protecting the rights of Floridas senior citizens.

Sincerely,
Mr. & Mrs. Franklin M. McLaurin
Lot 4 Rosalie Oaks Blvd.

Mr. & Mrs. F. M. McLaurin

*Mr. McLaurin
4 Rosalie Oaks Blvd.
Lake Wales, FL 33598*

RECEIVED 11:30
07 MAY -4 AM 8:38
COMMISSION
CLERK

CMP _____
COM _____
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May 01, 2007 Director, division of
Commission Clerk and Administrative
Service Commission **Docket No. 060368-
WS**

- Dear, Sirs. Inregard to the proposed rates and charges.
I am an AQUA UTILITIES FLORIDA customer and a
concerned resident of the PALM SHORES
community. I would like to make a statement on
behalf of some of the citizens of the said community.
Most of this community are elderly and cannot afford
a rate increase, however the propsed rate increase is
more than Triple the existing rate! I feel that's a little
more than most people of this community can afford
keeping in mind of their Very limited incomes, and to
those that have sufficent incomes.
- Sincerely, Gary Melendez



Gary Melendez
109 Lily Drive
Fort Lauderdale Fl. 333148

CMP _____
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RCA _____
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SEC _____
OTH _____

RECEIVED-TISC
07 MAY -4 AM 8:36
COMMISSION
CLERK

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 600 of 843

DISTRIBUTION

07 MAY -3 AM 8:04

07 MAY -3 AM 8:40

COMMISSION
CLERK

GENE AND BARB FISHER
108 SILVER OAKS DRIVE
LAKE WALES, FL. 33898

April 30, 2007
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Commission,
DOCKET NO. 060368-WS

I am writing in response to a utility rate increase filed by Aqua Utilities Florida Inc. in connection with water and sewer rate increases for Lake Rosalie Lake Subdivision located off Camp Mack Road in Lake Wales, FL.

We are a small community of 995 retired persons. My husband and I have had a home in lake Rosalie oaks subdivision since 1985 and moved her permanently in 1990.

I agree with Aqua Utilities that there should be some fair and equitable rate increase as the rates have not increased since they purchased our system, however the rate increase they are filing for is very excessive.

This is a small subdivision made up of 99 homes with 2/3rds of them being winter residences only. Currently permanent residences are being billed anywhere from about \$33.00 to \$40.00 per month depending on their usage. Winter residences are paying the same amounts during winter months and then paying a flat fee during about 6 to 8 months that they are not in Florida and this amounts to \$26.89 plus taxes. This is \$11.38 water base and \$15.51 sewer base. They have applied for interim rates to go to

\$25.28 water base and \$32.75 sewer base. In addition they have applied for final water rate of \$21.75 and sewer base rate of \$100.58.

I have no objection to the water rates which I feel are equitable.

The sewer rates are the problem.

My husband and I realize that the rates need to go up and that the company has spent about \$430,000 to update our system which it needed but do feel that the increase to \$100.58 a month is excessive for the sewer rate. Taking an average of about \$35.00 (sewer) per month for all residences that is an increase of almost 300%. At that rate the firm will recoup their \$430,000 at a fast pace. If considering \$35.00 a month is paying the normal monthly expenses plus some profit, this leaves \$65.00 to go toward the \$430,000 spent. \$65.00 times 99 residences equals \$6,435 a month and \$77,220 a year. The \$430,000 would be paid off in about 5 1/2 years. I bet they would not lower the sewer rates after that. This is a retirement community of people of average means, nobody is wealthy. It is a small community of 99% mobile homes and each residence owns their own property. Most are living on social Security and small amount of investments.

This increase would be a large burden on most budgets.

Appreciate your consideration of the above facts when approving any increases.

Gene and Barb Fisher

Gene + Barb Fisher

The Nature Conservancy

Mrs. Barbara Fisher
108 Silver Oak Dr.
Lake Wales, FL 33898-8448

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 601 of 843

Legal Notice

07 MAY -3 AM 8:40

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: April 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.

Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.

Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

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.

CMP _____ 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, COM _____ Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to CTR _____ this proceeding.

ECR 1 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 GCL 1 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida OPC _____ Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 602 of 843

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

7 MAY -3 AM 7:59

19399



5-DIGIT 32148 4018
WILMA SMITH
119 PARK RD
INTERLACHEN, FL 32148-3630

To whom it may concern;

5-1-07

I'm writing in response to this request for a rate increase for Aqua Utilities.

I am 86 yrs. old and have lived here in this same residence for 34 yrs. I've been a widow for 12 yrs. and am struggling to make ends meet with my \$35. monthly Social Security. With inflation eating away daily, there seems no end to things being better for us elderly. I am paying \$100. a month now for Water & Sewer. We are a small subdivision they say is why they need to charge so much even tho we have the same system as Palm Shores across from Hwy 20. My electric bill is \$100. a month. My home insurance has just doubled from \$400. a yr. to \$800. because of the valuation increase. I couldn't sell as no one wants the high water bill. My car ins. is \$1000. a yr. Cable TV just jumped to \$52. My P.O. Box dues went from \$28. to \$40. Everything has taken such an increase I am protesting this increase for Aqua Utilities. They keep changing names and ask for an increase each time. I also carry sprin. water for drinking. Persons with families must have a struggle also to meet these terrible expenses.

Sincerely, Wilma P. Smith

CCA Official Filing
5/2/2007 4:52 PM*****

4:52 PM**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 603 of 843

Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 02, 2007 4:50 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 02, 2007 2:25 PM
To: Ruth McHargue
Subject: FW: My contact

To CLK - docket 060368

-----Original Message-----

From: Webmaster
Sent: Wednesday, May 02, 2007 12:01 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 02, 2007 11:52 AM
To: Webmaster
Cc: leslie.curry@duda.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Leslie Curry
Company:
Primary Phone: (407) 620-4692
Secondary Phone: (407) 977-4628
Email: leslie.curry@duda.com

Response requested? Yes
CC Sent? Yes

Comments:

Please respond via email at leslie.curry@duda.com

CMP _____
COM _____
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SGA _____
SEC _____
OTH _____

We received notice from Aqua Utilities of Florida that they have petitioned the Florida Public Service Commission for a rate increase. We pay the highest water and waterwater rates in all of Central Florida and are adamantly opposed to this rate increase going into effect. We request that the Public Service Commission not grant this increase in rates at the hearing scheduled for June 26, 2007 and the final hearing on October 24, 2007.

Leslie Curry
294 Osprey Lakes Circle
Chuluota, FL 32766
(407) 977-4628

COVER LETTER

To: Florida Public Service Commission fax: 850-413-7118
Attention: **Kimberly**

From: Vernon & Anita Abel *Vernon Abel*
28024 Tammi Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS
Application for increase in water and wastewater rates in Lake Co, FL
By Aqua Utilities Florida, Inc.

Date: May 2, 2007

Please place us on the mailing list of Docket # 060368-WS. We are interested and concerned customers in this matter. We believe our rates are sufficient at this time.

Thank you.

V. Abel
A. E. Abel

One page to this fax.

RECEIVED 7/8/07
07 MAY -2 PM 1:43
COMMISSION
CLERK

Done
05/02/07
Kmf

CCA Official Filing
5/2/2007 9:47 AM*****

9:47 AM*****

ORC

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 605 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 02, 2007 9:47 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 02, 2007 9:18 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9026

To CLK for docket 060368

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 02, 2007 9:11 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9026

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: John Hornung
Telephone: 407-352-1800
Email: hornungjohn@yahoo.com
Address: 1002 Dundee Circle Leesburg 34788

BUSINESS INFORMATION

Business Account Name: John Hornung
Account Number:
Address: 1002 Dundee Circle Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.

Details:

Rate increase!! standard meter is from \$7.64/month to \$10.09/month proposed final rate of \$21.38/month.

I'm refering to Docket No 060368-ws
File # No 732829 c

WHY such an increase? help me to understand this.

Thanks

CMP _____
COM _____
CTR _____
ECR 1
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OPC _____
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SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 606 of 843

07 MAY -2 AM 7:58 PM
PUBLIC CENTER
COMMISSION
-2 AM 9:34

April 27th, 2007

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Subject: Proposed rate increase by Aqua Utilities Florida, Inc.

Dear Director,

I am a retired senior citizen living on a Railroad Retirement Pension. I live in the Silver Lake/Western Shores area of Lake County. My wife and I have just received a proposed increase in water rates by Aqua Utilities, copy attached. This proposal is an absurd request that would place an onus water rate increase on those least able to afford Aqua services. In affect this proposal would double our water costs. I understand there must be some cost increases over time but this proposal is simply unacceptable by any measure of common sense.

I urge you to vote against this proposed rate increase which is pending under Docket # 060368-WS. This increase is excessive and would create a hardship for many low income families and senior citizens alike who depend upon Aqua services as our only source of water.

Thanking you in advance,



Donald W. Morrison

Donald W & Joyce E Morrison
33738 Tartton Dr
Leesburg, FL 34788-3554

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

**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 RATES IN LAKE 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 base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately \$580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. 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 Lake 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

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings - June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.

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 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.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 7.64	\$ 10.09	\$ 21.38
3/4 inch	\$ 11.48	\$ 15.15	\$ 32.07
1 inch	\$ 19.12	\$ 25.24	\$ 53.45
1 1/2 inch	\$ 38.24	\$ 50.49	\$ 106.89
2 inch	\$ 61.18	\$ 80.78	\$ 171.02
3 inch	\$ 122.36	\$ 161.56	\$ 342.05
4 inch	\$ 191.19	\$ 252.45	\$ 534.45
6 inch	\$ 382.36	\$ 504.87	\$ 1,068.90
8 inch	\$ 611.78	\$ 807.79	\$ 1,710.24
10 inch	\$ 879.44	\$ 1,161.21	\$ 2,458.47
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 1.31	\$ 1.72	
< 6,001 (Residential)			\$ 2.27
Over 6,000 (Residential)			\$ 2.84
Non-residential			\$ 2.27

The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of Public Service Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

CCA Official Filing
5/1/2007 3:45 PM*****

3:45 PM*****

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 608 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 01, 2007 3:44 PM
To: Matilda Sanders
Cc: Timolyn Henry; Brian Bilal; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, May 01, 2007 3:37 PM
To: Ruth McHargue
Subject: FW: My contact

To CCA - Docket 060368

-----Original Message-----

From: Webmaster
Sent: Tuesday, May 01, 2007 11:40 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 01, 2007 11:28 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: Edwin Markowitz
Company: Scottish Highlands Condo
Primary Phone: 352-343-1269
Secondary Phone: 352-787-1908
Email: ejmarko@gmail.com

Response requested? No
CC Sent? No

Comments:

We are facing a 300% increase in our basic water bill from Aqua Water Utilites. Is this possible and allowed by the PSC??

CMP _____
COM _____
CTR _____
ECR /
GCL /
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

☐ Deland Office
 Phone: (386) 736-2597

☐ Classified Phone Room
 Phone: (386) 933-9904

☒ Circulation Office
 Phone: (386) 736-1416

☐ Orange City Office
 fax: (386) 774-5613

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<p>■ Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.</p> <p>■ Print your name and address on the reverse so that we can return the card to you.</p> <p>■ Attach this card to the back of the mailpiece, or on the front if space permits.</p>		<p>A. Signature <i>[Signature]</i> <input type="checkbox"/> Agent- <input type="checkbox"/> Addressee-</p> <p>B. Received by (Printed Name) <i>KNAPP</i> C. Date of Delivery <i>16 2001</i></p>	
<p>1. Article Addressed to:</p> <p><i>AQUA UTILITIES FLA. INC.</i> <i>ATTN: KATHY L. PAPE, ESQUIRE</i> <i>762 WEST LANCASTER AVE.</i> <i>BRYN MAWR, PA</i> <i>19010</i></p>		<p>D. Is delivery address different from Item 1? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If YES, enter delivery address below:</p>	
<p>2. Article Number</p> <p>(Transfer from service label) 7004 0750 0004 0493 2788</p>		<p>3. Service Type</p> <p><input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p>	
		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>	

PS Form 3811, August 2001

Domestic Return Receipt

2ACPRI-03-P-4061

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 610 of 843

3
NOTICE OF APPLICATION FOR SALE OF FACILITIES

(Section 367.071, Florida Statutes)

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

Applicant:

Florida Water Services Corporation
Attn: Melissa Taylor, Esquire
P.O. Box 609520
Orlando, FL 32860-9520

Purchaser:

Aqua Utilities Florida, Inc.
Attn: Kathy L. Pape, Esquire
762 West Lancaster Avenue
Bryn Mawr, PA 19010

*David W. Taylor
told us we had to fix it*

Tox
Three year ago, our septic starting backing up - they came out 3 times, and unstopped it, fourth time they dug down to found the concrete had been Busted. So they redone the concrete. Paper + Trash would hang upon the concrete, then it would Back up.
Three week ago it started again; 1st time they call ~~plumber~~ out a Roto-Rooter man to unstopped it. we call the next week, they sent a Roto-Rooter Man out. He ~~stop~~ unstopped it again. We call last night at 4:55 - 9/8/04 - Lady said she would take care of it. she didn't put anything

4

**FLORIDA WATER SERVICES CORPORATION'S
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC
(Continued)**

Volusia County

Jungle Den (water & wastewater):

Township 15 South, Range 28 East, Sections 19 & 30

Tomoka/Twin Rivers (water):

Township 14 South, Range 32 East, Section 30;

Township 14 South, Range 31 East, Section 25

Washington County

Sunny Hills (water):

Township 2 North, Range 13 West, Sections 1, 4-9, 11-31, 35
& 36;

Township 2 North, Range 14 West, Sections 13, 24-27, 34-36;

Township 1 North, Range 13 West, Section 2;

Township 1 North, Range 14 West, Sections 2 & 3

Sunny Hills (wastewater):

Township 2 North, Range 13 West, Sections 7, 8, 15-22, 28-
31;

Township 2 North, Range 14 West, Sections 25 & 36

2

In the system, but she would do it and
have them take care of it today. So I hung up -
and call the super, and told her what happen - she
said she would be sure it was taken care of. I came home
at 5:PM - nothing had been done - Saw one of your super
super in the area, Flag him down - told him about
it - said no nobody told him about it? he didn't
offer to write the address + phone # down - He told
me he was spread thin? I came home to call
you. I tried 3 times - it rang - then like somebody
would pick up then put the phone down - I call
the 4 time they answer - said she would get a
Tech on it? I work for the New York Times for
25 years retired - never seen service like
this? I shouldn't have to pay for water
sewage - since it in my yard. Can't cut the
grass there either. Jim Johnson
11 - a nice day - 11638 Quiver
Aster Fl. 32102 386-7994943

8 A
TO - KATHY L. PAPER ESQUIRE
742 WEST LANCASTER AVE.
BRYN MAWR, PA. 19010

WROTE YOUR LETTER RITE AFTER YOU TOOK OVER
THE WATER WORKS; ON THE PROBLEM WE WAS HAVING;
YOUR SECRETARY CALL TO BE SURE SHE HAD THE RITE
ADDRESS; SINCE THEN WE HAVE HAD THE SAME PROBLEM;
DURING THE STORM WAS THE WORST; THEY WOULD CALL
A PLUMBER TO UNCLOG IT. I HAD TO CALL A PLUMBER, THE
SAME ONE THEY CALL BEFORE ON 3 DIFFERENT DATES - HE
TRIED TO EXPLAIN TO THEM WHERE IT IS: BUT THEY
WOULDN'T LISTEN? THEY TOLD US AFTER THE STORM, THEY
HAD HIR'D A CONTRACTOR TO COME OUT & FIX IT BUT SO FAR
NO SHOW? 11/10/04 IT BACK UP AGAIN IN THE BATHROOM!
& THE FRONT YARD - BY THE WAY ITS A PRETTY SITE IN
YOUR FRONT YARD 3' FROM THE ROAD. WE CALL 11/10/04 TO
REPORT BACK-UP - AGAIN. NOBODY CAME OUT, SO I WENT
GOT THE TOOLS AND UNPLUG IT. LATER ON ONE OF YOUR
PEOPLE CAME OUT - AND TOLD US THEY WERE NOT GOING TO
FIX THE PROBLEM WE WOULD HAVE TO FIX IT. I CALL
THE PLUMBER AND PAY HIM; SEND THE BILL IN WITH
PAYMENT - THEY WOULD CREDIT IT AGAINST OUR ACCOUNT.
NEVER HEARD OF A BUSINESS BEING RUN LIKE THIS. I
CALL THEM AM, TO SEE HOW COME THEY DIDN'T SEND OUT
A PLUMBER 11/10/04 TO UNSTOP IT - SHE SAID,
SHE SENT A WORK ORDER OUT ON IT - BUT WOULD CHECK
TO SEE HOW COME NOBODY CALL OR COMES OUT. SHE
FOUND OUT THEY TOLD HER THEY WERE GOING TO GET A
CONTRACTOR TO FIX IT. WHEN? DO I CONTINUE TO TRY

A, B
TO UNPLUG IT, OR CALL A PLUMBER & pay for it.
THAT SEWER IS A DANGER IN THE YARD, IT CONTAMINANT
ESPECIALLY IF KIDS GET ON THEM OR DOGS LICK IT?

0068-45-0030-1-8

METEX #

RG 0193730745-

AS YOU SEE I PAY FOR MY SERVICE

JAMES L. JOHNSON

1638 JUNO TR.

ASTOR FL 32102

386-749-4943

I SEE YOU HAVE A LOT OF EMPLOYEES &
WHITE TRUCKS IN THE AREA - I STOP & ASK W.A. I,
THEY SAY THEY ARE TECHNICIAN THEY HAVE NO
WORKER TO DO THAT KIND OF JOB? LOOKS LIKE IF YOU
HAD A CREW TO THAT KIND OF WORK - IT WOULD PAY
FOR ITSELF / AND SERVICE DONE FASTER / BETTER.
I MEAN THEY WOULDN'T EVEN HELP A 69 YEAR
OLD MAN?

HAVE A NICE DAY
J.M.

5
THIS WAS HUNG
ON MY FRONT DOOR
ON THEIR YELLOW
DOOR HANGERS!!

MR. JOHNSON,

SORRY I MISSED YOU. I
DROPPED BY TO FOLLOW UP
ON MY PHONE MESSAGE
EARLIER TODAY. WE'VE HIRED
A CONTRACTOR TO DIG UP
AND FIX WHATEVER IS CAUSING
YOUR FREQUENT SEWER BACK-UPS.
AS SOON AS I HAVE AN EXACT
TIME THE WORK WILL BEGIN,
I WILL LET YOU KNOW. I
CONSIDER THIS A HIGH
PRIORITY JOB AND WILL
HAVE THE WORK BEGIN AS
SOON AS IS HUMANLY POSSIBLE.
I APOLOGIZE FOR THE
PROBLEMS YOU'VE HAD AND
I'M CONFIDENT THEY WILL
END SHORTLY

PAUL THOMAS
FIELD COORDINATOR
AQUA UTILITIES
CELL# 386-937-1143

Bill Johnson

From: Bill Johnson
Sent: Thursday, March 08, 2007 9:48 AM
To: 'custserv@aquaamerica.com'
Subject: EMERGENCY

To - Aqua Emergency

From - James L. Johnson
1638 Juno trail
Astor, Fl. 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

I called Thursday 3-1-07, you said they would be here Monday 3-5-07 - nobody shows up. Called again said they would be here 3-7-07 again nobody shows up. Called 4 times 3-7-07 to no Avail. Nobody could help me or would not give me to anybody in charge. Said they would pass the message alone! When can I expect it to be fix. The water main in front yard is BUSTED! Is there anybody at Aqua that can help me? You want me to have someone to fix it and send you the bill? A man by the name of Bors Lester # (386) 329-9601 call and said He would call us Thursday morning at 8:30 AM to say what Aqua would do. So far no call today. ASAP Give me a call Thanks, James L. Johnson

Bill Johnson

From: Bill Johnson
Sent: Friday, March 09, 2007 1:38 PM
To: 'custserv@aquaamerica.com'
Subject: What do I do?

Aqua - What do I do?

Reported 3/1/07 - said you would be their 3/5/07 - NO SHOW - said 3/7/07 - again NO SHOW - man came by Thursday 3/8/07 - said would be here this afternoon or Friday on 3/9/07 - NO SHOW - WHAT DO I DO?

From: James L. Johnson

1638 Juno trail

Astor, Fl. 32102-7951

Lot - 0000002 block Jungle Den - Sub. Div.

#000888846-0632150

Home Phone # (386) 749-4943

Cell # (386) 566-2312

You send us information all the time how to save water? Look what you all have wasted in water last 7 days plus other locations. No wonder rates go up. You should do your part. Thanks, James L. Johnson

*SHOW UP Fri. AFTERNOON, Fix it. THE GROUND THEY TOLE UP - HAD NO GRASS
TO REPLACE IT - STILL NO GRASS.*

Docket No. **ORIGINAL**

060368-WS

pg 1

To

Director Div. of the Commission Clerk

07 MAY -1 AM 9:31

COMMISSION
CLERK

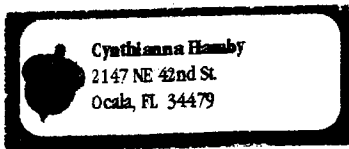
Case Docket # 060368-WS

The Case is Aqua Utilities Fla Inc.
Rate increase,

I do object to the increase
for the last 4 yrs I buy Bottled
water to drink because of poor
quality of water, the calcium &
other water deposits, clog drains
Pipes, I was getting sick, nausea
vomiting, I drink ice tea a lot
As suggested I stop drinking water
at house & it stopped. The Yearly
report on Quality of Water never
came at Sched. time, Rate appears
not to be current, If someone
will mention that they actually

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

improve the water quality
and I am able to drink
it then I would say yes
to giving them more money,
but I haven't seen improvements
& this company should be
monitored.



Thanks
Cynthia Hamby
2147 NE 42nd St
Ocala Fla. 34479

I have been with this Water
Company since 1995.

Help!

oh! They did repaint the
Water Tanks, & Replaced Fencing

RECEIVED 11:30
07 APR 30 PM 3:07
COMMISSION
CLERK

ORIGINAL

Mr. JAMES F. COWLEY
5208 SW 70TH TNR
GAINESVILLE FLA. 32608

Apr. 25, 2007

REGARDING AQUA RATE HIKE

OFFICE OF COMMISSION CLERK
FLA. PUBLIC SERV. COM.

THANK YOU FOR THIS OPPORTUNITY TO MAKE MY
COMMENTS TO YOU ABOUT ANY WATER HIKE HERE.

IF A INCREASE IS PASSED, PLEASE HAVE MANAGEMENT
TOLD TO RETRAIN THEIR CSR'S ON THE PHONE BOARD.

1ST THING THEIR EMERGENCY DEPT SHOULD ASK IS
DO YOU HAVE WATER? ON OR OFF.

THE OTHER DAY COUNS WAS OFF FROM 10-7 PM & TOLD
THAT 1ST THING AND SEVERAL TIMES. COBOLISLY, THEY
DIDNT HEAR ME THE 1ST ~~FEW~~ FEW TIMES, OUR STREET
ACTION CORNER OF 70TH TNR AND 52ND AVE WAS FLOODED
THE ENTIRE DAY AND NITE, NO ONE SHOWED UP TO
REPAIR THE BROKEN LINE BY THE MAIL BOXES, WHERE
A CAR RAN OVER THE BOX. NO WATER TILL 7: PM.
MAINTENANCE CAME 10:00 NEXT DAY.

ALL PLACES NEED MAINTENANCE DUE TO INFLATION

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

BUT ALSO THESE CSN'S THERE, NEED TO BE MORE
PROFESSIONAL AND "E" MAIL THEIR DISPATCHERS, AND
GET FOR HELP AS A PROMISE, BEFORE THEY GET AN INCREASE.
BETTER YET MAYBE GVN OUGHT TO TAKE OVER, SOME
DAY WATER.

REFLECTING MY MEMORIES BEFORE RETIRING
FROM A CHICAGO UTILITY AFTER 39 1/2 YRS, IF
WE GAVE HOUSY SERVICE, LIKE WHAT WE EXPERIENCED
THIS PAST WEEK, NO INCREASE WOULD THE "ICC"
GIVE INCREASES AND A LOT OF PEOPLE WOULD BE
RETRAINED.

SINCERELY
John F. Cowell

NOTES

IF ONE CALLS EMERGENCY AFTER 5:30, YOU
AUTOMATICALLY GET CUT OFF, NO REASONING,
NO WAY TO GET TO A DISPATCHER, NO OTHER
PH. # TO CALL!

"TERRIBLE BAD PROCEDURES"

"LET'S BRUCE COMED DOWN HERE"

HOOP'S - SAYING THEY DON'T HANDLE WATER!

Matilda Sanders

From: Ruth McHargue
Sent: Monday, April 30, 2007 2:29 PM
To: Timolyn Henry
Cc: Matilda Sanders; Brian Bilal
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 8992

ORIGINAL

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Monday, April 30, 2007 10:29 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 8992

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, April 30, 2007 10:26 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 8992

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Cathy Jablonsky
Telephone: 321-956-7080
Email: dancath2@cfl.rr.com
Address: 1060 Sunswept Rd. NE Palm Bay 32905

BUSINESS INFORMATION

Business Account Name: DOCKET 060368-WS
Account Number:
Address: 22 Rosalie Oaks Blvd Lake Wales FL 33898

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference to Docket 060368-WS

Living in Florida we have been hit with an increase in property taxes, home owners insurance, flood, gas and the snowball effect of increased gas prices. Now our water and sewer company wants to increase our service over 100%. My complaint is how can any company increase there services over 100%. This is unfair and I would consider this type of increase gouging. There must be a cap on any utility company increasing our costs by this much. Of course, our local electric company increased our fees after we were hit with 2 hurricanes. It is becoming increasingly difficult for middle income people to get ahead. Please consider turning down such a large increase. I appreciate you taking time to read my complaint. Thank you, Cathy Jablonsky

RE: Agua U. Lites, Florida, Inc. ORIG

Florida Public Service Commission: 060368-WS

The proposed rate increases for water and sewer service in Zephyrhills are ridiculous. My present 5/8" x 3/4" ^{water} service facility charge is \$6.39, proposed \$18.52, a 193% increase!!! The sewer charge is \$11.39, going up 48% to \$16.90! This facility charge is unfair to begin with as a cost when no usage is there, and now they want to raise it! It is discriminatory to seasonal residents like myself, the cost(s) of equipment etc. should be included as overhead in the actual charge for usage, to be fair to all. The minimal 21% reduction in usage rate will not offset the extreme raise in the absent facility charge, even though the rates are still high.

We are seniors on social security and own an inexpensive mobile home in Florida for the winter months. We have a small condo-type unit in Michigan and are there now. We would appreciate the results of the hearings on this matter.

FL:

* 4636 Claridale,
 Zephyrhills, 33541
 Agua of #068-25-055-29
 Meter # 2601938548/3

S.W. Kitchen
 2146 Banner Dr., S.W.
 Wyoming, Mi. 49509-1924
 PH 616 475-1177

Quia Utilities

ORIGINAL

DISTRIBUTION CENTER

07 APR 30 - 12 2007

To Whom Concerned;

This is about Racket #060368-WS.
This concerns retired people mostly.
A few with small children.

This rate increase would sure
put a hard ship on everyone.

I know improvements probably
were needed. But 100% increase!!!
Seems as tho' someone is trying
to recover all expenses at once in
a 2 year rather than over a long term.

People just can't afford it.

People are retired & living on a
fixed income. Young people both
work & can't make ends meet.

Please think long & hard before
making a decision like this. After
All people have other expenses
not just water & sewer.

Hopefully you will consider
older people trying to make
ends meet. I'm not against a
rate increase. But a reason one.

Paul & Joyce Finch
Paralel Cal's Blvd. Redlands

Bob Brubaker
816 Fantasy Lane
Chuluota, FL 32766

ORIGINAL

DISTRIBUTION CENTER
07 APR 30 AM 8:31

April 26, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Docket No. 060368-WS

This letter is a complaint regarding a rate increase for Aqua Utilities. This company has not provided service to its customers even though it already charges some of the highest rates in the state. Over the past two years we have been given notice that the chemicals in the water were near an unsafe condition. In fact the excessive chlorine level damaged my water softener. When I wrote a letter to Aqua Utilities expressing my concern, my letter was never acknowledged. The company, based in Philadelphia has no interest in Florida residents other than taking their money and this rate increase request is far from deserving. There has been little done to assure their customers that the water is safe, rather there is great concern in the community over the unsafe conditions and the fact that Aqua Utilities is doing nothing about the situation.

Please deny their request until they prove to their customers that they are providing the services for which we are paying; high quality water not substandard water.

Sincerely,



Bob Brubaker

RECEIVED FPSC
07 APR 30 AM 9:36
COMMISSION
CLERK

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED TPSC

Legal Notice

07 APR 30 AM 9:35

ORIGINAL

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: April 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.

Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.

Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

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.

- CMP — 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.
- COM —
- CTR —
- ECR —
- GCL — 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).
- OPC —
- RCA —
- SCR —
- SGA —
- SEC —
- OTH —

Please try your best to help us or like many others just stay dirty - some homes are being ruin because of a lack of water. Please, fine

27 April 2007

Palatka is nearest to me, but since I have to rely on someone else to drive me. My comment is: we who are on fixed income (that gives no pay raises, etc) can't you freeze our rates? The telephone company freeze their rates + many other states freeze for the elderly or fixed-income persons. If I make long distance calls, I pay for that, & if I put in swimming pool, etc, I would pay for that.

Called this number got no answer to my question, just a recorded message.

April 22, 2007

Director
Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

ORIGINAL

07 APR 30 AM 8:20
DISTRIBUTION CENTER

Re: Rate Increase Request by Aqua Utilities Docket No. 060368-WS

To Whom It May Concern:

We recently received notification from Aqua Utilities of their request for a rate increase on current water rates in the Chuluota area. This increase is unheard of as our water rates are currently three times those of other local residents in this immediate area under other water providers. Since relocating to the Chuluota area in 2003 we have consistently paid incredibly high water bills with no recourse through the state or local governments.

The base rates for just having access to the sewer and water systems is \$34.80. This is almost equal to what other users in the area pay for their entire bill for the month. Our average water and sewer bill in the last six months was \$ 162.79.

Aqua Utilities is proposing to **triple** our current waters rates and almost **quadruple** our sewage rates. This is completely unacceptable. This rate increase would put our base rate at nearly \$100 per month – this is prior to using any water or sewer! A water bill such as this will greatly reduce our chances of ever selling our home, as who would want to buy a house with such an outrageous water bill and a large yard. Yet, at the same time we feel this puts us in a position to consider relocating to another area.

Our main question is this: Why is Aqua Utilities unable to run their system with the current rates while other companies in the area are able to operate with much lower rates? We feel this increase is incredibly unfair and that there should be an investigation into

CMP _____ why there is so much disparity in the water and sewer rates in this area. To add insult to
COM _____ injury the service hearing for this proposed rate increase is in Deltona, no where near our
CTR _____ home, on a weekday in the morning...effectively eliminating any chance of local
residents being able to attend and protest.

ECR ☒

GCL ☒ Sincerely,

OPC _____

RCA _____

SCR _____ Frank O. & Kimberly A. Burton

390 Velveten Place, Chuluota, Florida 32766

SGA _____

SEC _____

OTH _____

COMMISSION
CLERK

07 APR 30 AM 9:35

RECEIVED-1SC

Metro Orlando ECONOMIC DEVELOPMENT COMMISSION

SERVING ORANGE, SEMINOLE, LAKE AND OSCEOLA COUNTIES AND THE CITY OF ORLANDO

Putting imagination to work[®]
ORLANDO

Water and Wastewater Utility Rates as of December 31, 2006* Residential Service

Utility	Water				Wastewater			
	Base Rate	Gallage Rate per M	Bill Comparison		Base Rate	Gallage Rate per M	Maximum Gallage	Maximum Charge
			5 M	10 M				
Orange County								
Aqua Utilities Florida, Inc.								
Tangerine	\$8.92	\$1.53	\$16.57	\$24.22				
East Central Florida Services, Inc.	\$14.46	\$1.61	\$22.61	\$30.56				
Oak Springs, LLC	\$7.74	\$1.61	\$22.61	\$30.56				
Utilities, Inc. of Florida	\$7.06	\$2.91	\$21.60	\$37.61				
Wedgfield Utilities, Inc.	\$20.82	\$2.16	\$31.62	\$42.42	\$20.39	\$3.70	10M	\$57.39
Zellwood Station Co-op Inc.	\$15.24		\$15.24	\$15.24	\$20.57			\$20.57
Seminole County								
Alafaya Utilities, Inc.					\$19.85	\$3.09	10M	\$50.75
Aqua Utilities Florida, Inc.								
Chuluota	\$10.25	\$3.89	\$29.70	\$49.15	\$22.01	\$8.01	6M	\$70.07
Harmony Homes	\$21.02	\$3.58	\$38.92	\$56.82				
C.W.S. Communities	\$9.79	\$2.36	\$21.59	\$33.39	\$11.37	\$4.03	6M	\$35.55
Sanlando Utilities Corporation	\$4.28	\$0.44	\$6.47	\$8.65	\$11.69	\$1.56	10M	\$27.29
Utilities, Inc. of Florida	\$6.84	\$2.22	\$17.94	\$31.26	\$11.85	\$6.03	10M	\$72.15
Utilities, Inc. of Longwood					\$33.85			\$33.85
Lake County								
Aqua Utilities Florida, Inc.								
Carton Village	\$18.73	\$3.84	\$37.93	\$57.13				
East Lake Harris Estates	\$8.53	\$4.86	\$32.83	\$57.13				
Fern Terrace	\$10.64	\$2.95	\$25.39	\$40.14				
Friendly Center	\$15.84	\$4.09	\$36.29	\$56.74				
Grand Terrace	\$9.90	\$2.14	\$20.60	\$31.30				
Hobby Hills	\$9.90	\$2.14	\$20.60	\$31.30				
Holiday Haven	\$10.38	\$4.62	\$33.48	\$56.58	\$16.43	\$8.79	6M	\$69.17
Imperial Mobile Terrace	\$10.63	\$2.95	\$25.38	\$40.13				
Morningview	\$18.31	\$3.88	\$37.71	\$57.11	\$24.40	\$7.57	6M	\$69.82
Palms Mobile Home Park	\$7.56	\$4.96	\$32.36	\$57.16				
Picciola Island	\$10.63	\$2.95	\$25.38	\$40.13				
Piney Woods	\$16.33	\$2.72	\$29.93	\$43.53				
Quail Ridge	\$21.86	\$3.52	\$39.46	\$57.06				
Silver Lakes Estates / Western Shores	\$7.64	\$1.31	\$14.19	\$20.74				
Skycrest	\$14.45	\$4.23	\$35.60	\$56.75				
Stone Mountain	\$27.59	\$2.95	\$42.34	\$57.09				
Valencia Terrace	\$9.90	\$2.14	\$20.60	\$31.30	\$16.30	\$3.30	6M	\$36.10
Venetian Village	\$10.28	\$3.89	\$29.73	\$49.18	\$20.45	\$5.97	6M	\$56.27
AquaSource Utility, Inc.								
Summit Chase Villas/Tevares Ridge Subdiv.	\$27.72	\$2.62	\$40.92	\$54.12	\$28.34	\$2.70	10M	\$55.34
Kings Cove	\$8.12	\$1.31	\$14.67	\$21.22	\$9.24	\$3.24	10M	\$41.64
48 Estates	\$14.82	\$2.02	\$24.92	\$35.02				
Brendenwood Water System	\$12.50	\$1.78	\$21.40	\$30.30				

Metro Orlando ECONOMIC DEVELOPMENT COMMISSION

SERVING ORANGE, SEMINOLE, LAKE AND OSCEOLA COUNTIES AND THE CITY OF ORLANDO

Putting imagination to work
ORLANDO

Water and Wastewater Utility Rates as of December 31, 2006* Residential Service

Utility	Water				Wastewater			
	Base Rate	Gallage Rate per M	Bill Comparison		Base Rate	Gallage Rate per M	Maximum Gallage	Maximum Charge
			5 M	10 M				
C.W.S. Communities, LP	\$7.28		\$7.28	\$7.28				
Century Estates Utilities, Inc.	\$13.75	\$1.74	\$22.45	\$31.15				
Colina Bay Wayter Company LLC	\$31.36	\$7.49	\$68.81	\$106.26				
Crystal River Utilities, Inc.								
Haines Creek	\$9.54	\$1.58	\$17.19	\$24.84				
Ravenswood	\$13.36	\$1.88	\$22.76	\$32.16				
Harbor Hills Utilities	\$8.83	\$1.32	\$15.43	\$22.03				
Hidden Valley SPE LLC dba Orange Lake	\$8.70	\$1.30	\$15.20	\$21.70	\$8.47	\$1.60	8M	\$21.27
Lake Utility Company	\$6.28	\$1.83	\$15.43	\$24.58	\$9.00	\$3.03	10M	\$39.30
Lake Utility Services, Inc.	\$6.24	\$0.72	\$9.84	\$13.44	\$15.72	\$1.08	10M	\$26.52
Former Lake Groves Utilities, Inc.	\$12.57	\$1.25	\$18.82	\$25.07				
Lake Yale Treatment Associates, Inc.	\$9.40	\$1.72	\$18.00	\$26.60	\$9.78	\$2.48	10M	\$34.58
Oak Springs, LLC	\$7.74	\$2.14	\$18.44	\$29.14				
Pine Harbour Water Utilities	\$14.70	\$1.84	\$23.90	\$33.10				
Raintree Utilities, Inc.	\$13.00	\$1.40	\$20.00	\$27.00				
Shangri-La by the Lake Utilities	\$12.87	\$1.22	\$18.97	\$25.07	\$9.91	\$2.43	6M	\$24.49
Southlake Utilities, Inc.	\$8.98	\$0.84	\$13.18	\$17.38	\$9.76	\$0.66	10M	\$18.36
Sun Communities Finance d/b/a Water Oak Utility	\$6.88	\$0.56	\$9.68	\$12.48	\$8.82	\$2.25	6M	\$21.82
Utilities, Inc. of Pennbrooke	\$5.56	\$1.61	\$13.61	\$21.66	\$10.78	\$2.69	10M	\$37.68
W.B.B. Utilities, Inc.	\$11.87	\$1.55	\$19.62	\$27.37				
Osceola County								
East Central Florida Services, Inc.	\$14.46	\$1.61	\$22.51	\$30.56				
O.&S. Water Company	\$12.97	\$1.81	\$22.02	\$31.07				

Source: Florida Public Service Commission - Data as of December 31, 2006

*Most recent available

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 630 of 843

Director,
Division of the Commission Clerk & Administration Service
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fla. 32399-0870

RECEIVED - 780
07 APR 26 AM 9:07
COMMISSION
CLERK

Rule 25-22.0407 Fla Administrative Code
Docket No. D60368-WS

The aqua Utilities Florida, Inc., have not improved
anything in Putnam County, Interlachen Lakes
Estates -

Why do we have to be charged for extra they are
putting in Gainesville & other areas?

We all live on retired pensions, which isn't much,
Medicine, Doctor bills, groceries, Hospital bills, gas and
Putnam County bills have gone up - True Greed!

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
GPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Please think twice before voting on this.

Thank you -

Mary S. Valentine
159 Pidgeon St
Interlachen, Fla. 32148

V Mary Valentine
159 Pidgeon St
Interlachen, FL 32148

State of Florida



ORIGINAL

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 631 of 843

DATE: April 26, 2007
TO: Ann Cole, Commission Clerk
FROM: Felicia White, Staff Assistant, Division of Economic Regulation *fw*
RE: Docket No. 060368-WS - Application for Increase in water and wastewater rates in
by Aqua Utilities, Inc.

Attached is a complaint and a response to the complaint that needs to be placed in the stated docket. Please place in the docket file for this docket.

CCA Official Filing
4/17/2007 8:50 AM*****

8:50 AM*****

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 632 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, April 17, 2007 8:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Monday, April 16, 2007 4:09 PM
To: Ruth McHargue
Subject: FW: My contact

Protest for docket 060368

-----Original Message-----

From: Webmaster
Sent: Monday, April 16, 2007 8:57 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, April 14, 2007 10:34 PM
To: Webmaster
Cc: gjohnston9@cfl.rr.com
Subject: My contact.

Contact from a Web user

Contact Information:
Name: gregory johnston
Company:
Primary Phone: 407-971-8104
Secondary Phone:
Email: gjohnston9@cfl.rr.com

Response requested? No
CC Sent? Yes

Comments:

Please advise how we as homeowners can begin to convince your agency to stop allowing aqua utilities from gouging us with their water rates in the chuluota area ?? I see they are now requesting a rate increase ? we are already paying way too much and are not even allowed to drill a private well if we desire.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Troy Rendell

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 633 of 843

From: Troy Rendell
Sent: Thursday, April 26, 2007 12:44 PM
To: 'gjohnston9@cfl.rr.com'
Cc: Cheryl Bulecza-Banks; Felicia White; Tom Walden; Ken Hoffman; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger
Subject: Docket No. 060368-WS - Application for a increase in water and wastewater rates by Aqua Utilities Florida, Inc.
Attachments: Service Hearings List (2).doc

Dear Mr. Johnston,

Thank you for your e-mail received on April 15, 2007 regarding the above-referenced application by Aqua Utilities (Utility). A copy of your e-mail will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners, Commission staff, the Office of Public Counsel, and other interested persons and parties.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

4/26/2007

Page 633 of 843

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6934, or Cheryl Bulecza-Banks at (850) 413-6642.

Sincerely,

Troy Rendell
Public Utilities Supervisor
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(805) 413-6934

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 634 of 843

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 635 of 843

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RECEIVED
07 APR 26 AM 9:08
07 APR 26 AM 7:35
COMMISSION
CLERK

Dear Sir,

In regards to the requested increase in water and sewage rates please keep in mind the following:

Florida homeowners like myself who have recently moved to the area have been hit incredibly hard by the overly high property taxes and recent increases in property insurance increases based on the Katrina hurricane.

Our house payment was increased over \$250.00/monthly recently as property tax increases hit our home very hard. This alone is enough to make us wonder if we can afford to own a home in the overly expensive state of Florida.

Add to that the recent bad news that our homeowners insurance rates increased adding another \$40.00/monthly to our house payment.

The already added increase of nearly \$300.00/monthly has put an inordinate strain on our family budget. Just paying a mortgage in an area like this is very difficult. With the increases that were added to our payment we are already struggling just to make our normal payments and keep bills paid for our family of five.

CMP _____ I urge you to consider these issues seriously as you vote to determine what, if any,
COM _____ increases in water and sewage rates should be placed on an already overly burdened
CTR _____ homeowner. Add to that the fact that our water pressure is frequently so slow we can't
ECR 1 _____ even get a glass of water without it taking what seems like eternity. If we are forced to
GCL 1 _____ pay extra high increases which we can ill afford, we should at least be afforded decent
_____ enough service to get bubbles in our dish water at night.

OPC _____ Forcing families who are already being hit hard by hurricane rate insurance
RCA _____ premiums, high property taxes, and inflated property prices in the first place, is only going
SCR _____ to make it that much more difficult for families to keep their properties in good condition
SGA _____ and add to the demise of property values as people are forced to allow their lawns to die,
SEC _____ leaving the sunshine state in a state of ugliness. Not only that, but our bills are already
OTH _____ over \$120.00/monthly. We can NOT afford the increases proposed that would bring our
_____ bills to triple their current amount. A water/sewage bill of over \$360.00/monthly is simply
_____ not affordable.

Please consider the rates we are already being asked to shoulder as homeowners and decline these rate increases.

Re: Docket #060368-WS

Sincerely,

Sheila L Adams

Ms. Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766-6011

Apr 25 07 11:10a

Sue Miller

352-742-4670

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 636 of 843

COVER LETTER

To: Florida Public Service Commission fax: 850-413-7118
Attention: **Kimberly**

From: Harold and Sue Miller fax 352-742-4670
27942 Tammi Drive
Tavares, FL 32778
Phone: 352/ 742-4670

Re: Docket No. 060368-WS
Application for increase in water and wastewater rates in Lake Co, FL
By Aqua Utilities Florida, Inc.

Date: April 25, 2007

Please place us on the mailing list of Docket # 060368-WS. We are interested and concerned customers in this matter.

Thank you.

One page to this fax.

RECEIVED PSC
07 APR 25 AM 11:48
COMMISSION
CLERK

*Done
04/26/07
KMF*

ORIGINAL

Jacob Pfau
2503 Loch Ness Ct
Leesburg FL 34788-7690

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 637 of 843

DEAR COMMISSIONERS:

DOCKET NO. 060368-WS
COMMISSIONER
JAN 15 2007

WE NEED TO PROTEST THE WATER RATE INCREASE WHICH AQUA UTILITIES HAS ADVISED US THEY ARE REQUESTING.

WE ARE RETIRED AND ON A FIXED INCOME AND A RATE INCREASE OF THIS SIZE IS TOO MUCH. WE HAVE NO WAY TO INCREASE OUR INCOME TO MATCH ALL THE INCREASES WE ARE GETTING LATELY.

THIS WATER COMPANY GETS SOLD EVERY COUPLE OF YEARS, AND THE NEW OWNERS ALWAYS ASK FOR MORE MONEY SO THEY CAN PAY FOR WHAT THEY JUST BOUGHT. IN OTHER WORDS THEY EXPECT THE CUSTOMERS TO BUY THE WATER WORKS FOR THEM.

CMP _____ They mention that they have spent \$580,000
COM _____ to improve quality and reliability, BUT THE
CTR _____ QUALITY HAS NOT IMPROVED IT HAS GOTTEN
SCR 1 _____ WORSE, WE CAN'T DRINK THE WATER AND NEED
GCL 1 _____ TO BUY BOTTLED WATER FOR DRINKING.
OPC _____
RCA _____

SCR _____ We urge you to deny this large increase.
SGA _____
SEC _____ VOTE NO !!!
OTH _____

Jacob Pfau

ORIGINAL

OMMISSION
CLERK
4-21-1
AM 8:45

Director of the Public Service Commission
Florida Public Service Commission

To whom it may concern -

I am writing this in response to the recent letter I received from Aqua Utilities (which I am enclosing). I am writing in protest of the proposed tripling of their rates as described in the letter. I am thankful that there is a government agency that oversees such services or I would truly be at the mercy of whatever they want to charge me/us. So I thank you for your attention to this matter.

Perhaps the best analogy I can use to explain their proposal is a business example. I work for a living, as I'm sure you do, too. Wouldn't it be wonderful if our paycheck increased about 50% next month & then about 200% shortly after that? And if that were seemingly to happen, then it would only give us the same ability to pay what Aqua Utilities is asking for. Does this make sense to you?

XMP _____
DOM _____
JTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Well, yes, real estate prices have gone up in the past few years considerably. But I don't see how that has any direct bearing on the value of services this company is providing (unless they expect me to move & someone for richer move here). But let's look at their rationale for the increase. Because of their capital improvement, they estimate a cost of \$800/yr. to cover it (per customer). According to my calculations, that cost will be covered in the first year after this increase. What, I ask, do they intend to do with all that extra cash then? Nor does it even seem that upgrading its lift station should be considered a big capital improvement. Do you think I ask my boss for a raise every time I want to upgrade my car a little?

It is true that I don't have the capacity to fully understand the situation here. I know when I moved here from Palatka (a few miles away) ten years ago, I had to pay about twice as much for these services than when I received them through the municipal system. I guess I expected to pay some more because it was a smaller system. They say the rates have not gone up at all in the past ten years. I can't say for sure if that is a fact.

2

And I suppose a high rate initially was designed to cover the initial costs. But I don't see that their costs have gone up much since then & is in fact insignificant compared to the "improvements" they are proposing.

And I don't see how a business could operate for such a long time on a losing basis. As to me the 200% increase they are proposing is absolutely without reason.

I hope I have described to you our situation with Agua Utilities so that you are able to understand it. I have faith that our government oversight of these utilities is also reasonable. Please understand that to the consumer, a 50% rate increase is a lot & needs to be justified, much less what they are proposing. I also realize that in many places in this world water & sewer availability are a real luxury, but I certainly hope that doesn't become the case here in Florida & in our little subdivision.

Respectfully yours,

Brian Sprenger

BRIAN SPRENGER

105 PALM TRAIL

EAST PALATKA, FL 32131

386-325-9535

ORIGINAL

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 641 of 843

**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 PUTNAM 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 approximately \$180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than \$800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment at its treatment facilities to comply with federal regulations. 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 Putnam 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

Putnam County Library
 601 College Road
 Palatka, Florida 32177
 Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
 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.

PALM PORT MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 12.57	\$ 16.60	\$ 34.17
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 4.43	\$ 5.85	
< 6,001 (Residential)			\$ 6.97
Over 6,000 (Residential)			\$ 8.71

PALM PORT MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 20.28	\$ 28.65	\$ 66.10
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	\$ 8.26	\$ 11.67	\$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 642 of 843

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

07 APR 25 AM 7:26

19399

BRIAN SPRENGER
105 PALM TRL
EAST PALATKA, FL 32131-6158

321316158 F001

|||||

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 643 of 843

3 12:30
COMMISSION
CLERK

4-19-07

Docket No. 060368-WS

Public Service Commission

Every time we turn around our water -
sewer services have been changing hands back and
forth. From Rosalie Oaks utilities to Aqua Source
back to Rosalie Oaks utilities now back to Aqua
utilities.

This last switch ended up costing me a extra
payment. I have called and sent proof (cancelled checks).
They have never credited my account or acknowledge
any of this.

Despite the claim that this utility is the first
request since 2003, we have had some rate
increases. If not from there then one of the other
of the above.

We haven't been able to drink this water
except through tea. We've bought bottled water
to drink.

Part of all we (the whole park) pay is
supposed to go for keeping the lines updated and
repaired.

Don't you think these people are getting

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

enough from us.

If there is an increase then it should be very
minimal.

We object to this increase.

Sincerely

The Alvin Jenkins family
12 Rosalie Oaks Blvd
Lake Wales, FL 33898-8446
(863-696-3039)

Alvin Jenkins
12 Rosalie Oaks Blvd
Lake Wales, FL 33898-8446

~~empty~~

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 645 of 843

PSC

Sent: Wed, 18 Apr 2007 8:32 AM
Subject: Docket #060368-WS

APR 19 9:58
COMMISSION
CLERK

To Whom It Does Concern:

Regarding Aqua Utilities Florida, Inc's April 11, 2007, proposal to dramatically increase water rates (docket #060368-WS), please consider the following: Since taking over from Swiderski, Aqua Utilities has repeatedly and persistently sneaked (snuck?) small rate increases into each monthly bill; and, now this avaricious, gluttonous corporation wants to TRIPLE water expenses.

This country is rapidly returning to the Feudal era, where the middle class is totally eliminated, and only Lords and serfs remain. The cost of living is going out of sight, and millions of people can no longer afford the outrageously-increasing prices of gas, food, milk, electricity, phone service, and now water. As is, orange juice, once a staple on breakfast tables, has become an extinct (unaffordable) reality, and powered milk (or other milk substitutes) has replaced gallons.

Middle Americans are faltering, health care is beyond reach, house foreclosures are epidemic, and no signs of reprieve are visible; and, now Aqua Utilities wants to increase monthly water fees, from under ten bucks a month to over thirty bucks a month.

Must we give up drinking water and showering too?

I suspect Aqua Utilities does not require any such rate increases as requested, but chose an outrageous amount, so the PSC can cut their request in half and still delight their ravenous greed.

Please, for the sake of life as we know it, tell these rapacious bastards to stick it, and refuse to give them anything more than a two or three percent increase, like the rest of us have to bear and accept.

Ralph Azuz

Ralph Azuz
04940 Picciola Road
Fruitland Park, Florida 34731

CHP _____

CLK _____

CTR _____

ECR 1

COL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

ORIGINAL

Jason & Laurie Eskew
 319 Grey Owl Run
 Chuluota, FL 32837
 April 17, 2007

RECEIVED
 07 APR 23 AM 9:55

COMMISSION
 CLERK

07 APR 23 AM 7:37

DISTRIBUTION CENTER

Director, Division of the Commission Clerk and Administrative Services
 Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0870

Reference: **Docket Number 060368-WS**

We would like to voice our opposition to the petition by Aqua Utilities Florida, Inc. The rate increases are outrageous.

Aqua utilities already charges much more than the other nearby utility services and an increase of this magnitude is a shock to say the least.. Our average monthly water bill for the past 12 months has been \$193.10. Before we moved here our average monthly water bill was only \$58.47 and the address for that property is only 6 miles away.

The table below shows the actual cost to our family for water and sewer service under the current, interim and proposed rates (taxes excluded).

Monthly Usage **25600** Gallons

		Current		Interim		Proposed Final
	Base Water	\$ 10.25		\$ 13.54		\$ 27.42
	Base Sewage	\$ 22.01		\$ 31.08		\$ 67.14
	Water Usage 0.00389	\$ 99.58	0.00513	\$ 131.33	0.00242	\$ 14.52
CMP					0.00302	\$ 59.19
COM	Sewage Usage 0.00801	\$ 48.06	0.01132	\$ 67.92	0.00781	\$ 46.86
		\$ 179.90		\$ 243.87		\$ 215.13
CTR			Increase over current	136%	Increase over current	120%
ECR						
GCL						
OPC						
RCA						
SCR						
SGA						
SEC						
OTH						

If there were an alternative service provider, we would have the benefit of price competition to help keep prices in check. Since Aqua Utilities is the sole service provider, we depend on the Public Service Commission to protect us from unreasonable service rates for basic services such as water and sewer.

Sincerely,

Jason Eskew

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 647 of 843

April 16, 2007

RECEIVED

07 APR 23 AM 9:54

COMMISSION
CLERK

Director, Division of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

To Whom It May Concern:

Concerning Docket No. 060368-WS

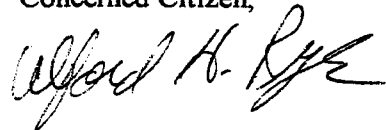
I am writing to ask that Aqua Utilities not be granted the full increase in the water rates at this time. I am a winter resident at 235 Hermits Dr. Satsuma, FL. 32189 for about 6 to 8 months, but am concerned about the purity of our drinking water. Since we can't be there to attend the meeting, I am writing my concerns. Periodically, we receive letters stating the level of contaminates in the water, but that it shouldn't be a concern. There is so much chlorine in the water, that we installed a filter under the sink to remove it and hopefully some of the contaminates. I don't have a problem paying more for the water, providing it is good water. Most of the residents in this area are elderly, and are so concerned about the level of contaminates that they have resorted to buying bottled water. I would like to see the water cleaned up so everyone has peace of mind, before we have to pay more. It doesn't make sense, to pay more for water, then also pay for bottled water to drink. That seems like paying double. How do they justify such a high increase in rates, with such inferior water supply? Thank you for your time and effort looking into this mater.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Winter Address:

235 Hermits Dr.
Satsuma, FL. 32189

Concerned Citizen,



Alford H. Rye
9600 Plank Rd.
Maybee, MI. 48159

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION

Frank Hodge, President
50 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2201

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 648 of 843

April 20, 2007

APR 23 AM 9:49
COMMISSION
CLERK

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870


Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

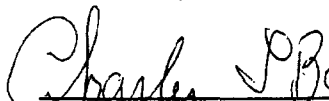
Dear Director:

This subdivision was developed in 1974 as a retirement community. Ninety percent of the population are just that - retired on a fixed income. Many are widowed with only one Social Security check. Most of the mobile homes in here are old. Many of them as old as 1974 to 1985. At the time of development by Mr. Kessler, the water and sewer system were installed and maintained by him until he sold it in 1996 to Crystal River Utilities, alias Aqua Source, alias Aqua Utilities. Are there no requirements that money from profits have to be set aside for repairs? Why is it that when major repairs come along, utility companies start petitioning for the customers to cover the entire cost? Have they not saved any money along the way? People who work have to save money to repair their homes, repair and replace cars, replace furniture, plumbing bills, etc. No one is available to step up and cover their repairs and normal extraordinary expenses.

In this case, the utility company wants the customers to pay \$122.33 per month base rate for water (\$21.75) and sewer (\$100.58). That's more than the electric bill! Base rate was \$26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is \$58.03 per month. That's already over a 100% increase! The interim rate for 12 months would be **\$787.77**, not including taxes. That's more than property taxes and more than property insurance. And that's just the interim rate. When you consider what they are proposing as a final rate, it comes to **\$1,467.96 per year**, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at \$2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be something illegal about that.

We would like to see this application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it \$40.33 per month, not to be increased again for 5 years. Wouldn't everyone like to get a 50% increase in their paycheck? If Social Security would go up 50%, we might be able to afford things like the electric bill, property insurance, property taxes, and even the water/sewer bill. But that's not likely. We cut back every way we can now. Turn our AC's up and sweat during the summer; turn the furnace down and freeze in the winter, try to flush the toilet only about every third time it's used. No matter what we do to try to make ends meet, someone is there after the grocery money.


Frank Hodge, President


Charles Bass, Trustee


William Webb, Trustee

cc: Gov. Charlie Crist Congressman Adam Putnam Attny Gen Bill McCollum
Polk County Commissioners English, Wilkinson, Myers, Reed, Johnson

**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 INTERESTES
DOCKET NO. 060368-WS**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 649 of 843

**APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK 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 March 1998, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than \$430,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately \$2,200 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries the waste to the plant, as required by the Florida Department of Environmental Protection. 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 Polk 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

Polk County Library
City Hall - 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing - June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.

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.

ROSALIE OAKS MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 11.38	\$ 25.28	\$ 21.75
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption			
< 5,001	\$ 0.95	\$ 2.13	\$ -
5,001 to 10,000	\$ 1.20	\$ 2.68	\$ -
Over 10,000	\$ 1.46	\$ 3.23	\$ -
< 6,001 (Residential)			\$ 2.84
Over 6,000 (Residential)			\$ 3.55

ROSALIE OAKS MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 15.51	\$ 32.75	\$ 100.58
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	1,000	1,000	6,000
Residential use to cap	\$ 6.67	\$ 14.09	\$ 7.72

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800 342 3552

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 650 of 843

**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 RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.**

Date Issued: April 11, 2007

RECEIVED
07 APR 23 AM 9:55
COMMISSION
CLERK

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 base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately \$580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. 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 Lake 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

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.

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 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.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 7.64	\$ 10.09	\$ 21.38	
3/4 inch	\$ 11.48	\$ 15.15	\$ 32.07	
1 inch	\$ 19.12	\$ 25.24	\$ 53.45	
1 1/2 inch	\$ 38.24	\$ 50.49	\$ 106.89	
2 inch	\$ 61.18	\$ 80.78	\$ 171.02	
3 inch	\$ 122.36	\$ 161.56	\$ 342.05	
4 inch	\$ 191.19	\$ 252.45	\$ 534.45	
6 inch	\$ 382.36	\$ 504.87	\$ 1,068.90	
8 inch	\$ 611.78	\$ 807.79	\$ 1,710.24	
10 inch	\$ 879.44	\$ 1,161.21	\$ 2,458.47	
	Present Rates	Interim Rates	Proposed Final Rates	
Total consumption ,	\$ 1.31	\$ 1.72		
< 6,001 (Residential)			\$ 2.27	
Over 6,000 (Residential)			\$ 2.84	
Non-residential			\$ 2.27	

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Dear Director see reverse side

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 651 of 843

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

APR 23 AM 7:37

REGISTRATION CENTER



5-DIGIT 34788 0716
GENE COURSEN
11449 OCKLAWAHA DR
LEESBURG, FL 34788-4488

Dear Sir :

I find a 280% increase in water rates (based on existing 7.64) too be unexcusable. Their bases for the increase is meritless. If you purchase a business or home with as many flaws as they claim needed to be fixed, wouldn't you negotiate that into the purchase price, don't pass it on too the customer for their mistake!

Don't forget to ask them for their correspondence to us as customers when they bought out Florida water and said there would be no increased ^{rates} because the infrastructure was in good shape. Just say no!

Sincerely,

Gene Courson
11449 Ocklawaha Dr.
Leesburg, FL 34788



E. Courson
11449 Ocklawaha Dr.
Leesburg, FL 34788-4488

ORIGINAL

Joint Application for Authority to Transfer Facilities of
 Del Tura Phase I, LLC d/b/a Del Tura Utilities and Certificate No. 298-S
 to North Ft. Myers Utility, Inc.,
 Cancellation of Certificate No. 298-S, Amendment of Certificate No. 247-S, and
 Limited Proceeding for Authority to Charge the Customers of Del Tura Utilities
 the Authorized Rates, Fees and Charges of North Ft. Myers Utility, Inc.

DOCKET NO. 060368-SU

07 APR 23 AM 9:47
 COMMISSION
 CLERK

Name CORNELIUS HENCHES
 Address 739 VIA DEL SOL
NORTH FT. MYERS FL 33903

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

CMP
 COM
 CTR
 ECR
 GCL
 OPC
 RCA
 SCR
 SGA
 SEC
 OTH

THE METHOD OF BILLING IS UNFAIR
 BASED ON WATER METER GALLONAGE USAGE
 USE OF OVER 3,000 GALLONS PER MONTH
 IS CAUSED WHEN WATER USED FOR CAR WASH
 ING - WATERING LAWNS AND WASHING (PRESSURE)
 HOMES IS USED - THIS CAN EASILY RUN WELL
 OVER 60,000 GAL PER MO IN DRY SEASONS. THIS
 WATER DOES NOT ENTER THE SEWER SYSTEM FOR
 PROCESSING DOES NOT ADD ANY COST TO THE
 UTILITY SYSTEM. IT DOES INVOLVE AN INCREASE
 OF 138.9% FROM THE CURRENT COST OF \$22.16
 PER MO TO \$52.93 PER MO. EVEN AN ADDITIONAL
 2,000 GALLONS PER MO RESULTS IN A 45.2%
 INCREASE. THIS PLACES A BURDEN OF FIXED
 INCOME SENIORS

Fold and tape -- see back for address

ORIGINAL

060368

April 17, 2007

MARY GREEN
1509 HIGH RIDGE RD.
LAKE WORTH, FL. 33460

TO:
FLORIDA PUBLIC SERV. COMMISSION
2540 SHUMARD CAY BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

COMMISSION
CLERK

APR 20 PM 12:04

RECEIVED

DEAR SIR :

I'M COMPLETED AGAINST ANY RATE
INCREASES REQUESTED by: AQUA UTILITIES
FLORIDA, INC

REASONS: THIS COMPANY DOES NOT CARE
ABOUT ANYTHING AND THEY DON'T PROVIDE
ANY SERVICE AT ALL TO THEIR CUSTOMERS !?
WE HAVE BEEN TRYING TO GET THEM TO FIX
THE WATER PROBLEM WE HAVE AT THEIR
WATER METER FOR TWO YEARS !!! WITHOUT
ANY RESULTS ! NO BODY EVER SHOWS UP !
WE EVEN SENT A LETTER TO THE PRESIDENT OF
THE COMPANY MR. JOHN LIHVARCIK - MAKING
HIM AWARE OF OUR PROBLEM - WE NEVER GOT
AN ANSWER !?

OUR PROBLEM: VERY LITTLE WATER COMES TO THE
HOUSE - NO WATER PRESURE AT ALL ! NO ENOUGH
WATER TO TAKE A SHOWER OR FLUSH A TOILET !
WE HAVE GIVEN UP... WE HAVE PUT THE
HOUSE UP FOR SALE.

NEXT PAGE PLEASE

CAN YOU PLEASE HELP US OUT.
CAN YOU GET AQUA UTILITIES FL. INC.
TO FIXE THEIR WATER PIPE AND
REPLACE THEIR WATER METER.

"WE NEED WATER - WE LIVE IN THE
UNITED STATES NOT IN NICARAGUA OR
BANGLADESH FOR THAT MATTER"

WE THANK YOU ALL FOR ANY ASSISTANCE
THAT YOU CAN GIVE US

Mary E. Green

**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 RATES IN PALM BEACH 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 base rate increase occurred in December 1996, and this is the Utility's first rate request since acquiring this system in August 2003. Since then, the Utility will have invested approximately \$22 million in its Florida infrastructure through 2007 to improve the quality and reliability of water and wastewater services. Specifically in Palm Beach County, the Utility's capital improvements include water treatment plant upgrades, tank rehabilitation, and the replacement of undersized and deteriorating pipe to address water quality, water pressure and service reliability issues. 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 Palm Beach 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

Palm Beach County Library
3650 Summit Boulevard
West Palm Beach, Florida 33406
Phone: 561.233.2600

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – May 11, 2007 at 10:30 a.m., at the Green Acres Branch, Palm Beach County Library System, 3750 Jog Road, Green Acres, Florida 33467.

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 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.

LAKE OSBORNE ESTATES MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 4.23	\$ 8.22	\$ 24.05
3/4 inch	\$ 6.33	\$ 12.32	\$ 36.08
1 inch	\$ 10.58	\$ 20.57	\$ 60.14
1 1/2 inch	\$ 21.14	\$ 41.10	\$ 120.27
2 inch	\$ 33.83	\$ 65.77	\$ 192.44
3 inch	\$ 67.66	\$ 131.54	\$ 384.88
4 inch	\$ 105.71	\$ 205.53	\$ 601.37
6 inch	\$ 211.42	\$ 411.07	\$ 1,202.75
8 inch	\$ -	\$ -	\$ 1,924.40
10 inch	\$ -	\$ -	\$ 2,766.32
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 2.03	\$ 3.94	
< 6,001 (Residential)			\$ 2.68
Over 6,000 (Residential)			\$ 3.35
Non-residential			\$ 2.68

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 656 of 843

AQUA UTILITIES
FLORIDA, INC.

19399

2541 SHUMARD
OAK BL.

7-800
511-0809

MARY GREEN
1509 HIGH RIDGE RD
LAKE WORTH, FL 33461-6056

33461-6056 C031

|||||

060368



OR

APR 20 2007

April, 18, 2007
060368-WS
CLEAN

Sir:

this letter is in regard
to application for rate increase in
Water & Wastewater rates in Lake Co.
By aqua utilities Florida, Inc.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Issued on April 11, 2007.

Their claim of investing
\$ 315,000 in our community (Kings Cove)
this amount translates to about
\$ 750.00 per household so they say, Hard
to believe. The only improvement
we have seen out here is a new fence
around their property.

Our water hasn't
improved any, the water pressure
is excessive most of the time
in excess of 65# as I have
pressure gauge on my house.
Have called various times
in regard to it

The majority of the
Citizens in this Community think
the rate increase is excessive and
shouldn't be that high.

Thanks for Your Cooperation
Mr. Hartley Turner

APR 20 2007

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 659 of 843

RECEIVED

07 APR 20 AM 9:24

COMMISSION
CLERK

4/17/2007

Director, Division of the Commission Clerk & Adm. Services
Florida Public Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Re: Docket #060368 – WS

Aqua America, Inc. is requesting another rate hike for the homeowners in Chuluota, FL. Their request notification states that they haven't raised rates since 1996, when in fact, they have raised their water rates almost every year. Now they are requesting a rate increase for their basic water and sewer service.

I respectfully ask that you decline the excessive rate increase that they are requesting. Their current rates exceed Oviedo's rate by almost three times. Oviedo, FL. is adjacent to Chuluota, FL. Aqua Utilities water doesn't meet the EPA standards. We currently pay over \$100 a month for their water and sewer service each month and the new requested rates could bring our water bill to over \$300 A MONTH!

CMP _____ Please decline their excessive rate increase request.

COM _____ Thank you.

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Mr. and Mrs. Rod Santomauro
492 Osprey Lakes Circle
Chuluota, FL 32766

07 APR 20 AM 7:37
DISTRIBUTION CENTER



RECEIVED
07 APR 20 AM 7:37
INDUSTRIAL CENTER

April 16, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED
07 APR 20 AM 9:23
COMMISSION
CLERK

RE: Docket Number 060368-WS

Mr. Director,

I am writing this to strongly oppose the amount of the "proposed final rates" in the brochure I received on this date.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

I have lived at my current address for over 24 years, and while the water rates have gone up at a measured pace, this increase does not fit into the category of "measured", in any way.

While I certainly know costs have risen, over doubling of the rates is not understandable in the least. I believe it would create an unnecessary hardship on many of my neighbors, as well as me and my family.

I would not be opposed to the raising of rates to the "interim level" as listed in the brochure, as these increases seem reasonable.

If you have any questions, please contact me.

Yours truly,

Gary A. Lombardi

140 Quailwood Drive

Winter Haven, Florida 33880

863-965-1775 or 863-521-2438

Gary A. Lombardi
P.O. Box 1865
Auburndale, Florida 33823



APR 20 AM 7:30
 CENTER

Director, Division of the Commission on the
 Administration of the
 State of

Dear Sirs:
 In response to your letter of 4/15/88
 please be advised that the one
 of people you are dealing with.

There are not more than 100 homes
 and many claim that this
 subdivision is a very old sub-
 division of Metro-Gold Home
 trailers that are 100% home.

You are dealing with a very
 poor class of people of which
 we are one family on Social
 Security. It could be said
 an increase even as much
 as 50% but the 100% means
 that figure is not increasing
 for a 100% which is actually
 the Metro-Gold Home of interest
 as you may think but because
 the Metro-Gold Home is
 it is an too far away.

COMMISSION
 CLERK

07 APR 20 AM 9:21

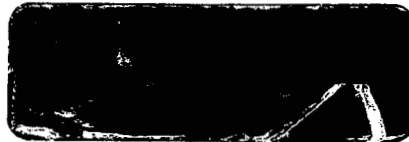
RECEIVED 1988

CMP _____
 COM _____
 CTR _____
 ECR 1 _____
 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

and many would be willing
to spend the time and effort to
attend the meetings if they
were asked.

This amount of money could
further help in the fight
on many of the residents
share your for your consideration.

Very Respectfully
Mortimer and David Slattery
Oakwood Investments
Mortimer 32754



ORIGI

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

DISTRIBUTION CENTER
07 APR 20 AM 7:26

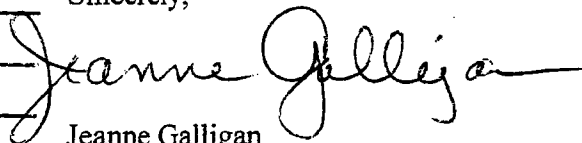
Re: Docket Number 060368-WS

I just received the notice from my water company, Aqua Utilities Florida, Inc. that informs me my water rates have doubled (interim rates) and that they are asking for an increase that will increase my water bill by 600%. I know that my water company is owned for profit by out of state interests, and so I am hoping that you will stand up forcefully to protect the interests of the people who live in my community and fight this rather outrageous increase. Water is a necessity, and there is no competition involved, so we the consumer cannot go elsewhere. The owners of Aqua Utilities do not need to become wealthy on our need for water. Please protect us, who have absolutely no way of protecting ourselves.

Increasing our cost for water by 600% would strain the people of the neighborhood we live in, which is made up of working class families and retirees. Our property taxes have doubled and tripled for anyone not lucky enough to have owned their homes for thirty years, other costs of living have all increased dramatically. We really can't live without water, and have no other source for getting it, so this monopoly is proposing to multiply our rates by six and we will have no choice. We don't live on large estates with golf courses and horse pastures. We all have small lots and small lawns. This increase seems unfair and unjust. I hope this letter will have some effect on your decision to allow the water we drink to be made so expensive that it will be difficult for many to afford. Water is a necessity. We shouldn't have to make some out-of-towners richer than they already are. If the owners of the utility lived in our neighborhood it would be a lot easier to take, but then I doubt we would be being threatened with this kind of hike.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Sincerely,



Jeanne Galligan
5234 Lake Osborne Dr.
Lake Worth, FL 33461

Cc: state representatives, Governor Christ, and other legislators.

Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, FL 33461

RECEIVED
07 APR 20 AM 9:21
COMMISSION
CLERK

07 APR 19 AM 7:01
CIVIL CENTER

DIRECTOR, DIVISION
OF THE COMMISSION CLERK
AND ADMINISTRATIVE SERVICES
FLA. PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FLA. 32399-0870

RE: DOCKET NO. 060368-WS: DIRECTOR OF PROGRAMS

THIS LETTER IS IN RESPONSE TO THE PROPOSED
WATER RATE INCREASE IN PALM BEACH COUNTY.
I LIVE AND OWN A HOME IN LAKE OSBORNE ESTATES.
I AM DISABLED FROM A CANCER ILLNESS AND
ONLY RECEIVE \$670.00 ^{mo.} FROM SOCIAL SECURITY DISABILITY.
I CAN NOT REALLY AFFORD TO PAY MY WATER BILL
AT THIS TIME, PRIOR TO THE PROPOSED RATE INCREASE.
FROM THE RATE INCREASE, I WILL HAVE TO PAY
2-3 TIMES MORE THAN WHAT I AM PAYING NOW.
WHICH CREATES A FINANCIAL HARDSHIP FOR ME.
I AM NOT ABLE TO WORK AND EARN MONEY,
I HAVE NO MEANS OF PAYING THESE ADDITIONAL FUNDS.
I WOULD LIKE TO PROPOSE TO YOUR ADMINISTRATION
AND COMMITTEE: THE POSSIBILITY OF OFFERING A
DISABILITY DISCOUNT TO INDIVIDUALS ON SOCIAL
SECURITY DISABILITY WHO CAN NOT AFFORD TO PAY THIS
RATE INCREASE. A PROGRAM SIMILAR TO THE
"LIFELINE TELEPHONE ASSISTANCE PROGRAM" WHICH
OFFERS A \$13.00 SUBSIDY PAYMENT BY THE STATE,
PLEASE CALL ME AT (561) 242-2211
JANICE CONRAD (SEN)

DIRECTOR,

APRIL 15, 2007

DIVISION OF THE COMMISSION CLERK AND
ADMINISTRATIVE SERVICES ,
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD,
TALAHASSIE, FL., 32399-0870

RE: DOCKET NUMBER NO. 060368 - WS

DEAR SIR :

THIS APPLICATION FOR AN INCREASE IN WATER RATES IN HIGHLANDS COUNTY BY
AQUA UTILITIES FLORIDA , INC. ISSUED APRIL 11TH, 2007 REQUESTS A THREE FOLD
INCREASE IN THE WATER RATES IN THE SMALL SERVICE AREA OF LAKE JOSEPHINE
WHICH WAS BOUGHT OUT FOUR YEARS AGO FROM SMALL LOCAL COMPANY.

THIS LOCAL COMANY HAS TWO WELLS AND IN NO WAY WOULD EVER REQUIRE THE
LARGE AMOUNT OF \$630,000 FOR IMPROVEMENTS. I KNEW THE PREVIOUS OWNER
WELL . I AM OWNER OF THE IRON HORSE RANCH AT LAKE JOSEPHINE IN SEBRING
, FLORIDA OVER TWENTY YEARS.

ALTHOUGH NOW RETIRED AS PROFESSIONAL ENGINEER AND GENERAL MANAGER
OF MULTIMILLION PROJECTS I STRONGLY REQUEST THAT THIS REDICULOUS THREE
FOLD INCREASE BE DECLINED BY THE COMMISSION AS CONFISTATORY AND
UNNECESSARY.

FRANK HUTCHINS, P.E., E.E., M.E.

NOTICE TO CUSTOMERS ENCL.

CMP _____
COM _____
CTR _____
SCR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
CTM _____

RECEIVED-FISC
07 APR 19 AM 9:19
COMMISSION
CLERK

**BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM**

**TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS**

**APPLICATION FOR INCREASE IN WATER RATES IN HIGHLANDS 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 base rate increase occurred in June 1999, and this is the Utility's first rate request since acquiring this system in August 2003. Since then, the Utility will have invested more than \$630,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. This amount translates to a capital investment of more than \$1,100 per customer. Specifically, the Utility is constructing a booster pumping station and two 40,000-gallon storage tanks to address water pressure issues and to improve fire protection. 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 Highlands 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

Highlands County Library
319 W. Center Avenue
Sebring, Florida 33870
Phone: 863.402.6716

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 13, 2007 at 10:00 a.m., at the Highlands County Administration Bldg., Board Chambers (Room B104), 600 Commerce Street, Sebring, Florida 33871.

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 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.

LAKE JOSEPHINE MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 9.11	\$ 12.44	\$ 28.82
3/4 inch	\$ 13.68	\$ 18.67	\$ 43.23
1 inch	\$ 22.76	\$ 31.08	\$ 72.05
1 1/2 inch	\$ 45.55	\$ 62.20	\$ 144.10
2 inch	\$ 72.89	\$ 99.51	\$ 230.56
3 inch	\$ 145.78	\$ 199.04	\$ 461.13
4 inch	\$ 227.76	\$ 310.99	\$ 720.51
6 inch	\$ 455.53	\$ 621.97	\$ 1,441.02
8 inch	\$ -	\$ -	\$ 2,305.83
10 inch	\$ -	\$ -	\$ 3,314.34
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 1.74	\$ 2.38	
< 6,001 (Residential)			\$ 5.71
Over 6,000 (Residential)			\$ 7.14
Non-residential			\$ 5.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

07 APR 19 AM 7:03

DISTRIBUTION CENTER

To Whom It May Concern regarding docket no. 060368-WS,

Since residents have nicknamed the water provided by Aqua Utilities "Aqua Gold", imagine my surprise at the proposal that rates be *increased*. We pay some of the highest rates in Florida when you consider not only the base rates, but the per gallon charges. I see they don't provide in their notice how often they have had increases in the per gallon charge, but since 2004 it has been every year.

Sick of over **200.00 dollar water bills**, our family decided to invest in our own infrastructure and had a **lake water irrigation** system put in to reduce our water bills. Others in our neighborhood have had wells drilled. Enclosed is a copy of our recent bill. Notice the extraordinary **drop** in usage from March '06. It has worked. Our recent water bill was just under **77.00 dollars**.

I imagine that Aqua Utilities has seen enough of a drop in per house usage to prompt this plea for an increase. If their rates had been reasonable to begin with, they might not have seen such creativity applied to conserving the "Aqua Gold".

To add insult to injury, as a pregnant woman the water they provide may not be safe for me to drink from the tap. They have failed to meet the guidelines for TTHM's for over 5 quarters. And they want me to pay more for their water now?

There is a moral limit to the amount a Utility can charge for life necessities, and I believe Aqua Utilities is close to that limit with their current and their interim rates. To make each household pay **94.56 per month before a drop of water is used** is unethical.

In closing, I could tolerate a compromise with Aqua Utilities that allowed the interim rate to remain in effect and institute small yearly increases, say under 5%. I will not be their cash cow.

Our Monthly Water rate

10.25 Current

13.54 Interim

CMP _____ **27.42 Proposed - 267 % Increase? Outrageous.**

COM _____ **Our Monthly Sewer rate**

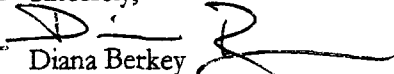
CTR _____ 22.01 Current

ECR I 31.08 Interim

GCL I **67.14 Proposed - 305 % Increase? Highway Robbery.**

OPC _____ Please say no to the change. Don't let them take advantage of your residents.

RCA _____ Sincerely,

SCR _____ 
Diana Berkey

SGA _____ 288 Osprey Lakes Cir. Chuluota, FL 32766 / 407-677-5019 / dianaberkey@cfl.rr.com

SEC _____

OTH _____

COMMISSION
CLERK

07 APR 19 AM 9:18

RECEIVED

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	
< 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	\$ 31.08	\$ 67.14
3/4 inch	\$ 33.03	\$ 46.85	\$ 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
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	\$ 8.01	\$ 11.32	\$ 7.81
Non-residential	\$ 9.60	\$ 13.55	\$ 9.38

AQUA

Service To:
DIANNA BERKEY
288 OSPREY LAKES CIR
CHULUOTA, FL 32766-6664
 Lot: 0009000 Block:

Account Number
000894188 0637165
 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@aquasamerica.com**

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

Bill Date
March 23, 2007

Total Amount Due
\$ 76.07

Due Date
April 16, 2007

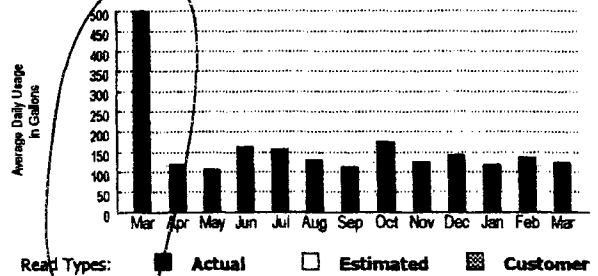
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362699	5/8	03/21/07	28	Actual	259600	3,600	Gallons
		02/21/07		Actual	256000		
Average Daily Usage = 128 Gallons		Total Days:	28	Total Usage:		3,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 80.89
Total Payments Received	80.89
Balance	0.00
Water Base Facility Charge	10.25
3,600 gallons @ \$.00389 per gallon	14.00
Current Water Charges	24.25
Sewer Base Facility Charge	22.01
3,600 gallons @ \$.00801 per gallon	28.84
Current Sewer Charges	50.85
Utility Tax	0.97
Amount Due 04/16/07	\$ 76.07

Water Usage History



Message Center

*\$ 200.00+
 They are getting less money.*

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

Service To:

COMMISSION
 CLERK

07 APR 19 AM 9:15

RECEIVED 1:00

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)

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 ($\mu\text{g/L}$). The running annual average (RAA) level based on test results of the last four quarters was 141.6 $\mu\text{g/L}$. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	TTHM ($\mu\text{g/L}$)	RAA ($\mu\text{g/L}$)
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

ORIGINAL

**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 PASCO 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 this system in July 2004. Since then, the Utility will have invested more than \$240,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. The upgrades include installation of a new water supply well, which will eliminate the need to purchase water from Pasco County and reduce the water system's costs. 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 Pasco County Library - Regency Park Branch 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

Pasco County Library - Regency Park Branch
 9701 Little Road
 New Port Richey, Florida 34654
 Phone: 727.861.3049

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

CTR Service hearings - June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801, and June 20, 2007 at 10:00 a.m. and 6:00 p.m., at the West Pasco Government Center, County Commission Board Room (Suite 160), 7530 Little Road, New Port Richey, Florida 34654.
GCL 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.
OPC

RCA 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.
SCR The approved interim rates are effective on April 12, 2007.

ZEPHYR SHORES MONTHLY WATER RATES				

ZEPHYR SHORES MONTHLY SEWER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 11.39	\$ 16.09	\$ 16.90	
3/4 inch	\$ 17.08	\$ 24.13	\$ 25.35	
1 inch	\$ 28.48	\$ 40.22	\$ 42.25	
1 1/2 inch	\$ 56.93	\$ 80.41	\$ 84.50	
2 inch	\$ 91.11	\$ 128.68	\$ 135.20	
3 inch	\$ 182.22	\$ 257.36	\$ 270.40	
4 inch	\$ 284.72	\$ 402.13	\$ 422.50	
6 inch	\$ 569.41	\$ 804.23	\$ 845.00	
8 inch	\$ 911.08	\$ 1,286.80	\$ 1,352.00	
10 inch	\$ 1,309.66	\$ 1,849.75	\$ 1,943.49	
	Present Rates	Interim Rates	Proposed Final Rates	
Residential Gallonage Cap	6,000	6,000	6,000	
Residential use to cap	\$ 9.54	\$ 13.47	\$ 5.84	
Non-residential	\$ 11.46	\$ 16.19	\$ 7.01	

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

I really question this hike in rates when the people behind us pay about 50% less for their water bill than we do. If we pay \$60.00 per month they pay about \$30.00. Why? I think the Public Service Commission of the State of Florida should do its job and protect the tax payers of Florida and not big companies that are ripping off the public. Why should we pay more for a company that is over

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 673 of 843

19399



SCH 5-DIGIT 33541 269
KEITH VARDAMAN
4924 BRITNI WAY
ZEPHYRHILLS, FL 33541-7312

So poorly run they cant even read meters correctly. We were not here and were charge 2 to 3 times what we use when we are here. Why? So they estimated the bill but why such a high estimate why not what we would normally use in a given month.

Keith Vardaman
4924 Britni Way Lot #75-
~~Britni Way~~
Zephyrhills FL, 33541

1-813-780-2395 Home
813-545-2395 cell



Janet Vardaman
4924 Britni Way
Zephyrhills, FL 33541-7312

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 674 of 843

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

14 April, 2007

07 APR 18 AM 10:58

COMMISSION
CLERK

07 APR 18 AM 8:22
DISTRIBUTION CENTER

Re: Docket # 060368-WS

Dear Sirs:

I am writing to express my disgust regarding the proposed price increases set forth by Aqua Utilities Florida, Inc. This utility has arbitrarily imposed a 25% increase on our monthly water rates and a 30% increase in monthly sewer rates (new Interim Rate, effective immediately). *This utility is asking for a proposed final rate increase of 267% on the monthly water rate and an enormous 305% rate increase on monthly sewer rates.* These increase places an undue financial burden on this Seminole County taxpayer and other taxpayers in the Chuluota community.

CMP _____

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CTR _____

ECR 1

GCL 1

OPC _____

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SGA _____

SEC _____

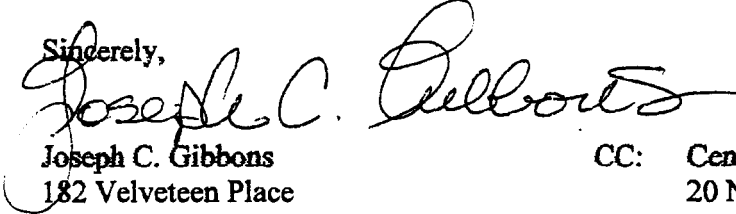
OTH _____

Typically – our monthly water bill averages \$137 and the new mandated interim rate pushes our monthly water bill in excess of \$183. Simply put - is rate gouging and Aqua Utilities is taking advantage of the fact that there are no other service providers in the Chuluota area. I know this excessive since I have paid an Orange County Utilities water bill for fifteen years that averaged \$68 and with the implementation of the mandated interim rates – we are now paying triple the amount that the average Orange County citizen pays for water and waste.

One point worth noting – Aqua Utilities is owned by an out of state company – located in Bryn Mawr, PA. Wouldn't be in the best interests of the residents of Chuluota, FL and in the best interests of the FL Public Service Commission to regulate a locally owned and operated utility licensed in FL and not an absentee owner operating from out of state???

Please **DO NOT ALLOW** the proposed final rates to become effective. Small increases (less than 25%) are to be expected and are a part of normal business operations. Increases of this nature are somewhat acceptable, but not welcomed. Rate increases in the 250%-300% range are simply bad for the general public, bad for the residents of Chuluota and bad for Floridians.

Sincerely,


Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022

CC: Central Florida New 13
20 North Orange Ave, Suite 13
Orlando, FL 32801

Aqua Utilities Account # 000889929 0633171

JOSEPH C. GIBBONS
SHIRLEY M. GIBBONS
182 VELVETEEN PL
CHULUOTA, FL 32766

**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	

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	\$ 175.09	\$ 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	

ORIGINAL

060368-WS
COMMISSIONER
CLERK

To Whom it may Concern

I got a Notice today my Water rates
are going up by Aqua Utilities Fl. Inc.

I am 80 yrs old on a low income.
Having hard work to make my Utilities bills
now.

I take a Shower once a wk. Sponge
bath daily. Wash clothes once weekly. Fresh
toilet only when necessary. Use Paper Plates
& cups.

Don't know flowers around anymore to
grow water..

Still have to buy my drinking water
this water isn't fit to drink.

So guess I will have to sell my home
No one wants to buy in here when they hear
about Cost of Water.

Then when I visit my children 3-4 months
in summer you still have to pay water bills when
you're not using it.

Sincerely
Betty Randall

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

R

Ms. Betty Randall
11559 County Road 678
Webster, FL 33597-7618

ORIGINAL

RECEIVED
07 APR 18 AM 10:58
COMMISSIONER
CLERK

4/16/07

Docket # 060368-WS

Attention: Director: Division of the
Comm. Clerk + Admin. Services:

I am writing to you about the inflated increased proposal of the water bill. I myself and spouse are on a monthly single SSI check as our income due to my permanent disability (P.A.). It is hard enough to survive on a few hundred dollars a month, without sudden shocks of inflation in our mailbox. It's bad enough what is going on when you buy gasoline, as we have to limit trips now. So I have to feel I need to limit my cautiousness due to an inflated water bill? I understand everything seems to go up instant but the extreme proposal is bazaar and unfair to us and many people on our level of sickness + poverty.

Obviously the meetings are so far out of reach - I hope these

CMP _____
COM _____
CTR _____
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GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

FROM : RIDGWAY

FAX NO. :

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 678 of 843

ORIGINAL

RECEIVED

07 APR 18 AM 10:39

COMMISSION
CLERK

Date: April 18, 2007
To: Division of Commission Clerk
From: David Ridgway
Reference: Docket No. 060368

DAVID A. RIDGWAY
P.O. BOX 448
BELLEVUE, FLORIDA
34421-0448

Telephone 352-347-7309

CMP _____

COM _____

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APRIL 18, 2007

DEAR SIR OR MADAM:

WE HAVE RECEIVED, PURSUANT TO RULE 25-22.0470, FLORIDA ADMINISTRATIVE CODE, AND WITH REFERENCE TO DOCKET NO. 060368-WS, NOTICE THAT AQUA UTILITIES FLORIDA, INC. IS REQUESTING AUTHORITY TO INCREASE THEIR RATES BY 42%.

I, AS ONE CUSTOMER, CAN NOT BELIEVE, THAT THE MANAGEMENT OF THIS UTILITY IS SO INEPT THAT IT WOULD ALLOW THIS COMPANY TO PURSUE A COURSE WHICH COULD CAUSE COST TO REACH A POINT OF 42% IN THE RED. THEREFORE, I, AS ONE CUSTOMER, DO NOT BELIEVE THIS 42% INCREASE IN RATES IS JUSTIFIED.

I FURTHER BELIEVE, THAT BECAUSE OF THE FACT, THAT THIS ONE CUSTOMER, SINCE HE BEGAN RECEIVING SOCIAL SECURITY IN 1997 ONLY RECEIVED AN INCREASE OF APPROXIMATELY 13.8%. WHICH IS BASED ON CALCULATIONS PREPARED AND ADMINISTERED BY THE U.S. GOVERNMENT TO DETERMINE THE COST OF LIVING INCREASE.

I AM A LITTLE BIT AFRAID THAT PERSONS LIKE JOE LUNCH BUCKET AND MYSELF HAVE A PROBLEM.

THIS IS THE REASON, AS YOU WELL KNOW, WE HAVE REGULATORY COMMISSIONS TO REPRESENT CONSUMERS LIKE MYSELF WHEN SUBJECTED TO PROGRAMS ADMINISTERED BY MONOPOLIES, TO INSURE FAIR AND JUSTIFIED PRICING WITH RESPECT TO FAIR AND JUSTIFIED PROFITS.

I URGE YOU TO TAKE A LONG HARD LOOK AT THE REQUEST BY AQUA UTILITIES FLORIDA, INC. TO INCREASE THEIR RATES BY 42%.

SINCERELY

DAVID RIDGWAY

*David Ridgway***DAVID A. RIDGWAY**P.O. BOX 446
BELLEVUE, FLORIDA
34421-0446

Telephone 352-347-7309

Angie Calhoun

From: NET SatisFAXtion [postmaster]
To: Consumer Contact
Subject: , 2 page(s)
Attachments: FAX.TIF

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 4/18/2007 8:36 AM
Number of Pages: 2
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:01:17
Transfer Speed: 9600

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (30
KB)

CCA Official Filing
4/17/2007 8:50 AM*****

8:50 AM*****

ORIGINAL

Timolyn Henry

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, April 17, 2007 8:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Monday, April 16, 2007 4:09 PM
To: Ruth McHargue
Subject: FW: My contact

Protest for docket 060368

-----Original Message-----

From: Webmaster
Sent: Monday, April 16, 2007 8:57 AM
To: Consumer Contact
Subject: FW: My contact

CMP _____
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CTR _____
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GCL 1
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RCA _____
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-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, April 14, 2007 10:34 PM
To: Webmaster
Cc: gjohnston9@cfl.rr.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: gregory johnston
Company:
Primary Phone: 407-971-8104
Secondary Phone:
Email: gjohnston9@cfl.rr.com

Response requested? No
CC Sent? Yes

Comments:

Please advise how we as homeowners can begin to convince your agency to stop allowing aqua utilities from gouging us with their water rates in the chuluota area ?? I see they are now requesting a rate increase ? we are already paying way too much and are not even allowed to drill a private well if we desire.

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, April 04, 2007 3:49 PM
To: Matilda Sanders
Cc: Timolyn Henry
Subject: FW: 3523341719, 4 page(s)

Attachments: FAX.TIF

Please add fax to docket file 060368

From: Consumer Contact
Sent: Wednesday, April 04, 2007 3:40 PM
To: Ruth McHargue
Subject: FW: 3523341719, 4 page(s)

To CCA

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3523341719, 4 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 4/02/2007 10:08 AM
Number of Pages: 4
From (CSID): 3523341719
From (ANI):
Sent to DID:

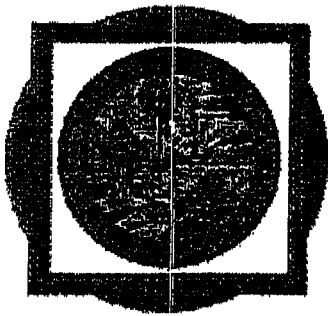
Duration of Fax: 0:01:21
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (67 KB)

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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____



Florida Department of Agriculture & Consumer Service
Charles H. Bronson, Commissioner

Mary Stewart
Division of Plant Industry
1911 SW 34th Street
PO Box 147100
Gainesville, FL 32614
Phone: 352-372-3505/Fax: 352-334-1719
stewarm@doacs.state.fl.us

FAX COVERSHEET

TO: Florida Public Services Commission
FROM: Mary Stewart
DATE: 4-2-07

4 PAGE(S) TO FOLLOW

REMARKS: We received this
complaint in our office
and forwarding to you
from your automated phone
message instructions.
Thanks. Mary

IF YOU HAVE ANY PROBLEMS OR QUESTIONS PLEASE CALL;
352/372-3505, EXT. 101
OR
SUNCOM #624-1101

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

March 21, 2007

Florida State of Agriculture & Consumer Services
1911 SW 34th Street
Gainesville, FL 32608-1201
Attn: Public Services Commission

Re: Aqua Utilities Florida Inc. request for rate increases

Gentlemen;

I want to be counted among those victims of Aqua Utilities Florida, Inc. who vigorously protest the proposed rate increases requested by them. A copy of my letter to them listing reasons for my protest is enclosed. I have also enclosed a comparison of rates to those of GRU.

It is unfathomable that the cost to supply the same service by one company can be so extremely high over that of another company. The fact that residents in Arrendondo have absolutely no choice of supplier really wreaks of "gouging". It is especially offensive because the majority of those affected are so financially limited.

Their claim of already investing \$600,000.00 in upgrading is truly invisible here in Arredondo or does that apply to their entire network of systems? Or, too, could that be part of the purchase price of a company who supplies service to a group of customers which is unable to fight back????

Please do NOT approve this increase!!!

Thank you.

Sincerely,


Lillian T. Moretti

Copies Aqua Utilities Florida, Inc.
file

RATES COMPARISON PER 1000 GALLONS WATER**AQUA FLORIDA UTILITIES, INC.****WATER**

<u>Monthly Fee</u>	<u>Plus</u>	<u>Total</u>	<u>Increase</u>
\$13.55	\$2.30	\$15.85	

<u>Raise to</u>	\$22.49	\$4.20	\$26.69	\$10.84
-----------------	---------	--------	---------	---------

WASTE WATER

\$15.02			
---------	--	--	--

<u>Raise to</u>	\$21.12		\$6.10
-----------------	---------	--	--------

USAGE

\$3.50			
--------	--	--	--

<u>Raise to</u>	\$10.95		\$7.45
-----------------	---------	--	--------

\$24.39	***Total monthly increase
---------	---------------------------

AQUA FLORIDA UTILITIES, INC.**CURRENT****INCREASE TO**

Monthly Fee	\$13.55	\$22.49
-------------	---------	---------

Plus	2.30	4.20
------	------	------

Waste Water	15.02	21.12
-------------	-------	-------

Usage	3.50	10.95
-------	------	-------

\$34.37	\$58.76	**Total Monthly Charge
---------	---------	------------------------

GRU

Monthly Fee	\$4.50
-------------	--------

Usage	1.42
-------	------

\$6.22	**Total Monthly Charge
--------	------------------------

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

Copy

March 20, 2007

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

Re: Meter # 93878772

Dear Sirs,

With regard to the enclosed copies of the bills on the above meter from January 12, 2006 thru February 19, 2007, please be advised that I am also sending copies to the Public Service Commission to protest the proposed rate hike for which you have filed.

The average monthly usage from 1/6/06 through 10/10/06 (9 cycles) was \$77.36. This is reflected by those statement from "Arredondo Utility Co., Inc. DBA Aqua Utilities Florida Inc.". The statements from "Aqua Utilities Florida, Inc." show billing from 10/10/06 through 2/12/07 (4 cycles) the average usage of \$87.45.

Your claims of \$600,000.00 in improvements(????) to Arredondo systems since 2004 is nowhere in evidence.

In the 10 years we have lived here the quality of the water has deteriorated to the point where the color, taste and odor makes human consumption almost unbearable. Fortunately these qualities can be camouflaged with spices, flavoring, etc. when used for cooking. However, for palatable drinking water, tea, coffee, lemonades, etc. bottled water must be purchased. A \$10.09 monthly increase should more than make up for any "cost of living" expense.

My husband is an 89 year old, 100% disabled veteran Ex-prisoner of war from World War II. I am his sole care-giver and I will be 87 years old in August. We are on fixed income and any additional increase for such an inferior commodity will create just another burden. If we could buy our water services from another company we would rush to sign up.

I have also enclosed a copy of my protest to the Public Service Commission.

Yours,

Lillian T. Moretti

Copies: Public Service Commission
file

State of Florida



Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 687 of 843

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 15, 2007
TO: Ann Cole, Commission Clerk and Administrative Services Director
FROM: Felicia White, Staff Assistant, Division of Economic Regulation *fw*
RE: Docket No. 060368-WS - 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, Inc.

Attached is correspondence to a complaint that needs to be placed in the stated docket. Please place in the docket file for this docket.

Cheryl Bulecza-Banks

From: Cheryl Bulecza-Banks
Sent: Thursday, March 15, 2007 9:11 AM
To: 'lecomptebug@aol.com'
Cc: Marshall Willis; Troy Rendell; Felicia White; Stan Rieger; Jennie Lingo; Kirsten Olsen
Subject: Aqua Utilities Inc. Petition for Rate Increases - Docket No. 060368-WS

Attachments: Service Hearings List.doc

Dear Mr. LeCompte:

Thank you for your e-mail received on March 8, 2007 regarding the above-referenced application by Aqua Utilities (Utility). As you are aware, the staff has opened a complaint case (Case number 7929290W) and has contacted Aqua Utilities Inc. regarding your meter reading concerns. Staff within the Division of Regulatory Compliance & Consumer Assistance will be processing your case.

Since Aqua Utilities Inc. has filed for a rate increase, a copy of your e-mail also will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners, Commission staff, the Office of Public Counsel, and other interested persons and parties.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, and Tax



Service
rings List.doc (6

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, March 07, 2007 5:03 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file 060368. A complaint has been filed regarding the meter reading problem, case number 729290W.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, March 01, 2007 2:33 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Jimmy LeCompte
Company:
Primary Phone: 352-377-9734
Secondary Phone: 352-318-1277
Email: lecomptebug@aol.com

Response requested? No
CC Sent? No

Comments:

I am writing to protest an increase in water rates by Aqua Utilities, FL in Arrendondo Estates, Alachua County Fl. Why are they going to increase rates when I can't even get my meter read. Last time, over a yr ago, revealed they owed me money. I even had to run down the meter man and ask him to please come back and read my meter. Now, it appears that, if they ever read my meter again they will owe me even more. I'm tired of getting estimated bills when they DO come in this area. Also, there is no local contact if there is a problem. I have dealt with them in the past and got nothing but empty promises and no follow up response.

This is by far, the most inconsiderate utility company I have ever dealt with but unfortunately, they are my only water supply so I guess I have to live with as I have for the last 8 years. And they want a raise??????????????

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DOCKET 060368-WS - AQUA UTILITIES RATE CASE

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 690 of 843

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✓	✓	✓
May 11, 2007 Friday	10:30 a.m. Reserved 8AM - 2PM	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✓	✓	✓
May 14, 2007 Monday	(CST) 10:00 a.m. Reserved 8AM - 2PM	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✓	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. Reserved 8AM - 5PM	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✓	✓	✓
May 16, 2007 Wednesday	6:00 p.m. Reserved 4PM - 9PM	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✓	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. Reserved 8AM - 5PM	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✓	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. Reserved 4PM - 9PM	Lakeland	City Commission Chambers (3 rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✓	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. Reserved 8AM - 9PM	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✓	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. Reserved 8AM - 2PM	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✓	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. Reserved 8AM - 9PM	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✓	✓	On site

CCA Official Filing
3/15/2007 10:15 AM*****

ORIGINAL
10:15 AM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 691 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:54 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket#060368

Add to docket file.

-----Original Message-----

From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Thursday, March 15, 2007 7:40 AM
To: Consumer Contact
Subject: Docket#060368

I/we am sending this letter in reference to protest the water increase of Aqua Utilities.

Craig Wilburn & Sandy Felder: owners of three lots
4929 SW 63rd Ct.
6918 SW 49th Place
6805 SW 51st ave
Gainesville, Fl. 32608

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Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:53 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368

Add to docket file.

-----Original Message-----

From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Thursday, March 15, 2007 7:36 AM
To: Consumer Contact
Subject: Docket #060368

This letter is in reference to the protest to the water rate increase of Aqua Utilities,
I/we disagree with the rate increase.

Aaron Bosshardt & Sandy Felder: Owners of four Lots

4929 SW 64th St.
5003 SW 70 terr
5013 SW 70 terr
6724 SW 51 ave
Gainesville, Fl. 32608

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Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368

Please add to the docket file.

From: Maryln [mailto:maryln@excite.com]
Sent: Wednesday, March 14, 2007 3:42 PM
To: Consumer Contact
Subject: Re: Docket #060368

I would like to protest any increase in water rates until Aqua Utilites has shown the deserve an increase. Reference docket #060368.

Thank you.

Maryln B. Casterline
6914 SW 53rd Ave
Gainesville, FL 32608
352-377-9479

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The most personalized portal on the Web!

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Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 694 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:49 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368 Complaint

Please add to docket file. A complaint will be filed regarding the meter reading issues.

From: Albert McCracken [mailto:Albert.McCracken@travelmediadistributors.com]
Sent: Wednesday, March 14, 2007 10:30 AM
To: Consumer Contact
Subject: Docket #060368 Complaint

To whom it may concern

It has come to my attention that Aqua Utilities Florida has requested a rate increase for water service in Arredondo Estates in Alachua County. The Docket Reference is # 060368

I would like to register my objection to ANY rate increase for Aqua Florida at this time. Since they have taken over, service has been worse; constant ongoing low pressure, no pressure (not recently).

Also, their billing practices are deceptive, dishonest and inexcusable! The first bill I received from Aqua Florida stated that even though it was an estimated bill, my consumption had inexplicably doubled from any previous billing. When I called them and questioned this increase, I was told that the meter had been recently read, and that was how the bill had been calculated. I informed them that due to a locked gate, I knew for a fact that the meter had been read by no one but me in years. After I provided them with the actual readings that I had made, they agreed to adjust my bill. In short, I caught them in a lie and they knew it!

After recently talking to my neighbors, I found out that I was relatively lucky. Some of their bills had increased tenfold! The neighbor directly across the street had a huge increase and their meter has been buried under three feet of dirt since emergency repairs after the hurricanes three years ago!

I could go on, but I'm sure you get the point!

In summary Aqua Florida has in my opinion not earned any rate increase. I have lived in this location over 30 years, and they are by far in all aspects the worst water provider we have ever had.

If you would like to contact me, my residence information is
Albert McCracken
5219 SW 70 Terrace
Gainesville, FL 32608
352-283-2163

Thank you for your attention to this matter

3/15/2007

Page 694 of 843

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ORIGINAL

Docket No. 060368-Ws
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 695 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Monday, March 12, 2007 9:49 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Aqua Utilities, Docket #060368

Please add to docket file.

From: regison@netzero.com [mailto:regison@netzero.com]
Sent: Sunday, March 11, 2007 3:45 PM
To: Consumer Contact
Subject: Aqua Utilities, Docket #060368

March 11, 2007

RE: Arredondo Estates Water Increase
Docket #060368

I just received notice that Aqua Utilities applied for a water increase (Docket #060368). I object!! How can they justify an increase?

I received a water bill from them every month WITHOUT water usage. (I did not have the water turned off.) Am I not paying a maintenance charge even though it is not being used?

My January 2007 and February 2007 were Estimated, so if they are not actually reading the meters how can they feel a need to increase rates when they do not even know the actual amount being used?

The increase can not reflect sewage treatment because Arredondo Estates residents have septic tanks (country plumbing). Then there are residents that have their own sub pump for water.

I would like to know how they can honestly justify an increase.

Sincerely, Reg Ison
(352) 372-1331
5209 SW 70th Terrace
Gainesville, Florida 32608-4557

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3/12/2007

Page 695 of 843

Albert McCracken
Distribution Coordinator
Travel Media Distributors

800-888-3948
352-371-3948
Ext 2512
352-376-5337 Fax

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 696 of 843

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3/9/2007 10:11 AM*****

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ORI

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 697 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Friday, March 09, 2007 10:03 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: docket# 060368

Add to docket file.

-----Original Message-----

From: Angie Calhoun
Sent: Thursday, March 08, 2007 12:29 PM
To: Ruth McHargue
Subject: FW: docket# 060368

To CCA

-----Original Message-----

From: BENNETT, FRED LEE [mailto:fbennett@ufl.edu]
Sent: Thursday, March 08, 2007 9:19 AM
To: Consumer Contact
Subject: docket# 060368

Concerning, Docket # 060368

A a resident I have seen the history of this water source and its numerous failures. When we moved in we were promised in writing a rate never to exceed more than \$4.50/ month if we abandoned our well and hooked up to this water supply. I have seen this business change billing sevice numerous times each time raising the rates; I doubt the ownership changed more than once. During the hurricanes no one refueled the pumpmotors or serviced the lines. I feel we are overcharged already and it shows no signs of slowing down. I for one am going to drill a well if this continues. Thanks Fred lot 18

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8:35 AM*****

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 698 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, March 07, 2007 5:03 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file 060368. A complaint has been filed regarding the meter reading problem, case number 729290W.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, March 01, 2007 2:33 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Jimmy LeCompte
Company:
Primary Phone: 352-377-9734
Secondary Phone: 352-318-1277
Email: lecomptebug@aol.com

Response requested? No
CC Sent? No

Comments:

I am writing to protest an increase in water rates by Aqua Utilities, FL in Arrendondo Estates, Alachua County Fl. Why are they going to increase rates when I can't even get my meter read. Last time, over a yr ago, revealed they owed me money. I even had to run down the meter man and ask him to please come back and read my meter. Now, it appears that, if they ever read my meter again they will owe me even more. I'm tired of getting estimated bills when they DO come in this area. Also, there is no local contact if there is a problem. I have dealt with them in the past and got nothing but empty promises and no follow up response.

This is by far, the most inconsiderate utility company I have ever dealt with but unfortunately, they are my only water supply so I guess I have to live with as I have for the last 8 years. And they want a raise??????????????

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ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 699 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368

Please add to the docket file.

From: Maryln [mailto:maryln@excite.com]
Sent: Wednesday, March 14, 2007 3:42 PM
To: Consumer Contact
Subject: Re: Docket #060368

I would like to protest any increase in water rates until Aqua Utilites has shown the deserve an increase. Reference docket #060368.

Thank you.

Maryln B. Casterline
6914 SW 53rd Ave
Gainesville, FL 32608
352-377-9479

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The most personalized portal on the Web!

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March 5, 2007

7117 SW Archer Road Lot #25

Gainesville, FL 32608

MAR -7 PM 4:50

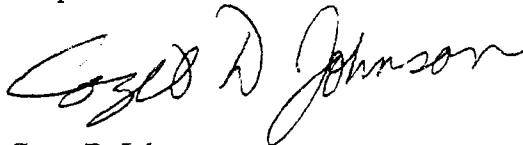
COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Florida Public Service Commission:

I received a flyer about Aqua Utilities asking for an increase in our water rates. Please do not allow this. Every winter they charge me \$70 to \$80 for water and I don't use any more than other times. Believe me they do it every year and even when I have plumbing companies out and they tell me I have no leaks Aqua Utilities tell me I have to pay this outrageous amount. I have written them every winter since 2004. I am one person, once cat, I do not water my lawn - ever! I drink spring water. I wash dishes in the dishwasher once a week, I do wash clothes twice a week. I take 10 minute showers. Even other months it is not unusual to have \$50 and more water bill. I feel so intimidated by them that I really hope to see my mobile home and make sure I get in an area that is not covered by Aqua Utilities. PLEASE DO NOT GIVE THEM ANY MORE HEADWAY. THEY DO AS THEY PLEASE ANYWAY!

I hope to be out of this district soon!!!



Cozet D. Johnson

To CCA

Aqua Utilities District

060368

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RECEIVED

MAR 07 2007

Florida Public Service Commission
Division of RCR

March 5, 2007
7117 SW Archer Road Lot #25
Gainesville, FL 32608

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Florida Public Service Commission:

I received a flyer about Aqua Utilities asking for an increase in our water rates. Please do not allow this. Every winter they charge me \$70 to \$80 for water and I don't use any more than other times. Believe me they do it every year and even when I have plumbing companies out and they tell me I have no leaks Aqua Utilities tell me I have to pay this outrageous amount. I have written them every winter since 2004. I am one person, once cat, I do not water my lawn - ever! I drink spring water. I wash dishes in the dishwasher once a week, I do wash clothes twice a week. I take 10 minute showers. Even other months it is not unusual to have \$50 and more water bill. I feel so intimidated by them that I really hope to see my mobile home and make sure I get in an area that is not covered by Aqua Utilities. PLEASE DO NOT GIVE THEM ANY MORE HEADWAY. THEY DO AS THEY PLEASE ANYWAY!

I hope to be out of this district soon!!!



Cozet D. Johnson

RECEIVED

MAR 07 2007

Florida Public Service Commission
Division of RCA

7117 S. W. Archer Road Lot #25
Gainesville, FL 32608

February 26, 2007

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19019-3489

Dear Aqua Utilities:

I paid the \$71.92 on February 10 under protest. Do you not see why I am so frustrated. You send me a bill for this month and deducting that \$71.92 I only owe \$39.17. How can there be such a BIG difference? I am eventually going to have to sell my mobile home because I cannot afford the steep bills that hit me every winter!!!! I cannot understand. I cannot understand. This is absolutely crazy. BUT no one ever listens. Me and my cat sit here afraid to use water because of what the next water bill may say. It is truly out of this world weird. ?



Cozet Johnson
Account #: 0000906917 0649241

RECEIVED

MAR 07 2007

Florida Public Service Commission
Division of RCA

AQUA

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 064924:
 ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due d
 Bill Date **February 19, 2007** Total Amount Due **\$ 110.99** Due Date **March 13, 2007**

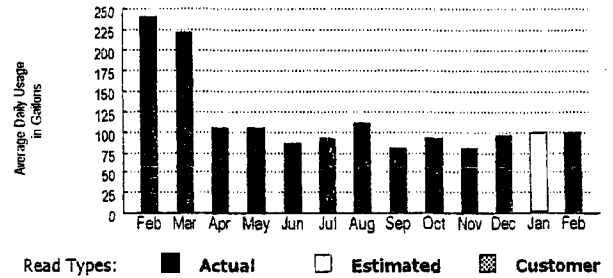
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
93717552	5/8	02/12/07	24	Actual	562100	2,400	Gall
		01/19/07		Estimated	559700		
Average Daily Usage = 100 Gallons		Total Days: 24		Total Usage:		2,400	Gall

Billing Detail

Amount Owed from Last Bill \$ 71.82
 Total Payments Received..... 0.00
Balance 71.82
 Water Base Facility Charge 11.08
 2,400 gallons @ \$0.00235 per gallon 5.64
 Current Water Charges..... 16.72
 Sewer Base Facility Charge 12.24
 2,400 gallons @ \$0.00356 per gallon 8.54
 Current Sewer Charges 20.78
 Utility Tax 1.67
Amount Due 03/13/07 \$ 110.99

Water Usage History



Message Center

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042

Return this portion with your payment.
 Keep top portion for your records.

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

AQUA Water/Sewer Bill

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

Account Number
000906917 0649241
 Total Amount Due **\$ 110.99** Due Date **March 13, 2007**
 Amount Enclosed

Seq=26286 Cys=33M9 1up=312498

*****AUTO**5-DIGIT 32608 C 85 P 107
COZET D. JOHNSON
7117 SW ARCHER RD LOT 25
GAINESVILLE FL 32608-4619

|||||

RECEIVED

MAR 07 2007

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

Florida Public Service Commission
 Division of R

00090691706492410000000110992

AQUA

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 0649241
ARREDONDO FARMS

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 **February 19, 2007** Total Amount Due **\$ 110.99** Due Date **March 13, 2007**

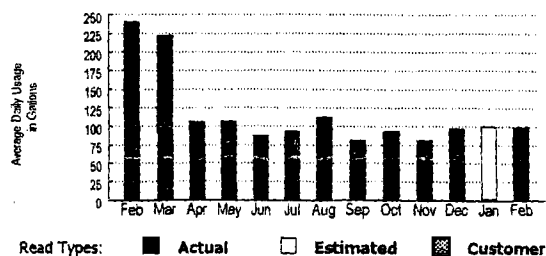
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717552	5/8	02/12/07	24	Actual	562100	2,400	Gallons
		01/19/07		Estimated	559700		
Average Daily Usage = 100 Gallons		Total Days: 24		Total Usage:		2,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 71.82
Total Payments Received	0.00
Balance	71.82
Water Base Facility Charge	11.08
2,400 gallons @ \$0.00235 per gallon	5.64
Current Water Charges	16.72
Sewer Base Facility Charge	12.24
2,400 gallons @ \$0.00356 per gallon	8.54
Current Sewer Charges	20.78
Utility Tax	1.67
Amount Due 03/13/07	\$ 110.99

Water Usage History



Message Center

RECEIVED

MAR 07 2007

Florida Public Service Commission
Division of RCA

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042

QUESTIONS ABOUT YOUR BILL

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.co

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.

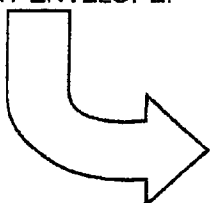
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

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.



RECEIVED

MAR 07 2007

Florida Public Service Commission
Division of RCA

Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229



A UA

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 706 of 843

Account Number
000906917 0649241
 ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **January 23, 2007** Total Amount Due **\$ 71.82** Due Date **February 14, 2007**

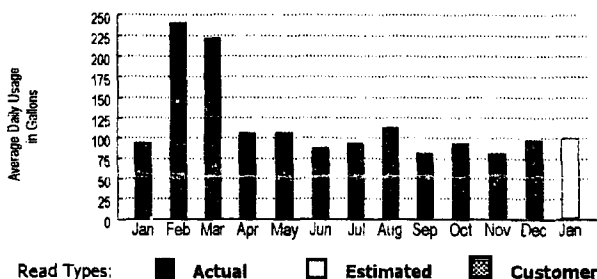
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717552	5/8	01/19/07	44	Estimated	559700	4,400	Gallons
		12/06/06		Actual	555300		
Average Daily Usage ■ 100 Gallons		Total Days: 44		Total Usage:		4,400	Gallons

Billing Detail

Amount Owed from Last Bill \$ 50.82
 Total Payments Received 50.82
Balance 0.00
 Water Base Facility Charge 20.31
 4,400 gallons @ \$0.00235 per gallon 10.34
 Current Water Charges 30.65
 Sewer Base Facility Charge 22.44
 4,400 gallons @ \$0.00356 per gallon 15.66
 Current Sewer Charges 38.10
 Utility Tax 3.07
Amount Due 02/14/07 \$ 71.82

Water Usage History



Message Center

RECEIVED

MAR 07 2007

Florida Public Service Commission
 Division of RCA

1336568

FL2010042

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:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 0649241
 Total Amount Due **\$ 71.82** Due Date **February 14, 2007**
 Amount Enclosed

Seq=20939 Cyc=33M9 1up=307117

*****AUTO**5-DIGIT 32608 C 58 P 70
COZET D. JOHNSON
7117 SW ARCHER RD LOT 25
GAINESVILLE FL 32608-4619

RECEIVED

MAR 07 2007

Florida Public Service Commission
 Division of RCA

00090691706492410000000071828

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.



Dear Aqua -

2/10/2009
Public Service Commission
Division of RRA

I cannot believe another winter
a another extraordinary bill. I am one
woman - with one cat - Out of the
house let say a week. No family
or friends over for the holidays
I drink spring water - use the dishwasher
once a week - 15 minute showers each
day - Wash clothes once a week
How could I be using 100 gallons a
day! It is really quite unrealistic.
I have written you all since 2004
each winter. I have plumbing
companies out & they say I
have no leaks.

No one knows how this happens
My friend got a credit & her bill
is never as high as mine & she
has two dogs she bathes & 2 cats
& company over the holidays
It is so draining - I pay
this under duress because I know
I do not use this much
acc # 0009069170649241

ORIGINAL

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

DISTRIBUTION CENTER
07 FEB 19 AM 8:00

✓060368-WS
060253-WS

Dear Sir:

I am a resident of Pasco County, and I am writing to express my objection to any rate increase for Utilities of Florida Inc. in Pasco County.

Our community, Cross Creek at Summertree, in New Port Richey is serviced by this company. The quality of the service and the quality of the water does not justify any increase. The water pressure is terrible, the smell is offensive and the taste is sickening and they have failed the water standard tests for the past six quarters.

Please help me! Don't reward a company for poor service and an inferior work product.

Sincerely,

11122 Clear Oak Circle
New Port Richey, FL 34654

Olga Martinez

11122 CLEAR OAK CIR
NEW PORT RICHEY, FL 34654

COMMISSION
CLERK

07 FEB 19 AM 9:18

RECEIVED-FPSC

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SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, February 19, 2007 10:24 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: FW: water rates

ORIGINAL

CMP
COM
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SCR
SGA
SEC
OTH

Please add to docket file 060368

-----Original Message-----

From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Friday, February 16, 2007 9:50 PM
To: Ruth McHargue
Subject: RE: FW: water rates

Aqua Utilities

-----Original Message-----

From: Ruth McHargue <RMcHargu@PSC.STATE.FL.US>
Sent: Fri, February 16, 2007 12:49 pm
To: sandyfelder@bosshardtrealty.com
Subject: RE: FW: water rates

Thank you for your response, however Arrendonda Estates is not listed as a Utility with the Florida Public Service Commission. In order to add your protest to the correct docket file, I need to know the name of your water company.

Sincerely,
Ruth McHargue

-----Original Message-----

From: sandyfelder@bosshardtrealty.com
[mailto:sandyfelder@bosshardtrealty.com]
Sent: Wednesday, February 14, 2007 8:45 PM
To: Ruth McHargue
Subject: RE: FW: water rates

I wish to protest for my wife and myself are residence of Arredonda Estates. We protesting for ourselves.

RECEIVED-PSC
07 FEB 19 AM 10:33
COMMISSION
CLERK

-----Original Message-----

From: Ruth McHargue <RMcHargu@PSC.STATE.FL.US>
Sent: Wed, February 14, 2007 4:21 pm
To: sandyfelder@bosshardtrealty.com
Subject: FW: water rates

Thank you for contacting the Florida Public Service Commission regarding your concerns. Please advise which company you wish to protest the rate increase for. You can notify me via reverse e-mail and I will make sure your comments are added to the docket file.

Sincerely,
Ruth McHargue
Florida Public Service Commission

-----Original Message-----

From: sandyfelder@bosshardtrealty.com
[mailto:sandyfelder@bosshardtrealty.com]
Sent: Tuesday, February 13, 2007 6:33 PM
To: Consumer Contact
Subject: water rates

My name is Sandy J. Felder and my wife's name is Merissa C. Felder. We live at 5013 SW 63rd Court in Arredonda Estates. We protest to the water rate increase, we surly feel and beleive that it is unfair for the residence of this community to surfer a rate increase.

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 710 of 843

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

060368-WS
060253-WS

DISTRIBUTION CENTER
07 FEB 19 AM 8:00

Dear Sir:

I am a resident of Pasco County, and I am writing to express my objection to any rate increase for Utilities of Florida Inc. in Pasco County.

Our community, Cross Creek at Summertree, in New Port Richey is serviced by this company. The quality of the service and the quality of the water does not justify any increase. The water pressure is terrible, the smell is offensive and the taste is sickening and they have failed the water standard tests for the past six quarters.

Please help me! Don't reward a company for poor service and an inferior work product.

Sincerely,

11122 Clear Oak Circle
New Port Richey, FL 34654

Alga Martinez
11122 CLEAR OAK CIR
NEW PORT RICHEY, FL 34654

COMMISSION
CLERK

07 FEB 19 AM 9:18

RECEIVED 9:00

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OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 711 of 843

Timolyn Henry

From: Ruth McHargue
Sent: Monday, February 26, 2007 8:52 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Refer to docket #060368

Please add to docket file.

From: Angie Calhoun
Sent: Monday, February 26, 2007 8:18 AM
To: Ruth McHargue
Subject: FW: Refer to docket #060368

To CCA

From: Burnita Henderson [mailto:burny32608@yahoo.com]
Sent: Friday, February 23, 2007 7:28 PM
To: Consumer Contact
Subject: Refer to docket #060368

Dear Sir:

Mr. & Mrs. Willie Aaron Henderson would like to protest any increase in water rates
until Aqua Utilities has shown they deserve an increase. Our address is 5010
S W 63rd Blvd., Gainesville, FL 32608.

Thank you,

Mrs. Burnita Henderson

P.S. My telephone number is 352 3790280

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Now that's room service! Choose from over 150,000 hotels
in 45,000 destinations on Yahoo! Travel to find your fit.

Ravonda Claitt

From: terisal@peoplepc.com
Sent: Monday, February 26, 2007 7:28 PM
To: Consumer Contact
Subject: DOCKET #060368

I am a resident of Arredondo Estates and we have Aqua Utilities. The water quality is very poor. We replaced the element in our hot water tank one year ago and are going to have to do it again soon because of all the sediments in the water. I don't think our meter was ever read. We replaced the plumbing in our home about 6 months ago. At that time the only shut off was at the meter. We had to dig under a pile of leaves and dirt in our neighbors' yard to even find the meter. It was obvious it had not been read in a very long time. We replaced a toilet last weekend - ditto. The meter was covered in dirt. We live on a dirt road and Arredondo is lovely, but certainly a blue collar area. Aqua Utilities has done little but take our money. They certainly don't show up for any service work. Again, the water is so poor that we started to buy all water we use to make coffee, tea or drink.

Let Aqua Source clean up the water and start to read the meters on a monthly basis so our bill is accurate, then talk about more money.

Teri and Cliff Salomon

RECEIVED-TPSC
07 FEB 27 PM 3:58
COMMISSION
CLERK

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Timolyn Henry

ORIGINAL

060368

From: Ruth McHargue
Sent: Wednesday, February 14, 2007 4:17 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: increase water

Please add to the docket file.

-----Original Message-----

From: Angie Calhoun
Sent: Wednesday, February 14, 2007 3:50 PM
To: Ruth McHargue
Subject: FW: increase water

To CCA

-----Original Message-----

From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Tuesday, February 13, 2007 6:27 PM
To: Consumer Contact
Subject: increase water

I would like to protest and complain about Aqua Utilities trying to increase our water rates.

CMP _____
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DOCUMENT NUMBER-DATE

FL PSC Administrative Consumer Correspondence file 05352-07

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk,
Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name CHARLES & SHEILA HARRIS

Address 421 WINDERMERE DR.

LAKELAND FL 33809

COMMISSION
CLERK

07 JUL -5 AM 9:29

RECEIVED-FPSC

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

I THINK THAT TO DOUBLE OR TRIPLE THE
PRESENT RATES IS VERY UNFAIR. IF NEW
PROJECTS FOR NEW EDITIONS COME ALONG
THEY SHOULD PAY THE INCREASED RATE NOT
THE ESTABLISHED AREA'S. ALSO TO HAVE THE
SURGE TIED TO WATER USAGE IS WRONG
BECAUSE 1/2 OF WATER USAGE IS FOR
LAWN IRRIGATION AND POOL FILLAGE

CMP

COM

CTR

ECR

GCL

OPC

RCA

SCR

SGA

SEC

OTH

Charles Harris

07 JUL -5 AM 9:29

Fold and tape -- see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk,
Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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GCL 1
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Name ERNEST WIGGLESWORTH

Address 1429 NEW ADEY AVE.

LEESBURG FL 34788

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION
CLERK

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

- I attended the Customer hearing Wednesday, June 27, 2007 at the Mt. Dora Community Center auditorium. my reason for sending in remarks to you is to substantiate the remarks already stated at this hearing to wit:
1. The need to recoup monies to upgrade systems is understandable but for how long? 1 yr? 10 yrs? from now on?
 2. The interim rate over a short period of time should do this, even though I feel it is exorbitant. and for how long?
 3. once money is recouped the rate should be re-adjusted lower.
 4. The requested final rate is pure price gouging, outrageous and unacceptable. most of us who live here are on fixed income and to be able to pay such an exorbitant rate would be to much of a hardship and would require cutting back on food, clothing, medicine etc. (Look where gas prices alone is going.) many would be forced to leave Florida if utilities and taxes went up at such a ridiculous rate.
 5. Please do not approve this application for the requested rate increase.

Fold and tape - see back for address

Dear Rep. Grimsley,

Is there any way
to get relief for this
interim rates before
Jan. 24, 2008.

Elaine Panizzo
13305 Byrd St.
Lebring, FL 33875

655-9110.

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 718 of 843

07 JUN 15 AM 11:11

REGULATION

Application for a Rate Increase in Charlotte County by
Utilities, Inc. of Sandalhaven

DOCKET NO. 060285-SU

RECEIVED--FPSC

07 JUN 14 AM 9:59

COMMISSION
CLERK

Name Billy & Nancy Stoll

Address 6800 Placida Rd #248

Englewood, FL 34224

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 are totally opposed to Utilities, Inc. of Sandalhaven	
permanent revenue increase of 304.30% for its	
wastewater system.	
It is not the responsibility of the current customers to	
recover the cost of interconnecting with the	
Englewood Water District because of approximately 2000	
new condominiums being constructed on Placida Road.	
The developers of the new condominiums should	
be responsible for this cost.	
We request that you deny this rate increase.	

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Fold and tape -- see back for address

Public Service Commission Docket # 060368

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 ($\mu\text{g/L}$)	RAA ($\mu\text{g/L}$)
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
Fourth Quarter 2006 11/16/2006	147.6	141.6

SAMPLE DATE	TTHM ($\mu\text{g/L}$)	RAA ($\mu\text{g/L}$)
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.

Mrs. Vera Murhee
24 Rosalie Oaks Blvd.
Lake Wales, FL 33898

AM 9:59
COMMISSION
CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 MAY 18 PM 1:32
DIVISION OF
ECONOMIC REGULATION

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Vera E. Murhee

Mrs. Vera Murhee

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ORIG

Sharon C. Huey
P O Box 140388
Gainesville, FL 32614

May 9, 2007

Public Service Commission
Consumers Complaint Commission
2540 Shumart Oak Blvd
Tallahassee, FL 32399

RE: Doc# 060693
Gainesville, FL

07 MAY 18 PM 1:34

MAY 16 AM 10:20
COMMISSION
CLERK

I have been a resident of Arredondo Estates in Gainesville for many years and have three accounts with Aqua Utilities Florida, Inc.

As the water system is old and is prone to leaks, I keep close watch on the water bills to detect any overages indicating a leak somewhere. However, Aqua Utilities only reads one of the three meters, if any at all. After having several letters ignored, I have been reading the meters myself for the past year and faxing them in to their customer service. However, they are not consistent with their billing period so they have rarely used my readings. It makes it very difficult to budget for our utility costs with their erratic billing. Obviously, every one who lives in Arredondo has to budget carefully.

I have attempted to find out how to get a job reading the meters but their web site shows no vacancies and you cannot talk to a person about it.

Recently, one of my locations was without water but when I call the emergency number, I was told that no emergency existed since they had report of a water outage and so my call would not be returned. As it turned out, some water personnel had been there, according the neighbors, all of whom had water. We had no prior knowledge, nor was there a courtesy notice left on our door. Recently, 2 of the 3 meters were changed out, also with no notice, either before or after. The only indication of a visit was the trash they left behind from their work, photo enclosed.

The immediate past billing was confusing as they used two different rates and estimated each usage. How can that be justified when they are not even close on 2 of the 3 accounts. Also, one account using 1700 gallons was higher than the one using 3200 gallons. Their explanation was a long billing cycle in which they pro rated the base facility charge in excess of 30 days, but they didn't lower the base facility charge on the account of only 27 days. Note that this is not for days of USAGE for days of BILLING. If the meter is not read, and I can prove that it is not, why should I have to pay for an accounting mishap. And why is it called a BASE facility charge when it is not a constant figure.

We also had no potable water for three weeks after the hurricanes of 2005, when the rest of the area had water in under a week. The conditions were not so terrible that they couldn't fix it in less time. No notices were ever received from Aqua Utilities, only from the news media.

They haven't done anything to deserve a rate hike and I can't believe that they will ever do better. They know we don't have a choice in our water services.

Respectfully,

Sharon C. Huey

RECEIVED
MAY 14 2007
Florida Public Service Commission
Division of RCA
Page 751 of 843
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CHULUOTA MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 10.26	\$ 13.64	\$ 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	\$ 1,567.74	\$ 3,165.64
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 3.89	\$ 5.13	
< \$501 (Residential)			\$ 2.42
Over \$501 (Residential)			\$ 3.02
Non-residential			\$ 2.42

Current Water Rates

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	\$ 55.05	\$ 77.73	\$ 167.85
1 1/2 inch	\$ 110.06	\$ 155.43	\$ 335.71
2 inch	\$ 178.09	\$ 248.71	\$ 537.13
3 inch	\$ 362.17	\$ 497.41	\$ 1,074.26
4 inch	\$ 550.26	\$ 777.21	\$ 1,678.93
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	\$ 6.01	\$ 11.32	\$ 7.81
Non-residential	\$ 9.80	\$ 15.55	\$ 9.38

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. Coincidence...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.

Account Number
[REDACTED]
CREDIT

Page 721 of 843

Account Number
[REDACTED]
CHILDATA

Day Date:
June 14, 2007

Page 722 of 843

I look forward to the PSC meeting scheduled for June 26th in Oviedo, in order to systematically illustrate 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

ORIG

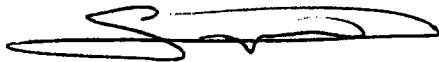
Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 724 of 843

May 1, 2007

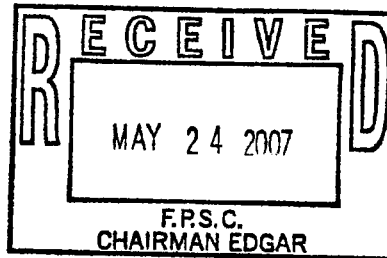
To Whom It Concerns;

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase. A OVER 200% INCREASE WITHIN 1 YEAR
SIMPLY CANNOT BE ABSORBED ON A FIXED INCOME.

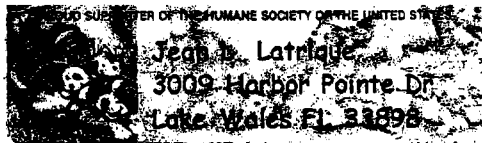
Sincerely,



MR. JEAN-LUC M. LATRIQUE,
RESIDENT AT: 7 ROSALIE OAKS BLVD.
LAKE WALES - FLORIDA - 33898



CMP _____
COM _____
CTR _____
ECR |
GCL |
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____



ORIGIN

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 725 of 843

RECEIVED-PPSC
07 MAY 25 AM 9:05
COMMISSION
CLERK

Attn: Kim
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0870
Re: Aqua Utilities Docket 060368-WS

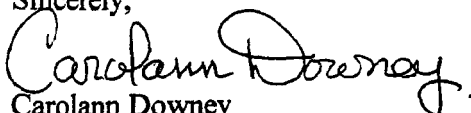
Dear Ms. Kim:

I am a resident of Unincorporated Lake County, Tavares, Florida and I am a concerned customer of Aqua Utilities Docket 060368-ws.

I am a retired senior citizen on a fixed income. I feel the proposed rate increase is both unfair and unjustified to the residents of Venetian Village.

Aqua Utilities rates seem to be much higher than neighboring rates.

Sincerely,



Carolann Downey
28017 Tammi Dr
Tavares, Florida 32778

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

07 MAY 25 AM 9:05
RECEIVED-PPSC
COMMISSION
CLERK

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 726 of 843

HARLAN A PAULSEN

20 ROSALIE OAKS BLVD
LAKE WALES, FL 33898

07 MAY 15 AM 7:29

May 11, 2007

TO WHOM IT MAY CONCERN.

WE ARE PROTESTING THE PROPOSED RATE INCREASE IN THE WATER AND SEWER
RATES THAT AQUA UTILITIES HAS APPLIED FOR WITH THE FLORIDA PUBLIC SERVICE
COMMISSION. 'DOCKET #060368-WS'

THIS IS A VERY UNREASONABLE RATE INCREASE FOR ANYONE TO ACCEPT.
IT WILL BE VERY DIFFICULT FOR MANY OF US TO REMAIN IN OUR HOMES WITH
THIS OUTRAGEOUS INCREASE IN OUR UTILITY BILL.

PLEASE DENY THIS PETITION

Sincerely,
HARLAN A PAULSEN

Harlan A. Paulsen

RECEIVED-FISC
07 MAY 15 AM 10:03
COMMISSION
CLERK

07 MAY 16 2007 10

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Refers to Docket #

To all you, #060368 WS 5.

ORIGINAL

17 MAY 15 AM 7:27
DISTRIBUTION CENTER

Vote no on Aqua White Pto
in Case from \$30.00 a month
to 122.00 for water & sewer

~~Rate~~ Rate effective 4-12-07 \$58.03 which
is way to much.

My grandmother always told
me if you can't be anything else
You can be clean, because soap
is cheap & water is free.

Jim Mc Ginn
107 Rosalie Oaks Blvd
SR. Lake FL 33898

DMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

COMMISSION
CLERK

07 MAY 15 AM 10:03

RECEIVED PISC

07 MAY 16 AM 10:12

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 728 of 843

DISTRIBUTION CENTER
07 MAY 15 AM 7:28

RECEIVED-FPSC
07 MAY 15 AM 10:03
COMMISSION
CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Reference: Docket No. 060368-WS

Gentlemen:

We totally disagree with the request by Aqua Utilities for a 200%+ monthly base facility charge increase. There have been no improvements made, that we can see, in the Palm Shores (Interlachen Lakes Estates) area that justify such an increase.

The St. Johns Water Management District has been doing a lot of advertising trying to get people to cut water consumption. It seems to us that if the goal is to cut water consumption, then it would be better to put any approved increase on just the price per gallon and not on the base rate.

Aqua is entitled to a fair rate but going from \$10.25 to \$34.17 a month for the base rate plus also charging a 50%+ higher per gallon rate is not fair or justified.

We have discussed this with many of our neighbors and most are very upset by this proposed rate increase.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

We appreciate your consideration of our concerns.

Sincerely,

Frank Hilbourn

Frank Hilbourn

Barbara Hilbourn

Barbara Hilbourn

109 Baron Avenue
Interlachen, Florida 32148

Cc: Palatka Daily News

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

ORIG

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 729 of 843

RECEIVED

07 MAY 24 AM 9:45

COMMISSION
CLERK

Name Adele Rose Stormo

Address 1780 July Ct.

Chesley Fl. 32428

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	
Water usage rates are too high. The sewer costs twice the amount as the water.	
We are Seniors with a set income. How much more do you think a family can endure. The last time this issue came up, you sided with the company and I am sure it will happen again.	
Adele Rose Stormo	
CMP	<input type="checkbox"/>
COM	<input type="checkbox"/>
CTR	<input type="checkbox"/>
ECR	<input checked="" type="checkbox"/>
GCL	<input checked="" type="checkbox"/>
OPC	<input type="checkbox"/>
RCA	<input type="checkbox"/>
SCR	<input type="checkbox"/>
SGA	<input type="checkbox"/>
SEC	<input type="checkbox"/>
OTH	<input type="checkbox"/>

Fold and tape -- see back for address

Application for a Rate Increase in **ORIGINAL**
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

RECEIVED
07 MAY 25 PM 3:46
COMMISSION
CLERK

Name Martha J. Vrome

Address 1745 Salem Pl.

Chipley, FL 32428 Sunny Hills

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

The water is to high now, any more would
break the people, I'm now on a fixed income
which I find in very hard to pay the
water & sewer bill.

- CMP ☐
- COM ☐
- CTR ☐
- ECR ☒
- GCL ☐
- OPC ☐
- RCA ☐
- SCR ☐
- SGA ☐
- SEC ☐
- OTH ☐

07 MAY 29 AM 9:52
COMMUNICATION

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 731 of 843

May 5, 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

DISTR. CENTER
07 MAY -8 AM 7:31
RECEIVED TSC
07 MAY -8 AM 9:23
COMMISSION
CLERK

Director,

This letter is in strong objection to the requested rate increases at Arredondo Farms Mobile home Community, by Aqua Utilities Florida, Inc., located in Alachua County, Gainesville, Florida.

Aqua Utilities Florida, Inc. claims there have been no increases in the water and waste water base rate since 1995 and that this is the Utilities first rate request since 2003. I believe records will show there has been small increases since 1995.

We have lived in this community since 1997 and have seen no improvements to the water or waste water systems during that time. We had to install a whole house water softener in 1998 in order to drink and use the water due to the extreme hardness of the water (calcium). Service was needed on our dishwasher in 1998 because of a calcium clogged supply line. Until the water softener was installed, we could not even make iced tea because of the scum that formed on the surface. There has been many instances of decreased water pressure in homes in this community due to clogged lines and in some cases, no water pressure at all.

Last month, some water meters were replaced and a new remote reading system installed at the meter. Aqua Utilities might call this an improvement but in reality it is only an improved method of reading the meters from the street from a vehicle and a cost of doing business for the company. It should not be a line item charged back to the customer as improvement.

We have included an attachment showing our actual water bills (less taxes) for March 2006 through April 2007 showing charged gallons used and waste water. We have also compared the same usage for the interim increase rates and the proposed rate increase. As you can see, for the same amount of usage, the interim rates show an increase of \$204.00 per year and the proposed rate indicates an increase of \$655.00 yearly. That is ridiculous! Gainesville Regional Utilities runs across the front of this property and the water rates alone would be half of the present rate of Aqua Utilities.

Thank you for any consideration you find in this matter. We look forward to the hearing in Gainesville on May 16, 2007.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
BGA _____
SEC _____
JTH _____

John Mazzerle
John Mazzerle
7117 SW archer Road, Lot #2802
Gainesville, Florida 32608

Marilyn A. Black
Marilyn A. Black

07 MAY 22 PM 3:36
RECORDED
REGULATION
DIVISION OF
PUBLIC UTILITY

ORIGINAL

MAY 22 PM 3:26
 COMMISSION
 CLERK

Denise Lingenfelter
 483 Granite Circle
 Chuluota, FL 32766
 386-846-2418 (cell)
 407-977-2243 (home)
 deeling@cfl.rr.com

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26, 2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of \$50.00 a month for water service now! We pay an average of \$150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? \$400.00 a month for water that has contaminants?! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!! How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

COMMUNICATION

07 MAY 23 PM 3:36

RECEIVED

RECEIVED

MAY 17 2007

Florida Public Service Commission
 Division of RCA



FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

May 16, 2007

Ms. Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Ms. Lingenfelter:

Thank you for your faxed letter dated May 16, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

RECEIVED

MAY 17 2007

Florida Public Service Commission
Division of RCA

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 734 of 843

William I. LeMaster
16 Rosalie Oaks Blvd.
Lake Wales, FL 33898

DISTRIBUTION CENTER
07 MAY -8 AM 7:32

1 May 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RECEIVED-TTSC
07 MAY -8 AM 9:23
COMMISSION
CLERK

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

We feel we need to protest this excessive increase in the present water and sewer rates. We realize an increase is necessary from time to time, but an increase of over 220% is a hardship for us on a fixed income. Our cost of living increase is on the order of a mere 3% and this does not come close to keeping up with today's expenses.

As you are well aware the insurance rates have increased by 50% at least and property taxes continue to climb. Gasoline continues to cost more each time we fill up and higher fuel prices are reflected in higher food costs and all living essentials.

We ask you to please consider these things and **not** allow the increase as requested by Aqua Utilities.

MP _____ Yours truly
DM _____ *William I. LeMaster*
TR _____ *Beverly C. LeMaster*
CR _____
CL _____ William and Beverly LeMaster.
PC _____
CA _____
CR _____
GA _____
EO _____
TH _____

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 MAY 22 PM 3:36
REGULATION

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 735 of 843

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

REC-1
07 MAY 23 AM 11:24

COMMISSION
CLERK

Name

MERCETA AMBROSE

Address

4930 SW 70th TRV
Gainesville FL 32608

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

Attached Letter

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Fold and tape -- see back for address

May 20, 2007

Re: Aqua Utilities Florida, Inc. Docket No. 060368-WS

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Dear Florida Public Service Commission,

I attended the public hearing Wednesday, May 16, 2007 at 6:00pm concerning the rate hike proposed by Aqua Utilities Florida, Inc. I am in agreement with the problems that the residents presented at the hearing, but am concerned also with the low level of customer service that they provide and with the condition of the underground potable water pipes that are old and in disrepair.

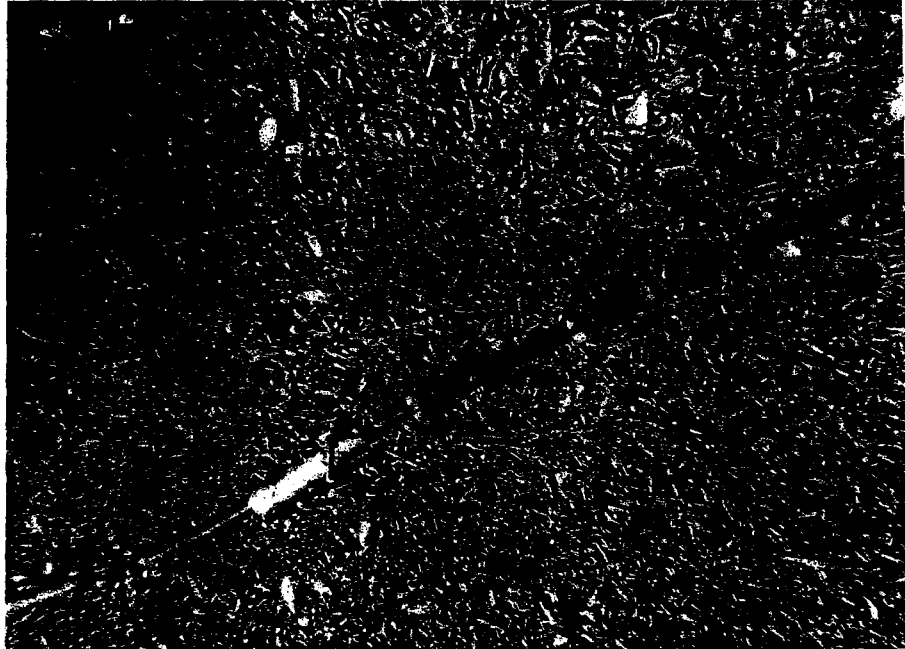
Case in point is the attached photograph that shows 5 separate splices on an approximately 8 foot section of waterline from my backyard that sprung a high pressure water leak for over 30 days before they would repair it, resulting in excessive flooding and erosion in mine and my neighbors backyard.

Aqua Utilities Florida, Inc. has done few repairs on their underground pipe systems in the past. Obviously payments made to them haven't gone to improve the condition of underground pipes as the photograph clearly shows.

Sincerely,



Merceta Ambrose
4930 SW 70th Terrace
Gainesville, Fl. 32608



ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 738 of 843

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. 07 MAY 23 AM 11:24

DOCKET NO. 060368-WS

COMMISSION
CLERK

Name Thomas Dillon

Address 131 PALM TRAIL

EAST PALATKA FL 32131

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.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

CONSUMER COMMENTS

I would like to go on record AS
Against the proposed rate increase. I
understand the need to raise rates from
time to time, however, the proposed rate
increase is outrageous. The proposed rate
increase will triple our water/sewer bill.
We already pay \$125.00 A Month. This increase
will raise our rates to Approx. \$375.00 A
month. That is much more than our electric
bill! We only have 2 people living full
time in our house and we don't ever water
our lawn from "Aqua" water. This is too much!
Again, I would understand A slight increase
in water/sewer rates to reflect inflation but
the proposed increase is wrong.
Please say "no" to this request!
Thomas Dillon

Fold and tape -- see back for address

ORIGINAL

May 1, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 739 of 843

To Whom It Concerns;

This letter is being written in reference to Docket # 060368-WS. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mike & Robin Flynn

*Flynn
5 Rosalie Oaks Blvd.
Lk Wales, FL*


07 MAY 23 PM 3:35
DIVISION OF
ECONOMIC REGULATION

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

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. 07 MAY 23 AM 11:24

DOCKET NO. 060368-WS

Name  Mr. Victor Gagne
 114 Velvet St
 Interlachen, FL 32148
 Address _____

COMMISSION
 CLERK

07 MAY 23 PM 3:35
 PUBLIC SERVICE
 COMMISSION

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

Agree with popular belief about H₂O taste.

*Palm Shores in Interlachen has 220 property
 owners - nothing new has been installed
 by you in last 10 years -*

*I believe your making a proper profit
 at our area -*

*Due to oil income etc I believe that
 a 2.7 % income would be acceptable -*

CMP _____
 COM _____
 CTR _____
 ECR 1 _____
 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 CTH _____

ADORE355E2
 TO AQ44

Fold and tape - see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 741 of 843

DIS

07 MAY 23

AM

052

23

AM 11:24

COMMISSIONER
CLERK
DIVISION OF
ECONOMIC REGULATION

22

MA

07

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Robert F. Jordan



Mr. Robert F. Jordan
1314 Noble Court
Leesburg, FL 34788-7631

THESE PROPOSED CHANGES AND
INCREASES DESCRIBED HERE-IN
CERTAINLY DO NOT FOLLOW ANY
GUIDE LINES FOR COST-OF-LIVING
ADJUSTMENTS. THESE PROPOSALS
ARE OUTRAGEOUS.

CMP _____
COM _____
CTR _____
GCR _____
GCL _____
GPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL



Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 742 of 843

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

May 14, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Thank you for your faxed letter dated May 12, 2007. Unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SSC _____
OTM _____

RECEIVED

MAY 16 2007

Florida Public Service Commission
Division of RCA

SUC COB3
SECRETARY OF STATE
850-245-6125

RECEIVED
07 MAY 14 PM 4:35
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

5-12-07

my NAME IS DON SOULE AND I LIVE AT
391 VELVETWOOD PLACE CHULUOTA FLORIDA 32766.
I HAVE LIVED IN SEMINOLE COUNTY AT 3 DIFFERENT
ADDRESSES FOR 15 YEARS TOTAL.

MY WATER AND SEWER BILL HAS NEVER AVERAGED
MORE THAN \$45.00 A MONTH UNTIL I MOVED INTO
THE AQUA UTILITIES SECTION OF SEMINOLE COUNTY.
NOW MY WATER + SEWER BILL AVERAGES \$122.⁰⁰ A
MONTH, 3 TIMES MORE THAN IN THE OTHER 2
LOCATIONS, OVIEDO + WINTER SPRINGS. NOW AQUA
UTILITIES WANTS TO RAISE OUR BASE RATE \$100.⁰⁰
A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE
IN SEMINOLE COUNTY. PLUS WE HAVE RECEIVED NOTICE
THAT OUR WATER IS BAD, TOXIC!

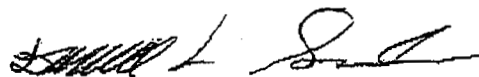
I FIND IT HARD TO BELIEVE THAT YOU, THE
FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT CHOOSE,
TO LET THIS HAPPEN. PLEASE PROTECT US, PLEASE
GIVE US A CHOICE, PLEASE TELL ME WHAT ELSE I
CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER.
ALL I ASK IS FOR REASONABLE PRICING AND SAFE
WATER, LIKE YOU HAVE.

RECEIVED

MAY 16 2007

Florida Public Service Commission

Division of RCA


407-970-9006

Application for a Rate Increase
Alachua, Bradford, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGIN/

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 744 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

122 AM 9:07
COMMISSION
CLERK

Name Rhonda Oles
Address 1657 Sunnydials Blvd
Chipley, Florida 32428

ECONOMIC REGULATION

07 MAY 23 AM 11:31

LEVEL
ECONOMIC REGULATION
SERVICE

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 1-800-511-0800

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

my water is too high; if you
want to keep your grass and
flowers alive you have to pay
water. my last bill was \$128.50
for water and sewer. We should not
be penalized because we don't
have a septic tank which
lowers others bill. Its ridiculous
what I have to pay for water!
Bill month before was \$28.01.
Also its not fair to pay
for water and sewer when
none is being used when
you are out of town. A base charge.
There should be some rebate or a
compensation if you chose to have a
well put in, water or let your grass die.

CMP _____
COM _____
CTR _____
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GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

I have a per gold and tape - see back for address
water filtration because of the taste of the water.
way too high!!! Should not be raised too high

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 745 of 843

10 May 2007

TO: Govenor Charlie Christ
PL 05 The Capitol
Tallahassee Florida 3399-0001

RECEIVED

MAY 14 2007

Florida Public Service Commission
Division of RCA

FROM: Paul Hunter
1215 Loch Rannoch Court
Leesburg, FL 34788

SUBJ: Proposed Water Rate Increase
Aqua Utilities Florida Inc.

We received notice of a 31.3% rate increase in the middle of April which has already been accepted by the Florida Public Service Commission. The notice included a proposed final rate increase of 116% to take effect sometime in October. We have been hit with two increases in assessed home value of 3% in the last two years as well as increases in home insurances. Since we live in a condominium the increases in all these items affect our condo fees as well. We are retired on fixed incomes so it is apparent that we shall no longer be able to live in Florida which we have done for over twenty years.

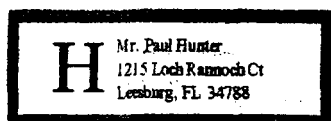
I have written to the Aqua Utilities on two occasions with no response whatever. It appears they have been given a blank check by the politicians and the P.S.C. The attitude in Florida seems to be growth at any price. Please use your influence to moderate Aqua Utilities demands.

Yours, truly

Paul Hunter

Paul Hunter

Copies: Scottish Highlands
✓ Public Service Commission



RECEIVED SERVICE
FLORIDA PUBLIC SERVICE
COMMISSION
DIVISION OF REGULATION
MAY 18 PM 1:38
CMP
COM
CTR
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OF

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 MAY 18 PM 1:32
DIVISION OF
ECONOMIC REGULATION
COMMISSION
CLERK
AM 9:59

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Lloyd H. Bailey Sr.
Cawlyn Bailey

Lloyd H. Bailey Sr.
1649 Selkirk Dr.
Leesburg, FL 34788

CMP	_____
COM	_____
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SEC	_____
OTH	_____

Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

RECEIVED SERVICE
FLORIDA PUBLIC SERVICE
COMMISSION
AM 9:59
MAY 18 PM 1:32
DIVISION OF
ECONOMIC REGULATION
COMMISSION CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL ~~3239908~~ 32399 0807

Dear Sirs:

This is in reference to Docket # 060368-WS with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Margaret Kipp

Mrs. Margaret Kipp



CMP _____
COM _____
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OTH _____

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

ORIGIN

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 748 of 843

Name Kevin Langworthy

Address 4172 Challenger Blvd, Chipley Florida, 32428

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 1-800-511-0800.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

In my opinion, I do not believe that a rate increase is prudent at this time. I do not believe that the number of households are in place in Sunny Hills to support this increase.

The burden of proof is upon the utility to show that its present rates are unreasonable, fail to compensate the utility for its prudently incurred expenses and fail to produce a reasonable return on its investment. I am requesting that the commission and public council closely scrutinize what Aqua Utilities Florida (AUF) claims to be prudently incurred expenses. It is the opinion of this resident that AUF has merely updated antiquated and failing equipment through routine maintenance and mandated compliance issues. AUF knew what condition this system was in when they purchased it back in 2004 and they knew what size the customer base was. AUF also knew that updates to any of the equipment in the first five (5) years after purchase would have been factored into the purchase price of this utility and should not have been a reason for a rate increase.

I would also like for the commission and public council to investigate during its discovery period, any obligations whether contractual or otherwise, that AUF has to or with Deltona Corporation (sub-divider/developer of Sunny Hills) with regard to new utility lines within the sub-division. Questions I feel that need answered are, but not limited to;

- A) Is AUF obligated to purchase new water and sewer lines that Deltona Corporation installs?
B) Is this the reason, in whole or in part, why AUF is requesting a rate increase?
C) If so, what is the re-payment amount percentage to Deltona Corporation?
D) Is this the number that is getting plugged into the figure that AUF is claiming as costs and upgrades?
E) Are there any other areas where AUF may have inflated or misrepresented the numbers to reach the financial threshold requirements needed for approval consideration.

I feel that the cost of all system upgrades and compliance issues should be the sole burden of AUF and shouldn't be factored into a rate increase until there are enough households online to support such an increase. Presently, according to their math, there are approximately 715 customers online. I would suggest a threshold of at least 2,500 customers online within the Sunny Hills boundaries before a rate increase should be considered. I would also like to commission to consider the amount being requested. Most AUF customers in Sunny Hills are working families or have fixed incomes. The amount of this request will place an undue hardship on many, if not most, of the residents who are already paying a water/sewer rate that is higher than most of the surrounding areas. Thank You.

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Fold and tape - see back for address

DIVISION OF THE COMMISSION CLERK
 AND ADMINISTRATIVE SERVICES
 FLORIDA PUBLIC SERVICE COMMISSION
 2540 SHUMARD OAK BOULEVARD
 TALLAHASSEE, FLORIDA 32399-0870

DIRECTOR: **ORIGINAL** RE: DOCKET 060368-WS

DEAR SIR:

IN THE TWENTY FIVE YEARS I HAVE BEEN
 A CUSTOMER OF FIRST OWNER, PUGH UTILITIES
 AND NOW FLA. AQUA UTILITIES, WATER SYSTEM,
 THERE HAS BEEN A MINOR PROBLEM, NAMELY,
 A STRONG ODOR AND TASTE OF CHLORINE, BUT I
 UNDERSTAND IS USED BECAUSE OF COUNTY
 REGULATION, SO NO REAL PROBLEM, UNTIL NOW.

HOME CONSTRUCTION IN OUR AREA HAS
 CREATED THE NEED FOR MORE WATER, THUS
 AQUA SOURCE IS ASKING FOR A RAISE IN BASE
 RATE FOR IMPROVEMENTS.

A RAISE FROM \$9.11 TO \$28.82 IS TOO MUCH, SO
 I SUGGEST THE INTERIM RATE \$12.44, COUPLED
 WITH A SUBSTANTIAL HOOKUP FEE TO NEW
 CUSTOMERS, WOULD BE MORE REALISTIC.

CMP _____
 COM _____
 CTR _____
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 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

SINCERELY,
Mary L. Lahners
 1233 LK. Josephine Drive
 Sebring, FL 33875-6454



Ms. Mary L Lahners
 1233 Lake Josephine Dr.
 Sebring, FL 33875-6454

DEPARTMENT OF
 ECONOMIC REGULATION

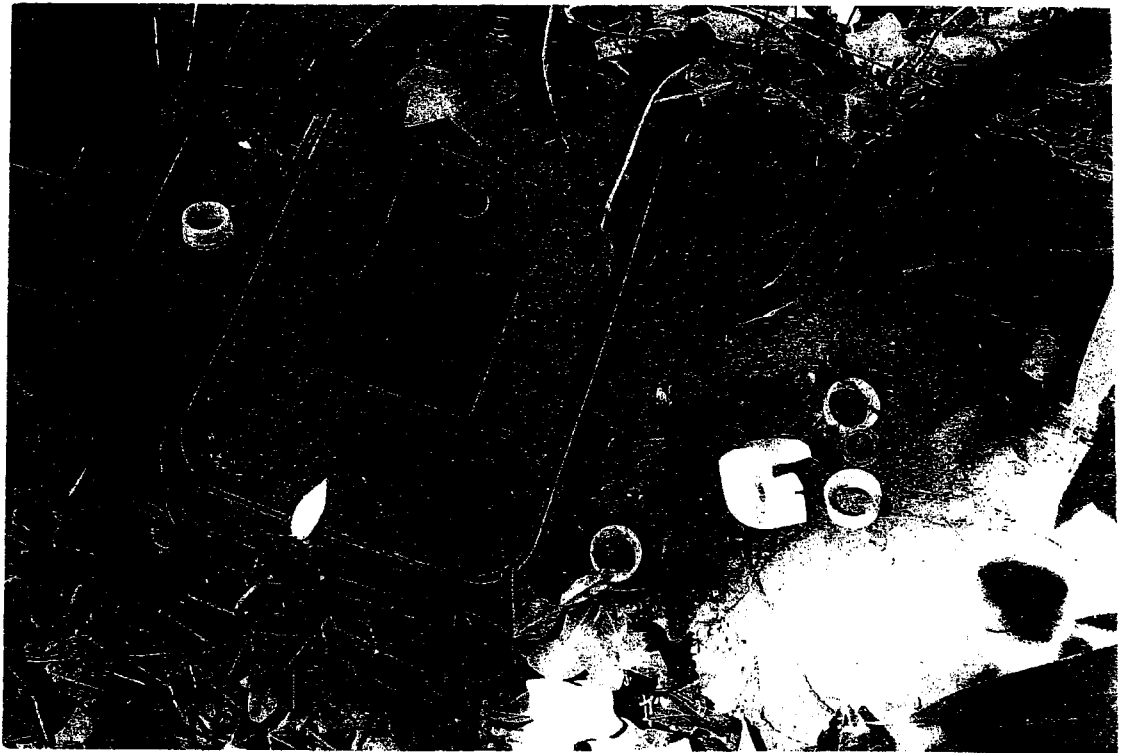
07 MAY 18 PM 1:33

FLORIDA PUBLIC SERVICE

RECEIVED-EPSC

07 MAY 16 AM 9:59

COMMISSION
 CLERK



ORIGINAL

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

RECEIVED
 MAY 18 AM 9:59
 COMMISSION
 CLERK

Name Otis Smith

Address 4034 Chapel Ave.

Sunny Hills FL 32428

DIVISION OF
 ECONOMIC REGULATION

07 MAY 18 PM 1:32

RECEIVED
 FLORIDA PUBLIC SERVICE
 COMMISSION

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 1-800-511-0909.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am writing in the regard of the Water and Waste Water Increase from Aqua Utilities Florida, we live in Sunny Hills Florida for 13 years and my Husband and I are living on Social Security and we think that the Water and Sewer increase is really bad for the People in Sunny Hills, we are paying more in Sunny Hills for Water and Waste Water than People in Shipley Panama City or Watersce, my Husband is 80 and am I where are we getting the money? for the Water and Waste Water Bill? Please dont let Aqua Water get this Bill thru thank you

Otis and Germaine Smith

CMP _____
 COM _____
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 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

ORIGINAL

Mr. John Miller
350 Water Oak Lane
Ormond Beach, FL 32174-5830

Director
Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

RECEIVED

MAY 14 2007

Florida Public Service Commission
Division of RCA

16 AM 10:20
COMMISSION CLERK
07 MAY 18 PM 1:33
ECONOMIC REGULATION
RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

Re: Aqua Utilities Inc. application for rate increase,
Docket # 060368-WS

Encls: (1) Copy of Aqua Utilities notice to customers.
(2) Copy of April 2007 water bill.

Dear Sirs;

I have several questions regarding the notice sent to the customers of the Tomoka View water system.

- (1) Why are the Twin Rivers and the Tomoka View water systems combined for this rate increase request?
- (2) How much money was spent for the capital improvements for each system?
- (3) Why should both system customers be paying the same rates if the improvements were not of equal value?
- (4) What was the companies profit for 2006 and the expected profit after a rate increase is approved?
- (5) What is the expected period of time for recovering the capital improvement costs?

The box titled "Tomoka/Twin Rivers Monthly Water Rates" does not adequately show the water rates, i.e. there is no base rate, if there is one, and it does not show the rate for 1000 gallons of water usage. I assume this is what is meant by the amount described as Total Consumption of \$1.40 and \$1.83.

As can be seen from the copy of my April 2007 water bill there were 42 days between meter readings. It was my understanding that meter readings were to be taken monthly. Again, there is no itemized list of charges other then I used 2300 gallons of water and my total bill was \$10.93.

Yours truly,

John Miller



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CTR _____
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GCL 1
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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 RATES IN VOLUSIA 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 base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately \$115,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include replacing a deteriorating water storage tank to improve water quality and water pressure. 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 Daytona Beach Regional Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue, Leesburg, Florida 34748
Phone: 352.435.4027
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Daytona Beach Regional Library
105 E. Magnolia Avenue
Daytona Beach, Florida 32114
Phone: 386.257.6036

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and June 26, 2007 at 10:00 a.m. at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 32725.
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 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.

TOMOKA/TWIN RIVERS MONTHLY WATER RATES				
Meter Size	Present Rates	Interim Rates	Proposed Final Rates	
5/8 X 3/4 inch	\$ 4.78	\$ 6.25	\$ 24.19	
3/4 inch	\$ 11.96	\$ 15.63	\$ 36.29	
1 inch	\$ 23.94	\$ 31.29	\$ 60.48	
1 1/2 inch	\$ 38.28	\$ 50.03	\$ 120.96	
2 inch	\$ 38.28	\$ 50.03	\$ 193.54	
3 inch	\$ 38.28	\$ 50.03	\$ 193.54	

RECEIVED
MAY 14
Florida Public Service
Division of 1

AQUA

JOHN MILLER
 350 WATER OAK LN
 ORMOND BEACH, FL 32174-5830
 Lot: 0000100 Block:

000897221 0640070
 TOMOKA

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 **May 01, 2007** Total Amount Due **\$ 10.93** Due Date **May 23, 2007**

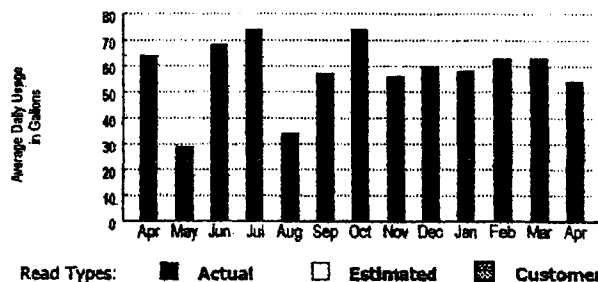
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
74892861	5/8	04/25/07	42	Actual	131200	2,300	Gallons
		03/14/07		Actual	128900		
Average Daily Usage = 54 Gallons		Total Days: 42		Total Usage:		2,300	Gallons

Billing Detail

Amount Owed from Last Bill \$ 4.71
 Total Payments Received 4.71
Balance **0.00**
 Total Water Charges 10.93
Amount Due 05/23/07 **\$ 10.93**

Water Usage History



Florida Public Service Commission
 Division of RCA

MAY 14 2007

Message Center

RECEIVED

- 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.

PAID

1336469

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3641373PAP-515-A-C
 REV 01/07

Return this portion with your payment.
 Keep top portion for your records.

Service To:
JOHN MILLER
 350 WATER OAK LN
 ORMOND BEACH, FL 32174-5830
 Lot: 0000100 Block:

AQUA Water Bill

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

Account Number
000897221 0640070
 Total Amount Due **\$ 10.93** Due Date **May 23, 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=12482 Cyc=33VG 1up=329723

*****AUTO**5-DIGIT 32174 C 36 P 56
 JOHN MILLER
 350 WATER OAK LN
 ORMOND BEACH FL 32174-5830

|||||

00089722106400700000000010932

ORIGINAL

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
07 MAY 21 AM 9:53
COMMISSION
CLERK

Name George + Lucy Taylor

Address 1769 Quintana Ct.
Chisley, Se 32428

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

The water is unfit to drink we buy
Bottle water to drink.

the water is so dirty we have to
buy water to go in my Huskies
Oxygen machine.

your water is dirty some times
the faucet is so bad you can
hardly get water.

Our Bill is to high now for
just the people on a fixed income

CMP
COM
CTR
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07 MAY 21 PM 3:31
COMMUNICATIONS SECTION

Fold and tape - see back for address

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

RECEIVED-FBI
07 MAY 21 AM 10:02
COMMISSION
CLERK

Name Betty Thompson

Address 132 REAVES AVE.

Interlachen, FL. 32148

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 can understand Five or Ten dollar increase, but not double. We have to buy water to drink, because the water taste funny. We're on a fixed income, and can't afford a water bill that high.

CMP _____

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REC _____

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0045

SECRET

CHS

DEPARTMENT OF
ECONOMIC REGULATION

ORIGINAL

May 16, 2007


COMMISSION
CLERK

Director
Div. of Commission Clerk & Admin. Services
Fl Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0870

Re: Docket #060368-WS Property 67 Rosalie Oaks Blvd
Lake Wales, Fl. 33898

We are objecting to the huge raise in the water/sewer bill. We are on a fixed income (social security). A raise in the bill will be very difficult for us. We have had an insurance rate hike and a property tax hike and now this huge raise in the water/sewer bill. We are asking that you do not allow this rate increase.

We have a scheduled trip out of town the week in June for the meeting but we want our voice of objection heard in this meeting


Mary Pierce

Jim & Mary Pierce
POB 261
Mulberry, Fl. 33860
863-647-3318

RECEIVED
DIVISION OF
REGULATION
MAY 21 PM 3:30
FLORIDA
PUBLIC SERVICE
COMMISSION

CMP _____
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ORIGINAL

RECEIVED
07 MAY 21 AM 10:01
COMMISSION
CLERK
DISTRIBUTION CENTER
MAY 21 AM 7:56

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2450 Shumard Oak Boulevard,
Tallahassee, FL 32399-0879

Re: Aqua Utilities Florida
Proposed Rate increases
DOCKET # : 060368-WS

Dear Sir/Madam:

Enclosed is a copy of a proposed rate increase in my water/sewer bill. If I am reading it correctly, my bill is about to increase almost 300%. According to my calculations this means that Aqua Utilities would completely recoup their stated capital investment in improvements in Kings' Cove in less than two years.

Present average rate combined water/sewer: \$17.36
Proposed final rate 51.41
Difference: 34.05/month

Aqua Utilities stated average
capital improvement per customer: \$750.00

\$750 divided by \$34.05 is 22.03.

Are the rates going to go back down after this 22 months?

Joan G. Shook
5239 Magnolia Ter.
Fruitland Park, FL 34731

CMP _____
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OTH _____
FLORIDA PUBLIC SERVICE
REGULATION

**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 LAKE 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 January 1999, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than \$315,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than \$750 per customer. The upgrades also include installing safety and security equipment at the wastewater treatment facility to comply with federal regulations. 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 Lake 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

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium,
520 Baker Street, Mount Dora, Florida 32756.

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.

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 8.12	\$ 11.40	\$ 21.38
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 1.31	\$ 1.83	
< 6,001 (Residential)			\$ 2.27
Over 6,000 (Residential)			\$ 2.84

KINGS COVE MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 9.24	\$ 13.67	\$ 30.03
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	10,000	10,000	6,000
Residential use to cap	\$ 3.24	\$ 4.80	\$ 10.97

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

ORIGIN/

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 763 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

MISSION
CLERK
MAY 21 9:56

Name Donald & Retta Gray
Address 107 Lockport St.
Sebring FL 33876

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 1-800-511-0808.

Correspondence will be placed in the file of this docket.

FLORIDA
PUBLIC SERVICE
COMMISSION
ECONOMIC REGULATION
DIVISION

07 MAY 21 PM 3:30

FLORIDA
PUBLIC SERVICE
COMMISSION

CONSUMER COMMENTS

*Aqua Utilities deserves an increase,
perhaps to the interim rate, but NOT
triple!*

Thank you,

Retta Gray

CMP

COM

CTR

ECR

GCL

OPC

RCA

SCR

SGA

SEC

OTH

Fold and tape - see back for address

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 764 of 843

May 9, 20

TO WHOM IT MAY CONCERN:

Re: Docket #060368-WS

Having recieved notice of a rate increase request
~~XXXX~~ by Aqua Utilities on water and sewer rates
at Rosalie Oaks Subdivision, we strongly object
to such an enormous rate increase.

As retirees on a fixed income, we only use our
property in the subdivision about 3 weekends per
month. Also several widows are in this subdivision
and this increase would put a hardship on them.
Please take this into consideration when you
review this application.

07 MAY 21 PM 12:15
COMMISSION
CLERK
CENTER

Respectfully,

Charles L. Bass:

Charles L. Bass
Gwendolyn Bass
Gwendolyn Bass
Lot #78
Rosalie Oaks Blvd.
Lake Wales, Fl 33898



CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

07 MAY 21 PM 3:31
DIVISION OF
ECONOMIC REGULATION

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm
Polk, Putnam, Seminole, Sumter, Volusia, and Washington C

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 765 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

01 MAY 21 PM 12:1

COMMISSION
CLERK

Name ETHEL J. EDEL
Address 5013 SW 66TH TERR
9 ANNISVILLE FL 32608
352-326-2165

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		CMP
TO	Whom it may concern this new company Aqua has done Nothing to improve our water, it still smells like	COM
	sweat and Beach at times we don't drink it unless	CTR
	we have to. The Bills are over the top now I am	SCR
	on SS.D. I have COPD and I can only stand so	GCL
	much on on my bill well every month there	DPC
	is no record of my payment & they charge 13.00 + 5.00	ROA
	even if your water is turned off, hasn't been turned	SCR
	off. Because when I call they say your water wasn't	BA
	turned off when I say no, they say nothing	SEC
	half the time no one reads the meters they say they	OTH
	do they just want you to pay what they think	
	you need to pay, they never tell you when they are turning	
	off the water.	
	When we had the hurricanes & no water for 3 weeks	
	I called to ask when we was going to get water I was	
	told I don't like them and I really don't care, and for these	
	new meters I was never notified that they	
	installed them and they was running, the fact	
	I don't think anyone was	
	I had received a big big bill and requested	
	someone to come out & read my meter well,	
	they never notified me when they came out and I was doing	
	dish & washing clothes & he told them I had a	
	may job & live in my house, and they have moved	
	Aqua so many times we never know who well	
	have it now because they are up north they can make	
	big money & as poor unable to work & elderly	
	people in Florida, we are all not millionaires or	
	rock stars or rich people we are working people	
	who work from 9 to 5 every day & day to	
	keep food & lights on the table for our kids to eat & learn	
	please. hold on. this is Page 765 of 843	

ORIGI

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 766 of 843

RECEIVED-FPSC
HIGH CENTER
07 MAY 21 AM 10:06
21 AM 7:49
COMMISSION
CLERK

KIM
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0870

May 18, 2007

I am a concerned customer of Aqua Utilities!

I do NOT approve of a proposed rate increase for Aqua Utilities:

Docket # 060368-WS

There are a variety of rates and ours seems very high end.

Thank you for your attention to this matter.

Sincerely,



Jimmie Jo Hixon
28832 Tammi Drive
Tavares, FL 32778
1-352-343-5913

CMP _____
COM _____
CTR _____
ECR | _____
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SGA _____
SEC _____
OTH _____

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 MAY 21 PM 3:31
BUREAU OF
ECONOMIC REGULATION

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm I
Polk, Putnam, Seminole, Sumter, Volusia, and Washington C

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 767 of 843

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
MAY 21 AM 9:49
COMMISSION
CLERK

Name Mr & Mrs W. E. Holmes
Address 1469 Quintara Court

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

The water is dirty. Everyone who lives
here buys bottled water to drink. The
system needs strainers or something!

We are very thrifty with water. We are
retired on a fixed income. Our grass is
dying or dead because we can not afford to
water it. It is just my husband and I
and our bill runs around \$88 per month.

Our friends in Panama City, Pensacola &
Dothan do not have a water bill that high!

We walk & we find faucets leaking on
vacant lots. We phone to report it using
the phone # in the Suwannee Hills paper &
we are told that number is no longer in use.

Thanking you in advance,
Charlotte R. Holmes

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OFC _____
PCA _____
SCH _____
SGA _____
STC _____
OTH _____

Fold and tape -- see back for address

ORIGINAL

May 7, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 768 of 843

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

DISTRIB
07 MAY 10 AM 7:55
COMMISSION
CLERK
07 MAY 10 AM 9:58

RE: Docket Number: 060368-WS

Dear Director,

I am writing in regard to the request to increase the water and sewer rates by Aqua Utilities Florida, Inc. in Chuluota. I would appreciate it if the commission would take a long, hard, fair look at these proposed increases. I feel they are unreasonably high. For the average homeowner to afford these new rates is unbelievable.

We moved here in February of this year. We expected water restrictions of some sort but thought that water rates would be reasonable. After being here only a couple of weeks we started hearing about the terrible water bills from numerous people. When I say terrible I am talking \$350 -\$400 per month. My husband and I thought "how could this possibly be?" We are finding out the hard way just how bad the situation is.

Our first water bill was \$100. Our next bill doubled to \$200 with the interim rates. It is just my husband and me and we are conservation-minded with the water we use, in an effort to help preserve Florida's natural resource. We did not budget for a water bill that is hundreds of dollars each month. The proposed water rate is a 167.5% increase over the present rate. The proposed sewer rate is a 205% increase over the present rate. Doesn't this sound excessive? Could you afford this kind of increase in your own personal water/sewer bill?

I realize Aqua Utilities would like us (the customer) to pay for their upgrades but these increases are just too much. My understanding is that the utility does not have that many customers in the state of Florida. Maybe they should expand that number or get out of the business here and let someone that can better handle economy of scale operate the water utility.

MP _____
OM _____ We do not have a choice about who provides our water. This water comes from the same Aquifer that neighbors within a mile or two of us consume, but their rates are much more reasonable.

TR _____
DR 1 _____ Please consider not allowing the proposed increases of such magnitude. We would like to be able to live in our Chuluota home for a long time to come.

CL 1 _____
PC _____ Sincerely,

KA _____
JR _____  Marie Watts

JA _____ Kenneth and Marie Watts
C _____ 518 Sparrow Hawk Cove
H _____ Chuluota, Florida 32766

ORIGINAL

DIRECTOR, DIVISION OF COMMISSION CLERK & ADMIN. SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0807

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 769 of 843

COMMISSION
CLERK 2:58

IN REGARD: DOCKET # 060368-WS

DEAR SIR:

PLEASE HELP US TO NIP THE 220% RAISE IN THE PRICE OF OUR WATER/SEWER RATES. WE TRY IN VAIN TO PREVENT GOING BROKE BY PAYING THE LARGE INCREASES IN INSURANCE, TAXES, UTILITY RATES, CABLE, GAS, ETC. YES, ALL PEOPLE ARE FACING THIS PROBLEM - BUT WHEN IS SOMETHING GOING TO BE DONE ABOUT IT. WE NOT ONLY WILL HAVE THE HIGH RATE OF WATER USAGE WHILE IN RESIDENCE, BUT THOSE OF WHO COME BACK NORTH IN THE SUMMER ARE STILL BILLED AT THE REGULAR RATE FOR WATER WE DO NOT USE AND HAVE TURNED OFF AT THE METER. THIS ALONE SHOULD NOT BE ALLOWED BUT THEN WHO IS RESPONSIBLE FOR CONTROLLING IT - AND IS IT EVEN LEGAL. THE AQUA SOURCE COMPANY HAS CHANGED OWNERS AS MANY TIMES AS THE WEATHER CHANGES.

IN AN EFFORT TO BE BRIEF, JUST LET ME SAY THAT WE NEED YOUR HELP. THE RESIDENTS OF ROSALIE OAKS BLVD, LAKE WALES, FLORIDA AND OTHER USERS OF THIS UTILITY ARE URGING THOSE WHO HAVE THE POWER TO PREVENT THIS HORRENDOUS RAISE. AT THE VERY LEAST, THE RATES COULD BE GRADUALLY PHASED IN WITH MORE ADVANCED WARNING. THANK YOU FOR YOUR TIME AND CONSIDERATION.

SINCERELY,

Paul & Betty Wilmoth

PAUL & BETTY WILMOTH
57 ROSALIE OAKS BLVD
LAKE WALES, FL 33898.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

This letter is being written in reference to Docket # 060368-1 opposed to the hardship that this suggested increase in our impose on retired and fixed income residents of Rosalie Oak unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Joanne M. Sadowski
Joanne Sadowski
112 Silver Oak Drive
Lake Wales FL 33898

RECEIVED-FPSC
07 MAY 14 AM 9:39
COMMISSION
CLERK

CMP _____
COM _____
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 771 of 843

Timolyn Henry

From: Cheryl Bulecza-Banks
Sent: Monday, May 21, 2007 4:35 PM
To: 'janis.dunn@alconlabs.com'
Cc: Office of the Chairman; Carlotta Stauffer; Roberta Bass; Commissioner McMurrian & Staff; Tim Devlin; Marshall Willis; Troy Rendell; Patti Daniel; Tom Walden; Jennie Lingo; Timolyn Henry; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; Mary Anne Helton
Subject: Your Concerns with Water Quality and Rates of Aqua Utilities
Attachments: Consent Order.doc

Dear Ms. Dunn,

Both the Chairman of the Commission, Lisa Edgar, and Commissioner Katrina McMurrian asked me to respond to your concerns regarding Aqua Utilities. Recently, one of my staff sent you an e-mail providing general information about the rate making process and the actions that the Commission undertakes when processing a rate request. However, I wanted to take this opportunity to provide additional detailed information about your specific concerns.

As you are probably aware, the Florida Department of Environmental Protection (DEP) has jurisdiction over the quality of water provided by Aqua Utilities in Seminole County. Specifically, DEP's Central District Office in Orlando provides the direct oversight. Currently, Aqua Utilities is operating under a consent order to address the level of trihalomethanes in the water. The consent order was signed on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. For your convenience, I have attached a copy of the consent order.

We also are aware that Aqua is providing water pressure at 25 PSI, and while this is low, it is above the 20 PSI required by DEP. Should you have questions for DEP concerning the quality of the water being provided by Aqua Utilities, their contact information is as follows:

Department of Environmental Protection
Central District (OR)
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7444

We have received complaints from other residents of Chuluota. Residents have indicated that they are disappointed that the service hearings scheduled in June were some distance away from Chuluota. To address the concern, the Commission has moved the service hearing location from Deltona, to Oviedo. The hearing will now take place at 10:00 a.m., June 26, at the following location:

City of Oviedo City Hall
City Council Chambers
400 Alexandria Blvd.
Oviedo, FL 32765

We encourage you and your neighbors to attend the hearing so that you can relay your concerns and comments directly to the Commissioners. We do value customer input. Customer input is crucial to the Commission's determination of the level of the quality of service provided by the utility.

5/21/2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 772 of 843

Customers who are unable to attend the service hearing, may write to the Co
comments and concerns. Letters should be mailed to:

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

To ensure the letter is placed in the official docket file, the docket number (Docket No. 060368-WS) should be noted on the letter.

If you have any additional questions, or if I can be of any further assistance, please e-mail me at cbulecza@psc.state.fl.us or call me at (850) 413-6642.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings
(850) 413-6642

From: Katrina McMurrian
Sent: Wednesday, May 16, 2007 12:32 PM
To: 'janis.dunn@AlconLabs.com'
Cc: Cheryl Bulecza-Banks; Marshall Willis; Rosanne Gervasi; Kay Posey; Jeremy Susac
Subject: RE: Toxic Water

Ms. Dunn,

Thank you for writing to me about your concerns about Aqua Utilities' water quality in your area. I wanted you to know that I received your message and that I am forwarding it on to the staff assigned to this particular rate case so that they can provide a more complete response. Among other things, they will convey how your comments will be handled, how water quality issues are addressed in a rate case, and how you can participate in one or more upcoming service hearings we are conducting in this case in various locations in the company's service area.

I appreciate your bringing this issue to my attention, and you should be hearing more from our agency soon. After you hear from the staff assigned to this case, feel free to follow up with any of us if you have remaining questions or concerns.

Best regards,

Katrina McMurrian

From: janis.dunn@AlconLabs.com [mailto:janis.dunn@AlconLabs.com]
Sent: Wednesday, May 16, 2007 10:36 AM

5/21/2007

To: Katrina McMurrian
Subject: Toxic Water

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 773 of 843

As a resident of Seminole County Florida, I respectfully request that something be done immediately about the quality of our water. Aqua Utilities not only wants to raise our rates but is providing toxic water to us. I can't believe that our representatives will allow its residents to be harmed by this company. The long term health effects is something we don't even really understand yet. My neighbor had an independent water specialist test their water and they found 500 unknown substances! Our health and the health of our children is at risk. We are simply asking for clean safe water at a reasonable price.

Janis Dunn
391 Velveteen Place
Chuluota, FL 32766
407 739 1670

This e-mail (including any attachments) is confidential and may be legally privileged. If you are not an intended recipient or an authorized representative of an intended recipient, you are prohibited from using, copying or distributing the information in this e-mail or its attachments. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete all copies of this message and any attachments.

Thank you.

May 1, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 774 of 843

To Whom It Concerns;

This letter is being written in reference to Docket # 060368-WS. The proposed increase by Aqua Utilities is a completely outrageous amount to suggest to increase our water and sewer bills. It is not even conceivable that a company that provides utilities would be permitted to impose this on our retirement community. If Aqua Utilities feels it needs to replace or update equipment, it is their equipment and they should be the one paying for that capitol expense. Currently Aqua Utilities is collecting a base fee for more than 100 properties in Rosalie Oaks and a very small percentage of the owners there are year round residents, therefore that excess of funds could be used for upgrades.

Why are the retired and on a fixed income long time tax paying Florida residents being penalized in the State of Florida?

Thank you for protecting the rights of Floridas senior citizens.

Sincerely,
Mr. & Mrs. Franklin M. McLaurin
Lot 4 Rosalie Oaks Blvd.

Mr. & Mrs. M. M. Laurin

*M. McLaurin
4 Rosalie Oaks Blvd.
Lake Wales, FL 33899*

COMMISSION
CLERK

07 MAY -4 AM 8:38

RECEIVED 1400

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

13 Rosalie Oaks Blvd, Lake Wales, FL 33898

May 8, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

COMMUNICATIONS
CLERK
MAY 11 AM 9:21

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Sir:

First, I cannot believe that an interim rate has already been approved that's over a 100% increase!

Second, I don't know how Aqua Utilities can claim that they acquired this system in August 2003. My first payment to Crystal River was in November 1996. If you call their 800 number today, Aqua Utilities answers. My first payment to Aqua Source was February 2000 - the name change may have come 3 years after that, but I've been paying "Aqua" for 7 years. Did they not set aside ANY money for repairs?

Third, if their \$430,000 upgrade "investment" averages \$2,200 per customer, that would mean that the final increase of 220% (\$122.58 per month) comes to \$285,480 per year. Every two years we would be reimbursing them for their upgrade investment. What's fair about that?! Their interim rate comes to \$135,790 per year, which means we'd be paying for their upgrade every 3 years at that rate!! That's not even reasonable.

Fourth, in their initial customer notice they state that they replaced deteriorating pipe that carries the waste to the plant. I can tell you for a fact, because their contract repair truck sat in our front yard, that it was not pipe that was replaced! It was the liner.

Fifth, and this may be rumor, but important nevertheless, an Aqua repairman had the water turned off a few months ago. One of the residents ask him how long it would be turned off. The Aqua repairman said it would not be long, but since they will be the ones putting in the water and sewer for the new houses across the canal, when approved, they were putting in a new valve now. Are they trying to get the money out of us for this new venture?

Sixth, our household consists of two retired people, as do most in here. Our mobile home is a single-wide 1980. There are several in here that are older, and also many with only one social security income. We cannot afford to keep paying over and over again for the same repairs, nor can we afford any new ventures not concerning us. Please either decline their application for increase or bring the increase down to a more reasonable percentage, say 10%.

Thank you for your consideration.

Respectfully,

Nancy A Pearce
Nancy A. Pearce

cc: Gov. Crist Cong. Putnam
Bill Bair, Tom Palmer

Polk County Commissioners

CMP _____
COM _____
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SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 776 of 843

Robert L. & Mitzi Partin
87 Rosalie Oaks Blvd.
Lake Wales, FL 33898

May 3, 2007

Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates. The rate will be \$122.33 per month- plus the amount of water used. This will be a financial burden to retired people on pensions and working families. The economy will suffer and it will bring down our property values as people will not be able to afford living here.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

CMP _____

COM _____

CTR _____ Robert L. Partin

ICR _____
ICL _____ *Robert L. Partin*

PC _____
CA _____ *Mitzi Partin*

DR _____

SA _____

IC _____

TH _____

AM 7:37
RECEIVED-FISC
07 MAY - 7 AM 10:59
COMMISSION
CLERK

07 MAY - 7 AM 10:59
RECEIVED-FISC
COMMISSION
CLERK

Edward E. Partin
83 Rosalie Oaks Blvd.
Lake Wales, FL 33898

April 30, 2007

RECEIVED - PISC
07 MAY -7 AM 10:59
COMMISSION
CLERK

Dir., Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the outrageous rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates! Base rates will be \$122.33 plus the amount of water used. These are unheard of rates for water and sewer. This is going to have a very negative effect on the economy and property values in this area.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

DMP _____
DOM _____
DTR _____
ECR 1 _____
ECL 1 _____
EPC _____
CA _____
CR _____
GA _____
EC _____
TH _____


Edward E. Partin

07 MAY -7 PM 2:10
COMMISSION
CLERK

Felicia White

From: contact@psc.state.fl.us
Sent: Tuesday, May 15, 2007 8:46 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9179

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 778 of 843

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Zachary Rote
Telephone: 407-971-9276
Email:
Address: 517 Yellow Tail Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Zachary Rote
Account Number:
Address: 517 Yellow Tail Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

Re: Impending Rate Increases and Poor Water Quality (Docket #: 060368-WS)

I recently received notice that Aqua Utilities was petitioning to increase both water and sewage base rates by about 3 times the current rate. I find this unacceptable due to the fact that a) They routinely fail to meet the EPA standards for water quality, b) In the morning hours the water pressure is about 25psi which is not acceptable, and c) we are already paying the highest water rates in the county.

Please take these points into consideration prior to allowing such an inflated rate increase.

May 01, 2007 Director, division
Commission Clerk and Administrative
Service Commission **Docket No. 060368-
WS**

- Dear, Sirs. Inregard to the proposed rates and charges.
I am an AQUA UTILITIES FLORIDA customer and a
concerned resident of the PALM SHORES
community. I would like to make a statement on
behalf of some of the citizens of the said community.
Most of this community are elderly and cannot afford
a rate increase, however the propsed rate increase is
more than Triple the existing rate! I feel that's a little
more than most people of this community can afford
keeping in mind of their Very limited incomes, and to
those that have sufficent incomes.
- Sincerely, Gary Melendez

Gary Melendez

*Gary Melendez
109 Lily Drive
Interlachen Fl. 32148*

CMP _____
COM _____
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ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED-TSC
07 MAY -4 AM 8:36
COMMISSION
CLERK

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 780 of 843

Mrs. Helen Schmidt
48 Rosalie Oaks Blvd.
Lake Wales, FL 33898

07 MAY 14 AM 7:50
CENTER
RECEIVED-PPSC
MAY 14 AM 9:38
COMMISSION
CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion. I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,



Mrs. Helen Schmidt

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 781 of 843

114 Rose Briar Dr.
Longwood, FL 32750-2733
May 3, 2007

AM 10:59
COMMISSION
CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Proposed Aqua Utilities Rate Increase
Docket No. 060368-WS

Dear Sir or Madam:

As homeowners served by Aqua Utilities, we would like to strongly protest the rate hike proposed by Aqua Utilities. This company services our second home on Juno Trail in the Astor area of Volusia County. The proposed increase for water and sewer together based on meter size for our home is approximately 200%. The proposed increase for "residential use to cap" is also extremely high (213%) – at this rate, the portion of our last bill (covered only 19 days) for sewer gallons only would have been higher by \$10. The house was unoccupied for most of this time.

Currently, the water and sewer bill for the home with Aqua Utilities with occasional occupancy is equivalent to the water and sewer rates we pay in a month of normal occupancy at our primary home. When the second home is in use, the water and sewer bill is very high. In comparing the proposed rates to the water and sewer rates we pay for our primary home, it is obvious that the proposed rates are completely out of reason.

Please take this letter of protest into consideration when conducting the hearings on May 16.

Sincerely,

Suzanne Strong

Suzanne Strong

KENNETH G & SUZANNE W STRONG
114 ROSE BRIAR DR.
LONGWOOD, FL 32750

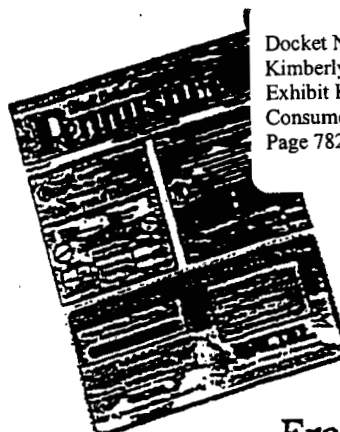
CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

FAX TRANSMITTAL LETTER

The West Volusia Pennysaver

and
The Real Estate Locator
245 S. Woodland Boulevard
DeLand, Florida 32720

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 782 of 843



From:

Date: 4/24/07

To: PUBLIC SERVICE COMM.

DOCKET # 060368

From: JAMES L. JOHNSON

1638 JUNOTR
ASTOR FL 32002 #0068-45-0030-1-8
386-749-4943

- ☐ DeLand Office (Advertising/Accounting)
Phone: (386)736-2880
- ☐ CLASSIFIED ADVERTISING
Phone: DeLand (386)736-2880 or Orange City (386)774-2817
- ☒ CIRCULATION DEPARTMENT
Phone: (386)736-6269 or (386)736-2880
- ☐ OTHER
Phone: (386)736-2880 or (386)774-2817

RECEIVED-FPSC
07 MAY -1 PM 1:32
COMMISSION
CLERK

Please find this transmittal letter and 2 additional sheet(s).

Message: GOT LETTER ON RATE INCREASE - CALL YOU TOLL-FREE #
1-800-392-3552 ABOUT SERVICE - MAN SAID HE DIDN'T KNOW NOTHING - HE SAID IT WAS
WRONG # - I READ IT OFF TO HIM - HE SAID "I DON'T KNOW." SAME AS AQUA WATER
THEY CAN'T HELP EITHER - THEY SAY "I'll TAKE YOU CALL APART IT ALONG -
I LIKE TO KNOW AT THESE HEARING - CAN I STAND AND TALK ABOUT MY
SERVICE ?

Reply: _____

GMP _____
COM _____
CTR _____
ECR +
GCL +
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Name of person sending reply: _____

Please Fax Reply to:

- ☐ DeLand Office fax: (386)736-3587
- ☐ Classified Phone Room fax: (386)822-9904
- ☒ Circulation Office fax: (386)736-1416
- ☐ Orange City Office fax: (386)774-5613

3
NOTICE OF APPLICATION FOR SALE OF FACI

(Section 367.071, Florida Statutes)

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

Applicant:

Florida Water Services Corporation
Attn: Melissa Taylor, Esquire
P.O. Box 609520
Orlando, FL 32860-9520

Purchaser:

Aqua Utilities Florida, Inc.
Attn: Kathy L. Pape, Esquire
762 West Lancaster Avenue
Bryn Mawr, PA 19010

David Naylor
told us we had to fix it

Tox
Three year ago, our SEPTIC starting Backing up - they came out 3 Times, and unstopped it. fourth time they dug down to found the concrete had been Busted. So they redone the concrete. Paper + Trash would hang upon the concrete, then it would Back up.
Three week ago it started again; 1st time they call ~~a plumber out~~ out a RoTo-Rooter man to unstopped it. we call the next week, they sent a RoTo-Rooter man out. He ~~stop~~ unstopped it again. We call last nite at 4:55 - 9/8/04 - Lady said she would take care of it. T.O. on 9/9/04 - then said she didn't fix anything

4

FLORIDA WATER SERVICES CORPORATION
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC
(Continued)

Volusia County

Jungle Den (water & wastewater):

Township 15 South, Range 28 East, Sections 19 & 30

Tomoka/Twin Rivers (water):

Township 14 South, Range 32 East, Section 30;

Township 14 South, Range 31 East, Section 25

Washington County

Sunny Hills (water):

Township 2 North, Range 13 West, Sections 1, 4-9, 11-31, 35
& 36;

Township 2 North, Range 14 West, Sections 13, 24-27, 34-36;

Township 1 North, Range 13 West, Section 2;

Township 1 North, Range 14 West, Sections 2 & 3

Sunny Hills (wastewater):

Township 2 North, Range 13 West, Sections 7, 8, 15-22, 28-
31;

Township 2 North, Range 14 West, Sections 25 & 36

2

In the system, but she would do it and have them take care of it today. So I hung up - and call the super, and told her what happen - she said she would be sure it was taken care of I came home at 5:PM - nothing had been done - saw one of your super in the area, flag him down - told him about it - said no nobody told him about it? he didn't offer to write the address + phone # down - He told me he was spread thin? I came home to call your # I tried 3 times - it rang - then like somebody would pick up then put the phone down - I call the 4 time they answer - said she would get a Tech on it? I work for the New York Times for 25 years retired - never seen service like this? I shouldn't have to pay for water sewage - since it in my yard. Can't cut the grass there either. 386-7494943
Jim Johnson
Harcamano day - 11638 Quivira
Aster Fl. 32102

D A

TO - KATHY L. PAPER ESQUIRE
742 WEST LANCASTER AVE
BRYN MAWR, PA. 19010

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 785 of 843

WROTE YOUR LETTER RITE AFTER YOU TOOK OVER
THE WATER WORKS; ON THE PROBLEM WE WERE HAVING;
YOUR SECRETARY CALL TO BE SURE SHE HAD THE RITE
ADDRESS; SINCE THEN WE HAVE HAD THE SAME PROBLEM;
DURING THE STORM WAS THE WORST; THEY WOULD CALL
A PLUMBER TO UNLOG IT. I HAD TO CALL A PLUMBER, THE
SAME ONE THEY CALL BEFORE ON 3 DIFFERENT DATES - HE
TRIED TO EXPLAIN TO THEM WHERE IT IS. BUT THEY
WOULDN'T LISTEN? THEY TOLD US AFTER THE STORM, THEY
HAD HIR'D A CONTRACTOR TO COME OUT & FIX IT. BUT SO FAR
NO SHOW? 11/10/04 IT BACK UP AGAIN IN THE BATHROOM!
& THE FRONT YARD - BY THE WAY IT'S A PRETTY SITE IN
YOUR FRONT YARD 3' FROM THE ROAD. WE CALL 11/10/04 TO
REPORT BACK-UP - AGAIN. NOBODY CAME OUT, SO I WENT
GOT THE TOOLS AND UNPLUG IT. LATER ON ONE OF YOUR
PEOPLE CAME OUT - AND TOLD US, THEY WERE NOT GOING TO
FIX THE PROBLEM, WE WOULD HAVE TO FIX IT. I CALL
THE PLUMBER, AND PAY HIM; SEND THE BILL IN WITH
PAYMENT - THEY WOULD CREDIT IT AGAINST OUR ACCOUNT.
NEVER HEARD OF A BUSINESS BEING RUN LIKE THIS. I
CALL THEM AM, TO SEE HOW COME THEY DIDN'T SEND OUT
A PLUMBER 11/10/04 TO UNSTOPPED IT - SHE SAID,
SHE SENT A WORK ORDER OUT ON IT - BUT WOULD CHECK
TO SEE HOW COME, NOBODY CALL OR COMES OUT. SHE
FOUND OUT THEY TOLD HER THEY WERE GOING TO GET A
CONTRACTOR TO FIX IT? WHEN? DO I CONTINUE TO TRY

4, 15
TO UNPLUG IT, I CALL A PLUMBER
THAT SEWER IS A DANGER IN THE YARD, IT CONTAMINANT
ESPECIALLY IF KIDS GET ON THEM OR DOGS LICK IT?

0068-45-0030-1-8

M E F E X #

RG 0193730745

AS YOU SEE I PAY FOR MY SERVICE

JAMES L. JOHNSON

1638 JUNO TR.

ASTOR FL 32102

386-749-4943

I SEE YOU HAVE A LOT OF EMPLOYEES &
WHITE TRUCKS IN THE AREA - I STOP & ASK DR. 1,
THEY SAY THEY ARE TECHNICIAN THEY HAVE NO
WORKER TO DO THAT KIND OF JOB? LOOKS LIKE IF YOU
HAD A CREW TO THAT KIND OF WORK - IT WOULD PAY
FOR IT / SELF / AND SERVICE DONE FASTER / BETTER.
I MEAN THEY WOULDN'T EVEN HELP A 69 YEAR
OLD MAN?

HAVE A NICE DAY
J.M.

5
THIS WAS HD
ON MY FRONT DOOR
ON THEIR YELLOW
DOOR HANG BR

MR. JOHNSON,

SORRY I MISSED YOU I
DROPPED BY TO FOLLOW UP
ON MY PHONE MESSAGE
EARLIER TODAY. WE'VE HIRED
A CONTRACTOR TO DIG UP
AND FIX WHATEVER IS CAUSING
YOUR FREQUENT SEWER BACK-UPS.
AS SOON AS I HAVE AN EXACT
TIME THE WORK WILL BEGIN,
I WILL LET YOU KNOW. I
CONSIDER THIS A HIGH
PRIORITY JOB AND WILL
HAVE THE WORK BEGIN AS
SOON AS IS HUMANLY POSSIBLE.
I APOLOGIZE FOR THE
PROBLEMS YOU'VE HAD AND
I'M CONFIDENT THEY WILL
END SHORTLY

PAUL THOMPSON
FIELD COORDINATOR
AQUA UTILITIES

CELL# 386-937-1143

Bill Johnson

From: Bill Johnson
Sent: Thursday, March 08, 2007 9:48 AM
To: 'custserv@aquaamerica.com'
Subject: EMERGENCY

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 788 of 843

To - Aqua Emergency

From - James L. Johnson
1638 Juno trail
Astor, Fl. 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

I called Thursday 3-1-07, you said they would be here Monday 3-5-07 - nobody shows up. Called again said they would be here 3-7-07 again nobody shows up. Called 4 times 3-7-07 to no Avail. Nobody could help me or would not give me to anybody in charge. Said they would pass the message alone! When can I expect it to be fix. The water main in front yard is BUSTED! Is there anybody at Aqua that can help me? You want me to have someone to fix it and send you the bill? A man by the name of Bors Lester # (386) 329-9601 call and said He would call us Thursday morning at 8:30 AM to say what Aqua would do. So far no call today. ASAP Give me a call Thanks, James L. Johnson

Bill Johnson

From: Bill Johnson
Sent: Friday, March 09, 2007 1:38 PM
To: 'custserv@aquaaamerica.com'
Subject: What do I do?

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 789 of 843

Aqua - What do I do?

Reported 3/1/07 - said you would be their 3/5/07 - NO SHOW - said 3/7/07 - again NO SHOW - man came by Thursday 3/8/07 - said would be here this afternoon or Friday on 3/9/07 - NO SHOW - WHAT DO I DO?

From - James L. Johnson
1638 Juno trail
Astor, FL 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

You send us information all the time how to save water? Look what you all have wasted in water last 7 days plus other locations. No wonder rates go up. You should do your part. Thanks, James L. Johnson

*SHOW UP Fri. AFTERNOON, Fix it. THE GROUND THEY TOOK UP - HAD NO GRASS
TO REPLACE IT - STILL NO GRASS.*

ORIGINAL

2957 11... P
Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 790 of 843

3957 Army Ln.
Chipley, FL 32428-8003

Director

Division of the Commission Clerk and Administrative Service
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Docket Number: 06038-WS

RECEIVED-FPSC
07 MAY 10 AM 9:58
COMMISSION
CLERK

Dear Director F.P.S.C.:

Agua Utilities of FL has filed for an increase in water and sewer rates in Sunny Hills, Washington County, FL 32428. The petition states that the last water increase occurred in October, 1996, and this is the first rate increase applied for since July, 2004. I cannot speak for the period of time prior to April 30, 2004. I can only speak for the time starting from April 30, 2004 to the present. Although minimal, until this filing, my rates have increased, as follows:

Meter size 5/8 x 3/4

Billing Period	Facility Charge	Water Rate per 1000 gal.
4-30-04 to 6-01-05	\$ 11.36	\$ 4.38
6-01-05 to 3-07-06	\$ 11.47	\$ 4.42
3-07-06 to 3-08-07	\$ 11.70	\$ 4.51

My billing invoice from 3-08-07 to 4-17-07, which is due 5-17-07, did not break down the facility charge and the water rate per 1000 charges.

"2"

The bill only gives the total water charges.
 Why the change in their billing method?

Present Facility charge	Interim Rate	Proposed Final
\$ 11.70	\$ 15.45	\$ 24.15

From 06-01-04 to include the interim rate increase would be a 36% increase.

From 06-01-04 the proposed final increase would be a 117% increase.

From 04-30-04 to the interim rate of \$5.95 per 1000 gal of water would amount to a 36% increase.

In the petition that Agua Utilities of FL is stating that they have invested more than \$1.5 million in our community infrastructure, which translates to a capital investment of more than \$2100⁰⁰ per customer. I can only assume \$1.5 million divided by \$2100⁰⁰ per customer would indicate that there are 714 water customers, but I was told that there are only 589 meters actually being read. I cannot be certain of the 714 figure, but I do know that the proposed interim rate increase and proposed final increase can not be allowed to occur. I am opposed to the increase and I do not believe that either the 714 or 589 present water customers should shoulder this increase on their own.

Since my information shows that the actual figure is 589 meters being read, the burden per customer is more substantial than the 714 figure being used by Aqua Velu FL.

Example:

714 Customers $\times \$2,100^{00} = \$1,500,000$
Presently \rightarrow 589 customers being read $\times \$2,100^{00} = \$1,237,000$
Difference $\$263,000 - 18\%$ more income

I am basing my opinion on the notices mailed to present water customers. If there is more information to the rate increase it was not provided to me.

I am requesting and asking that the Commission will vote 'NO' to the proposed rate increase and allow only a minimal increase or find an equitable method for shared sacrifices by others who also benefit from the water and sewer systems in our Sunny Hills, Washington County, FL Community.

This letter is a follow-up to a phone conversation made to your department on May 07, 2007, and I am requesting that both become a part of the information presented at the hearing on May 14, 2007.

I would definitely have attended this meeting in person to present my information, but I have a doctor's appointment in PA and I am unable to be there.

Yours truly,
SAMUEL LUCHINI
Samuel Luchini

ORIGINAL

4625 WINDY LN

ZEPHYRHILLS, FLOR

MAY 11, 2007

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 793 of 843

DIRECTOR, DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD

TALLAHASSEE, FLORIDA 32399-0870

I am Against Any increase in the proposed Water + Sewer rates of AQUA UTILITIES FLORIDA INC. A rate increase would affect 210 homes here in Zephyrhomes. They are all owned by senior citizens living on fixed incomes. AQUA Utilities rates are among the highest in Pasco County and throught the State of Florida.

I suggest the Florida Public Service Commission Lower ALL their water and sewer rates to confirm to that of PASCO County water and sewer rates.

CMP ATTACHED COPY OF MY LAST BILL.

CTR

ECR 1

GCL 1

OPC

RCA

SCR

SGA

SEC

JTH

Sincerely,

Bus Alexander - Past PRESIDENT OF ZEPHYRHOMES

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 PASCO 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 this system in July 2004. Since then, the Utility will have invested more than \$240,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. The upgrades include installation of a new water supply well, which will eliminate the need to purchase water from Pasco County and reduce the water system's costs. A rate increase is necessary for the Utility to be given an opportunity to

Non-Residential	3.95	Non-Residential	11.40	10.19	7.01
-----------------	------	-----------------	-------	-------	------

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.



Service to:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

A
Docket No. 060368-WS
Kimberly H. Dismukes
Z Exhibit KHD-1
Consumer Correspondence
Page 794 of 843

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

Bill Date

May 01, 2007

Total Amount

\$ 120.87

May 23, 2007

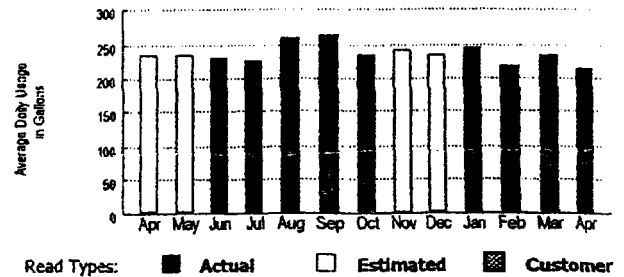
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		
Average Daily Usage = 214 Gallons		Total Days: 28		Total Usage:		6,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 110.97
Total Payments Received	110.97
Balance	0.00
Current Water Charges	37.35
Current Sewer Charges	82.78
Utility Tax	0.74
Amount Due 05/23/07	\$ 120.87

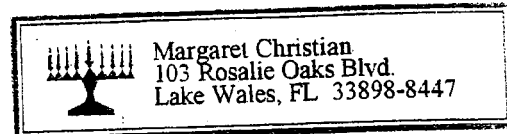
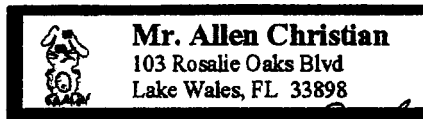
Water Usage History



This letter is being written in reference to **Docket # 060368-WS** opposed to the hardship that this suggested increase in our base impose on retired and fixed income residents of Rosalie Oaks. unfair amount to request. Please do not allow private enterprise burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 795 of 843

Sincerely,



Allen Christian

Margaret Christian

DISTRIBUTION CENTER

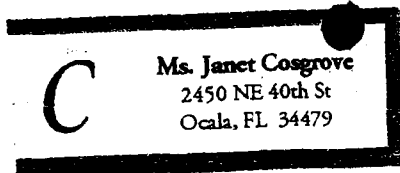
07 MAY 11 AM 7:25

RECEIVED-HSC

07 MAY 11 AM 9:32

COMMISSION
CLERK

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____



ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 796 of 843

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: April 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.

Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.

Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

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.

CMP 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.

ECR 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).

OTC
DISTRIBUTION CENTER
07 MAY -7 AM

Please try your best to help us or like many others - just stay dirty - some homes are being ruin because of a lack of water. Please, fine

27 April 2007

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 797 of 843

07 MAY -7 PM 2:10

EXCLUDED FROM REGULATION

MISSION
CLERK
MAY 10:59

DISTRIBUTION CENTER

1317 Primrose Ln.
Lancaster, Wi. 53813
May 11, 2007

To: Dir., Division of Commission Clerk
& Adm. Services

Re: Docket #060368-WS

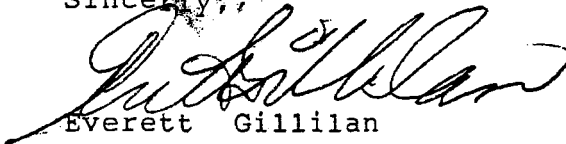
We are property owners in the Rosalie Oaks Sub-Division of Lake Wales, Fl. and are winter residents there for three or four months. We have been notified by our Assn. Pres. that our water supplier, Aqua Utilities, has applied for a rate increase which would amount to over 200%.

We think this is excessive and if this is approved we would list our property for sale and take whatever we could get for it. Most of the residents in this Sub-Div. are winter residents on a fixed income and this would impose a severe hardship on them. I am sure no one would complain if there was a reasonable increase but 200% is ridiculous.

Please see what you can do to prevent this excessive increase.

Thank you.

Sincerely,


Everett Gillilan

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 798 of 843

DISTRIBUTION CENTER

07 MAY 10 AM 7:57

Hamilton F. Hodge
50 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

COMMISSION
AM 9:58

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

My husband and I feel that the proposed increase in the current water and sewer rates of over 220% is absolutely unacceptable. This excessive increase would cause a hardship for all of us on a fixed income and most certainly cause major concerns for our widow ladies on this street. Our small subdivision of one long street, with a short side street, consist of small mobile homes of retirees who fish for leisure at the nearby lake. We all live off Social Security and/or Retirement Income. Anyone can tell you the yearly increase does not even compare with such a request for increase of water and sewer rates. An increase like that would make the cost of water and sewer be more than our electric bills and would devastate this community. We already have seen a For Sale sign put in a yard up the street from us.

We are asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Frank Hodge
Shelby Hodge
Frank and Shelby Hodge

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 799 of 843

Director
Division of Commission Clerk
Administrative Services
Florida Public Service Commission
2450 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

07 MAY -7 AM 7:48
CENTER

RECEIVED
07 MAY -7 AM 10:59
COMMISSION
CLERK

This Letter is Regarding the Following:

Increase in Water & Sewer Rates
@ Rosalie Oaks Subdivision
Lake Wales, Florida 33989

Director,

Enclosed with this letter you will find the letter that was sent to all of the Homeowner of our development. There are approximately 130 residents (lots) in our development, most of which are elderly and/or infirm. The residents are on a very limited amount of money they live on and have to limit the amount of money that is spent on each and every item per month. This of course includes electricity, water, sewer, medical, food, property insurance, homeowners insurance, and for a few a car payment. Right now they are possibly paying anywhere from ; and this is a rough guess, anywhere from \$35.00 to 70.00 per month for their utility bills (water and sewer) and to have that raised to approximately \$122.33 per month if not more is absolutely absurd. Where in the world do the Politicians who make thousand upon thousand of dollars a year-which I might add are paid by these very people-the Taxpayers- where do they think these fixed income people are going to ge this money- go out and pick it off a money tree? You are looking at a **220% Increase!!**. The Docket # on this item is #060368-WS.

CMP _____
COM _____
CTR _____
ECR 1
ECL 1
DPC _____
RCA _____
SCR _____
IGA _____
SEC _____
DTH _____

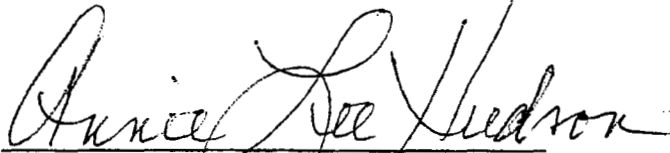
We have been ask by our Homeowners Association President, Mr. Frank Hodge, 50 Rosalie Oaks Blvd., Lake Wales , Florida 33985 to write you a letter and to attend the first meeting that is schedule for June 13th. My husband and I will be doing so. Any help or attention you can give this matter will be greatly appreciated.

pg.2


I will be forwarding a copy of this letter to the Governor, to Congressman Adam Putnam. I will also be calling the Division of Regulatory Compliance at 800-342-3552.

Enclosed you will find a copy of the Important Notice Postcard that I received today from my Homeowners Association President, Mr. Frank Hodge at 50 Rosalie Oaks Blvd., Lake Wales Blvd. 3389.

Again Thank You for your time and consideration in this mater.


Annie Lee Hudson

4-28-07
4-28-2007


David M. Hudson

4-28-07
4-28-2007

Hudson
94 Rosalie Oaks
P/O 8229 Pleasant Lane
Riverview, Fl. 33569

David & Annie Hudson
8229 Pleasant Ln
Riverview, FL 33569

XX

Ann Cole

Aqua Utilities has applied for an increase in water & sewer rates. You probably got a copy of this notice; read it carefully. By Oct. 2007 our final rate increase will be **\$122.33 per month** (\$21.75 water; \$100.58 sewer) - over 220%. The interim rate effective 4/12/07 is \$58.03 - over a 100% increase! The Trustees have sent a letter of protest to the Florida Public Service Commission with copies to the Governor, Cong. Adam Putman, Polk County Commissioners and the Attorney General. The first hearing is June 13 in Lakeland; the final hearings are Oct. 24-26 & 29-30 in Tallahassee. We need your help! Attend if possible. Please send letters to: Dir., Div. of Commission Clerk & Admin Services, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0870 - refer to **Docket #060368-WS**. You can also call the Div. of Regulatory Compliance at 800-342-3552.

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 802 of 843

07 MAY 14 AM 7:52
RECEIVED-FPSC
07 MAY 14 AM 9:37
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.

The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

William E. Donovan
Charlotte E. Donovan

*****USA*****

Mr. William E. Donovan
24 Brigadoon Cir.
Leesburg, FL 34788

CMP _____
COM _____
CTR _____
ECR
GCL
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 803 of 843

Mrs. Leslie Curry
294 Osprey Lakes Circle
Chuluota, FL 32766
May 8, 2007

MISSION
CLERK 9:58

Florida Public Service Commission
Attn: Director, Division of the Commission
Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Florida, Inc. – Petition for Rate Increase
Docket No. 060368-WS


Dear Commission Director:

We received a notice recently that Aqua Utilities Florida, Inc. has filed a petition for a rate increase with the Florida Public Service Commission. We are adamantly opposed to the rate hike being approved for several reasons. Many Aqua Utilities Florida customers in the Seminole County area are already paying the highest water and wastewater rate in Central Florida, including our family. For the past 3 years we have received water bills which are almost three times higher than water bills we received at our last residence in the Winter Park, Florida area (less than 15 miles away) for the same volume of water usage. Additionally, we are concerned about the quality of water Aqua Utilities Florida has been providing our homes at this high rate. For a number of consecutive months we have been receiving Public Notices that Aqua Utilities Florida is in violation of approved water quality standards (exceeding the TTHM threshold) which can pose a threat to human health. While they claim that they have invested around "...\$5 million in our community's infrastructure," we have not realized an improvement in our water quality. On a number of occasions we have called Aqua Utilities Florida to report an unusually overwhelming smell and taste of excess chlorine in our water and we have had to resort to purchasing drinking water on many occasions.

For these reasons, we implore the Florida Public Service Commission to deny Aqua Utilities their rate hike request and to further hold them accountable to at least meet required State water quality standards before a rate hike can be considered.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Sincerely,



Leslie W. Curry
Customer of Aqua Utilities Florida
Seminole County, Florida

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 804 of 843

DI.

07 MAY 14 AM 7:44

RECEIVED-FPSC
07 MAY 14 AM 9:37
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Edward & Jeanine Filler
711 Brigadoon Circle
Leesburg, FL 34788
Scottish Highlands Resident

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 805 of 843

DISTRIBUTION CENTER

07 MAY 10 AM 7:58

Donald Block
33 Rosalie Oak
Lake Wales, FL 33898
May 6, 2007

MISSION
CLERK 9:58

In Regard to Docket # 060368-WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

Sincerely,

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Donald E. Block

Donald E. Block

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 806 of 843

AM 7:00 PM 9:34
COMMISSION
Clerk

April 27th, 2007

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Subject: Proposed rate increase by Aqua Utilities Florida, Inc.

Dear Director,

I am a retired senior citizen living on a Railroad Retirement Pension. I live in the Silver Lake/Western Shores area of Lake County. My wife and I have just received a proposed increase in water rates by Aqua Utilities, copy attached. This proposal is an absurd request that would place an onus water rate increase on those least able to afford Aqua services. In affect this proposal would double our water costs. I understand there must be some cost increases over time but this proposal is simply unacceptable by any measure of common sense.

I urge you to vote against this proposed rate increase which is pending under Docket # 060368-WS. This increase is excessive and would create a hardship for many low income families and senior citizens alike who depend upon Aqua services as our only source of water.

Thanking you in advance,



Donald W. Morrison

Donald W & Joyce E Morrison
33738 Tartton Dr
Leesburg, FL 34788-3554

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED FPSC
07 APR 30 PM 3:07
COMMISSION
CLERK

ORIGINAL

Mr. JOHN F. COWEN
5208 SW 70TH TNR
GAINESVILLE FLA. 32608

Apr. 25, 2007

REGARDING AQUA RATE HIKE

OFFICE OF COMMISSION CLERK

FLA. PUBLIC SERV. COM.

THANK YOU FOR THIS OPPORTUNITY TO MAKE MY
COMMENTS TO YOU ABOUT MY WATER HIKE HERE.

IF A INCREASE IS PASSED, PLEASE HAVE MANAGERS
TOLD TO RETRAIN THEIR CSR'S ON THE PHONE BOARD.

CMP _____ 1ST THING THEIR EMERGENCY DEPT SHOULD ASK IS
COM _____
CTR _____ DO YOU HAVE WATER? ON OR OFF.
ECR 1 _____ THE OTHER DAY OURS WAS OFF FROM 10-7 PM. & TOLD
GCL 1 _____ THAT 1ST THING AND SEVERAL TIMES. (OBVIOUSLY, THEY
OPC _____ DIDNT HEAR ME THE 1ST ^{FEW} TIMES, OUR STREET
RCA _____ ACTION CORNER OF 70TH TNR AND 52ND AVE WAS FLOODED
SCR _____ THE ENTIRE DAY AND NITE, NO ONE SHOWED UP TO
SGA _____ REPAIR THE BROKEN LINE BY THE MAIL BOXES, WHERE
SEC _____ A CAR RAN OVER THE BOX. NO WATER TILL 7: PM
OTH _____ MAINTENANCE CAME 10:00 NEXT DAY.

ALL PLACES NEED MONEY DUE TO INFLATION

BUT ALSO THESE CSN'S THERE, NEED TO BE MORE
PROFESSIONAL AND "E" MAIL THEM DISPATCHES, AND
GET FOR HELP AS A PROMISE, BEFORE THEY GET A INCREASE.
BETTER YET MAYBE GVN OUGHT TO TAKE OVER, SOME
DAY LATER.

REFLECTING MY MEMORIES BEFORE RETIRING
FROM A CHICAGO UTILITY AFTER 39 1/2 YRS, IF
WE GAVE HOUSY SERVICE, LIKE WHAT WE EXPERIENCED
THAT PAST WEEK, NO INCREASE WOULD THE "ICE"
GIVE INCREASES AND A LOT OF PEOPLE WOULD BE
RETRAINED.

Sincerely
John F. Cowell

NOTES:

IF ONE CALLS EMERGENCY AFTER 5:30, YOU
AUTOMATICALLY GET CUT OFF, NO RECALLING,
NO WAY TO GET TO A DISPATCHER, NO OTHER
PH. # TO CALL!

"TERRIBLE BAD PROCEDURES"

"LET'S BRUCE COMED DOWN HERE"

HOOP'S - SORRY THEY DON'T HANDLE WATER!

Docket No. **ORIGINAL**
060368-WS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 809 of 843

To

07 MAY -1 AM 9:31

Director Div of the Commission Clerk

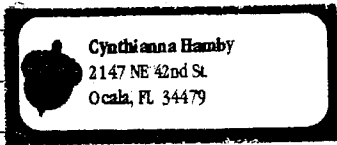
COMMISSION
CLERK

Case Docket # 060368-WS

The Case is Aqua Utilities Fla Inc.
Rate increase,

I do object to the increase
for the last 4 yrs I buy Bottled
water to drink because of poor
quality of water, the calcium &
other water deposits, clog drains
Pipes, I was getting sick, nausea
vomiting, I drink ice tea a lot
As suggested I stop drinking water
at house & it stopped. The Yearly
reports on Quality of Water never
came at Sched. time, Data appears
not to be current, If someone
will monitor that they actually

improve the water quality
and I am able to drink
it then I would say yes
to giving them more money,
but I haven't seen improvements
& this company should be
monitored.



Thanks
Cynthiana Hamby
2147 NE 42nd St
Ocala Fla. 34479

I have been with this water
company since 1995.

Help!

oh! They did repaint the
Water Tanks, & Replaced Fencing

Bob Brubaker
816 Fantasy Lane
Chuluota, FL 32766

ORIGINAL

APR 30 AM 8:31

April 26, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Docket No. 060368-WS

This letter is a complaint regarding a rate increase for Aqua Utilities. This company has not provided service to its customers even though it already charges some of the highest rates in the state. Over the past two years we have been given notice that the chemicals in the water were near an unsafe condition. In fact the excessive chlorine level damaged my water softener. When I wrote a letter to Aqua Utilities expressing my concern, my letter was never acknowledged. The company, based in Philadelphia has no interest in Florida residents other than taking their money and this rate increase request is far from deserving. There has been little done to assure their customers that the water is safe, rather there is great concern in the community over the unsafe conditions and the fact that Aqua Utilities is doing nothing about the situation.

Please deny their request until they prove to their customers that they are providing the services for which we are paying; high quality water not substandard water.

Sincerely,



Bob Brubaker

RECEIVED-FPSC
07 APR 30 AM 9:36
COMMISSION
CLERK

CMP _____
COM _____
CTR _____
ECR
GCL
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

RECEIVED

Legal Notice

07 APR 30 AM 9:35

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: April 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.
Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.
Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

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.

- CMP — 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.
- COM —
- CTR —
- ECR —
- GCL — 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).
- OPC —
- RCA —
- SCR —
- SGA —
- SEC —
- OTH —

Please try your best to help us or like many others— just stay dirty— some homes are being ruin because of a lack of water. Please, fine

27 April 2007

Palatka is nearest to me, but since I have to rely on someone else to drive me. My comment is: we who are on fixed income (that gives no pay raises, etc) can't you freeze our rates? The telephone company freeze their rates + many other states freeze for the elderly or fixed-income persons. If I make long distance calls, I pay for that, & if I put in a swimming pool, etc, I would pay for that.

Called this number got no answer to my question, just a recorded message.

RECEIVED

Legal Notice

07 APR 30 AM 9:35

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)

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Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

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- CTR —
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- OPC —
- RCA —
- SCR —
- SGA —
- SEC —
- OTH —

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27 April 2007

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Called this number got no answer to my question, just a recorded message.

RE: Aqua Utilities, Florida, Inc. ORI

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 814 of 843

Florida Public Service Commission: 060368-WS

The proposed rate increases for water and sewer service in Zephyrhills are ridiculous. My present 5/8" x 3/4" ^{with tap} service facility charge is \$6.30, proposed \$18.52, a 193% increase!!! The sewer charge is \$11.39, going up 48% to \$16.90! This facility charge is unfair to begin with as a cost when no usage is there, and now they want to raise it! It is discriminatory to seasonal residents like myself, the costs of equipment etc. should be included as overhead in the actual charge for usage, to be fair to all. The minimal 21% reduction in usage rate will not offset the extreme raise in the absent facility charge, even though the rates are still high.

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

We are seniors on social security and own an inexpensive mobile home in Florida for the winter months. We have a small condo-type unit in Michigan and are there now. We ~~should appreciate the results of the hearings on this matter.~~

FL:

* 4636 Clarice Ave,
Zephyrhills, 33541
Aqua at 800-68-25-0155-29
Meter # 260193854813

L.W. Kitchen
2146 Banner Dr., S.W.
Weyoming, Mi. 49509-1924
Ph. 616 475-1177

Quia Utilities

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 815 of 843

07 Apr 24 - 2007

To Whom Concerned;

This is about Racket #060368-WS.
This concerns retired people mostly.
A few with small children.

This rate increase would sure
put a hardship on everyone.

I know improvements probably
were needed. But 100% increase!!!
Seems as tho' someone is trying
to recover all expenses at once in
a 2 year rather than over a long term.

People just can't afford it.

People are retired & living on a
fixed income - young people both
work & can't make ends meet.

Please think long & hard before
making a decision like this. After
all people have other expenses
not just water & sewer.

Hopefully you will consider
older people trying to make
ends meet. I'm not against a
rate increase. But a reason one.

D. M. Jones, Jr.

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 816 of 843

Director

Division of the Commission Clerk & Administration Service
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fla. 32399-0870

RECEIVED-FPSC
07 APR 26 AM 9:07
COMMISSION
CLERK

Rule 25-22.0407 Fla Administrative Code
Docket No. D60368-WS

The aqua Utilities Florida, Inc., have not improved
anything in Putnam County, Interlachen Lakes
Estates -

Why do we have to be charged for extra they are
putting in Gainesville & other areas?

We all live on retired pensions, which isn't much,
Medicine, Doctor bills, groceries, Hospital bills, gas and
Putnam County bills have gone up - True Bread!

CMP

COM

CTR

ECR

GCL

OPC

RCA

SCR

SGA

SEC

OTH

Please think twice before voting on this.

Thank you -

Mary S. Valentine
159 Bridgman St
Interlachen, Fla. 32148

V Mary Valentine
159 Pidgeon St
Interlachen, FL 32148

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 817 of 843

RECE

07 APR 2

COMMISSION
CLERK

4/11 7:35

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Sir,

In regards to the requested increase in water and sewage rates please keep in mind the following:

Florida homeowners like myself who have recently moved to the area have been hit incredibly hard by the overly high property taxes and recent increases in property insurance increases based on the Katrina hurricane.

Our house payment was increased over \$250.00/monthly recently as property tax increases hit our home very hard. This alone is enough to make us wonder if we can afford to own a home in the overly expensive state of Florida.

Add to that the recent bad news that our homeowners insurance rates increased adding another \$40.00/monthly to our house payment.

The already added increase of nearly \$300.00/monthly has put an inordinate strain on our family budget. Just paying a mortgage in an area like this is very difficult. With the increases that were added to our payment we are already struggling just to make our normal payments and keep bills paid for our family of five.

CMP _____ I urge you to consider these issues seriously as you vote to determine what, if any,
COM _____ increases in water and sewage rates should be placed on an already overly burdened
CTR _____ homeowner. Add to that the fact that our water pressure is frequently so slow we can't
ECR 1 _____ even get a glass of water without it taking what seems like eternity. If we are forced to
GCL 1 _____ pay extra high increases which we can ill afford, we should at least be afforded decent
_____ enough service to get bubbles in our dish water at night.

OPC _____ Forcing families who are already being hit hard by hurricane rate insurance
RCA _____ premiums, high property taxes, and inflated property prices in the first place, is only going
SCR _____ to make it that much more difficult for families to keep their properties in good condition
SGA _____ and add to the demise of property values as people are forced to allow their lawns to die,
SEC _____ leaving the sunshine state in a state of ugliness. Not only that, but our bills are already
OTH _____ over \$120.00/monthly. We can NOT afford the increases proposed that would bring our
_____ bills to triple their current amount. A water/sewage bill of over \$360.00/monthly is simply
_____ not affordable.

Please consider the rates we are already being asked to shoulder as homeowners and decline these rate increases.

Re: Docket No 060368-WS

Sincerely,

Sheila L Adams

Ms. Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766-6011

ROSALIE OAKS PROPERTY OWNERS ASSOCI.

Frank Hodge, President

50 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2201

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 818 of 843

April 20, 2007
COMMISSION
CLERK
-3 AM 9:49
PSC

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

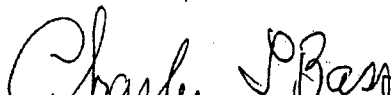
Dear Director:

This subdivision was developed in 1974 as a retirement community. Ninety percent of the population are just that - retired on a fixed income. Many are widowed with only one Social Security check. Most of the mobile homes in here are old. Many of them as old as 1974 to 1985. At the time of development by Mr. Kessler, the water and sewer system were installed and maintained by him until he sold it in 1996 to Crystal River Utilities, alias Aqua Source, alias Aqua Utilities. Are there no requirements that money from profits have to be set aside for repairs? Why is it that when major repairs come along, utility companies start petitioning for the customers to cover the entire cost? Have they not saved any money along the way? People who work have to save money to repair their homes, repair and replace cars, replace furniture, plumbing bills, etc. No one is available to step up and cover their repairs and normal extraordinary expenses.

In this case, the utility company wants the customers to pay \$122.33 per month base rate for water (\$21.75) and sewer (\$100.58). That's more than the electric bill! Base rate was \$26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is \$58.03 per month. That's already over a 100% increase! The interim rate for 12 months would be **\$787.77**, not including taxes. That's more than property taxes and more than property insurance. And that's just the interim rate. When you consider what they are proposing as a final rate, it comes to **\$1,467.96 per year**, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at \$2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be something illegal about that.

We would like to see this application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it \$40.33 per month, not to be increased again for 5 years. Wouldn't everyone like to get a 50% increase in their paycheck? If Social Security would go up 50%, we might be able to afford things like the electric bill, property insurance, property taxes, and even the water/sewer bill. But that's not likely. We cut back every way we can now. Turn our AC's up and sweat during the summer; turn the furnace down and freeze in the winter, try to flush the toilet only about every third time it's used. No matter what we do to try to make ends meet, someone is there after the grocery money.


Frank Hodge, President


Charles Bass, Trustee


William Webb, Trustee

cc: Gov. Charlie Crist Congressman Adam Putnam Attny Gen Bill McCollum
Polk County Commissioners English, Wilkinson, Myers, Reed, Johnson

**BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTEREST
TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHERS
DOCKET NO. 060368-WS**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 819 of 843

**APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK 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 March 1998, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than \$430,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately \$2,200 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries the waste to the plant, as required by the Florida Department of Environmental Protection. 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 Polk 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

Polk County Library
City Hall - 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing - June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.

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.

ROSALIE OAKS MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 11.38	\$ 25.28	\$ 21.75
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption			
< 5,001	\$ 0.95	\$ 2.13	\$ -
5,001 to 10,000	\$ 1.20	\$ 2.68	\$ -
Over 10,000	\$ 1.46	\$ 3.23	\$ -
< 6,001 (Residential)			\$ 2.84
Over 6,000 (Residential)			\$ 3.55

ROSALIE OAKS MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 15.51	\$ 32.75	\$ 100.58
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	1,000	1,000	6,000
Residential use to cap	\$ 6.67	\$ 14.09	\$ 7.72

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800 347 3552

**BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTENT**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 820 of 843

**TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND
DOCKET NO. 060368-WS**

**APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM 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 approximately \$180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than \$800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment at its treatment facilities to comply with federal regulations. 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 Putnam 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

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings - May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
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.

PALM PORT MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 12.57	\$ 16.60	\$ 34.17
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 4.43	\$ 5.85	
< 6,001 (Residential)			\$ 6.97
Over 6,000 (Residential)			\$ 8.71

PALM PORT MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 20.28	\$ 28.65	\$ 66.10
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	\$ 8.26	\$ 11.67	\$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

2

And I suppose a high rate initially was designed to cover the initial costs. But I don't see that their costs have gone up much since then & is in fact insignificant compared to the "improvements" they are proposing.

And I don't see how a business could operate for such a long time on a losing basis. So to me the 200% increase they are proposing is absolutely without reason.

I hope I have described to you our situation with Agua Utilities so that you are able to understand it. I have faith that our government oversight of these utilities is also reasonable. Please understand that to the consumer, a 50% rate increase is a lot & needs to be justified, much less what they are proposing. I also realize that in many places in this world water & sewer availability are a real luxury, but I certainly hope that doesn't become the case here in Florida & in our little subdivision.

Respectfully yours,
Brian Sprenger

BRIAN SPRENGER

105 PALM TRAIL

EAST PALATKA, FL 32131

386-325-9535

Well, yes, real estate prices have gone up in the past few years considerably. But I don't see how that has any direct bearing on the value of services this company is providing (unless they expect me to move & someone for richer move here). But let's look at their rationale for the increase. Because of their capital improvement, they estimate a cost of \$800/yr. to cover it (per customer). According to my calculations, that cost will be covered in the first year after this increase. What, I ask, do they intend to do with all that extra cash then? Nor does it even seem that upgrading its lift stations should be considered a big capital improvement. Do you think I ask my boss for a raise every time I want to upgrade my car a little?

It is true that I don't have the capacity to fully understand the situation here. I know when I moved here from Palatka (a few miles away) ten years ago, I had to pay about twice as much for these services than when I received them through the municipal system. I guess I expected to pay some more because it was a smaller system. They say the rates have not gone up at all in the past ten years. I can't say for sure if that is a fact.

ORIGINAL

EXHIBIT
4-21-17
0:45

Director of the Public Service Commission
Florida Public Service Commission

To whom it may concern -

I am writing this in response to the recent letter I received from Aqua Utilities (which I am enclosing). I am writing in protest of the proposed tripling of their rates as described in the letter. I am thankful that there is a government agency that oversees such services or I would truly be at the mercy of whatever they want to charge me/us. So I thank you for your attention to this matter.

Perhaps the best analogy I can use to explain their proposal is a business example. I work for a living, as I'm sure you do, too. Wouldn't it be wonderful if our paychecks increased about 50% next month & then about 200% shortly after that? And if that were seemingly to happen, then it would only give us the same ability to pay what Aqua Utilities is asking for. Does this make sense to you?

MP _____
OM _____
TR _____
CR 1
CL 1
PC _____
CA _____
CR _____
GA _____
EC _____
JTH _____

ORIGINAL

Jacob Pfau
2503 Loch Ness Ct
Leesburg FL 34788-7690

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 824 of 843

DEAR COMMISSIONERS:

DOCKET CLERK
5 AM
060368-WS
46

WE NEED TO PROTEST THE WATER RATE INCREASE WHICH
AQUA UTILITIES HAS ADVISED US THEY ARE REQUESTING.

WE ARE RETIRED AND ON A FIXED INCOME AND A RATE
INCREASE OF THIS SIZE IS TOO MUCH. WE HAVE NO
WAY TO INCREASE OUR INCOME TO MATCH ALL THE INCREASES
WE ARE GETTING LATELY.

THIS WATER COMPANY GETS SOLD EVERY COUPLE OF
YEARS, AND THE NEW OWNERS ALWAYS ASK FOR MORE
MONEY SO THEY CAN PAY FOR WHAT THEY JUST
BOUGHT. IN OTHER WORDS THEY EXPECT THE
CUSTOMERS TO BUY THE WATER WORKS FOR THEM.

MP _____ They mention that they have spent \$580,000
OM _____ to improve quality and reliability, BUT THE
TR _____
CR 1 QUALITY HAS NOT IMPROVED IT HAS GOTTEN
CL 1 WORSE, WE CAN'T DRINK THE WATER AND NEED
PC _____ TO BUY BOTTLED WATER FOR DRINKING.
CA _____

DR _____ We Urge You to Deny THIS LARGE INCREASE.
SA _____
EC _____ VOTE NO !!!
FH _____

Jacob Pfau

Matilda Sanders

From: Pauline Evans
Sent: Thursday, April 26, 2007 11:36 AM
To: CLK - Orders / Notices
Subject: Order / Notice Submitted

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 825 of 843

Date and Time: 4/26/2007 11:33:00 AM
Docket Number: 060368-WS
Filename / Path: 060368 com not rg.doc
Notice Type: Hearing

3
CCS ✓

NOTICE OF COMMISSION SERVICE HEARINGS

Pauline Evans
Office of the General Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
850-413-6195
pevans@psc.state.fl.us

<mailto:a@psc.state.fl.us>

22/5

169 Public Officials

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 826 of 843

Jason & Laurie Eskew
319 Grey Owl Run
Chuluota, FL 32837
April 17, 2007

RECEIVED
07 APR 23 AM 9:55

COMMISSION
CLERK

APR 23 AM 7:37

TRIBUTION CENTER

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Reference: **Docket Number 060368-WS**

We would like to voice our opposition to the petition by Aqua Utilities Florida, Inc. The rate increases are outrageous.

Aqua utilities already charges much more than the other nearby utility services and an increase of this magnitude is a shock to say the least.. Our average monthly water bill for the past 12 months has been \$193.10. Before we moved here our average monthly water bill was only \$58.47 and the address for that property is only 6 miles away.

The table below shows the actual cost to our family for water and sewer service under the current, interim and proposed rates (taxes excluded).

Monthly Usage **25600** Gallons

	Current	Interim	Proposed Final
Base Water	\$ 10.25	\$ 13.54	\$ 27.42
Base Sewage	\$ 22.01	\$ 31.08	\$ 67.14
Water Usage 0.00389	\$ 99.58	0.00513 \$ 131.33	0.00242 \$ 14.52
Sewage Usage 0.00801	\$ 48.06	0.01132 \$ 67.92	0.00302 \$ 59.19
	\$ 179.90	\$ 243.87	\$ 215.13
		Increase over current 136%	Increase over current 120%

CMP _____

COM _____

CTR _____

ECR _____

3CL _____

3PC _____

3CA _____

3CR _____

3GA _____

3EC _____

3TH _____

If there were an alternative service provider, we would have the benefit of price competition to help keep prices in check. Since Aqua Utilities is the sole service provider, we depend on the Public Service Commission to protect us from unreasonable service rates for basic services such as water and sewer.

Sincerely,

Jason Eskew



U AM 7:30

Director, Division of the Commission Clerk
 Administrative Services

Dear Sirs;

In Regards to docket number 060368
 please be aware of the area
 of populace you are dealing with.

These are not nice new ~~flat~~ homes
 are even older houses this
 subdivision is a very old sub-
 division of mostly Old House
 trailers that we call home.

You are dealing with a very
 poor class of people of which
 we are one family on Social
 Security. I could understand
 an increase even as much
 as 50% but this is 100% increase
 that Aqua Water is asking
 for. No one will be attending
 the meetings not out of interest
 as you may think but because
 the meetings Aqua Water
 set up are too far away

COMMISSION
CLERK

07 APR 20 AM 9:21

RECEIVED-FPSC

CMP _____
 COM _____
 CTR _____
 ECR 1 _____
 GCL 1 _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 OTH _____

and many wouldn't
to afford the price of gas to
attend the Meeting if they
have cars.

This amount of increase if
passed could bring hardship
on many of us older residents.
Thank you for your kind Consider-
ation.

Very respectfully
Thomas and Evelyn Sheltz
Oakwood Subdivision
Mims, FL 33754



ORIGINAL

**BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCR**

**TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PARTIES
DOCKET NO. 060368-WS**

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 829 of 843

**APPLICATION FOR INCREASE IN WATER RATES IN LAKE 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 base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately \$580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. 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 Lake 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

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings - June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium,
520 Baker Street, Mount Dora, Florida 32756.

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 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.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES				
	Meter Size	Present Rates	Interim Rates	Proposed Final Rates
CMP _____	5/8 X 3/4 inch	\$ 7.64	\$ 10.09	\$ 21.38
COM _____	3/4 inch	\$ 11.48	\$ 15.15	\$ 32.07
CTR _____	1 inch	\$ 19.12	\$ 25.24	\$ 53.45
EGR _____	1 1/2 inch	\$ 38.24	\$ 50.49	\$ 106.89
GCL _____	2 inch	\$ 61.18	\$ 80.78	\$ 171.02
OPC _____	3 inch	\$ 122.36	\$ 161.56	\$ 342.05
RCA _____	4 inch	\$ 191.19	\$ 252.45	\$ 534.45
SCR _____	6 inch	\$ 362.36	\$ 504.87	\$ 1,068.90
SGA _____	8 inch	\$ 611.78	\$ 807.79	\$ 1,710.24
SEC _____	10 inch	\$ 879.44	\$ 1,161.21	\$ 2,458.47
OTH _____				
		Present Rates	Interim Rates	Proposed Final Rates
Total consumption		\$ 1.31	\$ 1.72	
< 6,001 (Residential)				\$ 2.27
Over 6,000 (Residential)				\$ 2.84
Non-residential				\$ 2.27

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Dear Director see reverse side

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 830 of 843



5-DIGIT 34788 0710
GENE COURSEN
11449 OCKLAWAHA DR
LEESBURG, FL 34788-4488

1/37
TER

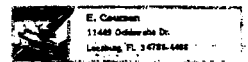
Dear Sir:

I find a 280% increase in water rates (based on existing 7.64) to be unexcusable. Their bases for the increase is meritless. If you purchase a business or home with as many flaws as they claim needed to be fixed, wouldn't you negotiate that into the purchase price, don't pass it on to the customer for their mistake!

Don't forget to ask them for their cost of service to us as customers when they bought out Florida Water and said there would be no increased ^{rates} because the infrastructure was in good shape. Just say no!

Sincerely,

Gene Courson
11449 Ocklawaha Dr.
Leesburg, FL 34788



060368

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 831 of 843



ORIC

RECEIVED

APR 20 2007

Florida Public Service Commission
Division of RCA

MISS 2007-64
PH 12:04
APR 11 2007

Sir:

this letter is in regard
to application for rate increase in
Water & Wastewater rates in Lake Co.
By aqua utilities Florida, Inc.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Issued on April 11, 2007.

Their claim of investing
\$ 315,000 in our community (Kings Cove)

This amount translates to about
\$ 750.00 per Household so they say, Hard
to believe. The only improvement
we have seen out here is a new fence
around their property.

Our water hasn't
improved any, the water pressure
is excessive most of the time
in excess of 65# as I

Have called various times
in regard to it

The majority of
Citizens in this Community think
the rate increase is excessive and
shouldn't be that high.

Thanks for Your Cooperation
Mr. Hartley Turner

RECEIVED

APR 20 2007

Florida Public Utilities Commission
Division of RGA

ORIGINAL

PSC

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 833 of 843

Sent: Wed, 18 Apr 2007 8:32 AM
Subject: Docket #060368-WS

To Whom It Does Concern:

Regarding Aqua Utilities Florida, Inc's April 11, 2007, proposal to dramatically increase water rates (docket #060368-WS), please consider the following: Since taking over from Swiderski, Aqua Utilities has repeatedly and persistently sneaked (snuck?) small rate increases into each monthly bill; and, now this avaricious, gluttonous corporation wants to TRIPLE water expenses.

This country is rapidly returning to the Feudal era, where the middle class is totally eliminated, and only Lords and serfs remain. The cost of living is going out of sight, and millions of people can no longer afford the outrageously-increasing prices of gas, food, milk, electricity, phone service, and now water. As is, orange juice, once a staple on breakfast tables, has become an extinct (unaffordable) reality, and powered milk (or other milk substitutes) has replaced gallons.

Middle Americans are faltering, health care is beyond reach, house foreclosures are epidemic, and no signs of reprieve are visible; and, now Aqua Utilities wants to increase monthly water fees, from under ten bucks a month to over thirty bucks a month.

Must we give up drinking water and showering too?

I suspect Aqua Utilities does not require any such rate increases as requested, but chose an outrageous amount, so the PSC can cut their request in half and still delight their ravenous greed.

Please, for the sake of life as we know it, tell these rapacious bastards to stick it, and refuse to give them anything more than a two or three percent increase, like the rest of us have to bear and accept.



Ralph Azuz
04940 Picciola Road
Fruitland Park, Florida 34731

CMP _____

COM _____

CTR _____

ECR 1

GCL 1

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

ORIGINAL

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 834 of 843

April 16, 2007

07 APR 23 AM 9:54

Director, Division of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

COMMISSION
CLERK

To Whom It May Concern:

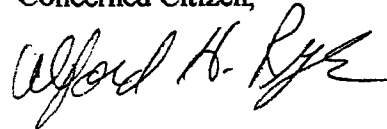
Concerning Docket No. 060368-WS

I am writing to ask that Aqua Utilities not be granted the full increase in the water rates at this time. I am a winter resident at 235 Hermits Dr. Satsuma, FL. 32189 for about 6 to 8 months, but am concerned about the purity of our drinking water. Since we can't be there to attend the meeting, I am writing my concerns. Periodically, we receive letters stating the level of contaminants in the water, but that it shouldn't be a concern. There is so much chlorine in the water, that we installed a filter under the sink to remove it and hopefully some of the contaminants. I don't have a problem paying more for the water, providing it is good water. Most of the residents in this area are elderly, and are so concerned about the level of contaminants that they have resorted to buying bottled water. I would like to see the water cleaned up so everyone has peace of mind, before we have to pay more. It doesn't make sense, to pay more for water, then also pay for bottled water to drink. That seems like paying double. How do they justify such a high increase in rates, with such inferior water supply? Thank you for your time and effort looking into this matter.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Winter Address:
235 Hermits Dr.
Satsuma, FL. 32189

Concerned Citizen,



Alford H. Rye
9600 Plank Rd.
Maybee, MI. 48159

ORIGIN

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 835 of 843

07 APR 20 AM 9:24

4/17/2007

COMMISSION
CLERK

Director, Division of the Commission Clerk & Adm. Services
Florida Public Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Re: Docket #060368 – WS

Aqua America, Inc. is requesting another rate hike for the homeowners in Chuluota, FL. Their request notification states that they haven't raised rates since 1996, when in fact, they have raised their water rates almost every year. Now they are requesting a rate increase for their basic water and sewer service.

I respectfully ask that you decline the excessive rate increase that they are requesting. Their current rates exceed Oviedo's rate by almost three times. Oviedo, FL. is adjacent to Chuluota, FL. Aqua Utilities water doesn't meet the EPA standards. We currently pay over \$100 a month for their water and sewer service each month and the new requested rates could bring our water bill to over \$300 A MONTH!

CMP _____

Please decline their excessive rate increase request.

COM _____

Thank you.

CTR _____

ECR _____

GCL _____

OPC _____

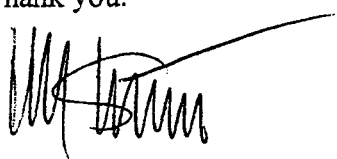
RCA _____

SCR _____

SGA _____

SEC _____

JTH _____


Mr. and Mrs. Rod Santomauro
492 Osprey Lakes Circle
Chuluota, FL 32766

07 APR 20 AM 7:37
DISTRIBUTION CENTER



Docket No. 060368-WS
 Kimberly H. Dismukes
 Exhibit KHD-1
 Consumer Correspondence
 Page 836 of 843

Director, Division of the Commission Clerk and Administrative Se
 Florida Public Service Commission
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0870

FR 20 AM 7:26
 JON CENTER

Re: Docket Number 060368-WS

I just received the notice from my water company, Aqua Utilities Florida, Inc. that informs me my water rates have doubled (interim rates) and that they are asking for an increase that will increase my water bill by 600%. I know that my water company is owned for profit by out of state interests, and so I am hoping that you will stand up forcefully to protect the interests of the people who live in my community and fight this rather outrageous increase. Water is a necessity, and there is no competition involved, so we the consumer cannot go elsewhere. The owners of Aqua Utilities do not need to become wealthy on our need for water. Please protect us, who have absolutely no way of protecting ourselves.

Increasing our cost for water by 600% would strain the people of the neighborhood we live in, which is made up of working class families and retirees. Our property taxes have doubled and tripled for anyone not lucky enough to have owned their homes for thirty years, other costs of living have all increased dramatically. We really can't live without water, and have no other source for getting it, so this monopoly is proposing to multiply our rates by six and we will have no choice. We don't live on large estates with golf courses and horse pastures. We all have small lots and small lawns. This increase seems unfair and unjust. I hope this letter will have some effect on your decision to allow the water we drink to be made so expensive that it will be difficult for many to afford. Water is a necessity. We shouldn't have to make some out-of-towners richer than they already are. If the owners of the utility lived in our neighborhood it would be a lot easier to take, but then I doubt we would be being threatened with this kind of hike.

CMP _____
 COM _____
 CTR _____
 ECR _____
 GCL _____
 OPC _____
 RCA _____
 SCR _____
 SGA _____
 SEC _____
 DTH _____

Sincerely,

Jeanne Galligan
 5234 Lake Osborne Dr.
 Lake Worth, FL 33461

Cc: state representatives, Governor Christ, and other legislators.

Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, FL 33461

RECEIVED-FPSC
 07 APR 20 AM 9:21
 COMMISSION
 CLERK

ORIG

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 837 of 843

APR 20 AM 7:37
LOW CENTE.

April 16, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE: Docket Number 060368-WS

RECEIVED-FPSO
07 APR 20 AM 9:23
COMMISSION
CLERK

Mr. Director,

I am writing this to strongly oppose the amount of the "proposed final rates" in the brochure I received on this date.

CMP _____

COM _____

CTR _____

ECR 1

ECL 1

JPC _____

JCA _____

JCR _____

JGA _____

JEC _____

JTH _____

I have lived at my current address for over 24 years, and while the water rates have gone up at a measured pace, this increase does not fit into the category of "measured", in any way.

While I certainly know costs have risen, over doubling of the rates is not understandable in the least. I believe it would create an unnecessary hardship on many of my neighbors, as well as me and my family.

I would not be opposed to the raising of rates to the "interim level" as listed in the brochure, as these increases seem reasonable.

If you have any questions, please contact me.

Yours truly,


Gary A. Lombardi

140 Quailwood Drive
Winter Haven, Florida 33880
863-965-1775 or 863-521-2438

Gary A. Lombardi
P.O. Box 1865
Auburndale, Florida 33823

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, April 04, 2007 3:49 PM
To: Matilda Sanders
Cc: Timolyn Henry
Subject: FW: 3523341719, 4 page(s)

Attachments: FAX.TIF

Please add fax to docket file 060368

From: Consumer Contact
Sent: Wednesday, April 04, 2007 3:40 PM
To: Ruth McHargue
Subject: FW: 3523341719, 4 page(s)

To CCA

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3523341719, 4 page(s)

You have received a new fax. This fax was received by NET SatisFAXtion. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 4/02/2007 10:08 AM
Number of Pages: 4
From (CSID): 3523341719
From (ANI):
Sent to DID:

Duration of Fax: 0:01:21
Transfer Speed: 14400

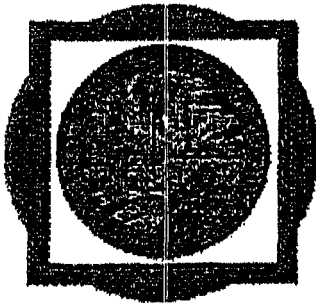
Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (67 KB)

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Docket No. 060368-WS
Kimberly H. Dismukes
Exhibit KHD-1
Consumer Correspondence
Page 840 of 843



Florida Department of Agriculture & Consumer Service
Charles H. Bronson, Commissioner

Mary Stewart
Division of Plant Industry
1911 SW 34th Street
PO Box 147100
Gainesville, FL 32614
Phone: 352-372-3505/Fax: 352-334-1719
stewarm@doacs.state.fl.us

FAX COVERSHEET

TO: Florida Public Services Commission
FROM: Mary Stewart
DATE: 4-2-07

4 PAGE(S) TO FOLLOW

REMARKS: We received this
complaint in our office
and forwarding to you
from your automated phone
message instructions.
Thanks. Mary

IF YOU HAVE ANY PROBLEMS OR QUESTIONS PLEASE CALL;
352/372-3505, EXT. 101
OR
SUNCOM #624-1101

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

March 21, 2007

Florida State of Agriculture & Consumer Services
1911 SW 34th Street
Gainesville, FL 32608-1201
Attn: Public Services Commission

Re: Aqua Utilities Florida Inc. request for rate increases

Gentlemen;

I want to be counted among those victims of Aqua Utilities Florida, Inc. who vigorously protest the proposed rate increases requested by them. A copy of my letter to them listing reasons for my protest is enclosed. I have also enclosed a comparison of rates to those of GRU.

It is unfathomable that the cost to supply the same service by one company can be so extremely high over that of another company. The fact that residents in Arrendondo have absolutely no choice of supplier really wreaks of "gouging". It is especially offensive because the majority of those affected are so financially limited.

Their claim of already investing \$600,000.00 in upgrading is truly invisible here in Arredondo or does that apply to their entire network of systems? Or, too, could that be part of the purchase price of a company who supplies service to a group of customers which is unable to fight back????

Please do NOT approve this increase!!!

Thank you.

Sincerely,


Lillian T. Moretti

Copies Aqua Utilities Florida, Inc.
file

RATES COMPARISON PER 1000 GALLONS WATER

<u>AQUA FLORIDA UTILITIES, INC.</u>				
<u>WATER</u>	<u>Monthly Fee</u>	<u>Plus</u>	<u>Total</u>	<u>Increase</u>
	\$13.55	\$2.30	\$15.85	
<u>Raise to</u>	\$22.49	\$4.20	\$26.69	\$10.84
<u>WASTE WATER</u>				
	\$15.02			
<u>Raise to</u>	\$21.12			\$6.10
<u>USAGE</u>				
	\$3.50			
<u>Raise to</u>	\$10.95			\$7.45
				\$24.39 ***Total monthly increase

<u>AQUA FLORIDA UTILITIES, INC.</u>			<u>GRU</u>	
	<u>CURRENT</u>	<u>INCREASE TO</u>	<u>Monthly Fee</u>	<u>Usage</u>
Monthly Fee	\$13.55	\$22.49	\$4.50	
Plus	2.30	4.20		1.42
Waste Water	15.02	21.12		
Usage	3.50	10.95		
	\$34.37	\$58.76 **Total Monthly Charge	\$6.22 **Total Monthly Charge	

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

Copy

March 20, 2007

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

Re: Meter # 93878772

Dear Sirs,

With regard to the enclosed copies of the bills on the above meter from January 12, 2006 thru February 19, 2007, please be advised that I am also sending copies to the Public Service Commission to protest the proposed rate hike for which you have filed.

The average monthly usage from 1/6/06 through 10/10/06 (9 cycles) was \$77.36. This is reflected by those statement from "Arredondo Utility Co., Inc. DBA Aqua Utilities Florida Inc.". The statements from "Aqua Utilities Florida, Inc." show billing from 10/10/06 through 2/12/07 (4 cycles) the average usage of \$87.45.

Your claims of \$600,000.00 in improvements(????) to Arredondo systems since 2004 is nowhere in evidence.

In the 10 years we have lived here the quality of the water has deteriorated to the point where the color, taste and odor makes human consumption almost unbearable. Fortunately these qualities can be camouflaged with spices, flavoring, etc. when used for cooking. However, for palatable drinking water, tea, coffee, lemonades, etc. bottled water must be purchased. A \$10.09 monthly increase should more than make up for any "cost of living" expense.

My husband is an 89 year old, 100% disabled veteran Ex-prisoner of war from World War II. I am his sole care-giver and I will be 87 years old in August. We are on fixed income and any additional increase for such an inferior commodity will create just another burden. If we could buy our water services from another company we would rush to sign up.

I have also enclosed a copy of my protest to the Public Service Commission.

Yours,

Lillian T. Moretti

Copies: Public Service Commission
file