Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Application to Increase Rates and Charges
For a "Class A" Utility

Volume 5

Additional Engineering Requirements

Test Year May, 2009 – April 2010

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Application to Increase Rates and Charges
For a "Class A" Utility
In

Florida

Volume 5

Book 1

Containing
Additional Engineering Requirements

List of Chemicals Used for Water and Wastewater Treatment

List of All Field Employees

List of Owned or Leased Vehicles

List of Customer Complaints

Aqua Utilities Florida, Inc.

Chemical List

Water and Wastewater Systems

Aqua Utilities Florida, Inc.

Chemical List

Water and Wastewater Systems

Aqua Utilities Rate Band 1W

Jasmine Lakes
Kings Cove
Ocala Oaks
Picciola Island
Silver Lakes
Tangerine

Rate Band 1W Summary

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Aqua Mag	825.00		$ 12,478.75	$ 15.13	496,512.00	0.0017	$ 0.0251	Used for Sequestering
Sodium Hypochlorite	9,976.6		$ 14,855.14	$ 1.49	496,512.0	0.0201	$ 0.0299	Used for Disinfection

Aqua Utilities Florida Rate Band 1W

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Jasmine Lakes Uty Water Sys								
Aqua Mag	55.0	Gallons	$ 868.14	$ 15.78				
Aqua Mag	110.0	Gallons	$ 1,736.28	$ 15.78				
Aqua Mag	55.0	Gallons	868.14	$ 15.78				
Aqua Mag	55.0	Gallons	$ 876.33	$ 15.93				
Aqua Mag	110.0	Gallons	$ 1,752.66	$ 15.93				
Aqua Mag	55.0	Gallons	$ 797.15	$ 14.49				
Aqua Mag	55.0	Gallons	$ 797.15	$ 14.49				
Aqua Mag	55.0	Gallons	$ 797.15	$ 14.49				
Aqua Mag	110.0	Gallons	$ 1,594.30	$ 14.49				
Aqua Mag	110.0	Gallons	$ 1,594.30	$ 14.49				
Aqua Mag	770.0	Gallons	$ 11,681.60	$ 15.17	100,690.40	0.0076	$ 0.1160	Used for sequestering Iron
Sodium Hypochlorite	36.0	Gallons	$ 57.12	$ 1.59				
Sodium Hypochlorite	35.0	Gallons	$ 55.70	$ 1.59				

Aqua Utilities Florida Rate Band 1W

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	28.0	Gallons	$ 45.76	$ 1.63				
Sodium Hypochlorite	21.0	Gallons	$ 35.82	$ 1.71				
Sodium Hypochlorite	23.0	Gallons	$ 38.66	$ 1.68				
Sodium Hypochlorite	35.0	Gallons	$ 55.70	$ 1.59				
Sodium Hypochlorite	39.0	Gallons	$ 61.38	$ 1.57				
Sodium Hypochlorite	47.0	Gallons	$ 72.74	$ 1.55				
Sodium Hypochlorite	37.0	Gallons	$ 58.54	$ 1.58				
Sodium Hypochlorite	30.0	Gallons	$ 48.60	$ 1.62				
Sodium Hypochlorite	35.0	Gallons	$ 55.70	$ 1.59				
Sodium Hypochlorite	38.0	Gallons	$ 59.96	$ 1.58				
Sodium Hypochlorite	35.0	Gallons	$ 55.70	$ 1.59				
Sodium Hypochlorite	38.0	Gallons	$ 59.96	$ 1.58				
Sodium Hypochlorite	27.0	Gallons	$ 44.34	$ 1.64				
Sodium Hypochlorite	34.0	Gallons	$ 54.28	$ 1.60				
Sodium Hypochlorite	5.0	Gallons	$ 13.10	$ 2.62				
Sodium Hypochlorite	53.0	Gallons	$ 81.26	$ 1.53				
Sodium Hypochlorite	32.0	Gallons	$ 51.44	$ 1.61				
Sodium Hypochlorite	26.0	Gallons	$ 42.92	$ 1.65				
Sodium Hypochlorite	128.0	Gallons	$ 187.76	$ 1.47				
Sodium Hypochlorite	28.0	Gallons	$ 45.76	$ 1.63				
Sodium Hypochlorite	36.0	Gallons	$ 57.12	$ 1.59				
Sodium Hypochlorite	42.0	Gallons	$ 65.64	$ 1.56				
Sodium Hypochlorite	36.0	Gallons	$ 57.12	$ 1.59				
Sodium Hypochlorite	39.0	Gallons	$ 61.38	$ 1.57				
Sodium Hypochlorite	41.0	Gallons	$ 64.22	$ 1.57				
Sodium Hypochlorite	38.0	Gallons	$ 59.96	$ 1.58				
Sodium Hypochlorite	43.0	Gallons	$ 67.06	$ 1.56				
Sodium Hypochlorite	33.0	Gallons	$ 52.86	$ 1.60				
Sodium Hypochlorite	34.0	Gallons	$ 54.28	$ 1.60				
Sodium Hypochlorite	35.0	Gallons	$ 55.70	$ 1.59				
Sodium Hypochlorite	90.0	Gallons	$ 117.00	$ 1.30				
Sodium Hypochlorite	140.0	Gallons	$ 182.00	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	$ 65.00	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	$ 65.00	$ 1.30				
Sodium Hypochlorite	130.0	Gallons	$ 169.00	$ 1.30				
Sodium Hypochlorite	70.0	Gallons	$ 91.00	$ 1.30				
Sodium Hypochlorite	77.0	Gallons	$ 100.10	$ 1.30				
Sodium Hypochlorite	65.0	Gallons	$ 84.50	$ 1.30				

Aqua Utilities Florida Rate Band 1W

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	1,859.0	Gallons	$ 2,751.14	$ 1.48	100,690.40	0.0185	$ 0.0273	Used for Disinfection
Kings Cove Water Sys								
Sodium Hypochlorite	71.0	Gallons	$ 106.82	$ 1.50				
Sodium Hypochlorite	48.0	Gallons	$ 74.16	$ 1.55				
Sodium Hypochlorite	59.0	Gallons	$ 89.78	$ 1.52				
Sodium Hypochlorite	98.0	Gallons	$ 145.16	$ 1.48				
Sodium Hypochlorite	84.0	Gallons	$ 125.28	$ 1.49				
Sodium Hypochlorite	60.0	Gallons	$ 91.20	$ 1.52				
Sodium Hypochlorite	60.0	Gallons	$ 78.00	$ 1.30				
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30				
Sodium Hypochlorite	500.0		$ 736.40	$ 1.47	19622.1	0.0255	$ 0.0375	Used for Disinfection
Ocala Oaks Water Sys								
Sodium Hypochlorite	5.0	Gallons	$ 14.78	$ 2.96				
Sodium Hypochlorite	12.0	Gallons	$ 27.62	$ 2.30				
Sodium Hypochlorite	14.0	Gallons	$ 31.88	$ 2.28				
Sodium Hypochlorite	14.0	Gallons	$ 31.88	$ 2.28				
Sodium Hypochlorite	15.0	Gallons	$ 34.72	$ 2.31				
Sodium Hypochlorite	37.0	Gallons	$ 64.54	$ 1.74				
Sodium Hypochlorite	69.0	Gallons	$ 109.98	$ 1.59				
Sodium Hypochlorite	84.0	Gallons	$ 131.28	$ 1.56				
Sodium Hypochlorite	106.0	Gallons	$ 162.52	$ 1.53				
Sodium Hypochlorite	24.0	Gallons	$ 46.08	$ 1.92				
Sodium Hypochlorite	12.0	Gallons	$ 29.04	$ 2.42				
Sodium Hypochlorite	97.0	Gallons	$ 149.74	$ 1.54				
Sodium Hypochlorite	43.0	Gallons	$ 73.06	$ 1.70				
Sodium Hypochlorite	50.0	Gallons	$ 83.00	$ 1.66				
Sodium Hypochlorite	7.0	Gallons	$ 21.94	$ 3.13				
Sodium Hypochlorite	12.0	Gallons	$ 29.04	$ 2.42				
Sodium Hypochlorite	14.0	Gallons	$ 31.88	$ 2.28				
Sodium Hypochlorite	20.0	Gallons	$ 40.40	$ 2.02				
Sodium Hypochlorite	106.0	Gallons	$ 162.52	$ 1.53				
Sodium Hypochlorite	109.0	Gallons	$ 166.78	$ 1.53				

Aqua Utilities Florida Rate Band 1W

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	134.0	Gallons	$ 202.28	$ 1.51				
Sodium Hypochlorite	67.0	Gallons	$ 95.14	$ 1.42				
Sodium Hypochlorite	26.0	Gallons	$ 48.92	$ 1.88				
Sodium Hypochlorite	24.0	Gallons	$ 46.08	$ 1.92				
Sodium Hypochlorite	39.0	Gallons	$ 67.38	$ 1.73				
Sodium Hypochlorite	22.0	Gallons	$ 43.24	$ 1.97				
Sodium Hypochlorite	114.0	Gallons	$ 173.88	$ 1.53				
Sodium Hypochlorite	21.0	Gallons	$ 41.82	$ 1.99				
Sodium Hypochlorite	43.0	Gallons	$ 74.48	$ 1.73				
Sodium Hypochlorite	6.0	Gallons	$ 20.52	$ 3.42				
Sodium Hypochlorite	14.0	Gallons	$ 24.78	$ 1.77				
Sodium Hypochlorite	17.0	Gallons	$ 30.46	$ 1.79				
Sodium Hypochlorite	72.0	Gallons	$ 125.60	$ 1.74				
Sodium Hypochlorite	23.0	Gallons	$ 44.66	$ 1.94				
Sodium Hypochlorite	41.0	Gallons	$ 70.22	$ 1.71				
Sodium Hypochlorite	86.0	Gallons	$ 134.12	$ 1.56				
Sodium Hypochlorite	21.0	Gallons	$ 41.82	$ 1.99				
Sodium Hypochlorite	66.0	Gallons	$ 105.72	$ 1.60				
Sodium Hypochlorite	22.0	Gallons	$ 44.08	$ 2.00				
Sodium Hypochlorite	33.0	Gallons	$ 58.86	$ 1.78				
Sodium Hypochlorite	41.0	Gallons	$ 64.22	$ 1.57				
Sodium Hypochlorite	140.0	Gallons	$ 210.80	$ 1.51				
Sodium Hypochlorite	24.0	Gallons	$ 46.08	$ 1.92				
Sodium Hypochlorite	14.0	Gallons	$ 31.88	$ 2.28				
Sodium Hypochlorite	14.0	Gallons	$ 31.88	$ 2.28				
Sodium Hypochlorite	16.0	Gallons	$ 27.62	$ 1.73				
Sodium Hypochlorite	17.0	Gallons	$ 36.14	$ 2.13				
Sodium Hypochlorite	25.0	Gallons	$ 43.24	$ 1.73				
Sodium Hypochlorite	28.0	Gallons	$ 46.08	$ 1.65				
Sodium Hypochlorite	33.0	Gallons	$ 56.02	$ 1.70				
Sodium Hypochlorite	35.0	Gallons	$ 58.86	$ 1.68				
Sodium Hypochlorite	55.0	Gallons	$ 94.36	$ 1.72				
Sodium Hypochlorite	101.0	Gallons	$ 155.42	$ 1.54				
Sodium Hypochlorite	106.0	Gallons	$ 180.98	$ 1.71				
Sodium Hypochlorite	6.0	Gallons	$ 20.52	$ 3.42				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	30.0	Gallons	$ 39.00	$ 1.30				
Sodium Hypochlorite	40.0	Gallons	$ 52.00	$ 1.30				

Aqua Utilities Florida Rate Band 1W

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	75.0	Gallons	$ 97.50	$ 1.30				
Sodium Hypochlorite	10.0	Gallons	$ 13.00	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30				
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30				
Sodium Hypochlorite	75.0	Gallons	$ 97.50	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 21.30	$ 1.42				
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30				
Sodium Hypochlorite	35.0	Gallons	$ 45.50	$ 1.30				
Sodium Hypochlorite	10.0	Gallons	$ 13.00	$ 1.30				
Sodium Hypochlorite	10.0	Gallons	$ 13.00	$ 1.30				
Sodium Hypochlorite	10.0	Gallons	$ 13.00	$ 1.30				
Sodium Hypochlorite	51.6	Gallons	$ 67.08	$ 1.30				
Sodium Hypochlorite	121.0	Gallons	$ 157.30	$ 1.30				
Sodium Hypochlorite	8.0	Gallons	$ 10.40	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	$ 65.00	$ 1.30				
Sodium Hypochlorite	41.0	Gallons	$ 53.30	$ 1.30				
Sodium Hypochlorite	65.0	Gallons	$ 84.50	$ 1.30				
Sodium Hypochlorite	40.0	Gallons	$ 52.00	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	$ 65.00	$ 1.30				
Sodium Hypochlorite	3,222.6		$ 5,117.22	$ 1.59	137024.3	0.0235	$ 0.0373	Used for Disinfection

Picciola Island Water Sys

Sodium Hypochlorite	25.0	Gallons	$ 47.50	$ 1.90				
Sodium Hypochlorite	46.0	Gallons	$ 77.32	$ 1.68				
Sodium Hypochlorite	36.0	Gallons	$ 63.12	$ 1.75				
Sodium Hypochlorite	16.0	Gallons	$ 34.72	$ 2.17				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	173.0		$ 287.66	$ 1.66	12640.4	0.0137	$ 0.0228	Used for Disinfection

Silver Lake

Chlorine, Liquid	533.0	Gallons	$ 722.30	$ 1.36				

Aqua Utilities Florida Rate Band 1W

Product (select one)	Quantity	Measure	Chemical Costs	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Chlorine, Liquid	300.0	Gallons	$ 417.00	$ 1.39				
Sodium Hypochlorite	300.0	Gallons	$ 390.00	$ 1.30				
Sodium Hypochlorite	140.0	Gallons	$ 182.00	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	$ 195.00	$ 1.30				
Sodium Hypochlorite	1,423.0		$ 1,906.30	$ 1.34	191627.8	0.0074	$ 0.0099	Used for Disinfection

Tangerine Water Sys

Aqua Mag	55.0	Gallons	$ 797.15	$ 14.49	34907	0.0016	$ 0.0228	Used for sequestering
Sodium Hypochlorite	150.0	Gallons	$ 225.00	$ 1.50				
Sodium Hypochlorite	108.0	Gallons	$ 165.36	$ 1.53				
Sodium Hypochlorite	117.0	Gallons	$ 178.14	$ 1.52				
Sodium Hypochlorite	152.0	Gallons	$ 227.84	$ 1.50				
Sodium Hypochlorite	105.0	Gallons	$ 161.10	$ 1.53				
Sodium Hypochlorite	119.0	Gallons	$ 180.98	$ 1.52				
Sodium Hypochlorite	95.0	Gallons	$ 146.90	$ 1.55				
Sodium Hypochlorite	110.0	Gallons	$ 168.20	$ 1.53				
Sodium Hypochlorite	98.0	Gallons	$ 151.16	$ 1.54				
Sodium Hypochlorite	119.0	Gallons	$ 180.98	$ 1.52				
Sodium Hypochlorite	128.0	Gallons	$ 193.76	$ 1.51				
Sodium Hypochlorite	127.0	Gallons	$ 192.34	$ 1.51				
Sodium Hypochlorite	128.0	Gallons	$ 193.76	$ 1.51				
Sodium Hypochlorite	125.0	Gallons	$ 189.50	$ 1.52				
Sodium Hypochlorite	115.0	Gallons	$ 175.30	$ 1.52				
Sodium Hypochlorite	85.0	Gallons	$ 132.70	$ 1.56				
Sodium Hypochlorite	260.0	Gallons	$ 338.00	$ 1.30				
Sodium Hypochlorite	175.0	Gallons	$ 227.50	$ 1.30				
Sodium Hypochlorite	105.0	Gallons	$ 136.50	$ 1.30				
Sodium Hypochlorite	200.0	Gallons	$ 260.00	$ 1.30				
Sodium Hypochlorite	178.0	Gallons	$ 231.40	$ 1.30				
Sodium Hypochlorite	2,799.0		$ 4,056.42	$ 1.45	34907	0.0802	$ 0.1162	Used for Disinfection

Aqua Utilities Rate Band 2W

Carlton Village Water Sys
Fern Terrace Water Sys
Grand Terrace Water Sys
Lake Gibson Estates Water Sys
Piney Woods Water Sys
Sunny Hills Water Sys
Valencia Terrace Water Sys

St. John's Highlands (No chemicals used, Flows not included)

Rate Band 2W Totals

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Aqua Mag	60.0		$ 1,007.94	$ 16.80	201,528.6	0.000	$ 0.0050	Used for Sequestering
Sodium Hypochlorite	4,498.0		$ 7,601.64	$ 1.69	201,528.6	0.022	$ 0.0377	Used for Disinfection
SuperShock 4 Way	100.0		160.6	$ 1.61	201,528.6	0.000	$ 0.0008	Chlorine (Calcium Hypochlorite) Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilities Florida Rate Band 2W

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Carlton Village Water Sys								
Sodium Hypochlorite	103.0	Gallons	$ 158.26	$ 1.54				
Sodium Hypochlorite	102.0	Gallons	$ 156.84	$ 1.54				
Sodium Hypochlorite	104.0	Gallons	$ 159.68	$ 1.54				
Sodium Hypochlorite	2.0	Gallons	$ 10.32	$ 5.16				
Sodium Hypochlorite	57.0	Gallons	$ 92.94	$ 1.63				
Sodium Hypochlorite	76.0	Gallons	$ 119.92	$ 1.58				
Sodium Hypochlorite	30.0	Gallons	$ 39.00	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	22.0	Gallons	$ 28.60	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	526.0		804.6	$ 1.53	18,678	0.028	$ 0.0431	Used for Disinfection

Aqua Utilities Florida Rate Band 2W

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Fern Terrace Water Sys								
Sodium Hypochlorite	29.0	Gallons	$ 53.18					
Sodium Hypochlorite	59.0	Gallons	$ 95.78					
Sodium Hypochlorite	40.0	Gallons	$ 52.00					
Sodium Hypochlorite	25.0	Gallons	$ 32.50					
Sodium Hypochlorite	153.0		$ 233.46	$ 1.53	10,409.60	0.015	$ 0.0224	Used for Disinfection
Grand Terrace Water Sys								
Aqua Mag	30.0	Gallons	503.97	$ 16.80	7,079.50	0.004	$ 0.0712	Used for Sequestering
Sodium Hypochlorite	105.0	Gallons	$ 161.10					
Sodium Hypochlorite	141.0	Gallons	$ 212.22					
Sodium Hypochlorite	142.0	Gallons	$ 213.64					
Sodium Hypochlorite	75.0	Gallons	$ 97.50					
Sodium Hypochlorite	35.0	Gallons	$ 45.50					
Sodium Hypochlorite	35.0	Gallons	$ 45.50					
Sodium Hypochlorite	61.0	Gallons	$ 79.30					
Sodium Hypochlorite	594.0		$ 854.76	$ 1.44	7,079.50	0.084	$ 0.1207	Used for Disinfection
Lake Gibson Estates Water Sys								
Sodium Hypochlorite	65.0	Gallons	104.30	$ 1.60				
Sodium Hypochlorite	51.0	Gallons	84.42	$ 1.66				
Sodium Hypochlorite	11.0	Gallons	21.62	$ 1.97				
Sodium Hypochlorite	18.0	Gallons	31.56	$ 1.75				
Sodium Hypochlorite	52.0	Gallons	85.84	$ 1.65				
Sodium Hypochlorite	51.0	Gallons	84.42	$ 1.66				
Sodium Hypochlorite	25.0	Gallons	41.50	$ 1.66				
Sodium Hypochlorite	47.0	Gallons	78.74	$ 1.68				
Sodium Hypochlorite	18.0	Gallons	31.56	$ 1.75				
Sodium Hypochlorite	54.0	Gallons	88.68	$ 1.64				
Sodium Hypochlorite	19.0	Gallons	32.98	$ 1.74				
Sodium Hypochlorite	46.0	Gallons	77.32	$ 1.68				
Sodium Hypochlorite	64.0	Gallons	102.88	$ 1.61				
Sodium Hypochlorite	71.0	Gallons	112.82	$ 1.59				

Aqua Utilities Florida Rate Band 2W

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	50.0	Gallons	83.00	$ 1.66				
Sodium Hypochlorite	80.0	Gallons	104.00	$ 1.30				
Sodium Hypochlorite	40.0	Gallons	52.00	$ 1.30				
Sodium Hypochlorite	30.0	Gallons	39.00	$ 1.30				
Sodium Hypochlorite	20.0	Gallons	26.00	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	65.00	$ 1.30				
Sodium Hypochlorite	30.0	Gallons	39.00	$ 1.30				
Sodium Hypochlorite	20.0	Gallons	26.00	$ 1.30				
Sodium Hypochlorite	25.0	Gallons	32.50	$ 1.30				
Sodium Hypochlorite	25.0	Gallons	32.50	$ 1.30				
Sodium Hypochlorite	25.0	Gallons	32.50	$ 1.30				
Sodium Hypochlorite	70.0	Gallons	91.00	$ 1.30				
Sodium Hypochlorite	1,057.0		$ 1,601.14	$ 1.51	63,070.00	0.017	$ 0.0254	Used for Disinfection

Piney Woods Water Sys

Sodium Hypochlorite	105.0	Gallons	$ 161.10					
Sodium Hypochlorite	115.0	Gallons	$ 175.30					
Sodium Hypochlorite	86.0	Gallons	$ 134.12					
Sodium Hypochlorite	111.0	Gallons	$ 169.62					
Sodium Hypochlorite	85.0	Gallons	$ 132.70					
Sodium Hypochlorite	106.0	Gallons	$ 162.52					
Sodium Hypochlorite	73.0	Gallons	$ 115.66					
Sodium Hypochlorite	80.0	Gallons	$ 125.60					
Sodium Hypochlorite	55.0	Gallons	$ 71.50					
Sodium Hypochlorite	40.0	Gallons	$ 52.00					
Sodium Hypochlorite	70.0	Gallons	$ 91.00					
Sodium Hypochlorite	65.0	Gallons	$ 84.50					
Sodium Hypochlorite	55.0	Gallons	$ 71.50					
Sodium Hypochlorite	55.0	Gallons	$ 71.50					
Sodium Hypochlorite	1,101.0		$ 1,618.62	$ 1.47	14,431.50	0.076	$ 0.1122	Used for Disinfection

Sunny Hills Water Sys

Sodium Hypochlorite	18.0	Gallons	77.09
Sodium Hypochlorite	23.0	Gallons	96.35
Sodium Hypochlorite	24.0	Gallons	102.72

Aqua Utilities Florida Rate Band 2W

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	9.0	Gallons	38.54					
Sodium Hypochlorite	6.0	Gallons	26.96					
Sodium Hypochlorite	12.0	Gallons	51.39					
Sodium Hypochlorite	12.0	Gallons	51.39					
Sodium Hypochlorite	8.0	Gallons	38.54					
Sodium Hypochlorite	8.0	Gallons	38.52					
Sodium Hypochlorite	20.0	Gallons	89.93					
Sodium Hypochlorite	8.0	Gallons	38.54					
Sodium Hypochlorite	15.0	Gallons	72.27					
Sodium Hypochlorite	30.0	Gallons	51.39					
Sodium Hypochlorite	30.0	Gallons	51.39					
Sodium Hypochlorite	30.0	Gallons	51.39					
Sodium Hypochlorite	60.0	Gallons	78.00					
Sodium Hypochlorite	190.0	Gallons	247.00					
Sodium Hypochlorite	503.0		$ 1,201.41	$ 2.39	71,023.00	0.007	$ 0.0169	Used for Disinfection
Super Shock 4 Way	100.0	Pounds	160.64	$ 1.61	71,023.00	0.001	$ 0.0023	Chlorine (Calcium Hypochlorite) Used for plant maintenance and supplemental disinfectant on an as need basis.

Valencia Terrace Water Sys

Aqua Mag	30.0	Gallons	503.97	$ 16.80	16,836.70	0.002	$ 0.0299	Used for Sequestering
Sodium Hypochlorite	122.0	Gallons	185.24					
Sodium Hypochlorite	66.0	Gallons	105.72					
Sodium Hypochlorite	101.0	Gallons	155.42					
Sodium Hypochlorite	57.0	Gallons	92.94					
Sodium Hypochlorite	55.0	Gallons	71.50					
Sodium Hypochlorite	100.0	Gallons	130.00					
Sodium Hypochlorite	33.0	Gallons	42.90					
Sodium Hypochlorite	564.0		$ 1,287.69	$ 2.28	16,836.70	0.033	$ 0.0765	Used for Disinfection

Aqua Utilities Rate and 3W

48 Est Water Sys
Gibsonia Estates Water Sys
Interlachen Lake/Park Manor W
Orange Hill/Sugar Creek
Quail Ridge Water Sys
Ravenswood (Lake) Water Sys
Venetian Village Water Sys

Lake Osborne (no Chemicals used, Flows not included)

Rate Band 3W Summary

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	4,277.0	Gallons	6,542.9	$ 1.53	70,168.9	0.061	$ 0.093	Used for Disinfection

Aqua Utilties Rate Band 3W

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
48 Est Water Sys								
Sodium Hypochlorite	47.0	Gallons	$ 78.74	$ 1.68				
Sodium Hypochlorite	46.0	Gallons	$ 77.32	$ 1.68				
Sodium Hypochlorite	55.0	Gallons	$ 71.50	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	45.0	Gallons	$ 58.50	$ 1.30				
Sodium Hypochlorite	208.0	Gallons	$ 305.56	$ 1.47	7,714.90	0.027	$ 0.040	Used for Disinfection
Gibsonia Estates Water Sys								
Sodium Hypochlorite	42.0	Gallons	$ 71.64	$ 1.71				
Sodium Hypochlorite	33.0	Gallons	$ 58.86	$ 1.78				
Sodium Hypochlorite	27.0	Gallons	$ 50.34	$ 1.86				

Sodium Hypochlorite	47.0	Gallons	$	78.74	$	1.68					
Sodium Hypochlorite	48.0	Gallons	$	80.16	$	1.67					
Sodium Hypochlorite	28.0	Gallons	$	51.76	$	1.85					
Sodium Hypochlorite	26.0	Gallons	$	48.92	$	1.88					
Sodium Hypochlorite	31.0	Gallons	$	56.02	$	1.81					
Sodium Hypochlorite	31.0	Gallons	$	56.02	$	1.81					
Sodium Hypochlorite	25.0	Gallons	$	47.50	$	1.90					
Sodium Hypochlorite	31.0	Gallons	$	56.02	$	1.81					
Sodium Hypochlorite	29.0	Gallons	$	53.18	$	1.83					
Sodium Hypochlorite	45.0	Gallons	$	75.90	$	1.69					
Sodium Hypochlorite	44.0	Gallons	$	74.48	$	1.69					
Sodium Hypochlorite	27.0	Gallons	$	50.34	$	1.86					
Sodium Hypochlorite	50.0	Gallons	$	65.00	$	1.30					
Sodium Hypochlorite	30.0	Gallons	$	39.00	$	1.30					
Sodium Hypochlorite	20.0	Gallons	$	26.00	$	1.30					
Sodium Hypochlorite	30.0	Gallons	$	39.00	$	1.30					
Sodium Hypochlorite	30.0	Gallons	$	39.00	$	1.30					
Sodium Hypochlorite	30.0	Gallons	$	39.00	$	1.30					
Sodium Hypochlorite	704.0	Gallons	$	1,156.88	$	1.64	16,437.00	0.043	$	0.070	Used for Disinfection

Interlachen Lake/Park Manor W

Sodium Hypochlorite	115.0	Gallons	$	175.30	$	1.52					
Sodium Hypochlorite	114.0	Gallons	$	173.88	$	1.53					
Sodium Hypochlorite	58.0	Gallons	$	94.36	$	1.63					
Sodium Hypochlorite	129.0	Gallons	$	195.18	$	1.51					
Sodium Hypochlorite	44.0	Gallons	$	74.48	$	1.69					
Sodium Hypochlorite	95.0	Gallons	$	123.50	$	1.30					
Sodium Hypochlorite	40.0	Gallons	$	52.00	$	1.30					
Sodium Hypochlorite	95.0	Gallons	$	123.50	$	1.30					
Sodium Hypochlorite	83.0	Gallons	$	107.90	$	1.30					
Sodium Hypochlorite	773.0	Gallons	$	1,120.10	$	1.45	12,436.70	0.062	$	0.090	Used for Disinfection

Orange Hill

Sodium Hypochlorite	63.0	Gallons	$	101.46	$	1.61
Sodium Hypochlorite	73.0	Gallons	$	115.66	$	1.58
Sodium Hypochlorite	159.0	Gallons	$	237.78	$	1.50

Sodium Hypochlorite	100.0	Gallons	$	154.00	$	1.54					
Sodium Hypochlorite	46.0	Gallons	$	77.32	$	1.68					
Sodium Hypochlorite	94.0	Gallons	$	145.48	$	1.55					
Sodium Hypochlorite	90.0	Gallons	$	139.80	$	1.55					
Sodium Hypochlorite	128.0	Gallons	$	193.76	$	1.51					
Sodium Hypochlorite	28.0	Gallons	$	51.76	$	1.85					
Sodium Hypochlorite	47.0	Gallons	$	78.74	$	1.68					
Sodium Hypochlorite	121.0	Gallons	$	183.82	$	1.52					
Sodium Hypochlorite	42.0	Gallons	$	71.64	$	1.71					
Sodium Hypochlorite	30.0	Gallons	$	54.60	$	1.82					
Sodium Hypochlorite	56.0	Gallons	$	91.52	$	1.63					
Sodium Hypochlorite	109.0	Gallons	$	166.78	$	1.53					
Sodium Hypochlorite	28.0	Gallons	$	51.76	$	1.85					
Sodium Hypochlorite	34.0	Gallons	$	60.28	$	1.77					
Sodium Hypochlorite	110.0	Gallons	$	143.00	$	1.30					
Sodium Hypochlorite	90.0	Gallons	$	117.00	$	1.30					
Sodium Hypochlorite	60.0	Gallons	$	78.00	$	1.30					
Sodium Hypochlorite	75.0	Gallons	$	97.50	$	1.30					
Sodium Hypochlorite	85.0	Gallons	$	110.50	$	1.30					
Sodium Hypochlorite	90.0	Gallons	$	117.00	$	1.30					
Sodium Hypochlorite	1,758.0	Gallons	$	2,639.16	$	1.50	16,760.00	0.105	$	0.157	Used for Disinfection

Quail Ridge Water Sys

Sodium Hypochlorite	30.0	Gallons	$	54.60	$	1.82					
Sodium Hypochlorite	41.0	Gallons	$	70.22	$	1.71					
Sodium Hypochlorite	51.0	Gallons	$	84.42	$	1.66					
Sodium Hypochlorite	50.0	Gallons	$	65.00	$	1.30					
Sodium Hypochlorite	20.0	Gallons	$	26.00	$	1.30					
Sodium Hypochlorite	20.0	Gallons	$	26.00	$	1.30					
Sodium Hypochlorite	212.0	Gallons	$	326.24	$	1.54	4,835.00	0.044	$	0.067	Used for Disinfection

Ravenswood (Lake) Water Sys

Sodium Hypochlorite	26.0	Gallons	$	48.92	$	1.88
Sodium Hypochlorite	56.0	Gallons	$	91.52	$	1.63
Sodium Hypochlorite	15.0	Gallons	$	19.50	$	1.30
Sodium Hypochlorite	10.0	Gallons	$	13.00	$	1.30

Sodium Hypochlorite	107.0	Gallons	$	172.94	$	1.62	3,003.87	0.036	$	0.058	Used for Disinfection

Venetian Village Water Sys

Sodium Hypochlorite	14.0	Gallons	$	25.88	$	1.85					
Sodium Hypochlorite	20.0	Gallons	$	34.40	$	1.72					
Sodium Hypochlorite	16.0	Gallons	$	22.72	$	1.42					
Sodium Hypochlorite	20.0	Gallons	$	34.40	$	1.72					
Sodium Hypochlorite	16.0	Gallons	$	72.74	$	4.55					
Sodium Hypochlorite	26.0	Gallons	$	42.92	$	1.65					
Sodium Hypochlorite	26.0	Gallons	$	42.92	$	1.65					
Sodium Hypochlorite	21.0	Gallons	$	35.82	$	1.71					
Sodium Hypochlorite	34.0	Gallons	$	54.28	$	1.60					
Sodium Hypochlorite	26.0	Gallons	$	42.92	$	1.65					
Sodium Hypochlorite	26.0	Gallons	$	42.92	$	1.65					
Sodium Hypochlorite	20.0	Gallons	$	34.40	$	1.72					
Sodium Hypochlorite	39.0	Gallons	$	61.38	$	1.57					
Sodium Hypochlorite	85.0	Gallons	$	110.50	$	1.30					
Sodium Hypochlorite	30.0	Gallons	$	39.00	$	1.30					
Sodium Hypochlorite	30.0	Gallons	$	39.00	$	1.30					
Sodium Hypochlorite	25.0	Gallons	$	32.50	$	1.30					
Sodium Hypochlorite	41.0	Gallons	$	53.30	$	1.30					
Sodium Hypochlorite	515.0	Gallons	$	822.00	$	1.60	8,981.40	0.057	$	0.092	Used for Disinfection

Aqua Utilties Rate Band 4W Summary

Arredondo Est Water Sys
Arredondo Farms Water Sys
Friendly Center Water Sys
Haines Creek (Lake) Water Sys
Harmony Homes Water Sys
Hermits Cove Water Sys
Hobby Hills Water Sys
Imperial Mobile Terrace Water
Lake Josephine Water Sys
Leisure Lakes Water Sys
Morningview Water Sys
Palm Port Water Sys
Palms Mobile Home Park Water
Pomona Park Water Sys
River Grove Water Sys
Rosalie Oaks Water Sys
Sebring Lakes Water
Silver Lake Oaks Water Sys
Skycrest Water Sys
Summit Chase Water Sys
The Woods Water Sys
Tomoka/Twin Rivers water Sys
Welaka
Wooten Water Sys
Zephyr Shores Water Sys

Palm Terrace	No chemicals being used, flows not included
Stone Mountain	No chemicals being used, flows not included
Saratoga Harbour	No chemicals being used, flows not included
Beechers Point	No chemicals being used, flows not included
Holiday Haven	No chemicals being used, flows not included
East Lake Harris	No chemicals being used, flows not included
Oakwood	No chemicals being used, flows not included
Kinswood	No chemicals being used, flows not included

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	30,947.0	Gallons	$ 44,421.16	$ 1.44	234,163.9	0.1322	$ 0.19	Used for Disinfection
Chlorine Gas	4,800.0	Pounds	$ 3,407.00	$ 0.71	234,163.9	0.0205	$ 0.01	Used for Disinfection
Ammonium Sulfate	210.0	Gallons	$ 583.55	$ 2.78	234,163.9	0.0009	$ 0.00	Used for Disinfection
Aquadene/Aqua Mag	386.0	Gallons	6,640.8	$ 17.20	234,163.9	0.0016	$ 0.03	Used for Sequestering

Aqua Utilties Rate Band 4W

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Arredondo Est Water Sys								
Sodium Hypochlorite	85.0	Gallons	$ 132.70	$ 1.56				
Sodium Hypochlorite	86.0	Gallons	$ 134.12	$ 1.56				
Sodium Hypochlorite	52.0	Gallons	$ 85.84	$ 1.65				
Sodium Hypochlorite	223.0	Gallons	$ 352.66	$ 1.58	13,320.30	0.0167	$ 0.03	Used for Disinfection
Arredondo Farms Water Sys								
Sodium Hypochlorite	98.0	Gallons	$ 145.16	$ 1.48				
Sodium Hypochlorite	95.0	Gallons	$ 146.90	$ 1.55				
Sodium Hypochlorite	99.0	Gallons	$ 146.58	$ 1.48				
Sodium Hypochlorite	100.0	Gallons	$ 130.00	$ 1.30				
Sodium Hypochlorite	45.0	Gallons	$ 58.50	$ 1.30				
Sodium Hypochlorite	244.0	Gallons	$ 335.08	$ 1.37	20,353.00	0.0120	$ 0.02	Used for Disinfection
East Lake Harris Estates Water								
Aqua Mag	30.0	Gallons	503.97	16.80	5,100.19	0.0059	$ 0.10	Used for sequestering

Friendly Center Water Sys

Sodium Hypochlorite	13.0	Gallons	$	30.46	$	2.34				
Sodium Hypochlorite	9.0	Gallons	$	24.78	$	2.75				
Sodium Hypochlorite	35.0	Gallons	$	45.50	$	1.30				
Sodium Hypochlorite	57.0	Gallons	$	100.74	$	1.77	665.00	0.0857	$ 0.15	Used for Disinfection

Haines Creek (Lake) Water Sys

Sodium Hypochlorite	60.0	Gallons	$	97.20	$	1.62				
Sodium Hypochlorite	101.0	Gallons	$	155.42	$	1.54				
Sodium Hypochlorite	50.0	Gallons	$	65.00	$	1.30				
Sodium Hypochlorite	20.0	Gallons	$	26.00	$	1.30				
Sodium Hypochlorite	29.0	Gallons	$	37.70	$	1.30				
Sodium Hypochlorite	260.0	Gallons	$	381.32	$	1.47	5,805.10	0.0448	$ 0.07	Used for Disinfection

Harmony Homes Water Sys

Aquadene	1.0	Gallons	471.00	$ 471.00	3,860.15	0.0003	$ 0.12	Used for sequestering

Sodium Hypochlorite	55.0	Gallons	$ 86.25	$ 1.57	
Sodium Hypochlorite	35.0	Gallons	$ 59.25	$ 1.69	
Sodium Hypochlorite	35.0	Gallons	$ 59.25	$ 1.69	
Sodium Hypochlorite	30.0	Gallons	$ 52.50	$ 1.75	
Sodium Hypochlorite	20.0	Gallons	$ 39.00	$ 1.95	
Sodium Hypochlorite	35.0	Gallons	$ 59.25	$ 1.69	
Sodium Hypochlorite	35.0	Gallons	$ 59.25	$ 1.69	
Sodium Hypochlorite	35.0	Gallons	$ 59.25	$ 1.69	
Sodium Hypochlorite	25.0	Gallons	$ 32.50	$ 1.30	
Sodium Hypochlorite	30.0	Gallons	$ 39.00	$ 1.30	
Sodium Hypochlorite	25.0	Gallons	$ 32.50	$ 1.30	
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30	
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30	
Sodium Hypochlorite	395.0	Gallons	$ 623.50	$ 1.58	3,860.15	0.1023	$ 0.16	Used for Disinfection

Hermits Cove Water Sys

Sodium Hypochlorite	127.0	Gallons	$ 192.34	$ 1.51				
Sodium Hypochlorite	78.0	Gallons	$ 122.76	$ 1.57				
Sodium Hypochlorite	117.0	Gallons	$ 178.14	$ 1.52				
Sodium Hypochlorite	96.0	Gallons	$ 148.32	$ 1.55				
Sodium Hypochlorite	251.0	Gallons	$ 368.42	$ 1.47				
Sodium Hypochlorite	2.0	Gallons	$ 9.83	$ 4.92				
Sodium Hypochlorite	170.0	Gallons	$ 253.40	$ 1.49				
Sodium Hypochlorite	209.0	Gallons	$ 308.78	$ 1.48				
Sodium Hypochlorite	218.0	Gallons	$ 321.56	$ 1.48				
Sodium Hypochlorite	198.0	Gallons	$ 293.16	$ 1.48				
Sodium Hypochlorite	160.0	Gallons	$ 208.00	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	$ 195.00	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	$ 195.00	$ 1.30				
Sodium Hypochlorite	155.0	Gallons	$ 201.50	$ 1.30				
Sodium Hypochlorite	203.0	Gallons	$ 263.90	$ 1.30				
Sodium Hypochlorite	2,284.0	Gallons	$ 3,260.11	$ 1.43	8,251.90	0.2768	$ 0.40	Used for Disinfection

Hobby Hills Water Sys

Sodium Hypochlorite	27.0	Gallons	$ 50.34	$ 1.86				
Sodium Hypochlorite	37.0	Gallons	$ 64.54	$ 1.74				
Sodium Hypochlorite	29.0	Gallons	$ 53.18	$ 1.83				
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30				
Sodium Hypochlorite	15.0	Gallons	$ 19.50	$ 1.30				
Sodium Hypochlorite	128.0	Gallons	$ 213.56	$ 1.67	6,215.70	0.0206	$ 0.03	Used for Disinfection

Imperial Mobile Terrace Water

Sodium Hypochlorite	35.0	Gallons	$ 61.70	$ 1.76
Sodium Hypochlorite	48.0	Gallons	$ 80.16	$ 1.67
Sodium Hypochlorite	50.0	Gallons	$ 65.00	$ 1.30
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30
Sodium Hypochlorite	20.0	Gallons	$ 26.00	$ 1.30

Sodium Hypochlorite	173.0	Gallons	$ 258.86	$ 1.50	6,209.70	0.0279	$ 0.04	Used for Disinfection

Lake Josephine Water Sys

Sodium Hypochlorite	512.0	Gallons	$ 739.04	$ 1.44				
Sodium Hypochlorite	306.0	Gallons	$ 446.52	$ 1.46				
Sodium Hypochlorite	365.0	Gallons	$ 530.30	$ 1.45				
Sodium Hypochlorite	412.0	Gallons	$ 597.04	$ 1.45				
Sodium Hypochlorite	494.0	Gallons	$ 713.48	$ 1.44				
Sodium Hypochlorite	449.0	Gallons	$ 649.58	$ 1.45				
Sodium Hypochlorite	321.0	Gallons	$ 467.82	$ 1.46				
Sodium Hypochlorite	509.0	Gallons	$ 734.78	$ 1.44				
Sodium Hypochlorite	425.0	Gallons	$ 615.50	$ 1.45				
Sodium Hypochlorite	356.0	Gallons	$ 517.52	$ 1.45				
Sodium Hypochlorite	413.0	Gallons	$ 598.46	$ 1.45				
Sodium Hypochlorite	586.0	Gallons	$ 844.12	$ 1.44				
Sodium Hypochlorite	443.0	Gallons	$ 641.06	$ 1.45				
Sodium Hypochlorite	435.0	Gallons	$ 629.70	$ 1.45				
Sodium Hypochlorite	381.0	Gallons	$ 553.02	$ 1.45				
Sodium Hypochlorite	366.0	Gallons	$ 531.72	$ 1.45				
Sodium Hypochlorite	502.0	Gallons	$ 724.84	$ 1.44				
Sodium Hypochlorite	400.0	Gallons	$ 520.00	$ 1.30				
Sodium Hypochlorite	325.0	Gallons	$ 422.50	$ 1.30				
Sodium Hypochlorite	375.0	Gallons	$ 487.50	$ 1.30				
Sodium Hypochlorite	300.0	Gallons	$ 390.00	$ 1.30				
Sodium Hypochlorite	325.0	Gallons	$ 422.50	$ 1.30				
Sodium Hypochlorite	350.0	Gallons	$ 455.00	$ 1.30				
Sodium Hypochlorite	475.0	Gallons	$ 617.50	$ 1.30				
Sodium Hypochlorite	375.0	Gallons	$ 487.50	$ 1.30				
Sodium Hypochlorite	350.0	Gallons	$ 455.00	$ 1.30				
Sodium Hypochlorite	425.0	Gallons	$ 552.50	$ 1.30				
Sodium Hypochlorite	10,975.0	Gallons	$ 15,344.50	$ 1.40	42,582.80	0.2577	$ 0.36	Used for Disinfection

Leisure Lakes Water Sys

150LB Gas Chlorine Cyl.	750.0	Pounds	562.00	$ 0.75				
150LB Gas Chlorine Cyl.	750.0	Pounds	590.00	$ 0.79				
150LB Gas Chlorine Cyl.	300.0	Pounds	248.00	$ 0.83				
150LB Gas Chlorine Cyl.	750.0	Pounds	582.00	$ 0.78				
150LB Gas Chlorine Cyl.	750.0	Pounds	$ 475.00	$ 0.63				
150LB Gas Chlorine Cyl.	750.0	Pounds	$ 475.00	$ 0.63				
150LB Gas Chlorine Cyl.	750.0	Pounds	475.00	$ 0.63				
Chlorine Gas	4,800.0	Pounds	$ 3,407.00	$ 0.71	16,554.00	0.2900	$ 0.21	Used for Disinfection
Aquadene	30.0	Gallons	487.02	$ 16.23				
Aquadene	30.0	Gallons	487.02	$ 16.23				
Aquadene	60.0	Gallons	$ 974.04	$ 16.23	2,012.10	0.0298	$ 0.48	Used for Sequestering

Morningview Water Sys

AQUA MAG	30.0	Gallons	503.97	$ 16.80	2,627.80	0.0114	$ 0.19	Used for Sequestering
Sodium Hypochlorite	22.0	Gallons	37.24	$ 1.69				
Sodium Hypochlorite	57.0	Gallons	92.94	$ 1.63				
Sodium Hypochlorite	30.0	Gallons	39.00	$ 1.30				

Sodium Hypochlorite	109.0	Gallons	$	169.18	$	1.55	2,627.80	0.0415	$	0.06 Used for Disinfection

Palm Port Water Sys

Sodium Hypochlorite	84.0	Gallons		125.28	$	1.49				
Sodium Hypochlorite	76.0	Gallons		119.92	$	1.58				
Sodium Hypochlorite	59.0	Gallons		89.78	$	1.52				
Sodium Hypochlorite	71.0	Gallons		112.82	$	1.59				
Sodium Hypochlorite	81.0	Gallons		121.02	$	1.49				
Sodium Hypochlorite	69.0	Gallons		103.98	$	1.51				
Sodium Hypochlorite	76.0	Gallons		113.92	$	1.50				
Sodium Hypochlorite	105.0	Gallons		155.10	$	1.48				
Sodium Hypochlorite	100.0	Gallons		130.00	$	1.30				
Sodium Hypochlorite	115.0	Gallons		149.50	$	1.30				
Sodium Hypochlorite	96.0	Gallons		124.80	$	1.30				
Sodium Hypochlorite	932.0	Gallons	$	1,346.12	$	1.44	5,050.40	0.1845	$	0.27 Used for Disinfection

Palms Mobile Home Park Water

Sodium Hypochlorite	32.0	Gallons		57.44	$	1.80				
Sodium Hypochlorite	49.0	Gallons		81.58	$	1.66				
Sodium Hypochlorite	29.0	Gallons		53.18	$	1.83				
Sodium Hypochlorite	44.0	Gallons		74.48	$	1.69				
Sodium Hypochlorite	33.0	Gallons		58.86	$	1.78				
Sodium Hypochlorite	35.0	Gallons		45.50	$	1.30				
Sodium Hypochlorite	30.0	Gallons		39.00	$	1.30				
Sodium Hypochlorite	27.0	Gallons		35.10	$	1.30				
Sodium Hypochlorite	25.0	Gallons		32.50	$	1.30				
Sodium Hypochlorite	304.0	Gallons	$	477.64	$	1.57	2,012.10	0.1511	$	0.24 Used for Disinfection

Pomona Park Water Sys

Sodium Hypochlorite	40.0	Gallons		68.80	$	1.72				
Sodium Hypochlorite	74.0	Gallons		117.08	$	1.58				
Sodium Hypochlorite	55.0	Gallons		90.10	$	1.64				
Sodium Hypochlorite	63.0	Gallons		101.46	$	1.61				
Sodium Hypochlorite	125.0	Gallons		162.50	$	1.30				
Sodium Hypochlorite	115.0	Gallons		149.50	$	1.30				
Sodium Hypochlorite	472.0	Gallons	$	689.44	$	1.46	10,707.70	0.0441	$	0.06 Used for Disinfection

River Grove Water Sys

Sodium Hypochlorite	70.0	Gallons		111.40	$	1.59				
Sodium Hypochlorite	74.0	Gallons		117.08	$	1.58				
Sodium Hypochlorite	38.0	Gallons		65.96	$	1.74				
Sodium Hypochlorite	73.0	Gallons		115.66	$	1.58				
Sodium Hypochlorite	69.0	Gallons		109.98	$	1.59				
Sodium Hypochlorite	50.0	Gallons		65.00	$	1.30				
Sodium Hypochlorite	75.0	Gallons		97.50	$	1.30				
Sodium Hypochlorite	449.0	Gallons	$	682.58	$	1.52	6,018.60	0.0746	$	0.11 Used for Disinfection

Rosalie Oaks Water Sys

Sodium Hypochlorite	9.0	Gallons		24.78	$	2.75
Sodium Hypochlorite	11.0	Gallons		27.62	$	2.51

Sodium Hypochlorite	8.0	Gallons	17.36	$	2.17				
Sodium Hypochlorite	9.0	Gallons	18.78	$	2.09				
Sodium Hypochlorite	9.0	Gallons	18.78	$	2.09				
Sodium Hypochlorite	13.0	Gallons	24.46	$	1.88				
Sodium Hypochlorite	10.0	Gallons	20.20	$	2.02				
Sodium Hypochlorite	45.0	Gallons	58.50	$	1.30				
Sodium Hypochlorite	10.0	Gallons	13.00	$	1.30				
Sodium Hypochlorite	15.0	Gallons	19.50	$	1.30				
Sodium Hypochlorite	139.0	Gallons	$ 242.98	$	1.75	2,009.00	0.0692	$ 0.12	Used for Disinfection

Sebring Lakes Water

Sequest - All	30.0		566.31	$	18.88	21,060.40	0.0014	$ 0.03	Used for Sequestering
Sodium Hypochlorite	321.0	Gallons	467.82	$	1.46				
Sodium Hypochlorite	281.0	Gallons	411.02	$	1.46				
Sodium Hypochlorite	365.0	Gallons	530.30	$	1.45				
Sodium Hypochlorite	368.0	Gallons	534.56	$	1.45				
Sodium Hypochlorite	372.0	Gallons	540.24	$	1.45				
Sodium Hypochlorite	363.0	Gallons	527.46	$	1.45				
Sodium Hypochlorite	261.0	Gallons	382.62	$	1.47				
Sodium Hypochlorite	317.0	Gallons	462.14	$	1.46				
Sodium Hypochlorite	540.0	Gallons	778.80	$	1.44				
Sodium Hypochlorite	458.0	Gallons	662.36	$	1.45				
Sodium Hypochlorite	188.0	Gallons	278.96	$	1.48				
Sodium Hypochlorite	226.0	Gallons	332.92	$	1.47				
Sodium Hypochlorite	194.0	Gallons	287.48	$	1.48				
Sodium Hypochlorite	275.0	Gallons	402.50	$	1.46				
Sodium Hypochlorite	67.0	Gallons	107.14	$	1.60				
Sodium Hypochlorite	1.0	Gallons	12.00	$	12.00				
Sodium Hypochlorite	375.0	Gallons	487.50	$	1.30				
Sodium Hypochlorite	310.0	Gallons	403.00	$	1.30				
Sodium Hypochlorite	300.0	Gallons	390.00	$	1.30				
Sodium Hypochlorite	360.0	Gallons	468.00	$	1.30				
Sodium Hypochlorite	260.0	Gallons	338.00	$	1.30				
Sodium Hypochlorite	300.0	Gallons	390.00	$	1.30				
Sodium Hypochlorite	290.0	Gallons	377.00	$	1.30				
Sodium Hypochlorite	375.0	Gallons	487.50	$	1.30				
Sodium Hypochlorite	250.0	Gallons	325.00	$	1.30				
Sodium Hypochlorite	7,417.0	Gallons	$ 10,384.32	$	1.40	21,060.40	0.3522	$ 0.49	Used for Disinfection

Silver Lake Oaks Water Sys

Sodium Hypochlorite	13.0	Gallons	24.46	$	1.88				
Sodium Hypochlorite	29.0	Gallons	53.18	$	1.83				
Sodium Hypochlorite	10.0	Gallons	13.00	$	1.30				
Sodium Hypochlorite	18.0	Gallons	23.40	$	1.30				
Sodium Hypochlorite	70.0	Gallons	$ 114.04	$	1.63	1,344.00	0.0521	$ 0.08	Used for Disinfection

Skycrest Water Sys

Sodium Hypochlorite	50.0	Gallons	83.00	$	1.66
Sodium Hypochlorite	55.0	Gallons	90.10	$	1.64
Sodium Hypochlorite	48.0	Gallons	80.16	$	1.67
Sodium Hypochlorite	58.0	Gallons	94.36	$	1.63
Sodium Hypochlorite	40.0	Gallons	52.00	$	1.30

Sodium Hypochlorite	50.0	Gallons		65.00	$	1.30				
Sodium Hypochlorite	301.0	Gallons	$	464.62	$	1.54	10,324.10	0.0292	$ 0.05	Used for Disinfection

Summit Chase Water Sys

Sodium Hypochlorite	13.0	Gallons		24.46	$	1.88				
Sodium Hypochlorite	19.0	Gallons		32.98	$	1.74				
Sodium Hypochlorite	29.0	Gallons		47.18	$	1.63				
Sodium Hypochlorite	22.0	Gallons		43.24	$	1.97				
Sodium Hypochlorite	13.0	Gallons		24.46	$	1.88				
Sodium Hypochlorite	29.0	Gallons		53.18	$	1.83				
Sodium Hypochlorite	24.0	Gallons		40.08	$	1.67				
Sodium Hypochlorite	34.0	Gallons		54.28	$	1.60				
Sodium Hypochlorite	20.0	Gallons		26.00	$	1.30				
Sodium Hypochlorite	10.0	Gallons		13.00	$	1.30				
Sodium Hypochlorite	14.0	Gallons		18.20	$	1.30				
Sodium Hypochlorite	17.0	Gallons		22.10	$	1.30				
Sodium Hypochlorite	244.0	Gallons	$	399.16	$	1.64	14,614.50	0.0167	$ 0.03	Used for Disinfection

The Woods Water Sys

Sodium Hypochlorite	114.0	Gallons		167.88	$	1.47				
Sodium Hypochlorite	43.0	Gallons		61.06	$	1.42				
Sodium Hypochlorite	45.0	Gallons		75.90	$	1.69				
Sodium Hypochlorite	21.0	Gallons		29.82	$	1.42				
Sodium Hypochlorite	53.0	Gallons		81.26	$	1.53				
Sodium Hypochlorite	31.0	Gallons		50.02	$	1.61				
Sodium Hypochlorite	67.0	Gallons		101.14	$	1.51				
Sodium Hypochlorite	50.0	Gallons		62.80	$	1.26				
Sodium Hypochlorite	65.0	Gallons		84.50	$	1.30				
Sodium Hypochlorite	35.0	Gallons		45.50	$	1.30				
Sodium Hypochlorite	80.0	Gallons		104.00	$	1.30				
Sodium Hypochlorite	50.0	Gallons		65.00	$	1.30				
Sodium Hypochlorite	130.0	Gallons		169.00	$	1.30				
Sodium Hypochlorite	50.0	Gallons		65.00	$	1.30				
Sodium Hypochlorite	677.0	Gallons	$	933.94	$	1.38	7,344.10	0.0922	$ 0.13	Used for Disinfection

Tomoka/Twin Rivers water Sys

Ammonia Hydroxide	55.0	Gallons		234.80	$	4.27				
Ammonium Sulfate	70.0	Gallons		157.50	$	2.25				
Ammonium Sulfate	55.0	Gallons		123.75	$	2.25				
Ammonium Sulfate	30.0	Gallons		67.50	$	2.25				
Ammonium Sulfate	210.0	Gallons	$	583.55	$	2.78	22,620.00	0.0093	$ 0.03	Used for Disinfection
Aqua Mag	60.0	Gallons		942.00	$	15.70				
Aqua Mag	30.0	Gallons		471.00	$	15.70				
Aqua Mag	60.0	Gallons		942.00	$	15.70				
Aquadene	30.0	Gallons		469.36	$	15.65				
Aquadene	60.0	Gallons		942.00	$	15.70				
Aquadene/Aqua Mag	180.0	Gallons	$	2,824.36	$	15.69	22,620.00	0.0080	$ 0.12	Used for Sequestering
Chlorine	4.0	Gallons		19.65	$	4.91				
Sodium Hypochlorite	99.0	Gallons		152.58	$	1.54				

Sodium Hypochlorite	148.0	Gallons		222.16	$ 1.50				
Sodium Hypochlorite	97.0	Gallons		149.74	$ 1.54				
Sodium Hypochlorite	42.0	Gallons		71.64	$ 1.71				
Sodium Hypochlorite	96.0	Gallons		148.32	$ 1.55				
Sodium Hypochlorite	41.0	Gallons		70.22	$ 1.71				
Sodium Hypochlorite	91.0	Gallons		141.22	$ 1.55				
Sodium Hypochlorite	68.0	Gallons		108.56	$ 1.60				
Sodium Hypochlorite	139.0	Gallons		209.38	$ 1.51				
Sodium Hypochlorite	90.0	Gallons		139.80	$ 1.55				
Sodium Hypochlorite	95.0	Gallons		146.90	$ 1.55				
Sodium Hypochlorite	1.0	Gallons		60.00	$ 60.00				
Sodium Hypochlorite	1.0	Gallons		100.00	$ 100.00				
Sodium Hypochlorite	34.0	Gallons		60.28	$ 1.77				
Sodium Hypochlorite	77.0	Gallons		121.34	$ 1.58				
Sodium Hypochlorite	102.0	Gallons		156.84	$ 1.54				
Sodium Hypochlorite	56.0	Gallons		91.52	$ 1.63				
Sodium Hypochlorite	164.0	Gallons		244.88	$ 1.49				
Sodium Hypochlorite	84.0	Gallons		131.28	$ 1.56				
Sodium Hypochlorite	104.0	Gallons		159.68	$ 1.54				
Sodium Hypochlorite	50.0	Gallons		83.00	$ 1.66				
Sodium Hypochlorite	104.0	Gallons		156.84	$ 1.51				
Sodium Hypochlorite	82.0	Gallons		128.44	$ 1.57				
Sodium Hypochlorite	151.0	Gallons		226.42	$ 1.50				
Sodium Hypochlorite	108.0	Gallons		165.36	$ 1.53				
Sodium Hypochlorite	137.0	Gallons		206.54	$ 1.51				
Sodium Hypochlorite	74.0	Gallons		117.08	$ 1.58				
Sodium Hypochlorite	93.0	Gallons		144.06	$ 1.55				
Sodium Hypochlorite	100.0	Gallons		130.00	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	70.0	Gallons		91.00	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	40.0	Gallons		52.00	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	55.0	Gallons		71.50	$ 1.30				
Sodium Hypochlorite	60.0	Gallons		78.00	$ 1.30				
Sodium Hypochlorite	55.0	Gallons		71.50	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	60.0	Gallons		78.00	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	75.0	Gallons		97.50	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	65.0	Gallons		84.50	$ 1.30				
Sodium Hypochlorite	80.0	Gallons		104.00	$ 1.30				
Sodium Hypochlorite	3,547.0	Gallons	$	5,383.23	$ 1.52	22,620.00	0.1568	$ 0.24	Used for Disinfection

Welaka

Sodium Hypochlorite	23.0	Gallons		44.66	$ 1.94				
Sodium Hypochlorite	10.0	Gallons		26.20	$ 2.62				
Sodium Hypochlorite	20.0	Gallons		40.40	$ 2.02				
Sodium Hypochlorite	13.0	Gallons		30.46	$ 2.34				
Sodium Hypochlorite	22.0	Gallons		43.24	$ 1.97				
Sodium Hypochlorite	15.0	Gallons		33.30	$ 2.22				
Sodium Hypochlorite	145.0	Gallons		188.50	$ 1.30				
Sodium Hypochlorite	248.0	Gallons	$	406.76	$ 1.64	5,594.60	0.0443	$ 0.07	Used for Disinfection

Wooten Water Sys

Sodium Hypochlorite	18.0	Gallons		37.56	$	2.09				
Sodium Hypochlorite	31.0	Gallons		56.02	$	1.81				
Sodium Hypochlorite	19.0	Gallons		38.98	$	2.05				
Sodium Hypochlorite	10.0	Gallons		13.00	$	1.30				
Sodium Hypochlorite	78.0	Gallons	$	145.56	$	1.87	981.80	0.0794	$ 0.15	Used for Disinfection

Zephyr Shores Water Sys

Aqua Mag	55.0	Gallons	$	797.15	$	14.4936	9,491.00	0.0058	$ 0.08	Used for Sequestering
Sodium Hypochlorite	31.0	Gallons		56.02	$	1.81				
Sodium Hypochlorite	24.0	Gallons		46.08	$	1.92				
Sodium Hypochlorite	24.0	Gallons		46.08	$	1.92				
Sodium Hypochlorite	27.0	Gallons		50.34	$	1.86				
Sodium Hypochlorite	28.0	Gallons		51.76	$	1.85				
Sodium Hypochlorite	30.0	Gallons		54.60	$	1.82				
Sodium Hypochlorite	36.0	Gallons		63.12	$	1.75				
Sodium Hypochlorite	33.0	Gallons		58.86	$	1.78				
Sodium Hypochlorite	65.0	Gallons		84.50	$	1.30				
Sodium Hypochlorite	25.0	Gallons		32.50	$	1.30				
Sodium Hypochlorite	300.0	Gallons		390.00	$	1.30				
Sodium Hypochlorite	30.0	Gallons		39.00	$	1.30				
Sodium Hypochlorite	20.0	Gallons		26.00	$	1.30				
Sodium Hypochlorite	220.0	Gallons		286.00	$	1.30				
Sodium Hypochlorite	15.0	Gallons		19.50	$	1.30				
Sodium Hypochlorite	140.0	Gallons		182.00	$	1.30				
Sodium Hypochlorite	146.0	Gallons		189.80						
Sodium Hypochlorite	27.0	Gallons		35.10	$	1.30				
Sodium Hypochlorite	1,221.0	Gallons	$	1,711.26	$	1.40	9,491.00	0.1286	$ 0.18	Used for Disinfection

Aqua Utilties Rate Band 5W

Breeze Hill - Wtr-C

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	15.0	Gallons	$ 27.30	$ 1.82				
Sodium Hypochlorite	8.0	Gallons	$ 17.36	$ 2.17				
Sodium Hypochlorite	16.0	Gallons	$ 28.72	$ 1.80				
Sodium Hypochlorite	16.0	Gallons	$ 28.72	$ 1.80				
Sodium Hypochlorite	14.0	Gallons	$ 25.88	$ 1.85				
Sodium Hypochlorite	10.0	Gallons	$ 20.20	$ 2.02				
Sodium Hypochlorite	12.0	Gallons	$ 23.04	$ 1.92				
Sodium Hypochlorite	15.0	Gallons	$ 27.30	$ 1.82				
Sodium Hypochlorite	13.0	Gallons	$ 24.46	$ 1.88				
Sodium Hypochlorite	5.0	Gallons	$ 6.50	$ 1.30				
Sodium Hypochlorite	10.0	Gallons	$ 13.00	$ 1.30				
Sodium Hypochlorite	10.0	Gallons	$ 13.00	$ 1.30				
Sodium Hypochlorite	144.0	Gallons	$ 255.48	$ 1.77	4,137.00	0.035	$ 0.062	Used for disinfection

Aqua Utilties Rate Band 10W

Fairways @ Mt. Plymouth-Water

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	129.0	Gallons	$ 189.18	1.47				
Sodium Hypochlorite	104.0	Gallons	$ 153.68	1.48				
Sodium Hypochlorite	53.0	Gallons	$ 81.26	1.53				
Sodium Hypochlorite	88.0	Gallons	$ 130.96	1.49				
Sodium Hypochlorite	96.0	Gallons	$ 142.32	1.48				
Sodium Hypochlorite	96.0	Gallons	$ 142.32	1.48				
Sodium Hypochlorite	107.0	Gallons	$ 157.94	1.48				
Sodium Hypochlorite	115.0	Gallons	$ 169.30	1.47				
Sodium Hypochlorite	93.0	Gallons	$ 138.06	1.48				
Sodium Hypochlorite	87.0	Gallons	$ 129.54	1.49				
Sodium Hypochlorite	122.0	Gallons	$ 179.24	1.47				
Sodium Hypochlorite	145.0	Gallons	$ 211.90	1.46				
Sodium Hypochlorite	137.0	Gallons	$ 200.54	1.46				
Sodium Hypochlorite	142.0	Gallons	$ 207.64	1.46				
Sodium Hypochlorite	117.0	Gallons	$ 172.14	1.47				
Sodium Hypochlorite	92.0	Gallons	$ 136.64	1.49				
Sodium Hypochlorite	60.0	Gallons	$ 91.20	1.52				
Sodium Hypochlorite	210.0	Gallons	$ 273.00	1.30				
Sodium Hypochlorite	110.0	Gallons	$ 143.00	1.30				
Sodium Hypochlorite	115.0	Gallons	$ 149.50	1.30				
Sodium Hypochlorite	128.0	Gallons	$ 166.40	1.30				
Sodium Hypochlorite	198.0	Gallons	$ 257.40	1.30				
Sodium Hypochlorite	2,544.0	Gallons	$ 3,623.16	$ 1.42	45,688.30	0.056	$ 0.079	Used for disinfection

Aqua Utilties Rate Band 12W

Peace River Water Sys

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	155.0	Gallons	226.10	$ 1.46				
Sodium Hypochlorite	66.0	Gallons	99.72	$ 1.51				
Sodium Hypochlorite	61.0	Gallons	92.62	$ 1.52				
Sodium Hypochlorite	79.0	Gallons	118.18	$ 1.50				
Sodium Hypochlorite	90.0	Gallons	133.80	$ 1.49				
Sodium Hypochlorite	36.0	Gallons	57.12	$ 1.59				
Sodium Hypochlorite	31.0	Gallons	50.02	$ 1.61				
Sodium Hypochlorite	36.0	Gallons	57.12	$ 1.59				
Sodium Hypochlorite	33.0	Gallons	52.86	$ 1.60				
Sodium Hypochlorite	170.0	Gallons	221.00	$ 1.30				
Sodium Hypochlorite	70.0	Gallons	91.00	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	65.00	$ 1.30				
Sodium Hypochlorite	120.0	Gallons	156.00	$ 1.30				
Sodium Hypochlorite	997.0	Gallons	$ 1,420.54	$ 1.42	11,451.50	0.087	$ 0.124	Used for disinfection

Aqua Utilities Rate Band 1WW

Kings Cove Sewer Sys
Leisure Lakes Sewer Sys
Summit Chase Sewer Sys
Valencia Terrace Sewer Sys

Rate Band 1W Totals

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	8,975.0	Gallons	$ 12,942.38	$ 1.44	33,794	0.2656	$ 0.3830	Used for Disinfection
Trichloroisocyanuric Acid	400.0	Pounds	$ 928.44	$ 2.32	33,794	0.0118	$ 0.0275	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Consum IT	25.0	Pounds	$ 297.39	$ 11.90	33,794	0.0007	$ 0.0088	Chemical used to help digest the sludge, used on a "as needed basis"

Aqua Utilities Florida Rate Band 1WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Kings Cove Sewer Sys								
Sodium Hypochlorite	70.0	Gallons	$ 105.40	$ 1.51				
Sodium Hypochlorite	83.0	Gallons	$ 129.86	$ 1.56				
Sodium Hypochlorite	112.0	Gallons	$ 171.04	$ 1.53				
Sodium Hypochlorite	90.0	Gallons	$ 133.80	$ 1.49				
Sodium Hypochlorite	105.0	Gallons	$ 161.10	$ 1.53				
Sodium Hypochlorite	122.0	Gallons	$ 179.24	$ 1.47				
Sodium Hypochlorite	84.0	Gallons	$ 131.28	$ 1.56				
Sodium Hypochlorite	29.0	Gallons	$ 53.18	$ 1.83				
Sodium Hypochlorite	86.0	Gallons	$ 134.12	$ 1.56				
Sodium Hypochlorite	69.0	Gallons	$ 103.98	$ 1.51				
Sodium Hypochlorite	64.0	Gallons	$ 102.88	$ 1.61				
Sodium Hypochlorite	82.0	Gallons	$ 128.44	$ 1.57				
Sodium Hypochlorite	141.0	Gallons	$ 206.22	$ 1.46				
Sodium Hypochlorite	107.0	Gallons	$ 163.94	$ 1.53				

Aqua Utilities Florida Rate Band 1WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	90.0	Gallons	$ 139.80	$ 1.55				
Sodium Hypochlorite	80.0	Gallons	$ 119.60	$ 1.50				
Sodium Hypochlorite	125.0	Gallons	$ 162.50	$ 1.30				
Sodium Hypochlorite	250.0	Gallons	$ 325.00	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	$ 195.00	$ 1.30				
Sodium Hypochlorite	193.0	Gallons	$ 250.90	$ 1.30				
Sodium Hypochlorite	180.0	Gallons	$ 234.00	$ 1.30				
Sodium Hypochlorite	2,312.0		$ 3,331.28	$ 1.44	9,446	0.245	$ 0.3527	Used for disinfection
Trichloroisocyanuric Acid	200.0	Pounds	$ 329.22	$ 1.65	9,446	0.021	$ 0.0349	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.

Leisure Lakes Sewer Sys

Consum IT	25.0	Pounds	$ 297.39	$ 11.90	5,898	0.004	$ 0.0504	Chemical used to help digest the sludge, used on a "as needed basis"
Sodium Hypochlorite	84.0	Gallons	$ 131.28					
Sodium Hypochlorite	64.0	Gallons	$ 102.88					
Sodium Hypochlorite	103.0	Gallons	$ 158.26					
Sodium Hypochlorite	91.0	Gallons	$ 141.22					
Sodium Hypochlorite	75.0	Gallons	$ 118.50					
Sodium Hypochlorite	52.0	Gallons	$ 85.84					
Sodium Hypochlorite	83.0	Gallons	$ 129.86					
Sodium Hypochlorite	60.0	Gallons	$ 97.20					
Sodium Hypochlorite	56.0	Gallons	$ 91.52					
Sodium Hypochlorite	44.0	Gallons	$ 74.48					
Sodium Hypochlorite	-	Delivery	$ 12.00					
Sodium Hypochlorite	66.0	Gallons	$ 105.72					
Sodium Hypochlorite	-	Delivery	$ 12.00					
Sodium Hypochlorite	250.0	Gallons	$ 325.00					
Sodium Hypochlorite	90.0	Gallons	$ 117.00					
Sodium Hypochlorite	140.0	Gallons	$ 182.00					
Sodium Hypochlorite	90.0	Gallons	$ 117.00					
Sodium Hypochlorite	1,348.0		2,001.8	$ 1.48	5,898	0.229	$ 0.3394	Used for Disinfection

Aqua Utilities Florida Rate Band 1WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Summit Chase Sewer Sys								
Sodium Hypochlorite	122.0	Gallons	$ 179.24	$ 1.47				
Sodium Hypochlorite	94.0	Gallons	$ 145.48	$ 1.55				
Sodium Hypochlorite	103.0	Gallons	$ 152.26	$ 1.48				
Sodium Hypochlorite	120.0	Gallons	$ 182.40	$ 1.52				
Sodium Hypochlorite	95.0	Gallons	$ 146.90	$ 1.55				
Sodium Hypochlorite	86.0	Gallons	$ 128.12	$ 1.49				
Sodium Hypochlorite	84.0	Gallons	$ 131.28	$ 1.56				
Sodium Hypochlorite	103.0	Gallons	$ 158.26	$ 1.54				
Sodium Hypochlorite	104.0	Gallons	$ 153.68	$ 1.48				
Sodium Hypochlorite	108.0	Gallons	$ 165.36	$ 1.53				
Sodium Hypochlorite	81.0	Gallons	$ 127.02	$ 1.57				
Sodium Hypochlorite	133.0	Gallons	$ 200.86	$ 1.51				
Sodium Hypochlorite	136.0	Gallons	$ 199.12	$ 1.46				
Sodium Hypochlorite	89.0	Gallons	$ 138.38	$ 1.55				
Sodium Hypochlorite	68.0	Gallons	$ 108.56	$ 1.60				
Sodium Hypochlorite	106.0	Gallons	$ 156.52	$ 1.48				
Sodium Hypochlorite	150.0	Gallons	$ 195.00	$ 1.30				
Sodium Hypochlorite	175.0	Gallons	$ 227.50	$ 1.30				
Sodium Hypochlorite	185.0	Gallons	$ 240.50	$ 1.30				
Sodium Hypochlorite	192.0	Gallons	$ 249.60	$ 1.30				
Sodium Hypochlorite	174.0	Gallons	$ 226.20	$ 1.30				
Sodium Hypochlorite	2,189.0	Gallons	3,135.3	$ 1.43	7,189	0.304	$ 0.4361	Used for Disinfection
Trichloroisocyanuric Acid	100.0	Gallons	$ 270.00	$ 2.70	7,189	0.014	$ 0.0376	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Valencia Terrace Sewer Sys								
CL2 Tablets	100.0	Tablets	$ 329.22	$ 3.29	11,261	0.009	$ 0.0292	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Sodium Hypochlorite	159.0	Gallons	$ 237.78					
Sodium Hypochlorite	84.0	Gallons	$ 131.28					
Sodium Hypochlorite	159.0	Gallons	$ 237.78					

Aqua Utilities Florida Rate Band 1WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	52.0	Gallons	$ 85.84					
Sodium Hypochlorite	182.0	Gallons	$ 270.44					
Sodium Hypochlorite	146.0	Gallons	$ 219.32					
Sodium Hypochlorite	98.0	Gallons	$ 151.16					
Sodium Hypochlorite	175.0	Gallons	$ 260.50					
Sodium Hypochlorite	92.0	Gallons	$ 142.64					
Sodium Hypochlorite	172.0	Gallons	$ 256.24					
Sodium Hypochlorite	98.0	Gallons	$ 151.16					
Sodium Hypochlorite	147.0	Gallons	$ 220.74					
Sodium Hypochlorite	117.0	Gallons	$ 178.14					
Sodium Hypochlorite	80.0	Gallons	$ 125.60					
Sodium Hypochlorite	158.0	Gallons	$ 236.36					
Sodium Hypochlorite	65.0	Gallons	$ 84.50					
Sodium Hypochlorite	225.0	Gallons	$ 292.50					
Sodium Hypochlorite	250.0	Gallons	$ 325.00					
Sodium Hypochlorite	200.0	Gallons	$ 260.00					
Sodium Hypochlorite	247.0	Gallons	$ 321.10					
Sodium Hypochlorite	220.0	Gallons	$ 286.00					
Sodium Hypochlorite	3,126.0		4,474.1	$ 1.43	11,261	0.278	$ 0.3973	Used for Disinfection

Aqua Utilities Rate Band 2WW

Arredondo Farms Sewer Sys
Holiday Haven Sewer Sys
Jasmine Lakes Uty Sewer Sys Sys
Lake Suzy Sewer Sys Sys
Morningview Sewer Sys
Palm Port Sewer Sys
Palm Terrace Sewer Sys
Park Manor Sewer Sys
Silver Lake Oaks Sewer Sys
South Seas Sewer Sys Sys
Sunny Hills Sewer Sys
The Woods Sewer Sys System
Venetian Village Sewer Sys

Zephyrshores (no Chemicals used) Flows not included

Rate Band 2WW Total Summary

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons/pounds used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	39,733.0	Gallons	$ 56,987.88	$ 1.43	235,919	0.1684	$ 0.2416	Used for Disinfection
Trichloroisocyanuric Acid	500.0	Pounds	$ 1,450.65	$ 2.90	235,919	0.0021	$ 0.0061	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Calcium Hypochlorite	800.0	Pounds	$ 1,477.03	$ 1.85	235,919	0.0034	$ 0.0063	Granular chlorine Used for plant maintenance and supplemental disinfectant on an as need basis.
Consum IT	125.0	Pounds	$ 1,520.74	$ 12.17	235,919	0.0005	$ 0.0064	Chemical used to help digest the sludge, used on a "as needed basis"
Polymer	9,900.0	Pounds	10,781.3	$ 1.09	235,919	0.0420	$ 0.0457	Used for Solids Coagulation and settling
Hydrated Lime	66.0	Bags 50# ea.	841.0	$ 12.74	235,919	0.0003	$ 0.0036	Used for Sludge Stabilization

Aqua Utilties Rate Band 2WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Arredondo Farms Sewer Sys								
Sodium Hypochlorite	325.0	Gallons	$ 467.50	$ 1.44				
Sodium Hypochlorite	131.0	Gallons	$ 198.02	$ 1.51				
Sodium Hypochlorite	207.0	Gallons	$ 305.94	$ 1.48				
Sodium Hypochlorite	304.0	Gallons	$ 443.68	$ 1.46				
Sodium Hypochlorite	237.0	Gallons	$ 348.54	$ 1.47				
Sodium Hypochlorite	257.0	Gallons	$ 376.94	$ 1.47				
Sodium Hypochlorite	293.0	Gallons	$ 428.06	$ 1.46				
Sodium Hypochlorite	143.0	Gallons	$ 215.06	$ 1.50				
Sodium Hypochlorite	229.0	Gallons	$ 337.18	$ 1.47				
Sodium Hypochlorite	207.0	Gallons	$ 299.94	$ 1.45				
Sodium Hypochlorite	195.0	Gallons	$ 288.90	$ 1.48				
Sodium Hypochlorite	201.0	Gallons	$ 297.42	$ 1.48				
Sodium Hypochlorite	400.0	Gallons	$ 520.00	$ 1.30				
Sodium Hypochlorite	300.0	Gallons	$ 390.00	$ 1.30				
Sodium Hypochlorite	275.0	Gallons	$ 357.50	$ 1.30				
Sodium Hypochlorite	3,704.0		$ 5,274.68	$ 1.42	14,775.00	0.251	$ 0.357	Used for disinfection
Trichlorisocyanuric	50.0	Tablet	$ 120.00	$ 2.40	14,775.00	0.003	$ 0.008	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Holiday Haven Sewer Sys								
Sodium Hypochlorite	59.0	Gallons	95.78	$ 1.62				
Sodium Hypochlorite	38.0	Gallons	53.96	$ 1.42				
Sodium Hypochlorite	56.0	Gallons	91.52	$ 1.63				
Sodium Hypochlorite	57.0	Gallons	92.94	$ 1.63				
Sodium Hypochlorite	69.0	Gallons	109.98	$ 1.59				
Sodium Hypochlorite	95.0	Gallons	146.90	$ 1.55				
Sodium Hypochlorite	110.0	Gallons	168.20	$ 1.53				
Sodium Hypochlorite	97.0	Gallons	149.74	$ 1.54				
Sodium Hypochlorite	83.0	Gallons	129.86	$ 1.56				
Sodium Hypochlorite	76.0	Gallons	119.92	$ 1.58				
Sodium Hypochlorite	49.0	Gallons	81.58	$ 1.66				
Sodium Hypochlorite	55.0	Gallons	71.50	$ 1.30				
Sodium Hypochlorite	90.0	Gallons	117.00	$ 1.30				
Sodium Hypochlorite	110.0	Gallons	143.00	$ 1.30				
Sodium Hypochlorite	90.0	Gallons	117.00	$ 1.30				
Sodium Hypochlorite	90.0	Gallons	117.00	$ 1.30				

Aqua Utilties Rate Band **2WW**

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	1,224.0		$ 1,805.88	$ 1.48	6,973.00	0.176	$ 0.259	Used for disinfection

Jasmine Lakes Uty Sewer Sys Sys

Polymer	900.0	Pounds	841.56	$ 0.94	83,987.00	0.011	$ 0.010	Used for Solids Coagulation
Sodium Hypochlorite	158.0	Gallons	230.36	$ 1.46				
Sodium Hypochlorite	152.0	Gallons	221.84	$ 1.46				
Sodium Hypochlorite	163.0	Gallons	237.46	$ 1.46				
Sodium Hypochlorite	146.0	Gallons	213.32	$ 1.46				
Sodium Hypochlorite	157.0	Gallons	228.94	$ 1.46				
Sodium Hypochlorite	155.0	Gallons	226.10	$ 1.46				
Sodium Hypochlorite	155.0	Gallons	227.52	$ 1.47				
Sodium Hypochlorite	152.0	Gallons	221.84	$ 1.46				
Sodium Hypochlorite	164.0	Gallons	238.88	$ 1.46				
Sodium Hypochlorite	135.0	Gallons	197.70	$ 1.46				
Sodium Hypochlorite	153.0	Gallons	223.26	$ 1.46				
Sodium Hypochlorite	147.0	Gallons	214.74	$ 1.46				
Sodium Hypochlorite	160.0	Gallons	233.20	$ 1.46				
Sodium Hypochlorite	165.0	Gallons	240.30	$ 1.46				
Sodium Hypochlorite	126.0	Gallons	184.92	$ 1.47				
Sodium Hypochlorite	194.0	Gallons	281.48	$ 1.45				
Sodium Hypochlorite	114.0	Gallons	167.88	$ 1.47				
Sodium Hypochlorite	155.0	Gallons	226.10	$ 1.46				
Sodium Hypochlorite	164.0	Gallons	238.88	$ 1.46				
Sodium Hypochlorite	135.0	Gallons	197.70	$ 1.46				
Sodium Hypochlorite	135.0	Gallons	197.70	$ 1.46				
Sodium Hypochlorite	150.0	Gallons	219.00	$ 1.46				
Sodium Hypochlorite	139.0	Gallons	203.38	$ 1.46				
Sodium Hypochlorite	142.0	Gallons	207.64	$ 1.46				
Sodium Hypochlorite	152.0	Gallons	221.84	$ 1.46				
Sodium Hypochlorite	152.0	Gallons	221.84	$ 1.46				
Sodium Hypochlorite	139.0	Gallons	203.38	$ 1.46				
Sodium Hypochlorite	150.0	Gallons	219.00	$ 1.46				
Sodium Hypochlorite	139.0	Gallons	203.38	$ 1.46				
Sodium Hypochlorite	148.0	Gallons	216.16	$ 1.46				
Sodium Hypochlorite	136.0	Gallons	199.12	$ 1.46				
Sodium Hypochlorite	140.0	Gallons	204.80	$ 1.46				
Sodium Hypochlorite	139.0	Gallons	203.38	$ 1.46				
Sodium Hypochlorite	165.0	Gallons	214.50	$ 1.30				
Sodium Hypochlorite	450.0	Gallons	585.00	$ 1.30				
Sodium Hypochlorite	280.0	Gallons	364.00	$ 1.30				
Sodium Hypochlorite	125.0	Gallons	162.50	$ 1.30				
Sodium Hypochlorite	250.0	Gallons	325.00	$ 1.30				

Aqua Utilties Rate Band **2WW**

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	250.0	Gallons	325.00	$ 1.30				
Sodium Hypochlorite	275.0	Gallons	357.50	$ 1.30				
Sodium Hypochlorite	290.0	Gallons	377.00	$ 1.30				
Sodium Hypochlorite	255.0	Gallons	331.50	$ 1.30				
Sodium Hypochlorite	260.0	Gallons	338.00	$ 1.30				
Sodium Hypochlorite	7,511.0		$ 10,553.04	$ 1.41	83,987.00	0.089	$ 0.126	Used for disinfection

Lake Suzy Sewer Sys Sys

Calcium Hypochlorite	100.0	Pounds	208.65	$ 2.09				
Dri-Cide	100.0	Pounds	159.09	$ 1.59				
Calcium Hypochlorite	200.0		$ 367.74	$ 1.84	21,042.00	0.010	$ 0.017	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Consum IT	25.0	Pounds	294.07	$ 11.76	21,042	0.001	$ 0.0140	Chemical used to help digest the sludge, used on a "as needed basis"
Hydrated Lime	40.0	Bags 50#	529.03	$ 13.23				
Hydrated Lime	14.0	Bags 50#	168.00	$ 12.00				
Hydrated Lime	12.0	Bags 50#	144.00	$ 12.00				
Hydrated Lime	66.0		$ 841.03	$ 12.74	21,042.00	0.003	$ 0.040	Used for Sludge Stabilization
Sodium Hypochlorite	246.0	Gallons	355.32	$ 1.44				
Sodium Hypochlorite	121.0	Gallons	183.82	$ 1.52				
Sodium Hypochlorite	181.0	Gallons	269.02	$ 1.49				
Sodium Hypochlorite	87.0	Gallons	135.54	$ 1.56				
Sodium Hypochlorite	44.0	Gallons	74.48	$ 1.69				
Sodium Hypochlorite	117.0	Gallons	178.14	$ 1.52				
Sodium Hypochlorite	149.0	Gallons	223.58	$ 1.50				
Sodium Hypochlorite	98.0	Gallons	151.16	$ 1.54				
Sodium Hypochlorite	98.0	Gallons	151.16	$ 1.54				
Sodium Hypochlorite	85.0	Gallons	132.70	$ 1.56				
Sodium Hypochlorite	289.0	Gallons	422.38	$ 1.46				
Sodium Hypochlorite	168.0	Gallons	250.56	$ 1.49				
Sodium Hypochlorite	116.0	Gallons	176.72	$ 1.52				
Sodium Hypochlorite	311.0	Gallons	453.62	$ 1.46				
Sodium Hypochlorite	285.0	Gallons	370.50	$ 1.30				
Sodium Hypochlorite	180.0	Gallons	234.00	$ 1.30				
Sodium Hypochlorite	135.0	Gallons	175.50	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	195.00	$ 1.30				
Sodium Hypochlorite	200.0	Gallons	380.00	$ 1.90				

Aqua Utilties Rate Band 2WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	200.0	Gallons	260.00	$ 1.30				
Sodium Hypochlorite	160.0	Gallons	208.00	$ 1.30				
Sodium Hypochlorite	120.0	Gallons	156.00	$ 1.30				
Sodium Hypochlorite	125.0	Gallons	162.50	$ 1.30				
Sodium Hypochlorite	140.0	Gallons	182.00	$ 1.30				
Sodium Hypochlorite	3,805.0		$ 5,481.70	$ 1.44	21,042.00	0.181	$ 0.261	Used for disinfection
Morningview Sewer Sys								
Sodium Hypochlorite	21.0	Gallons	41.82	$ 1.99				
Sodium Hypochlorite	28.0	Gallons	51.76	$ 1.85				
Sodium Hypochlorite	30.0	Gallons	48.60	$ 1.62				
Sodium Hypochlorite	27.0	Gallons	50.34	$ 1.86				
Sodium Hypochlorite	36.0	Gallons	63.12	$ 1.75				
Sodium Hypochlorite	50.0	Gallons	83.00	$ 1.66				
Sodium Hypochlorite	58.0	Gallons	94.36	$ 1.63				
Sodium Hypochlorite	52.0	Gallons	85.84	$ 1.65				
Sodium Hypochlorite	46.0	Gallons	77.32	$ 1.68				
Sodium Hypochlorite	77.0	Gallons	121.34	$ 1.58				
Sodium Hypochlorite	51.0	Gallons	84.42	$ 1.66				
Sodium Hypochlorite	100.0	Gallons	130.00	$ 1.30				
Sodium Hypochlorite	100.0	Gallons	130.00	$ 1.30				
Sodium Hypochlorite	90.0	Gallons	117.00	$ 1.30				
Sodium Hypochlorite	25.0	Gallons	32.50	$ 1.30				
Sodium Hypochlorite	791.0		$ 1,211.42	$ 1.53	2,117.00	0.374	$ 0.572	Used for disinfection
Trichloroisocyanuric acid	100.0		329.22	$ 3.29	2,117.00	0.047	$ 0.156	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Palm Port Sewer Sys								
Sodium Hypochlorite	106.0	Gallons	$ 156.52	$ 1.48				
Sodium Hypochlorite	139.0	Gallons	$ 209.38	$ 1.51				
Sodium Hypochlorite	104.0	Gallons	$ 153.68	$ 1.48				
Sodium Hypochlorite	69.0	Gallons	$ 109.98	$ 1.59				
Sodium Hypochlorite	89.0	Gallons	$ 132.38	$ 1.49				
Sodium Hypochlorite	129.0	Gallons	$ 189.18	$ 1.47				
Sodium Hypochlorite	80.0	Gallons	$ 104.00	$ 1.30				
Sodium Hypochlorite	135.0	Gallons	$ 175.50	$ 1.30				
Sodium Hypochlorite	165.0	Gallons	$ 214.50	$ 1.30				
Sodium Hypochlorite	48.0	Gallons	$ 62.40	$ 1.30				

Aqua Utilties Rate Band 2WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	1,064.0		$ 1,507.52	$ 1.42	6,423.00	0.166	$ 0.235	Used for disinfection

Palm Terrace Sewer Sys

DMK 720	900.0	Pounds	$ 841.56	$ 0.94				
DMK 720	900.0	Pounds	$ 841.56	$ 0.94				
DMK 720	900.0	Pounds	$ 841.56	$ 0.94				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	900.0	Pounds	$ 1,059.30	$ 1.18				
Polymer	9,000.0	Pounds	$ 9,939.78	$ 1.10	38,300.00	0.235	$ 0.260	Used for Solids Coagulation
Sodium Hypochlorite	171.0	Gallons	254.82	$ 1.49				
Sodium Hypochlorite	482.0	Gallons	696.44	$ 1.44				
Sodium Hypochlorite	451.0	Gallons	652.42	$ 1.45				
Sodium Hypochlorite	484.0	Gallons	699.28	$ 1.44				
Sodium Hypochlorite	414.0	Gallons	599.88	$ 1.45				
Sodium Hypochlorite	392.0	Gallons	568.64	$ 1.45				
Sodium Hypochlorite	366.0	Gallons	531.72	$ 1.45				
Sodium Hypochlorite	193.0	Gallons	286.06	$ 1.48				
Sodium Hypochlorite	304.0	Gallons	443.68	$ 1.46				
Sodium Hypochlorite	157.0	Gallons	234.94	$ 1.50				
Sodium Hypochlorite	427.0	Gallons	618.34	$ 1.45				
Sodium Hypochlorite	312.0	Gallons	455.04	$ 1.46				
Sodium Hypochlorite	318.0	Gallons	463.56	$ 1.46				
Sodium Hypochlorite	293.0	Gallons	428.06	$ 1.46				
Sodium Hypochlorite	302.0	Gallons	442.26	$ 1.46				
Sodium Hypochlorite	277.0	Gallons	405.34	$ 1.46				
Sodium Hypochlorite	250.0	Gallons	325.00	$ 1.30				
Sodium Hypochlorite	450.0	Gallons	585.00	$ 1.30				
Sodium Hypochlorite	250.0	Gallons	325.00	$ 1.30				
Sodium Hypochlorite	210.0	Gallons	273.00	$ 1.30				
Sodium Hypochlorite	135.0	Gallons	175.50	$ 1.30				
Sodium Hypochlorite	6,638.0		$ 9,463.98	$ 1.43	38,300.00	0.173	$ 0.247	Used for disinfection

Park Manor Sewer Sys

Aqua Utilties Rate Band 2WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	86.0	Gallons	134.12	$ 1.56				
Sodium Hypochlorite	94.0	Gallons	145.48	$ 1.55				
Sodium Hypochlorite	77.0	Gallons	121.34	$ 1.58				
Sodium Hypochlorite	60.0	Gallons	78.00	$ 1.30				
Sodium Hypochlorite	42.0	Gallons	54.60	$ 1.30				
Sodium Hypochlorite	359.0		$ 533.54	$ 1.49	3,279.00	0.109	$ 0.163	Used for disinfection
Silver Lake Oaks Sewer Sys								
Sodium Hypochlorite	44.0	Gallons	74.48	$ 1.69				
Sodium Hypochlorite	32.0	Gallons	51.44	$ 1.61				
Sodium Hypochlorite	54.0	Gallons	88.68	$ 1.64				
Sodium Hypochlorite	41.0	Gallons	70.22	$ 1.71				
Sodium Hypochlorite	80.0	Gallons	104.00	$ 1.30				
Sodium Hypochlorite	30.0	Gallons	39.00	$ 1.30				
Sodium Hypochlorite	40.0	Gallons	52.00	$ 1.30				
Sodium Hypochlorite	321.0		$ 479.82	$ 1.49	1,653.00	0.194	$ 0.290	Used for disinfection
South Seas Sewer Sys Sys								
Calcium Hypochlorite	100.0	Pounds	208.65	$ 2.09				
Calcium Hypochlorite	100.0	Pounds	185.00	$ 1.85				
Calcium Hypochlorite	100.0	Pounds	185.00	$ 1.85				
Calcium Hypochlorite	200.0	Pounds	370.00	$ 1.85				
Calcium Hypochlorite	500.0		$ 948.65	$ 1.90	38,694.00	0.013	$ 0.025	Chlorine Used for plant maintenance and supplemental disinfectant on an as need basis.
Trichlorisocyanuric	50.0	Pounds	128.40	$ 2.57				
Trichlorisocyanuric	50.0	Pounds	155.00	$ 3.10				
Trichlorisocyanuric	100.0	Pounds	310.00	$ 3.10				
Trichlorisocyanuric	200.0		$ 593.40	$ 2.97	38,694.00	0.005	$ 0.015	Chlorine (Tablets) Used for plant maintenance and supplemental disinfectant on an as need basis.
Consum IT	25.0	Pounds	$ 306.92	$ 12.28				
Consum IT	25.0	Pounds	$ 294.06	$ 11.76				
Consum IT	25.0	Pounds	$ 312.88	$ 12.52				
Consum IT	25.0	Pounds	$ 312.81	$ 12.51				
Consum IT	100.0		$ 1,226.67	$ 12.27	38,694.00	0.003	$ 0.032	Chemical used to help digest the sludge, used on a "as needed basis"

Aqua Utilties Rate Band **2WW**

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	599.0	Gallons	$ 872.21	$ 1.46				
Sodium Hypochlorite	431.0	Gallons	$ 633.65	$ 1.47				
Sodium Hypochlorite	518.0	Gallons	$ 808.68	$ 1.56				
Sodium Hypochlorite	366.0	Gallons	$ 532.76	$ 1.46				
Sodium Hypochlorite	510.0	Gallons	$ 736.20	$ 1.44				
Sodium Hypochlorite	370.0	Gallons	$ 547.03	$ 1.48				
Sodium Hypochlorite	278.0	Gallons	$ 416.39	$ 1.50				
Sodium Hypochlorite	162.0	Gallons	$ 251.67	$ 1.55				
Sodium Hypochlorite	92.0	Gallons	$ 142.64	$ 1.55				
Sodium Hypochlorite	119.0	Gallons	$ 190.61	$ 1.60				
Sodium Hypochlorite	572.0	Gallons	$ 833.87	$ 1.46				
Sodium Hypochlorite	629.0	Gallons	$ 914.81	$ 1.45				
Sodium Hypochlorite	611.0	Gallons	$ 889.25	$ 1.46				
Sodium Hypochlorite	314.0	Gallons	$ 467.51	$ 1.49				
Sodium Hypochlorite	643.0	Gallons	$ 925.06	$ 1.44				
Sodium Hypochlorite	728.0	Gallons	$ 1,055.39	$ 1.45				
Sodium Hypochlorite	644.0	Gallons	$ 936.11	$ 1.45				
Sodium Hypochlorite	385.0	Gallons	$ 500.50	$ 1.30				
Sodium Hypochlorite	220.0	Gallons	$ 286.00	$ 1.30				
Sodium Hypochlorite	685.0	Gallons	$ 890.50	$ 1.30				
Sodium Hypochlorite	300.0	Gallons	$ 390.00	$ 1.30				
Sodium Hypochlorite	340.0	Gallons	$ 442.00	$ 1.30				
Sodium Hypochlorite	800.0	Gallons	$ 1,040.00	$ 1.30				
Sodium Hypochlorite	568.0	Gallons	$ 738.40	$ 1.30				
Sodium Hypochlorite	10,884.0		$ 15,441.24	$ 1.42	38,694.00	0.281	$ 0.399	Used for disinfection

Sunny Hills Sewer Sys

Chlorine	30.0	Gallons	$ 51.39	$ 1.71				
Chlorine	56.0	Gallons	$ 96.29	$ 1.72				
Chlorine	25.0	Gallons	$ 107.07	$ 4.28				
Sodium Hypochlorite	18.0	Gallons	$ 77.08	$ 4.28				
Sodium Hypochlorite	7.0	Gallons	$ 32.12	$ 4.59				
Sodium Hypochlorite	8.0	Gallons	$ 38.54	$ 4.82				
Sodium Hypochlorite	12.0	Gallons	$ 51.39	$ 4.28				
Sodium Hypochlorite	12.0	Gallons	$ 51.39	$ 4.28				
Sodium Hypochlorite	23.0	Gallons	$ 104.38	$ 4.54				
Sodium Hypochlorite	60.0	Gallons	$ 102.78	$ 1.71				
Sodium Hypochlorite	30.0	Gallons	$ 51.39	$ 1.71				
Sodium Hypochlorite	30.0	Gallons	$ 51.39	$ 1.71				
Sodium Hypochlorite	30.0	Gallons	$ 51.39	$ 1.71				
Sodium Hypochlorite	165.0	Gallons	$ 214.50	$ 1.30				

Aqua Utilties Rate Band 2WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	506.0		$ 1,081.10	$ 2.14	4,385.00	0.115	$ 0.247	Used for disinfection
Super Shock 4 Way	100.0	Pounds	160.64	$ 1.61	4,385.00	0.023	$ 0.037	Chlorine Used for plant maintenance and supplemental disinfectant on an as need basis.

The Woods Sewer Sys System

Sodium Hypochlorite	40.0	Gallons	62.80	$ 1.57				
Sodium Hypochlorite	116.0	Gallons	164.72	$ 1.42				
Sodium Hypochlorite	89.0	Gallons	126.38	$ 1.42				
Sodium Hypochlorite	81.0	Gallons	115.02	$ 1.42				
Sodium Hypochlorite	61.0	Gallons	92.62	$ 1.52				
Sodium Hypochlorite	39.0	Gallons	61.38	$ 1.57				
Sodium Hypochlorite	51.0	Gallons	78.42	$ 1.54				
Sodium Hypochlorite	72.0	Gallons	114.24	$ 1.59				
Sodium Hypochlorite	64.0	Gallons	96.88	$ 1.51				
Sodium Hypochlorite	30.0	Gallons	39.00	$ 1.30				
Sodium Hypochlorite	30.0	Gallons	39.00	$ 1.30				
Sodium Hypochlorite	40.0	Gallons	52.00	$ 1.30				
Sodium Hypochlorite	35.0	Gallons	45.50	$ 1.30				
Sodium Hypochlorite	40.0	Gallons	52.00	$ 1.30				
Sodium Hypochlorite	788.0		$ 1,139.96	$ 1.45	3,621.00	0.218	$ 0.315	Used for disinfection

Venetian Village Sewer Sys

Sodium Hypochlorite	35.0	Gallons	55.70	$ 1.59
Sodium Hypochlorite	62.0	Gallons	94.04	$ 1.52
Sodium Hypochlorite	81.0	Gallons	115.02	$ 1.42
Sodium Hypochlorite	64.0	Gallons	96.88	$ 1.51
Sodium Hypochlorite	125.0	Gallons	183.50	$ 1.47
Sodium Hypochlorite	118.0	Gallons	173.56	$ 1.47
Sodium Hypochlorite	126.0	Gallons	184.92	$ 1.47
Sodium Hypochlorite	92.0	Gallons	136.64	$ 1.49
Sodium Hypochlorite	145.0	Gallons	211.90	$ 1.46
Sodium Hypochlorite	136.0	Gallons	199.12	$ 1.46
Sodium Hypochlorite	92.0	Gallons	136.64	$ 1.49
Sodium Hypochlorite	129.0	Gallons	189.18	$ 1.47
Sodium Hypochlorite	150.0	Gallons	219.00	$ 1.46
Sodium Hypochlorite	90.0	Gallons	117.00	$ 1.30
Sodium Hypochlorite	130.0	Gallons	169.00	$ 1.30

Aqua Utilties Rate Band 2WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	130.0	Gallons	169.00	$ 1.30				
Sodium Hypochlorite	153.0	Gallons	198.90	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	195.00	$ 1.30				
Sodium Hypochlorite	130.0	Gallons	169.00	$ 1.30				
Sodium Hypochlorite	2,138.0		$ 3,014.00	$ 1.41	10,670.00	0.200	$ 0.282	Used for disinfection
Trichloroisocyanuric acid	100.0	Pounds	270.00	$ 2.70				
Trichloroisocyanuric acid	50.0	Pounds	138.03	$ 2.76				
Trichloroisocyanuric acid	150.0	Pounds	408.03	$ 2.72	10,670.00	0.014	$ 0.038	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilties Rate Band 3 WW Summary

Jungle Den Sewer Sys
Rosalie Oaks Sewer Sys Sys
Beechers Point — No chemicals being used, flows not included
Lake Gibson Estates — No chemicals being used, flows not included

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	2,371.0	Gallons	3,416.6	$ 1.44	9,818.0	0.241	$ 0.348	Used for disinfection
Trichlorisocyanuric	50.0	Tablet	$ 133.75	$ 2.68	9,818.00	0.005093	$ 0.0136	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilties Rate Band 3WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Jungle Den Sewer Sys								
Sodium Hypochlorite	92.0	Gallons	$ 142.64	$ 1.55				
Sodium Hypochlorite	55.0	Gallons	$ 90.10	$ 1.64				
Sodium Hypochlorite	57.0	Gallons	$ 92.94	$ 1.63				
Sodium Hypochlorite	68.0	Gallons	$ 108.56	$ 1.60				
Sodium Hypochlorite	54.0	Gallons	$ 88.68	$ 1.64				
Sodium Hypochlorite	114.0	Gallons	$ 173.88	$ 1.53				
Sodium Hypochlorite	74.0	Gallons	$ 117.08	$ 1.58				
Sodium Hypochlorite	63.0	Gallons	$ 101.46	$ 1.61				
Sodium Hypochlorite	40.0	Gallons	$ 68.80	$ 1.72				
Sodium Hypochlorite	45.0	Gallons	$ 75.90	$ 1.69				
Sodium Hypochlorite	65.0	Gallons	$ 84.50	$ 1.30				
Sodium Hypochlorite	80.0	Gallons	$ 104.00	$ 1.30				
Sodium Hypochlorite	95.0	Gallons	$ 123.50	$ 1.30				
Sodium Hypochlorite	110.0	Gallons	$ 143.00	$ 1.30				
Sodium Hypochlorite	80.0	Gallons	$ 104.00	$ 1.30				
Sodium Hypochlorite	1,092.0		$ 1,619.04	$ 1.48	5,976.00	0.183	$ 0.271	Used for disinfection
Rosalie Oaks Sewer Sys Sys								
Sodium Hypochlorite	36.0	Gallons	63.12	$ 1.75				
Sodium Hypochlorite	119.0	Gallons	174.98	$ 1.47				
Sodium Hypochlorite	249.0	Gallons	359.58	$ 1.44				
Sodium Hypochlorite	127.0	Gallons	186.34	$ 1.47				
Sodium Hypochlorite	108.0	Gallons	159.36	$ 1.48				
Sodium Hypochlorite	135.0	Gallons	197.70	$ 1.46				
Sodium Hypochlorite	100.0	Gallons	130.00	$ 1.30				
Sodium Hypochlorite	80.0	Gallons	104.00	$ 1.30				
Sodium Hypochlorite	100.0	Gallons	130.00	$ 1.30				
Sodium Hypochlorite	50.0	Gallons	65.00	$ 1.30				
Sodium Hypochlorite	85.0	Gallons	110.50	$ 1.30				
Sodium Hypochlorite	90.0	Gallons	117.00	$ 1.30				
Sodium Hypochlorite	1,279.0		$ 1,797.58	$ 1.41	3,842.00	0.333	$ 0.468	Used for disinfection
Trichlorisocyanuric	50.0	Tablet	$ 133.75	$ 2.68	3,842.00	0.013	$ 0.0348	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilties Rate Band 4WW Summary

FL Central Commerce Park Sewer Sys
Village Water Sewer Sys Sys

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	8,220.0	Gallons	$ 11,461.40	$ 1.39	32,933.0	0.250	$ 0.348	Used for disinfection
Trichlorisocyanuric	50.0	Pounds	$ 133.75	$ 2.68	32,933.00	0.001518	$ 0.0041	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.
Calcium Hypochlorite	5.0	Pounds	60.00	$ 12.00	32,933.00	0.000	$ 0.002	Chlorine Granular, Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilties Rate Band 4WW

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments

FL Central Commerce Park Sewer Sys

Calcium Hypochlorite	5.0	Pounds	$ 60.00	$ 12.00	16,258.00	0.000	$ 0.004	Chlorine Granular, Used for plant maintenance and supplemental disinfectant on an as need basis.
Sodium Hypochlorite	250.0	Gallons	349.50	$ 1.40				
Sodium Hypochlorite	275.0	Gallons	383.25	$ 1.39				
Sodium Hypochlorite	300.0	Gallons	417.00	$ 1.39				
Sodium Hypochlorite	250.0	Gallons	349.50	$ 1.40				
Sodium Hypochlorite	225.0	Gallons	315.75	$ 1.40				
Sodium Hypochlorite	250.0	Gallons	349.50	$ 1.40				
Sodium Hypochlorite	300.0	Gallons	417.00	$ 1.39				
Sodium Hypochlorite	300.0	Gallons	471.00	$ 1.57				
Sodium Hypochlorite	300.0	Gallons	417.00	$ 1.39				
Sodium Hypochlorite	225.0	Gallons	315.75	$ 1.40				
Sodium Hypochlorite	220.0	Gallons	309.00	$ 1.40				
Sodium Hypochlorite	235.0	Gallons	329.25	$ 1.40				
Sodium Hypochlorite	220.0	Gallons	309.00	$ 1.40				
Sodium Hypochlorite	270.0	Gallons	282.00	$ 1.04				
Sodium Hypochlorite	250.0	Gallons	349.50	$ 1.40				

Sodium Hypochlorite	250.0	Gallons		349.50	$	1.40					
Sodium Hypochlorite	150.0	Gallons		202.50	$	1.35					
Sodium Hypochlorite	165.0	Gallons		214.50	$	1.30					
Sodium Hypochlorite	150.0	Gallons		195.00	$	1.30					
Sodium Hypochlorite	150.0	Gallons		195.00	$	1.30					
Sodium Hypochlorite	250.0	Gallons		325.00	$	1.30					
Sodium Hypochlorite	120.0	Gallons		156.00	$	1.30					
Sodium Hypochlorite	140.0	Gallons		182.00	$	1.30					
Sodium Hypochlorite	150.0	Gallons		195.00	$	1.30					
Sodium Hypochlorite	150.0	Gallons		195.00	$	1.30					
Sodium Hypochlorite	5,545.0	Gallons	$	7,573.50	$	1.37	16,258.00	0.341	$	0.466	Used for disinfection

Village Water Sewer Sys Sys

Sodium Hypochlorite	100.0	Gallons	$	130.00	$	1.30					
Sodium Hypochlorite	149.0	Gallons		223.58	$	1.50					
Sodium Hypochlorite	111.0	Gallons		169.62	$	1.53					
Sodium Hypochlorite	102.0	Gallons		156.84	$	1.54					
Sodium Hypochlorite	180.0	Gallons		267.60	$	1.49					
Sodium Hypochlorite	72.0	Gallons		114.24	$	1.59					
Sodium Hypochlorite	76.0	Gallons		119.92	$	1.58					
Sodium Hypochlorite	46.0	Gallons		77.32	$	1.68					
Sodium Hypochlorite	105.0	Gallons		161.10	$	1.53					
Sodium Hypochlorite	75.0	Gallons		118.50	$	1.58					
Sodium Hypochlorite	61.0	Gallons		98.62	$	1.62					
Sodium Hypochlorite	42.0	Gallons		71.64	$	1.71					
Sodium Hypochlorite	153.0	Gallons		229.26	$	1.50					
Sodium Hypochlorite	80.0	Gallons		125.60	$	1.57					
Sodium Hypochlorite	124.0	Gallons		188.08	$	1.52					
Sodium Hypochlorite	81.0	Gallons		127.02	$	1.57					
Sodium Hypochlorite	123.0	Gallons		186.66	$	1.52					
Sodium Hypochlorite	140.0	Gallons		210.80	$	1.51					
Sodium Hypochlorite	230.0	Gallons		299.00	$	1.30					
Sodium Hypochlorite	145.0	Gallons		188.50	$	1.30					
Sodium Hypochlorite	100.0	Gallons		130.00	$	1.30					
Sodium Hypochlorite	150.0	Gallons		195.00	$	1.30					
Sodium Hypochlorite	80.0	Gallons		104.00	$	1.30					
Sodium Hypochlorite	60.0	Gallons		78.00	$	1.30					
Sodium Hypochlorite	90.0	Gallons		117.00	$	1.30					
Sodium Hypochlorite	2,675.0	Gallons	$	3,887.90	$	1.45	16,675.00	0.160	$	0.233	Used for disinfection
Trichlorisocyanuric	50.0	Tablet	$	125.00	$	2.50	16,675.00	0.003	$	0.007	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilties Rate Band 5WW

Breeze Hill - Sewer

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Sodium Hypochlorite	68.0	Gallons	$ 102.56	$ 1.51				
Sodium Hypochlorite	92.0	Gallons	$ 142.64	$ 1.55				
Sodium Hypochlorite	14.0	Gallons	$ 25.88	$ 1.85				
Sodium Hypochlorite	67.0	Gallons	$ 101.14	$ 1.51				
Sodium Hypochlorite	76.0	Gallons	$ 113.92	$ 1.50				
Sodium Hypochlorite	141.0	Gallons	$ 206.22	$ 1.46				
Sodium Hypochlorite	178.0	Gallons	$ 258.76	$ 1.45				
Sodium Hypochlorite	122.0	Gallons	$ 179.24	$ 1.47				
Sodium Hypochlorite	153.0	Gallons	$ 223.26	$ 1.46				
Sodium Hypochlorite	111.0	Gallons	$ 163.62	$ 1.47				
Sodium Hypochlorite	85.0	Gallons	$ 110.50	$ 1.30				
Sodium Hypochlorite	45.0	Gallons	$ 58.50	$ 1.30				
Sodium Hypochlorite	55.0	Gallons	$ 71.50	$ 1.30				
Sodium Hypochlorite	110.0	Gallons	$ 143.00	$ 1.30				
Sodium Hypochlorite	75.0	Gallons	$ 97.50	$ 1.30				
Sodium Hypochlorite	95.0	Gallons	$ 123.50	$ 1.30				
Sodium Hypochlorite	90.0	Gallons	$ 117.00	$ 1.30				
Sodium Hypochlorite	55.0	Gallons	$ 71.50	$ 1.30				
Sodium Hypochlorite	1,632.0	Gallons	$ 2,310.24	$ 1.42	10,033.00	0.163	$ 0.230	Used for disinfection
Trichlorisocyanuric Tablets	50.0		$ 133.75	$ 2.68	10,033.00	0.005	$ 0.013	Chlorine (Tabs) Used for plant maintenance and supplemental disinfectant on an as need basis.

Aqua Utilties Rate Band 7WW

Fairways @ Mt. Plymouth-Sewer Sys

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Calcium Hypochlorite	5.0	Pounds	$ 60.00	$ 12.00	10,742.00	0.000	$ 0.006	Chlorine Granular, Used for plant maintenance and supplemental disinfectant on an as need basis.
Sodium Hypochlorite	166.0	Gallons	$ 241.72	$ 1.46				
Sodium Hypochlorite	212.0	Gallons	$ 307.04	$ 1.45				
Sodium Hypochlorite	166.0	Gallons	$ 241.72	$ 1.46				
Sodium Hypochlorite	174.0	Gallons	$ 253.08	$ 1.45				
Sodium Hypochlorite	186.0	Gallons	$ 270.12	$ 1.45				
Sodium Hypochlorite	179.0	Gallons	$ 260.18	$ 1.45				
Sodium Hypochlorite	196.0	Gallons	$ 284.32	$ 1.45				
Sodium Hypochlorite	174.0	Gallons	$ 253.08	$ 1.45				
Sodium Hypochlorite	101.0	Gallons	$ 149.42	$ 1.48				
Sodium Hypochlorite	92.0	Gallons	$ 136.64	$ 1.49				
Sodium Hypochlorite	158.0	Gallons	$ 230.36	$ 1.46				
Sodium Hypochlorite	164.0	Gallons	$ 238.88	$ 1.46				
Sodium Hypochlorite	186.0	Gallons	$ 270.12	$ 1.45				
Sodium Hypochlorite	189.0	Gallons	$ 274.38	$ 1.45				
Sodium Hypochlorite	154.0	Gallons	$ 224.68	$ 1.46				
Sodium Hypochlorite	147.0	Gallons	$ 214.74	$ 1.46				
Sodium Hypochlorite	164.0	Gallons	$ 238.88	$ 1.46				
Sodium Hypochlorite	395.0	Gallons	$ 513.50	$ 1.30				
Sodium Hypochlorite	350.0	Gallons	$ 455.00	$ 1.30				
Sodium Hypochlorite	200.0	Gallons	$ 260.00	$ 1.30				
Sodium Hypochlorite	365.0	Gallons	$ 474.50	$ 1.30				
Sodium Hypochlorite	292.0	Gallons	$ 379.60	$ 1.30				
Sodium Hypochlorite	4,410.0	Gallons	$ 6,171.96	$ 1.40	10,742.00	0.411	$ 0.575	Used for disinfection

Aqua Utilties Rate Band 10 WW

Peace River Sewer Sys

Product (select one)	Quantity	Measure	Distribution Amount	Unit Price	Flow in 1,000 of gallons	Gallons used / 1,000 gallons treated	Cost / 1,000 gallons treated	Comments
Consum IT	25.0	Pounds	$ 297.39	$ 11.90	10871.00	0.0023	$ 0.0274	Chemical used to help digest the sludge, used on a "as needed basis"
Sodium Hypochlorite	100.0	Gallons	$ 154.00	$ 1.54				
Sodium Hypochlorite	128.0	Gallons	$ 187.76	$ 1.47				
Sodium Hypochlorite	138.0	Gallons	$ 201.96	$ 1.46				
Sodium Hypochlorite	169.0	Gallons	$ 245.98	$ 1.46				
Sodium Hypochlorite	52.0	Gallons	$ 85.84	$ 1.65				
Sodium Hypochlorite	113.0	Gallons	$ 172.46	$ 1.53				
Sodium Hypochlorite	131.0	Gallons	$ 192.02	$ 1.47				
Sodium Hypochlorite	107.0	Gallons	$ 163.94	$ 1.53				
Sodium Hypochlorite	105.0	Gallons	$ 155.10	$ 1.48				
Sodium Hypochlorite	61.0	Gallons	$ 92.62	$ 1.52				
Sodium Hypochlorite	61.0	Gallons	$ 92.62	$ 1.52				
Sodium Hypochlorite	65.0	Gallons	$ 98.30	$ 1.51				
Sodium Hypochlorite	65.0	Gallons	$ 98.30	$ 1.51				
Sodium Hypochlorite	120.0	Gallons	$ 156.00	$ 1.30				
Sodium Hypochlorite	100.0	Gallons	$ 130.00	$ 1.30				
Sodium Hypochlorite	150.0	Gallons	$ 195.00	$ 1.30				
Sodium Hypochlorite	30.0	Gallons	$ 39.00	$ 1.30				
Sodium Hypochlorite	170.0	Gallons	$ 221.00	$ 1.30				
Sodium Hypochlorite	170.0	Gallons	$ 221.00	$ 1.30				
Sodium Hypochlorite	2,035.0	Gallons	$ 2,902.90	$ 1.43	10,871.00	0.187	$ 0.267	Used for disinfection

Aqua Utilities Florida, Inc.

Field Employee List

Water and Wastewater Systems

Aqua Utilities Florida, Inc.

Field Employee List

Water and Wastewater Systems

Aqua Utilities Rate Band 1W

Jasmine Lakes
Kings Cove
Ocala Oaks
Picciola Island
Silver Lakes
Tangerine

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008035	Class B	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014147	Class C	See Footnote
Davis	Michael	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
McCarthy	Terence J	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	004617	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator- Florida		Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0007251	Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0004894	Class A	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Link	Link	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution	0016145	Level III	See Footnote
Demarco	Santos	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014091	Class B	See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0012476	Class A	See Footnote
Kissick	Gary M.	Facility Operator II	See Appedix for descriptions as per job title	Water Distribution	0015629	Level I	See Footnote
Kissick	Gary M.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0007846	Class C	See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution			See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Wastewater Collections - Florida			See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0007605	Class C	See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0007082	Class C	See Footnote
Grisham	Steven	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Florida Personnel to Rate Band systems
Aqua Utilities Rate Band 2W

Carlton Village Water Sys
Fern Terrace Water Sys
Grand Terrace Water Sys
Lake Gibson Estates Water Sys
Piney Woods Water Sys
Sunny Hills Water Sys
Valencia Terrace Water Sys
St. John's Highlands

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0007251	Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0004894	Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Link	Link	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution	0016145	Level III	See Footnote
Demarco	Santos	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014091	Class B	See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0012476	Class A	See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0007527	Class C	See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009320	Class C	See Footnote
McNair	Wes	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Ledbetter	Kenneth	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Vacant	Vacant	Facility Operator II	See Appedix for descriptions as per job title				See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Flc Personnel to Rate Band systems

Aqua Utilities Rate and 3W

48 Est Water Sys
Gibsonia Estates Water Sys
Interlachen Lake/Park Manor W
Orange Hill/Sugar Creek
Quail Ridge Water Sys
Ravenswood (Lake) Water Sys
Venetian Village Water Sys
Lake Osborne

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Davis	Michael	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Cross Connection - Program Managers	PM096		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Backflow Prevention License	442		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009465	Class C	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0007251	Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0004894	Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Link	Link	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution	0016145	Level III	See Footnote
Demarco	Santos	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014091	Class B	See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0012476	Class A	See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution			See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Wastewater Collections - Florida			See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0007527	Class C	See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009320	Class C	See Footnote
McNair	Wes	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Florida Personnel to Rate Band systems
Aqua Utilties Rate Band 4W Summary

Arredondo Est Water Sys
Arredondo Farms Water Sys
Friendly Center Water Sys
Haines Creek (Lake) Water Sys
Harmony Homes Water Sys
Hermits Cove Water Sys
Hobby Hills Water Sys
Imperial Mobile Terrace Water
Lake Josephine Water Sys
Leisure Lakes Water Sys
Morningview Water Sys
Palm Port Water Sys
Palms Mobile Home Park Water
Pomona Park Water Sys
River Grove Water Sys
Rosalie Oaks Water Sys
Sebring Lakes Water
Silver Lake Oaks Water Sys
Skycrest Water Sys
Summit Chase Water Sys
The Woods Water Sys
Tomoka/Twin Rivers water Sys
Welaka
Wooten Water Sys
Zephyr Shores Water Sys
Palm Terrace
Stone Mountain
Saratoga Harbour
Beechers Point
Holiday Haven
East Lake Harris
Oakwood
Kingswood

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0014235	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator - Florida	0014367	Class C	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008035	Class B	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014147	Class C	See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Gerardo	Alfred D.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0011993	Class C	See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
McCarthy	Terence J	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0004617	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Sweat	Darrell L.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator	0006411	Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator	0009184	Class A	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Cross Connection - Program Managers	PM096		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Backflow Prevention License	442		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009465	Class C	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0007251	Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0004894	Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Link	Link	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution	0016145	Level III	See Footnote
Demarco	Santos	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014091	Class B	See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0012476	Class A	See Footnote
Kissick	Gary M.	Facility Operator II	See Appedix for descriptions as per job title	Water Distribution	0015629	Level I	See Footnote
Kissick	Gary M.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0007846	Class C	See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution			See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Wastewater Collections - Florida			See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0007527	Class C	See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009320	Class C	See Footnote
McNair	Wes	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0007605	Class C	See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0007082	Class C	See Footnote
Grisham	Steven	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Flc Personnel to Rate Band systems

Aqua Utilities Rate Band 1WW

Kings Cove Sewer Sys
Leisure Lakes Sewer Sys
Summit Chase Sewer Sys
Valencia Terrace Sewer Sys

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0014235	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator - Florida	0014367	Class C	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008035	Class B	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014147	Class C	See Footnote
Davis	Michael	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Cross Connection - Program Managers	PM096		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Collection Technician	4693	Class C	See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Backflow Prevention License	442		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009465	Class C	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Florida Personnel to Rate Band systems

Aqua Utilities Rate Band 2WW

Arredondo Farms Sewer Sys
Holiday Haven Sewer Sys
Jasmine Lakes Uty Sewer Sys Sys
Lake Suzy Sewer Sys Sys
Morningview Sewer Sys
Palm Port Sewer Sys
Palm Terrace Sewer Sys
Park Manor Sewer Sys
Silver Lake Oaks Sewer Sys
South Seas Sewer Sys Sys
Sunny Hills Sewer Sys
The Woods Sewer Sys System
Venetian Village Sewer Sys
Zephyrshores

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Farrington	Randle D.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator	0007484	Class D	See Footnote
Farrington	Randle D.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008737	Class C	See Footnote
Trotter	Don S	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0014040	Class B	See Footnote
Trotter	Don S	Facility Operator II	See Appedix for descriptions as per job title	Water Operator - Florida	0014320	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0014235	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator - Florida	0014367	Class C	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008035	Class B	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014147	Class C	See Footnote
DiGirolamo	Joseph V.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0017664	Class D	See Footnote
Desmarais	Allen	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Nickels	Ben	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Davis	Michael	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Brown	Howard	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Cross Connection - Program Managers	PM096		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Backflow Prevention License	442		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009465	Class C	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0007251	Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0004894	Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Link	Link	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution	0016145	Level III	See Footnote
Demarco	Santos	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014091	Class B	See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0012476	Class A	See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution			See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Wastewater Collections - Florida			See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0007527	Class C	See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009320	Class C	See Footnote
McNair	Wes	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0007605	Class C	See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0007082	Class C	See Footnote
Grisham	Steven	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Ledbetter	Kenneth	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Vacant	V	Facility Operator II	See Appedix for descriptions as per job title				See Footnote
Haltiwanger		Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Flc Personnel to Rate Band systems

Aqua Utilties Rate Band 3 WW Summary

Jungle Den Sewer Sys
Rosalie Oaks Sewer Sys Sys
Beechers Point
Lake Gibson Estates

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0007251	Class A	See Footnote
Thompson	Paul D.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0004894	Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Link	Link	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution	0016145	Level III	See Footnote
Demarco	Santos	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014091	Class B	See Footnote
Haring	John David	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0012476	Class A	See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution			See Footnote
Boyd	Charles, Joe	Utility Tech II	See Appedix for descriptions as per job title	Wastewater Collections - Florida			See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0007527	Class C	See Footnote
Marriot	Ralph A.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009320	Class C	See Footnote
McNair	Wes	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0007605	Class C	See Footnote
White	Larry	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0007082	Class C	See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Florida Personnel to Rate Band systems

Aqua Utilties Rate Band 4WW Summary

FL Central Commerce Park Sewer Sys
Village Water Sewer Sys Sys

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Gerardo	Alfred D.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0011993	Class C	See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
McCarthy	Terence J	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0004617	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Sweat	Darrell L.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator	0006411	Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator	0009184	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilties Rate Band 5W

Breeze Hill - Wtr-C

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilties Rate Band 5WW

Breeze Hill - Sewer

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Vacant	Vacant	Area Coordinator	See Appedix for descriptions as per job title	Operator - Florida		Class A	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Wastewater Collections - Florida	005675	Class C	See Footnote
Evans	David E.	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution	0015844	Level III	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0007519	Class B	See Footnote
Fuller	Steve L.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008937	Class B	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator	0004379	Class C	See Footnote
Sherwood	Daniel T.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator	0008570	Class A	See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Fl Personnel to Rate Band systems

Aqua Utilties Rate Band 7WW

Fairways @ Mt. Plymouth-Sewer Sys

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Gerardo	Alfred D.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0011993	Class C	See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator	0006411	Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator	0009184	Class A	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilties Rate Band 10W

Fairways @ Mt. Plymouth-Water

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Gerardo	Alfred D.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0011993	Class C	See Footnote
Girau-Ortiz	Eduardo	Utility Tech III	See Appedix for descriptions as per job title	Water Distribution		Class B	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0015079	Class C	See Footnote
House	Arthur E.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0016174	Class C	See Footnote
McCarthy	Terence J	Facility Operator II	See Appedix for descriptions as per job title	Water Operator- Florida	0004617	Class C	See Footnote
Michaelson	Adam R.	Facility Operator I	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013614	Class C	See Footnote
Ruston	Michael A.	Utility Tech II	See Appedix for descriptions as per job title	Water Distribution		Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Water Operator	0006411	Class C	See Footnote
Trendel	William E.	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator	0009184	Class A	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0006597	Class C	See Footnote
Worrell	John R	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007243	Class B	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Water Treatment	0013803	Class C	See Footnote
Wyker	John N.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0006500	Class A	See Footnote
Westrick	Todd	Facility Operator II	See Appedix for descriptions as per job title	None			See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0007113	Class B	See Footnote
Fontaine	William M	Field Coordinator	See Appedix for descriptions as per job title	Water Operator- Florida	0006813	Class C	See Footnote
Haltiwanger	Mark	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote

Aqua Utilities Florida Personnel to Rate Band systems

Aqua Utilties Rate Band 10 WW

Peace River Sewer Sys

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0014235	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator - Florida	0014367	Class C	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008035	Class B	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014147	Class C	See Footnote
Davis	Michael	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Cross Connection - Program Managers	PM096		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Backflow Prevention License	442		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009465	Class C	See Footnote

Aqua Utilties Rate Band 12W

Peace River Water Sys

Last Name	First Name	Position Title	Duties and Responsibilities	Certification Description	Certification No.	Certification Level	Method of Allocation
Christmas	Ralph Edward	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0013244	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0014235	Class C	See Footnote
Mastroeni	Nathaniel J.	Facility Operator II	See Appedix for descriptions as per job title	Water Operator - Florida	0014367	Class C	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Wastewater Operator - Florida	0008035	Class B	See Footnote
Hostetler	Donald	Facility Operator III	See Appedix for descriptions as per job title	Water Operator- Florida	0014147	Class C	See Footnote
Davis	Michael	Utility Tech II	See Appedix for descriptions as per job title	None			See Footnote
Schmitt	Dwaine	Utility Tech I	See Appedix for descriptions as per job title	None			See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Cross Connection - Program Managers	PM096		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Backflow Prevention License	442		See Footnote
Chamberlain	Johnny A.	Field Coordinator	See Appedix for descriptions as per job title	Wastewater Operator - Class C	0009465	Class C	See Footnote

Aqua Utilities Florida, Inc.

Field Employee List Appendix

Duties and Responsibilities

Job Description Form

Job Title: Area Coordinator
Department:
Immediate Supervisor's Job Title: Area Manager
Division:
Location: South Florida
Incumbent(s):

A. **Position Summary:** Performs managerial duties, planning, coordinating and supervising water treatment, wastewater treatment or water/wastewater line installation and maintenance functions. Employee in this position performs mid level management activities of considerable difficulty requiring considerable knowledge of both water and wastewater operations and facility management. Position requires initiative and independent judgment under general direction

B. **Primary Duties and Responsibilities:** Please list the **5 to 10 major duties / responsibilities** *that are performed on a regular basis.* **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Manages both operation, and maintenance of assigned utility water/wastewater systems.
- Assigns subordinate responsibilities and establish guidelines for personal training, evaluations, scheduling, discipline, daily operations, and preventative maintenance.
- Oversee all subordinate operational tasks and duties including the production and completion of the monthly operation reports and sample collection.
- Helps to maintain compliance with environmental, health, safety and operational standards of all associated facility operation and maintenance.
- Helps to determine funding requirements prepares budget documents, monitors status of allocated funds, and controls expenses.
- Investigates and remedies facility operation and production problems related to operational management and maintenance.
- Coordinates projects with the managerial team, operational staff and contractual staff to ensure the achievement of the teams recognized goals, objectives and or assigned projects.
- Helps to identify immediate and long-term resource needs and provides accurate accounting of necessary inventory needs with making recommendations for purchase.
- Utilize and express exceptional communication skills to customers both inside and outside of the organization.
- Provide additional help both administratively and operationally to all levels of field personnel when needed.
- Interviewing, hiring and training employees, appraising performance, rewarding and counseling employees.
- Performs Manager and Dispatcher duties on Service Link. Assigns Shifts, dispatches service work, participates in weekly conference call to discuss service link issues. Provides truck information, FSR information, assigns work areas.

Job Description Form

Trains subordinates in uses and procedures pertaining to service link. Assists in maintaining service link programming so FSR's have usable Gobooks and / or handhelds coordinating with the Help Desk and Don Sutter.

- New Construction inspections.
- Helps to oversee compliance sampling and abnormal event reporting.
- Other duties as assigned.

C. **Minimum Qualifications:** This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education/Experience:

High School diploma or possession of a GED Certificate. Considerable knowledge of the operation and maintenance of multiple water/wastewater facilities varying in size and process. Demonstrate considerable knowledge of the principals and practices of chemistry and bacteriology related to the operation of water and or wastewater facilities. Considerable knowledge relating to water production/supply and distribution systems. Have the ability to establish and apply standard facility operational and safety procedures and protocols. Must have 6 years experience in Water / wastewater utility field. Must have 3 years of supervisor experience in the water / wastewater field. Which includes planning, organizing and supervising the work of others. Have experience and ability to provide, maintain, and oversee all work related reports. Must be able to communicate effectively both orally and in writing. Must posses a valid driver's license.

2. Certificates and Licenses:

A minimum of Possession of a valid State of Florida Drinking Water Class C or Higher and or State of Florida Class C Wastewater license certificate or Higher. Dual Florida License Certification is preferred. A distribution or collections license is preferred.

D. Supervisory Responsibilities:

1. # Direct Subordinates: ____
2. # Indirect Subordinates: ____

Job Description Form

3. Total Subordinates: ____

E. **Scope:** For managerial level jobs and above. Please indicate the level of responsibility or scope of the position with respect to the following measures:

1. Revenues: _____

2. Customers: _____

F. **Budgetary Responsibility:**

Creates, maintains, and oversees adherence to the following budgets in assigned systems;
Capital Projects
Chemicals
Lab Testing
Sludge
O & M
Materials & Supplies
Contractual Services
Purchased Water
Purchased Sewer
Power

Job Description Form

GRADE 105
Job Title: Facility Operator I
Department:
Immediate Supervisor's Job Title: Senior Facilities Operator / Field Cord. / Area Cord.
Division:
Location:
Incumbent(s):

A. Position Summary:

Under supervision, operates water/wastewater treatment process, facilities, and lift stations, controlling the variations of flow rates and processing methods and needed maintenance and repairs on plants, possibly collection/distribution systems and lift stations.

B. Primary Duties and Responsibilities:

Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Performs scheduled plant inspections, and serves as Operator in Responsible Charge of assigned systems.
- Monitors gauges, meters and control panels; and controls variations and operating conditions of the treatment process. Records meter and gauge readings.
- Maintains all records pertaining to production, maintenance and treatment as required including reading charts, flow meters, and gauges to detect equipment malfunctions.
- Maintains, lubricates, and assists in equipment and machinery repairs.
- Daily / weekly inspects and maintains the condition and appearance of all lift stations.
- Disconnects, reconnects, and field service orders for customer service
- Collects samples and performs necessary chemical analysis.
- Extracts samples and performs routine laboratory tests, documenting and certifying test results.
- Perform service work in assigned systems via Service Link.
- Perform line locates issued from Sunshine One – Call for respective areas.
- Performs other duties or special projects as requested related to the area of responsibility.
- Must be available to work overtime and "on-call" responsibilities as needed.

Job Description Form

C. **Minimum Qualifications:** This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Depending on the particular location of the open position, management may require additional licensing compared to what is listed below to insure adequate plant coverage in that area. These additional requirements will be posted and discussed prior to hiring.

	EDUCATION	CERTIFICATES LICENSES	EXPERIENCE
FL	• H.S. DIPLOMA OR GED	• **Valid Drivers License** • **May require a CDL (Class B w/ tanker endorsement)** • **Within 18 months must obtain:** ○ **Wtr C License** **OR** ○ **WW C License**	• **Minimum of 2 years experience at a utility or related industry which provided mechanical experience or training.** • **Some computer skills maybe necessary.**

Job Description Form

GRADE 105
Job Title: Facility Operator II
Department:
Immediate Supervisor's Job Title: Senior Facilities Operator / Field Cord. / Area Cord.
Division:
Location: Florida
Incumbent(s):

A. Position Summary:

Under supervision, operates water/wastewater treatment process, facilities and lift stations, controlling the variations of flow rates and processing methods and needed maintenance and repairs on plants, possibly collection/distribution systems and lift stations.

B. Primary Duties and Responsibilities:

Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Performs scheduled plant inspections, and serves as Operator in Responsible Charge of assigned systems.
- Monitors gauges, meters and control panels; and controls variations and operating conditions of the treatment process. Records meter and gauge readings.
- Maintains all records pertaining to production, maintenance and treatment as required including reading charts, flow meters, and gauges to detect equipment malfunctions.
- Maintains, lubricates, and assists in equipment and machinery repairs.
- Daily / weekly inspects and maintains the condition and appearance of all lift stations.
- Disconnects, reconnects, and field service orders for customer service
- Collects samples and performs necessary chemical analysis.
- Extracts samples and performs routine laboratory tests, documenting and certifying test results.
- Performs Service Work in assigned systems via Service Link.
- Perform line locates issued from Sunshine One – Call for respective areas.
- Performs other duties or special projects as requested related to the area of responsibility.
- Must be available to work overtime and "on-call" responsibilities as needed.
- May supervise a Facility OP 1

C. **Minimum Qualifications:** This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	EDUCATION	CERTIFICATES LICENSES	EXPERIENCE
FL	• H.S. DIPLOMA OR GED	• **Valid Drivers License** • **May require a CDL (Class B w/ tanker endorsement)** • **Dual Class C licenses in water and wastewater** • **May require Class B or better on a larger Facility**	• **Minimum of 3 years experience at a utility or related industry which provided mechanical experience or training.** • **Some Computer Skills maybe necessary.**

Job Description Form

Job Title: Senior Facilities Operator/ Facility Operator III
Department:
Immediate Supervisor's Job Title: Area Coordinator / Area Manager
Division:
Location:
Incumbent(s):

A. Position Summary: Operates water/wastewater treatment process, facilities and lift stations, controlling the variations of flow rates and processing methods and needed maintenance and repairs on plants, possibly collection/distribution systems and lift stations.

B. Primary Duties and Responsibilities: Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Oversees and/or manages the operation of water/wastewater facilities and machinery that includes pumps, chlorinators, and booster pumps.
- Oversees and/or manages the sampling of the distribution system and production and treatment facilities as needed.
- Maintains all records pertaining to production, maintenance and treatment as required including reading charts, flow meters, and gauges to detect equipment malfunctions.
- Responsible for reporting all required data and sample results to the proper local, state, and federal agencies on a timely basis including DMR and MORs.
- Oversees and/or manages the operation of lift stations and/or reuse pump stations.
- May fill in for operations during vacations, sick leave. etc.
- Batching of chemicals and may purchase chemical additives, parts and other items necessary to continue plant operations.
- Dispatcher responsibilities on service link.
- Travel to off location systems for plant operations and/or maintenance.
- Interviewing, hiring and training employees, appraising performance, rewarding and counseling employees.
- Trains junior operators.
- Assists the Utility Tech Cord. in day-to-day operations and maintenance and may be responsible in the Area Coordinator's absence.
- Performs other related duties and assignments as required.
- Participates in on-call duty.
- Performs the duties listed above in a safe manner following TCEQ, OSHA, IDOL, USDOT, Company and other applicable safety related rules and regulations.

Job Description Form

C. Minimum Qualifications: This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education/Experience:

Graduation from high school or a GED Certificate is required. Must have knowledge of water/wastewater facility applicable rules and regulations. Must possess moderate computer skills with some typing reqired. Must have the ability to clean and lubricate machinery. Must have the ability to collect water and wastewater samples. Must have the ability to work with others and communicate effectively both orally and in writing. Must have the ability to prepare and maintain work related records and reports. A minimum of 6 years experience within the water and wastewater field.

2. Certificates and Licenses:

A valid State of Florida Drivers License. Florida Class C or higher Drinking Water License and a Class C or higher Wastewater Treatment License in related field. A Class C Water Distribution or Wastewater Collection certificate is preferred.

A. Supervisory Responsibilities:

1. # Direct Subordinates: ____
2. # Indirect Subordinates: ____
3. Total Subordinates: ____

B. Scope: For managerial level jobs and above. Please indicate the level of responsibility or scope of the position with respect to the following measures:

1. Revenues: _____
2. Customers: _____

C. Budgetary Responsibility:

Job Description Form

Assist in creation and adherence to the following budgets;
Chemical
Sludge
Lab Testing
Materials & Supplies
O&M
Capital Projects

Job Description Form

GRADE 105
Job Title: Facility Operator II
Department:
Immediate Supervisor's Job Title: Senior Facilities Operator / Field Cord. / Area Cord.
Division:
Location: Florida
Incumbent(s):

A. Position Summary:

Under supervision, operates water/wastewater treatment process, facilities and lift stations, controlling the variations of flow rates and processing methods and needed maintenance and repairs on plants, possibly collection/distribution systems and lift stations.

B. Primary Duties and Responsibilities:

Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Performs scheduled plant inspections, and serves as Operator in Responsible Charge of assigned systems.
- Monitors gauges, meters and control panels; and controls variations and operating conditions of the treatment process. Records meter and gauge readings.
- Maintains all records pertaining to production, maintenance and treatment as required including reading charts, flow meters, and gauges to detect equipment malfunctions.
- Maintains, lubricates, and assists in equipment and machinery repairs.
- Daily / weekly inspects and maintains the condition and appearance of all lift stations.
- Disconnects, reconnects, and field service orders for customer service
- Collects samples and performs necessary chemical analysis.
- Extracts samples and performs routine laboratory tests, documenting and certifying test results.
- Performs Service Work in assigned systems via Service Link.
- Perform line locates issued from Sunshine One – Call for respective areas.
- Performs other duties or special projects as requested related to the area of responsibility.
- Must be available to work overtime and "on-call" responsibilities as needed.
- May supervise a Facility OP 1

Job Description Form

C. **Minimum Qualifications:** *This represents the* **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	EDUCATION	CERTIFICATES LICENSES	EXPERIENCE
FL	• **H.S. DIPLOMA OR GED**	• **Valid Drivers License** • **May require a CDL (Class B w/ tanker endorsement)** • **Dual Class C licenses in water and wastewater** • **May require Class B or better on a larger Facility**	• **Minimum of 3 years experience at a utility or related industry which provided mechanical experience or training.** • **Some Computer Skills maybe necessary.**

Job Description Form

Job Title: Utility Tech. Coordinator
Department:
Immediate Supervisor's Job Title: Area Cord. / Area Manager
Division:
Location: South Florida
Incumbent(s):

1. **Position Summary:** Assists Area Coordinator with the organizing, prioritizing, and tasking of service work, customer related issues, new construction and installation, Line Locating and all maintenance and repair work within an assigned geographic area.

B. **Primary Duties and Responsibilities:** Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Makes and/or coordinates repairs to water and wastewater lines to include: laying, pipe cutting, tapping mains and service lines and setting meters and flushing and evacuating clogged wastewater lines.
- Performs semi skilled installation, maintenance and repair of valves, meters, gauges, pumps, and associated equipment used in water distribution systems or wastewater collection systems.
- Locates existing water and wastewater lines to prevent damage during construction and digging operation.
- Operates various equipment associated with water / wastewater utility repair and construction.
- Assists in excavation work site, as required to facilitate installation, maintenance, or repair of water and/or wastewater lines and restoring site to original conditions when work is complete.
- Operates medium / heavy construction equipment
- May work with Engineers, developers and municipal employees during installation for inspection of new lines.
- Directing the work of maintenance crews and/or contractors.
- Interviewing, hiring and training employees, appraising performance, rewarding and counseling employees.
- Planning, assigning, and directing work within the area of responsibility.
- Addresses complaints and resolves issues within the area of responsibility.
- Dispatcher responsibilities on Service Link.
- Training and instruction of subordinate Utility Techs.
- May assist in some of the budgetary process
- Responsible for sampling and reporting of breaks and spills to appropriate regulatory people, Compliance officer, Area Cord., or Area Manager
- Schedules and oversees required compliance sampling in areas of responsibility.
- Schedules and oversee lift station, collections systems operation and maintenance.

Job Description Form

C. **Minimum Qualifications:** This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education/Experience:

High school diploma or GED and have a minimum 5 years experience as a Utility Technician / Field Service Representative or equivalent experience in the water utilities industry. "C" licensed in water distribution and wastewater collection. Minimum three years experience in supervision

Ability to work closely with inspectors, developers, engineers, public, water and wastewater district representatives.

Moderate computer skills.

Ability to read, analyzes, and interprets engineering plans and specifications, real estate documents, professional documents, technical procedures.

Ability to effectively present information and respond to questions from managers, customers and employees.

D. **Supervisory Responsibilities:**

1. # Direct Subordinates: _____
2. # Indirect Subordinates: _____
3.
4. Total Subordinates: _____

E. **Scope:** For managerial level jobs and above. Please indicate the level of responsibility or scope of the position with respect to the following measures:

1. Revenues: _____
2. Customers: _____

F. **Budgetary Responsibility:**

Job Description Form

Oversees adherence to the following budgets in assigned systems;
Capital Projects
O & M
Materials & Supplies

Job Description Form

Job Title: Utility Technician Coordinator
Department:
Immediate Supervisor's Job Title: Utility Tech. Cord. / Senior Facility Operator / Area Cord.
Division:
Location: South Florida
Incumbent(s):

A. Position Summary: Performs semi skilled and skilled work in the construction, maintenance and repair of water production, water distribution and wastewater collection systems to include: installation, maintenance, and repair of valves, meters pumps, and associated equipment. Employee in this position performs duties of average difficulty requiring initiative and independent judgment under close supervision. Handles customer related issues and problems.

B. Primary Duties and Responsibilities: Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Assists the utility tech coordinator.
- Makes and/or coordinates repairs to water and wastewater lines to include: laying, pipe cutting, tapping mains and service lines and setting meters and flushing and evacuating clogged wastewater lines.
- Performs semi skilled installation, maintenance and repair of valves, meters, gauges, pumps, and associated equipment used in water distribution systems or wastewater collection systems.
- Locates existing water and wastewater lines to prevent damage during construction and digging operation.
- Operates various equipment associated with water / wastewater utility repair and construction.
- Assists in excavation work site, as required to facilitate installation, maintenance, or repair of water and/or wastewater lines and restoring site to original conditions when work is complete.
- Operates medium construction equipment under the supervision of a qualified operator.
- Performs ground keeping and custodial work as required.
- Provides instruction and guidance to subordinate employees as required.
- Reads water meters when necessary.
- Completes assigned service work via Service Link.
- Performs related duties as required.
- Coordination of jobs, submission of required paperwork and maintenance of records.
- Direct a maintenance crew of up to six employees.
- Able to conduct compliance sampling along with associated paperwork.
- Operate and maintain lift stations and collections system.

- Must be available to work overtime and "on-call" duty as required.

C. **Minimum Qualifications:** This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education/Experience: High School diploma or the GED equivalent. Working knowledge of water and or wastewater collection systems and associated equipment. Working knowledge of most equipment and tools used to maintain a water distribution or wastewater collection systems and associated equipment. 3 years of experience in the installation and maintenance or repair of water and or wastewater collection systems. Moderate computer skills. The ability and willingness to work outside in adverse weather conditions and high noise levels. Ability to lift and move equipment in excess of 50 lbs. Ability to work in confined spaces. Ability to follow written instructions and to work effectively with others. Ability to read and understand job related material. Ability to work moderate level of physical exercise.

Certificates and Licenses:

Possession of a valid State of Florida Drivers license. The possession of a Class A, B commercial drivers License w/ tanker endorsement is preferred.
Must have a Class C Water Distribution or Wastewater Collection certificate.

D. **Supervisory Responsibilities:**

1. # Direct Subordinates: ____
2. # Indirect Subordinates: ____
3. Total Subordinates: ____

E. **Scope:** For managerial level jobs and above. Please indicate the level of responsibility or scope of the position with respect to the following measures:

1. Revenues: _____
2. Customers: _____

F. **Budgetary Responsibility:**

Job Description Form

Job Title: Utility Technician III
Department:
Immediate Supervisor's Job Title: Utility Tech. Cord. / Senior Facility Operator / Area Cord.
Division:
Location: South Florida
Incumbent(s):

A. **Position Summary:** Performs semi skilled and skilled work in the construction, maintenance and repair of water production, water distribution and wastewater collection systems to include: installation, maintenance, and repair of valves, meters pumps, and associated equipment. Employee in this position performs duties of average difficulty requiring initiative and independent judgment under close supervision. Handles customer related issues and problems.

B. **Primary Duties and Responsibilities:** Please list the **5 to 10 major duties / responsibilities** that are performed on a regular basis. **Do not include duties that require 5% or less of time during the course of the year.** Also, please list in order of importance.

- Assists the utility tech coordinator.
- Makes and/or coordinates repairs to water and wastewater lines to include: laying, pipe cutting, tapping mains and service lines and setting meters and flushing and evacuating clogged wastewater lines.
- Performs semi skilled installation, maintenance and repair of valves, meters, gauges, pumps, and associated equipment used in water distribution systems or wastewater collection systems.
- Locates existing water and wastewater lines to prevent damage during construction and digging operation.
- Operates various equipment associated with water / wastewater utility repair and construction.
- Assists in excavation work site, as required to facilitate installation, maintenance, or repair of water and/or wastewater lines and restoring site to original conditions when work is complete.
- Operates medium construction equipment under the supervision of a qualified operator.
- Performs ground keeping and custodial work as required.
- Provides instruction and guidance to subordinate employees as required.
- Reads water meters when necessary.
- Completes assigned service work via Service Link.
- Performs related duties as required.
- Coordination of jobs, submission of required paperwork and maintenance of records.
- Direct a maintenance crew of up to six employees.
- Able to conduct compliance sampling along with associated paperwork.
- Operate and maintain lift stations and collections system.

- Must be available to work overtime and "on-call" duty as required.

C. **Minimum Qualifications:** This represents the **minimum** qualifications required to enter this job. The **requirements** listed below identify the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education/Experience: High School diploma or the GED equivalent. Working knowledge of water and or wastewater collection systems and associated equipment. Working knowledge of most equipment and tools used to maintain a water distribution or wastewater collection systems and associated equipment. 3 years of experience in the installation and maintenance or repair of water and or wastewater collection systems. Moderate computer skills. The ability and willingness to work outside in adverse weather conditions and high noise levels. Ability to lift and move equipment in excess of 50 lbs. Ability to work in confined spaces. Ability to follow written instructions and to work effectively with others. Ability to read and understand job related material. Ability to work moderate level of physical exercise.

Certificates and Licenses:

Possession of a valid State of Florida Drivers license. The possession of a Class A, B commercial drivers License w/ tanker endorsement is preferred.
Must have a Class C Water Distribution or Wastewater Collection certificate.

D. **Supervisory Responsibilities:**

1. # Direct Subordinates: ____
2. # Indirect Subordinates: ____
3. Total Subordinates: ____

E. **Scope:** For managerial level jobs and above. Please indicate the level of responsibility or scope of the position with respect to the following measures:

1. Revenues: _____
2. Customers: _____

F. **Budgetary Responsibility:**

Aqua Utilities Florida, Inc.

Vehicle List

All Systems Combined

Aqua Utilities Florida
Docket 100330-WS
Vehicle List 2010

Unit	Mfg. Year	License Plate	Unit Serial Number	Vehicle Make	Vehicle Model	Driver	Original Cost	On Road Date	Condition	Annual Lease Cost	Method of Allocation
FL005 (Cars) Independent	2006	W193CE	2G4WC582461230654	Buick	LaCrosse	Householder, Harry	17415.00	8/2/2006	Leased	4,417.80	Customer Count
FL014 (Pickups) Independent	2004	X352PM	1GCEC14X54Z333404	Chevrolet	1500	House, Arthur	13818.98	6/18/2004	Leased	574.20	Customer Count
FL017 (Pickups) Independent	2004	X54YDZ	1GCEC14X94Z333826	Chevrolet	1500	Gerardo, Al	13818.98	6/16/2004	Leased	574.20	Customer Count
FL018 (Pickups) Independent	2004	X71YDZ	1GCEC14XX4Z332667	Chevrolet	1500	Michaelson, Adam	13818.98	6/18/2004	Leased	574.20	Customer Count
FL020 (Pickups Independent	2009	365KXR	1GCCS19E798108559	Chevrolet	Colorado	Worrel, John	18781.63	9/15/2008	Leased	5,778.84	Customer Count
FL021 (Pickups) Independent	2008	457VCC	1GCEC14X18Z222855	Chevrolet	1500	Farrington, Randall	17396.70	9/24/2008	Leased	5,392.08	Customer Count
FL025 (Pickups) Independent	2004	X50YDZ	1GCEC14X54Z335850	Chevrolet	1500	McCarthy, Terry	13818.98	6/16/2004	Leased	574.20	Customer Count
FL026 (Pickups) Independent	2009	432VCC	1GCCS19E198107892	Chevrolet	Colorado	Christmas, Eddie	18781.63	9/15/2008	Leased	5,778.84	Customer Count
FL027 (Pickups) Independent	2004	X52YDZ	1GCEC14X34Z333711	Chevrolet	1500	Mastroeni, Nathaniel	13818.98	6/16/2004	Leased	574.20	Customer Count
FL031 (Pickups) Independent	2004	X62YDZ	1GCEC14X64Z332858	Chevrolet	1500	Trendel, Bill	13818.98	6/18/2004	Leased	574.20	Customer Count
FL037 (Pickups) Independent	2004	X70YDZ	1GCEC19X14Z333070	Chevrolet	1500 Ext	Muldoon, Dennis	16978.71	7/12/2004	Leased	118.20	Customer Count
FL038 (Pickups) Independent	2009	420LCS	1GCCS19F698106897	Chevrolet	Colorado	Haring, David	18781.63	9/15/2008	Leased	5,778.84	Customer Count
FL039 (Cars) Independent	2009	M527LW	5Y2SP67829Z457968	Pontiac	Vibe	Haltiwanger, Mark	18303.46	12/17/2008	Leased	5,460.24	Customer Count
FL040 (Cars) Inependent	2007	086LTM	2G1WU58RX79293297	Cheverolet	LaCrose	Lihvarcik, Jack	18705.00	5/27/2008	Leased	5,422.44	Customer Count
FL041 (Pickups) Independent	2009	703WTQ	1GDDS14E298119640	GMC	Canyon	Nickels, Ben	25506.28	12/17/2008	Leased	7,475.64	Customer Count
FL044 (Cars) Independent	2009	L564VP	5Y2SP67039Z422026	Pontiac	Vibe	Schmitt, Dwaine	17917.56	8/20/2008	Leased	5,514.36	Customer Count
FL045(Pickups) Main Shop	2009	430VCC	1GCCS199998105721	Chevrolet	Colorado Ext.	McKee, William Jay	18781.63	9/15/2008	Leased	5,778.84	Customer Count
FL048 (Pickups) Independent	2008	995TSV	1GBDS14E488162156	Chevrolet	Colorado	McNair, Wes	22511.98	8/6/2009	Leased	7,174.44	Customer Count
FL049 (Pickups) Independent	2009	991TSV	1GCEC14X19Z329253	Chevrolet	1500	Grisham, Steve	23642.04	9/3/2009	Leased	7,527.96	Customer Count
FL050 (Back Hoes) Independent	2004	MFH47M	TO310SG942117	John Deere	310 SG	Dept Vehicle	64670.60	10/20/2004	Owned		N/A
FL052 (Back Hoes) Independent	2004	N/A	LV0110T311986	John Deere	110	Dept Vehicle	37948.00	7/23/2004	Owned		N/A
FL053 (Back Hoes) Independent	2004	N/A	LV0110T311987	John Deere	110	Dept Vehicle	37948.00	7/23/2004	Owned		N/A
FL055 (Pickups) Independent	2009	992TSV	1GCHC44KX9E139999	Chevrolet	2500	Ortiz, Eddie	28303.53	9/3/2009	Leased	8,917.80	Customer Count
FL056 (Pickups) Independent	2009	974TSV	1GCCS19E498157511	Chevrolet	Colorado Ext.	Sunny Hills	20216.25	8/19/2009	Leased	6,503.40	Customer Count
FL057 (Pickups) Independent	2009	977TSV	1GCCS19E598157727	Chevrolet	Colorado Ext.	White, Larry	20216.00	8/19/2009	Leased	6,503.40	Customer Count
FL058 (Pickups) Independent	2009	976TSV	1GCCS19E698157848	Chevrolet	Colorado Ext.	Kissick, Gary	20216.00	8/19/2009	Leased	6,503.40	Customer Count
FL060 (Pickups) Independent	2009	989TSV	1GCEC14X99Z200832	Chevrolet	1500	Sarasota Plant	23622.38	9/3/2009	Leased	7,522.08	Customer Count
FL062 (Cars) Independent	2009	AAIF97	2G4WD582091246450	Chevrolet	LaCrosse	Smith, Carl	19915.00	8/24/2009	Leased	5,972.52	Customer Count
FL063 (pickups) Independent	2009	990TSV	1GCEC14X19Z226048	Chevrolet	1500	Marriot, Ralph	23642.38	9/3/2009	Leased	7,527.96	Customer Count
FL065 (Pickups) Independent	2009	975TSV	1GCCS19E398158018	Chevrolet	Colorado Ext.	Fuller, Steve	20216.25	8/19/2009	Leased	6,503.40	Customer Count
FL070 (Utility) Independent	2004	J54TMT	1GBHC24U44E153366	Chevrolet	2500	Sweat, Darrell	28783.15	7/1/2004	Owned	510.00	N/A
FL077 (Utility) Independent	2005	U625CZ	JALC4B16757006214	GMC/Isuzu	W4500 Cab Over	Ledbetter, Ken	28410.86	9/1/2004	Owned	636.00	N/A
FL101 (Utility) Independent	2004	P149BK	1GDHC24U44E363621	GMC	2500 HD	Ruston, Mike	25502.56	9/14/2004	Owned	510.00	N/A
FL109 (Pickups) Independent	2004	X831EF	1GCEC14X64Z110692	Chevrolet	1500	John Wyker	19761.13	12/20/2003	Leased	574.20	Customer Count
FL110 (Utility) Independent	2004	A653FS	1GBHC24U24E147565	Chevrolet	2500 HD	Evans, Dave	28385.39	9/14/2004	Owned	510.00	N/A
FL160 (Sport Utility) Independent	2005	P093VH	1GNDS13S752217899	Chevrolet	Trailblazer	Engineering	20000.00	7/13/2005	Leased	118.20	Customer Count
FL163 (Meter Shop Crane) Independent	2007	H734EM	1GBJC39DX7E136222	Chevrolet	3500	Westrick, Todd	56603.95	11/20/2006	Owned	510.00	N/A
FL165 (Utility) Independent	2007	H676EM	1GBJC39D57E135401	Chevrolet	3500	Boyd, Charles Joseph	56603.95	11/20/2006	Owned	510.00	N/A
FL166 (Pickups) Independent	2006	A779QN	1GCEC19X06Z282213	Chevrolet	1500 Ext	Chamberlain, Johnny	25196.00	4/27/2006	Leased	2,929.50	Customer Count
FL167 (Utility) Independent	2006	G930FK	1GBHC24UX6E233273	Chevrolet	2500 HD	Brown, Howard	35347.14	9/26/2006	Owned	510.00	Customer Count
FL168 (Pickups) Independent	2006	A698QN	1GCCS196468295487	Chevrolet	Colorado Ext	Hostetler, Don	19622.00	5/10/2006	Leased	3,248.89	Customer Count
FL169 (Pickups) Independent	2006	J81QBV	1GCCS196768293751	Chevrolet	Colorado Ext	DeMarco, Santo	19622.00	5/10/2006	Leased	3,248.89	Customer Count
FL170 (Pickups) Independent	2006	A699QN	1GCCS196368296310	Chevrolet	Colorado Ext	Sherwood, Dan	19622.00	5/10/2006	Leased	3,248.89	Customer Count
FL171 (Pickups) Independent	2007	H571LB	1GCEC19T47Z111270	Chevrolet	1500	Thompson, Paul	27057.03	4/12/2007	Owned	54.00	N/A
FL172 (Utility) Independent	2007	H151EN	1GBJC39D77E134928	Chevrolet	3500	Davis, Mike	56603.95	11/20/2006	Owned	510.00	N/A
FL173 (Pickups) Independent	2006	JB2QBV	1GCEC19X96Z284557	Chevrolet	1500 Ext	Fontaine, Will	25196.00	5/10/2006	Leased	3,366.75	Customer Count
FL174 (Utility) Independent	2006	G879FK	1GBHC24U46E228666	Chevrolet	2500 HD	Link, Lucas	35347.14	9/26/2006	Owned	510.00	N/A
FL176 (Cars) Independent	2007	F771VY	5Y2SL65847Z402322	Pontiac	Vibe	Engineering/Compliance	17585.00	9/15/2006	Leased	4,599.53	Customer Count
FL383 (Dump Trucks) Independent	1999	773JMF	3FDWF36F3XMA35933	Ford	F-350	Pool Vehicle	26710.65	9/1/2001	Owned	120.00	N/A
FL514 (Utility) Independent	2001	772JMF	1FDWF36S91ED05015	Ford	F-350	Desmarias, Al	27806.49	9/1/2001	Owned	510.00	N/A
FL517 (Utility) Independent	2001	W61JHN	1FTNF20L71ED38087	Ford	F-250	Open UT II South	24855.45	9/1/2001	Owned	510.00	N/A

Vehicle allocation based on customer count as follows:
May - December 2009 12/31/08 customer count
Jan - April 2010 12/31/09 customer count

Aqua Utilities Florida, Inc.

Customer Complaints

All Systems Combined

Case Number	Case Number	Date Received	Customer	RootCause	Date Sent to PUC	Resolution	CompanyName
0853387W	330112734	5/6/2009	JAMES DOWNS	High Bill	5/27/209	1) Please provide 24 month account/consumption history. Please indicate by month which readings are actual and which are estimated.□ •Detail account history as an attachment (Downs 05212009 629331 Detailed Account Statement y)S 2) Please offer to field test the customer's meter in his presence. Please provide results if accepted.w •On 5/21/2009, a company representative spoke with Mr. Downs regarding his account. The account history was reviewed. The representative inquired as to if Mr. Downs would like the meter to be tested for accuracy. Mr. Downs agreed however; stated he would not be at the property since he was back in Michigan. □ •On 5/22/2009 a field representative was at the property could not perform field test due to water was turned off inside of property. There were no visible leaks at the meter, reading obtained (3065) on 5/22/2009 and the leak indicator did not suggest there was an internal leak.□ •The field test could not be performed due to the customer turned the water off inside of property. No visible leaks were found meter reading obtained (3065). Comparing the reading from 5/14/2009 (3065) and the reading obtained (3073) 5/22/2009, indicates that there was consumption on the meter of 800 gallons (averaging 100 gallons per day). 9 oe Per Mr. Downs the property is vacant however; usage is registering on the meter. My belief is that there is a sprinkler system at the property which is on a timer possible split on a separate valve. Will contact customer to confirm. □ 3) Please indicate if the company will consider a credit adjustment. If so, please indicate date and amount of credit issued.□ •Best on data gathered, it does not appear that there is a leak at the property. If the	Aqua Water - Florida
0853581W	330112734	5/8/2009	FRANCIS LA LONDE	Billing Dispute	5/28/2009	1) Please indicate the reason the company did not apply the tiered per 1000 gallon age charge per tariff sheet 10.1 to the 12,618 gallons of consumption.□ □ · The customer's billing statement issued from 3/10/2009 to 4/13/2009 was prorated because the meter reading date was 4/13/2009 which was 13 days after the new rates became effective. The attached bill calculations are correct based on the proration of consumption blocks for a partial month. It is my understanding that the proration of the block structure was approved effective 4/1/2009. Aqua representatives discussed the proration methodology with Paul Stallcup; the current method in place was approved. □ □ 2)Please indicate if the company will consider a credit adjustment. If so, please indicate date and amount of credit issued.□ □ ·The billing statement issued from 3/10/2009 to 4/13/2009 in the amount of $113.20 is correct as rendered based on the approved methodology for proration of consumption blocks for a partial month for current rate increase effective 4/1/2009. The company believes the bill rendered is correctly□ □ 3)Please indicate the approximate date range in which the company will be reading this particular customer's meter on a monthly basis.□ □ ·The account is read on a monthly cycle which ranges from 26 to 35 days. Generally between the 9th and 14th of the month. □ □ 4)Please provide 24 month consumption/gallon age history and indicate by month which readings were actual and which were estimated.□ □ · Please reference account history as an attachment.□ □ 5)Please offer to field test the customer's meter in her presence. Provide results if accepted. 3	Aqua Water - Florida

0853581W	330112734	5/8/2009	FRANCIS	LA LONDE	Billing Dispute	5/28/2009	1) Please indicate the reason the company did not apply the tiered per 1000 gallon age charge per tariff sheet 10.1 to the 12,618 gallons of consumption.□ □ · The customer's billing statement issued from 3/10/2009 to 4/13/2009 was prorated because the meter reading date was 4/13/2009 which was 13 days after the new rates became effective. The attached bill calculations are correct based on the proration of consumption blocks for a partial month. It is my understanding that the proration of the block structure was approved effective 4/1/2009. Aqua representatives discussed the proration methodology with Paul Stallcup; the current method in place was approved. □ □ 2)Please indicate if the company will consider a credit adjustment. If so, please indicate date and amount of credit issued.□ □ ·The billing statement issued from 3/10/2009 to 4/13/2009 in the amount of $113.20 is correct as rendered based on the approved methodology for proration of consumption blocks for a partial month for current rate increase effective 4/1/2009. The company believes the bill rendered is correctly□ □ 3)Please indicate the approximate date range in which the company will be reading this particular customer's meter on a monthly basis.□ □ ·The account is read on a monthly cycle which ranges from 26 to 35 days. Generally between the 9th and 14th of the month. □ □ 4)Please provide 24 month consumption/gallon age history and indicate by month which readings were actual and which were estimated.□ □ · Please reference account history as an attachment.□ □ 5)Please offer to field test the customer's meter in her presence. Provide results if accepted. □	Aqua Water - Florida
0853992W	330112752	5/8/2009	RICHARD	WEGENER	High Bill	6/2/2029	1) Please indicate how the company calculated the April 13, 2009 bill. Please be very specific as to the reason and how the company determined each gallon age tier in the old rate and why the company placed 1912 gallons in each of the three tiers at the new rate. 9 •Please reference attachment labeled (Wegener_Florida Rate Calculations.xls)0 2) Please indicate if the company will consider a credit adjustment. If so, please indicate date and amount of credit issued.□ •The billing statement issued from 3/10/2009 to 4/13/2009 in the amount of $85.63 is correct as rendered based on the approved methodology for proration of consumption blocks for a partial month that includes a rate increase. The company believes the bill is correct as rendered.□ 3) Please indicate the approximate date range in which the company will be reading this particular customer's meter on a monthly basis.□ •The account is read on a monthly cycle which ranges from 26 to 35 days. Generally between the 9th and 14th of the month. □ 4) Please provide 24 month consumption/gallon age history and indicate by month which readings were actual and which were estimated.□ •Please reference detail account history as an attachment (Wegener05282009Detailed Account Statementyb.xls).□ 5) Please offer to field test the customer's meter in his presence. Provide results if accepted. □ •A company representative spoke to Mr. Wegener on 5/4/2009 and advised when the field representative was at the property on 4/22/2009 obtained a reading and checked for leaks. The reading obtained was consistent with previous readings. □ •A company representative made an attempt to reach Mr. Wegener on 5/29/2009 to discuss the account in detail however; not successful a voice message was left. r • A field test has been scheduled for 6/2/2009, to check meter for accuracy and to obtain a second check reading. □	Aqua Water - Florida

0854109W	330112752	5/11/2009	JAMES M BUSH	Billing Dispute	6/2/2009	1) Please indicate the how the company calculated the April 13, 2009 bill. Please be very specific as to the reason and how the company determined each gallon age tier in the old rate and why the company placed 1912 gallons in each of two tiers and 4568 in the third tier at the new rate. □ •Please reference attachment (Bush_Florida Rate calculations.xls)□ 2) Please indicate if the company will consider a credit adjustment. If so, please indicate date and amount of credit issued.□ •The billing statement issued from 3/10/2009 to 4/13/2009 in the amount of $71.10 is correct as rendered based on the approved methodology for proration of consumption blocks for a partial month which includes the rate increase effective 4/1/2009. The company believes the bill is correct as rendered.□ 3) Please indicate the approximate date range in which the company will be reading this particular customer's meter on a monthly basis.□ •The account is read on a monthly cycle which ranges from 26 to 35 days. Generally between the 9th and 14th of the month. □ 4) Please provide 24 month consumption/gallon age history and indicate by month which readings were actual and which were estimated.□ •Please reference account history file as an attachment.□ Summary9 •A company representative spoke with Mrs. Bush on 5/18/2009 to discuss complaint filed. Mrs. Bush's concerns were the increase in rates that went into effect 4/1/2009. She stated that she realize there is nothing she could do at this point but believes the company is not giving customers an option. Acknowledge her concerns I stated that	Aqua Water - Florida
0854809W	330112754	5/14/2009	Margaret Frame	Not Logged			Aqua Water - Florida
0854364W	330112755	5/14/2009	FREDY JUSTUS	High Bill	5/28/2009	I contacted Ms. Justus and reviewed the May 2009 billing statement and explained how the new rates were applied.□ □ I informed Ms. Justus of the company's reason for the rate increase and explained that the rates were approved by the FLPSC. □ □ In addition, I discussed ways of conserving water to prevent high bills.□ □ Ms. Justus states her inquiry of why the rates were approved was addressed to the FLPSC. She is seeking an answer from the FLPSC.□ □ □ □ □	Aqua Water - Florida
0854628W	330112758	5/14/2009	JEFFREY & JOELL BARTFIELD	Billing Dispute	5/14/2009	I contacted Mr. Bartfield and explained Aqua's reason for requesting the rate increase. I informed Mr. Bartfield that the new rates were approved by the Florida Public Service Commission and became effective 04/01/09. □ □ I also explained the structure of the new rates and how the rates were applied to the May 2009 billing. Ms. Bartfield inquired why the bill, for the same time last year, was lower than the bill this year when she used less water this year. I explained that the rates have increased and the structure is tiered. All consumption over 10,000 gallons is billed at a rate of $1.97 per 100 gallons.□ □ In addition, I explained ways of conserving water to prevent high bills.□ □ □ □ □ □ □	Aqua Water - Florida

0850784W	330112759	5/14/2009	KRISTIE	TORUNO	Billing Dispute	6/4/2009	•A billing statement was issued on 5/18/2009 for services rendered from 4/14/2009 to 5/13/2009 recorded consumption 24,600 gallons in the amount of $183.98. The total bill amount is $671.69 which included a past due amount for $487.71 due 6/9/2009. □ •Attached for review is the last 3 billing statements issued which itemize previous balances that were not paid in full therefore; carried over into the next billing cycles.0 □ •On 4/20/2009, Mrs. Toruno spoke with a supervisor who explained billing statement issued from 3/16/2009 to 4/14/2009 recorded consumption 13,000 gallons in the amount of $136.09 total bill due $603.71. Mrs. Toruno was offered a payment arrangement for 6 months which she accepted. The payment arrangements were, Mrs. Toruno to pay $100.62 for six months plus current bills as rendered starting 4/30/2009. Mrs. Toruno has only made 1 payment which was on 4/20/2009 in the amount of $100.62.9 □ •On 6/3/2009, a company representative spoke with Mrs. Toruno and she stated that she is not using irrigation system and can identify why usage has increased. Mrs. Toruno also stated that she will continue to voice her concerns to PSC. Mrs. Toruno also stated that the community of Chuluota is having on-going meetings to discuss customers concerns. She will continue to monitor her usage weekly and if she believes	Aqua Water - Florida
0850784W	330112759	5/14/2009	KRISTIE	TORUNO	Billing Dispute	6/4/2009	•A billing statement was issued on 5/18/2009 for services rendered from 4/14/2009 to 5/13/2009 recorded consumption 24,600 gallons in the amount of $183.98. The total bill amount is $671.69 which included a past due amount for $487.71 due 6/9/2009. □ •Attached for review is the last 3 billing statements issued which itemize previous balances that were not paid in full therefore; carried over into the next billing cycles.0 □ •On 4/20/2009, Mrs. Toruno spoke with a supervisor who explained billing statement issued from 3/16/2009 to 4/14/2009 recorded consumption 13,000 gallons in the amount of $136.09 total bill due $603.71. Mrs. Toruno was offered a payment arrangement for 6 months which she accepted. The payment arrangements were, Mrs. Toruno to pay $100.62 for six months plus current bills as rendered starting 4/30/2009. Mrs. Toruno has only made 1 payment which was on 4/20/2009 in the amount of $100.62.9 □ •On 6/3/2009, a company representative spoke with Mrs. Toruno and she stated that she is not using irrigation system and can identify why usage has increased. Mrs. Toruno also stated that she will continue to voice her concerns to PSC. Mrs. Toruno also stated that the community of Chuluota is having on-going meetings to discuss customers concerns. She will continue to monitor her usage weekly and if she believes	Aqua Water - Florida
0854809W	330112761	5/12/2009	MARGARET	FRAME	Billing Dispute	6/3/2009	•□A billing statement was issued from 3/27/2009 to 4/22/2009 for $129.79. The recorded consumption was 28,400 gallons for a period of 26 days. □ •u A billing statement was issued from 4/22/2009 to 5/14/2009 for 17,500 gallons in the amount of $86.67. This billing statement was cancelled due to an estimated reading. •u A revised billing statement was issued from 4/22/2009 to 5/19/2009 for 4,700 gallons a period of 27 days of service in the amount of $23.18.□ □ Summary9 □ It appears that there was a problem with the encoder receiver transmitter which caused the estimated readings. A field representative was at the property on 6/3/2009 as a follow-up to make sure the meter and ert was functioning properly. It will be determine if the meter/ert needs to be repaired or replaced. A follow-up report will be forwarded once the field report has been received.□ A company representative spoke with Mrs. Frame on 6/2/2009 reviewed the revised billing statement and advised that follow-up field visit scheduled for 6/3/2009. Mrs. Frame was advised that she will receive a follow-up call with the results of field visit and if it is determined that the meter will need to be repaired or replaced. □ Attachments □	Aqua Water - Florida

0854989W	330112764	5/14/2009	HAROLD	ESPEY	Off	6/4/2009	1) Please provide an account audit of all meter readings obtained from October 2007 to present. (Indicate which readings are actual and which are estimated.)□ •Please reference attached file (Espey 060309 Detailed Account Statementyb.xls)□ 2) Please provide copies of billing statements from October 2007 to present or whatever bills are available. □ •Attached are ten copies of billing statements issued from 4/2008 through 12/2008. Also copies of 2 reminder notices that were mailed. Since the account has been inactive these are the only statements available.□ 3) Please indicate if the company is willing to make a payment arrangement to facilitate service restoration. Provide details.□ •The required documentation was received by the administrative support group on 5/14/2009 (Death certificate for Harold Espey and Letter of Guardianship for Ruth Espey). In addition Mrs. Lucille Espey-Francis provided social security number for Ruth Espey. 9 •In reviewing the documentation, the original date of the cover letter that was forwarded to the company was dated 4/22/2009. Based on the fact that Mrs. Espey - Francis has been trying to transfer service in her mother, Ruth Espey name the decision was made to restore service without requesting an upfront payment for final bill in the name of Harold Espey ($157.02). . •Once the account in Ruth Espey's name is established, the final bill for Harold Espey ($157.02) will be transferred to the account. Mrs. Francis was made aware and she is eligible for a payment arrangement.□ 4) Please indicate if the company will consider restoring Mr. Espey's account or if the company is willing to establish an account in the name of Ms. Lucy Espey-Francis (daughter) or Mrs. Ruth Espey (wife of deceased accountholder). If so, please indicate date and actions taken to restore service.□ •Mrs. Lucille Espey -Francis provided the necessary documentation for establishing the account under the name of Ruth Espey. The account was established on 5/15/2009	Aqua Water - Florida
855004W	330112765	5/15/2009	FRED	NEES	Billing Dispute	6/5/2009	•A billing statement dated 5/8/2009 was issued from 4/7/2009 to 5/5/2009 for $72.82. The recorded consumption was 1,100 gallons with a daily average use of 39 gallons per day. □ •A company representative spoke with Ms. Helen Cooper regarding the account. Ms. Cooper was not aware of the recent rate increase. The representative explained that the billing statement was based on an actual reading (14100) which was obtained 5/5/2009 (monthly cycle reading). The reading Ms. Cooper obtained on 5/15/2009 (1467) is in-line with company reading. The customer used 500 gallons in 10 days which averages 50 gallons per day. The account is billed to the nearest hundred-gallon unit. Ms. Cooper understood the meter readings however; expressed dissatisfaction with the rate increase. She stated that she would continue to submit letters to FLPSC regarding their decision to grant a rate increase.□ •The customer reading was accepted as a check reading. It is believed that the increase in the billing is due to the rate increase that went into effect 4/1/2009 and not the reported consumption for current billing statement. □ □ •Attached you will find billing statement issued 5/8/2009 and account history indicating usage is consistent.w	Aqua Water - Florida

0855179W	330112766	5/15/2009	FRED & BARBARA	REED	Billing Dispute	6/8/2009	•n Fred & Barbara Reed reside at 936 Lake Josephine Dr, Sebring. They also have a property located at 932 Lake Josephine Dr, Sebring which is a rental property. a o□A billing statement association with the property at 932 Lake Josephine Drive was issued from 4/1/2009 to 5/1/2009 for 7,200 gallons in the amount of $66.60. A billing statement was also issued for 936 Lake Josephine Drive, same period 4/1/2009 to 5/1/2009 in the amount of $66.60 for 7,200 gallons. It was explained that both properties were billed based on total usage that flowed through the meter. It is a coincidence that the consumption was the same 7,200 gallons therefore; both bills would be billed the same amount base on rate structure for the area. Since there were no previous balance due and or adjustments on either account the total due is the same amount $66.60.e oAttached for review a copy of billing statements for both properties. □ ?o 932 Lake Josephine Drive billing under the name of Fred & Barbara Reed (rental property).□ ?□936 Lake Josephine Drive billing under the name of Frederick Reed. □ □ •/ Mrs. Reed expressed concerned regarding the amount of usage on each account. oAA field visit was scheduled at 932 Lake Josephine Drive on 6/8/2009. ?/ The meter and electronic recording transmitter was checked for accuracy and a reading was obtained (1480), there were no visible leaks found. The reading obtained on 6/8/2009 (1480) is consistent with the monthly cycle readings obtained on 6/1/2009 (1471) and 5/1/2009 (1383).□ ?n A field visit was scheduled at 936 Lake Josephine Drive on 5/13/2009. □	Aqua Water - Florida
0855644C	33112776	5/19/2009	TIMOTHY	JEWETT	Miscellaneous	6/10/2009	•Aqua Utilities Florida routinely flushes all systems within company territory. To be in accordance with state regulations the company is required to flush dead end mains quarterly. In Chuluota the distribution system is monitored and flush more often due to water quality issues. The company is in the process of making improvements on the system once completed it should reduce the amount of times the system is flushed however; flushing of the system will never be eliminated. □ □ •Red Pepper Loop is located in the newer section from the newer treatment facility plant. Aqua representatives were in the area on May 15th flushing hydrants. In addition there are plans in place over the summer months to rehabilitate the ground storage tanks at one of the older treatment facilities. The company is also in the process of evaluating additional treatment methods for the area however; no timeline has been established.s □ •On 5/20/2009, a company representative spoke with Mrs. Jewett explained the reason why the company was in the area flushing hydrants. Mrs. Jewett expressed concerned that the water being used to the flush lines, she would be charged due to HOA fees increased for the year. The representative explained that the water used to flush lines is not associated with meter at the property. The representative shared the company's goal is to improve the water quality in the area and outlined several initiatives that will	Aqua Water - Florida

0855644C	330112776	5/19/2009	TIMOTHY JEWETT	Miscellaneous	6/10/2009	•Aqua Utilities Florida routinely flushes all systems within company territory. To be in accordance with state regulations the company is required to flush dead end mains quarterly. In Chuluota the distribution system is monitored and flush more often due to water quality issues. The company is in the process of making improvements on the system once completed it should reduce the amount of times the system is flushed however; flushing of the system will never be eliminated. □ □ •Red Pepper Loop is located in the newer section from the newer treatment facility plant. Aqua representatives were in the area on May 15th flushing hydrants. In addition there are plans in place over the summer months to rehabilitate the ground storage tanks at one of the older treatment facilities. The company is also in the process of evaluating additional treatment methods for the area however; no timeline has been established.s □ •On 5/20/2009, a company representative spoke with Mrs. Jewett explained the reason why the company was in the area flushing hydrants. Mrs. Jewett expressed concerned that the water being used to the flush lines, she would be charged due to HOA fees increased for the year. The representative explained that the water used to flush lines is not associated with meter at the property. The representative shared the company's goal is to improve the water quality in the area and outlined several initiatives that will	Aqua Water - Florida
0855393W	330112779	5/18/2009	JASMINE DISCOUNT BEVERAGE	Billing Dispute	6/9/2009	•o A billing statement dated 4/13/2009 was issued from 3/6/2009 to 4/7/2009 for 800 gallons in the amount of $83.32 ($39.77 balance carried from previous month billing statement).□ •n A billing statement dated 5/11/2009 was issued from 4/7/2009 to 5/5/2009 for 1,000 gallons in the amount of $146.00 ($83.32 balance carried from previous month billing statement).□ •a On 2/24/2009 Mr. Tapas contacted the company stating the billing statement issued from 1/7/2009 to 2/5/2009 for 4,200 gallons was too high. As a result a field visit was scheduled for 2/25/2009. The field report confirmed meter number, check for visible leaks, none were found and a check reading was obtained (108, the reading in line with monthly cycle reading obtained on 2/5/2009 (101). □ •c The readings obtained for billing are based on actual readings. Attached for your review is a summary of account history for 24 months. □ Summary9 A company representative spoke with Mr. Tapas on 6/8/2009, attempted to explain billing statements issued. It was explained that the last 2 billing statements issued for 4/2009 and 5/2009 included balances from previous billing cycle due to previous bills	Aqua Water - Florida
	0855417W	5/18/2009	JANET LEEMAN	High Bill	6/9/2009	•a A billing statement was issued from 4/6/2009 to 5/5/2009 recorded consumption was for 13,900 gallons for $142.73, billing was based on actual readings. A billing statement was issued from 1/12/2009 to 2/9/2009 recorded consumption 9,100 gallons for $17.24. The difference in the billing the customer used 4,800 gallons more in comparison 4/6/2009 to 5/5/2009 and the usage includes rate increase. In reviewing the usage history on the account the customer's usage fluctuates however; it is consistent with historical usage. The billing statement issued from 5/5/2009 to 6/3/2009 the customer used 7,300 gallons the bill issued in the amount of $60.84. The usage has decreased during this billing period. Account history attached outlines customer's usage pattern.e □ •h A company representative spoke with Ms. Leeman on 6/8/2009, regarding billing statements rendered and recent rate increase. The representative reviewed the Customer Notice that was mailed to customers dated 3/27/2009 (attachment) which outlined the rate increase for water and wastewater systems. A second copy of the letter was mailed to Ms. Leeman. Ms. Leeman acknowledged the rate increase stating that she does not agree and will continue to write letters to Public Service Commission office. I	Aqua Water - Florida

	330112780	5/18/2009	JANET LEEMAN	High Bill	6/9/2009	•e A billing statement was issued from 4/6/2009 to 5/5/2009 recorded consumption was for 13,900 gallons for $142.73, billing was based on actual readings. A billing statement was issued from 1/12/2009 to 2/9/2009 recorded consumption 9,100 gallons for $17.24. The difference in the billing the customer used 4,800 gallons more in comparison 4/6/2009 to 5/5/2009 and the usage includes rate increase. In reviewing the usage history on the account the customer's usage fluctuates however; it is consistent with historical usage. The billing statement issued from 5/5/2009 to 6/3/2009 the customer used 7,300 gallons the bill issued in the amount of $60.84. The usage has decreased during this billing period. Account history attached outlines customer's usage pattern.e □ •h A company representative spoke with Ms. Leeman on 6/8/2009, regarding billing statements rendered and recent rate increase. The representative reviewed the Customer Notice that was mailed to customers dated 3/27/2009 (attachment) which outlined the rate increase for water and wastewater systems. A second copy of the letter was mailed to Ms. Leeman. Ms. Leeman acknowledged the rate increase stating that she does not agree and will continue to write letters to Public Service Commission office. I	Aqua Water - Florida
0855587W	330112781	5/18/2009	MERCEDES FRAGOSO	High Bill	6/9/2009	•e A billing statement was issued from 3/19/2009 to 4/1/2009 for 600 gallons in the amount of $111.12 (previous balance $86.67 included in amount due). The $86.67 was a balance carried over from billing statement issued from 2/2/2009 to 3/19/2009 for 4,400 gallons in the amount of $141.09. □ • A billing statement was issued from 4/1/2009 to 5/1/2009 for 1,100 gallons in the amount of $67.72. This billing statement includes the recent rate increase that took effective 4/1/2009. □ •o A letter explaining the billing in addition to a copy of the customer notice mailed to customers informing them of the rate increase dated 3/27/2009 was mailed to the customer. A direct name and telephone number was provided. □	Aqua Water - Florida
0855613W	330112783	5/18/2009	PHYLLIS M JOHNSON	High Bill	6/9/2009	•mA billing statement was issued from 4/6/2009 to 5/5/2009 for 19,600 gallons for 29 days of service. The account was billed for water (base facility charge/gallonage charge) and wastewater was billed at a flat rate. It was found that when a customer has water and wastewater metered usage the account should be billed for based facility/gallonage charge for both as outlined in the Rate Schedule for general service. Company representatives have contacted PSC staff and the company has been given the direction to review and recalculate the wastewater portion of the bill using the base facility charge/gallonage charge, this will be retroactive to 4/1/2009. •a A company representative spoke with Ms. Johnson on 6/3/2009 explained the billing and the recent rate increase. On 6/9/2009, a follow-up call was made to inform Ms. Johnson that the account is being reviewed further to determine if a credit is warranted due to the account not being billed for metered usage for wastewater. The projected timeframe for the corrections to be made is on later than the end of June. A bill message will be printed on the billing statements informing customers of the corrections and or adjustments.	Aqua Water - Florida
0855637W	330112784	5/20/2009	TWILA J TAYLOR	Billing Dispute	6/9/2009	•u A billing statement was issued from 4/2/2007 to 4/1/2009 (730 days of service) for 226,000 gallons in the amount of $1,577.90. O •□A billing statement was issued from 4/1/2009 to 5/1/2009 for 34,500 gallons (30 days of service) for $2,286.63 ($1,577.90 balance from previous billing statement).□ •u A company representative spoke with Mrs. Taylor on 6/8/2009 regarding the account. Mrs. Taylor acknowledged that she contacted the company on 8/1/2008 requesting service to be placed in her name however; the physical setup did not take place until end of September, 2008. Mrs. Taylor physically moved into the property 10/1/2008. I •i The billing statements issued from 4/2/2007 through 5/1/2009 were cancelled. A revised billing statement is being processed from 10/2/2008 to 6/4/2009 for a total of 245 days. The correction of dates to bill the customer 10/2/2008 through 6/4/2009 will correct the account for the allowed days for back billing an account (365 days). The account is being processed and should be available for review on 6/11/2009. A company representative spoke with Mrs. Taylor on 6/9/2009 advised of the revised bill being processed (245 days, 10/2/2008 to 6/4/2009). Mrs. Taylor was informed once the bill was available for review she would receive a follow-up call for follow-up questions. R □	Aqua Water - Florida

0855637W	330112784	5/20/2009	TWILA J TAYLOR	Billing Dispute	6/9/2009	1) Why was this customer backbilled and what was the cause of the backbill? Please provide a full explanation as to why the customer received this bill, as most of the billing was not in her time of service - i.e. 04/02/07 until 10/02/08. •The billing statement that was issued from 4/2/2007 to 4/1/2009 for 730 days of service for 226,000 gallons was issued in error. There was an internal processing error that caused the account to bill from 4/2/2007 through 4/1/2009. This billing statement was cancelled on 5/21/2009. The error has been addressed internally as a training opportunity.O 2)Customer indicated in her complaint that she has made monthly payments to Aqua Utilities for service at this location. No billing history has been provided for this customer's account and no indication was provided as to whether the customer was billed for actual meter readings or estimated meter readings. Provide a billing and payment history from 10/02/08 to the present.□ •Please reference Detail account history as an attachment.□ 3) Also, what is the origin of the bill for 34,500 gallons issued from 04/01/09 to 05/01/09? Is this an actual or estimated reading?□ •The billing statement issued from 4/1/2009 to 5/1/2009 was based on actual readings however; the billing statement had to be cancelled in order to correct the account. 4) Explain if any of the customer's usage and monthly payments on this account have been credited to what your report refers to as the 'backbill' amount.□ •The customer has made 4 payments; 3/23/2009 - $50.00; 2/19/2009 - $60.47; 2/3/2009 - $458.94 and 10/3/2008 - $52.53. All payments have been credited to the	Aqua Water - Florida
0855831W	33112785	5/20/2009	MARILYN MURDOCK	Billing Dispute	5/21/2009	A billing statement was issued from 3/9/2009 to 4/6/2009 in the amount of $30.18 recorded consumption 1,700 gallons average daily use 60 gallons per day. On 5/14/2009, Ms. Murdock telephoned Aqua stated she mailed payment of $30.18 on 4/24/2009. The company representative advised payment had not posted to the account. After several conversations with customer service Ms. Murdock faxed copy of check which documented the company received payment from the bank. The payment was traced. It was posted to an inactive account in error (addressed internally by supervisor). The correction was made and the payment in the amount of $30.18 was posted to Ms. Murdock's account. On 5/20/2009, a company representative contacted Ms. Murdock advised that the payment she mailed in on 4/24/2009 had been located. The corrections have been made and her account has been updated with the payment ($30.18). Ms. Murdock stated that she mailed June's payment in the amount of $26.50 last week. The representative advised will monitor the account as a follow-up to make sure this payment is posted correctly. □	Aqua Water - Florida
0856233W	330112796	5/21/2009	NETTIE L CARTER	High Bill	6/10/2009	Aqua did not issue a billing statement in the amount of $123.48 for this account. In May 2009, Aqua issued a billing statement in the amount of $235.59. This bill includes consumption of 19,600 gallons for the period 04/06/09 -05/04/09. ■ □ In reviewing the customer's past water consumption history, the customer used 23,600 gallons during the same time period in the year 2007. The consumption was 18,900 gallons in the year 2008. □ □ The increase in the bill amount is due to a recent rate increase. □ □ I contacted Ms. Carter and reviewed the consumption history and rates with her. I explained that the increase in the bill amount is due to the increase in rates.□ □ Please see the attached rate schedule, billing statement, and account history..	Aqua Water - Florida

0856210W	330112797	5/21/2009	MAXIMINA	RAMIREZ	High Bill	6/10/2009	On 05/06/09, Aqua issued a billing statement, in the amount of $320.39. This bill includes a current charge of $265.71 and a previous balance of $54.68. The current charge includes service for the period 04/01/09 - 05/01/09. The usage for this time period is 18,900 gallons. There was a rate increase effective 04/01/09. The new rate structure is tiered. The customer is charged a rate of $1.978 per 100 gallons for all usage over 10,000 gallons.9 The customer's usage, in May 2009, was 18,900 gallons. Of that, 8,900 gallons was billed at the rate $1.978 per 100 gallons. I contacted Ms. Ramirez to discuss the account. She does not speak English fluently. One of Aqua's Spanish Speaking representatives contacted Ms. Ramirez on 06/10/09 to discuss the account further. Ms. Ramirez gave permission for Aqua to speak with her son regarding the account. The company representative reviewed the consumption history and explained the new rates. There was an increase in the customer's consumption during the period February 2009 - May 2009. There are three people residing in the household therefore; the average daily consumption should be approximately 300 gallons per month based on 100 gallons per day per person. The Ramirez's deny having any leaks at the property although they do use the irrigation regularly. The consumption decreased to 345 gallons in June 2009. This is an average consumption for a household of three. Aqua gave instructions for the customer to check the toilets for a possible leak. Although Aqua has no explanation for the increase in the customer's consumption, the biggest water waster is a leaky toilet. Often, the flapper gets stuck in an open position allowing water to escape. Once the handle is jiggled, the flapper returns to its original position.	Aqua Water - Florida
0856154W	0856154W	5/22/2009	FRANCES	PARRINO	High Bill	6/11/2009	The customer contacted the customer on 04/30/09 to dispute the high bill. e A company representative advised the customer to check for leaks. On 05/19/09, the customer contacted the company to dispute the consumption charged in May 2009. A company representative scheduled an appointment to check for leaks and re-read the meter.x A Field Service Representative visited the property on 05/21/09 and determined that there was no leak at the meter. The technician also obtained a meter reading of 0011000. This reading is in line with past meter readings. The customer's monthly consumption usually averages between 200 - 600 gallons per month. The consumption increased to 1,900 gallons in April 2009 and increased even higher in May 2009 to 5,600 gallons. As of June 2009, the consumption is at 1,900 gallons which is lower than the May consumption but still abnormally high based on past consumption history. I spoke with Ms. Parrino regarding the usage history. I inquried whether she had experienced a problem with running toilets. Ms. Parrino stated there was a problem with leaking toilets in the past but is unaware of a problem at this time.e I suggested that Ms. Parrino do a dye test in each of the two toilets to check for a possible leak. Ms. Parrino checked each of the toilets for a leak. There were no leaks detected.	Aqua Water - Florida

0856154W	0856154W	5/22/2009	FRANCES	PARRINO	High Bill	6/11/2009	A technician visited the property on 06/11/09 and performed an on-site meter test. The technician verified that the meter was running fast. Aqua notified Ms. Parrino of the results of the on-site test. An appointment was scheduled for 06/16/09 to remove the meter and send it to an outside lab for testing. The company will forward an updated response upon receiving results of the meter test.	Aqua Water - Florida
0856154W	330112798	5/22/2009	FRANCES	PARRINO	High Bill	6/11/2009	Aqua received the meter test results from the independent lab. The meter passed all tests(see attached results letter). Aqua's position is that the customer's account was billed accurately. The increase in the customer's May 2009 consumption could have been contributed to irrigation usage or a leak. The customer's consumption decreased to 600 gallons per month as of the July 2009 billing.9 A company representative contacted the customer and explained the meter test results. Prior to the increased consumption in May 2009, the customer's past water bills averaged $50.00 per month. As a courtesy, Aqua reduced the customer's May 2009 bill to $50.00. The account currently has a credit balance of $79.92. The customer is satisfied with the resolution.	Aqua Water - Florida
0856154W	330112798	5/22/2009	FRANCES	PARRINO	High Bill	6/11/2009	Aqua received the meter test results from the independent lab. The meter passed all tests(see attached results letter). Aqua's position is that the customer's account was billed accurately. The increase in the customer's May 2009 consumption could have been contributed to irrigation usage or a leak. The customer's consumption decreased to 600 gallons per month as of the July 2009 billing.9 A company representative contacted the customer and explained the meter test results. Prior to the increased consumption in May 2009, the customer's past water bills averaged $50.00 per month. As a courtesy, Aqua reduced the customer's May 2009 bill to $50.00. The account currently has a credit balance of $79.92. The customer is satisfied with the resolution.	Aqua Water - Florida

0856545W	330112801	5/26/2009	SANDRA	SHANE	Billing Dispute	6/15/2009	The meter was exchanged in November 2008. The usage, at the time the meter was removed, was 242 gallons per day.□ □ The customer's average monthly consumption usually averages between 190 - 350 gallons per day. The consumption increased to 383 gallons per day in February 2009. The consumption then decreased in March 2009 to 242 gallons per day and increased again to 454 gallons per day in April.□ □ The customer contacted the company on 04/20/09 and spoke with a supervisor regarding the high bills. An appointment was scheduled for 04/22/09 to have the meter checked.9 □ On 04/22/09, Aqua visited the property and checked the meter for leaks. There were no leaks found.T □ In may 2009 the consumption increased even higher at 734 gallons per day. As of the 06/03/09 meter reading, the consumption is at 344 gallons per day.□ □ The consumption has fluctuated over the last few months. The average daily consumption, for a household of two persons, is approximately 200 gallons per day. I inquired whether there was the possibility of a leaking toilet that could be causing the fluctuation in consumption. Ms. Shane denies that there are any leaks inside of the property.□ □ Aqua has no explanation for the increase in the customer's consumption. Aqua will perform an onsite test of the meter on 06/18/09.. □ □ Please see the attached account statement. □	Aqua Water - Florida
0856547W	330112802	5/26/2009	CAROL	KEEL	Billing Dispute	6/15/2009	•q Billing statements were issued with bill dates from 7/17/2008 through 12/12/2008 these statements were cancelled due to estimated readings. A revised billing statement was issued from 7/11/2008 through 1/8/2009 for 181 days of service total 146,500 gallons.O •o One of the manager's from call center operations made an attempt to reach Mrs. Keel on 5/29/2009 however; was unsuccessful. Mrs. Keel returned the call on 6/1/2009, she shared that 2 people in household normal usage for a family of 2. Mrs. Keel stated she has a sprinkler system that has 4 zones runs once a week. Mrs. Keel was asked to shut water off and check if leak indicator on meter was running. Mrs. Keel stated that the leak indicator was check on 6/2/2009, no indication of a leak. •a The monthly cycle reading obtained on 6/3/2009 was 2169. Mrs. Keel also obtained the same reading on 6/3/2009. A second reading was obtained by the company on 6/12/2009 (2243) which is inline with the 6/3/2009 reading.□ •e On 6/9/2009, Mrs. Keel committed to provide the company with readings for the next couple of days. During this time she will monitor her sprinkler system running at various times to determine if this is the cause of the high usage. •i An explanation of rate increase was discussed. It is believed that the	Aqua Water - Florida
856547W	330112802	5/26/2009	CAROL	KEEL	Billing Dispute	6/26/2009	Aqua's Customer Service Supervisor, Ms. Mullins, called the customer on 06/29/09 and 07/02/09 and left a voice mail message including a direct contact number. Ms. Mullins is requesting that the customer provide irrigation information such as the number of zones and how much water is used per zone each minute. This information will help determine how much water is being consumed via the irrigation system.□ □ Also, there is an appointment scheduled on 07/07/09 to have an on-site meter test performed.E □ Aqua will forward a follow-up response upon receiving results of the on-site test and determining the irrigation usage.□ □ Please accept our apology for the delay in resolving this issue.	Aqua Water - Florida

0856547W	330112802	5/26/2009	CAROL KEEL	Billing Dispute	7/7/2029	A technician visited the property on 07/07/09 and performed a test of the electronic meter reading device. The technician also performed an on-site meter test. The test shows that both the electronic meter reading device and the meter is functioning properly.□ □ Mr. Keel contacted me today to inquire about results of the meter test. I explained that the meter test shows that the equipment is functioning properly. I offered to grant a payment arrangement on the balance due $1,910.10. Mr. Keel declined the payment arrangement stating he was still in dispute of the consumption. . □ Since the customer is still in dispute of the consumption, the company offered to have the meter removed and sent to an outside lab for testing. Mrs. Keel declined the test because she did not want to pay fees associated with testing the meter. I informed Mrs. Keel that Aqua would waive the fee. Mrs. Keel does not want Aqua to perform the meter test although the fee would be waived.. □ Aqua calculated the customer's irrigation usage based on information provided by the customer. The customer states the irrigation runs for approximately 30 minutes. Ther are 4 zones and 38 heads. The customer is unsure of the number of minutes per zone so Aqua used the minimum of three minutes per zone to calculate the irrigation consumption. The average is 3 - 10 minutes per zone.□ □ Aqua based the irrigation consumption on the last six months of the customer's usage history. The customer's average monthly consumption is 24,033 gallons per month. Using the minimum of 3 minutes per zone for 30 minutes, the irrigation usage is 13,680 gallons per month.□ □	Aqua Water - Florida
0856681W	330112803	5/26/2009	G NOLES	High Bill	6/16/2009	•r A billing statement was issued from 4/6/2009 to 5/5/2009 recorded consumption was 23,000 gallons for 29 days of service in the amount of $306.07. A company representative was at the property on 5/20/2009 and obtained a reading (813), checked for leaks; none were found and confirmed the meter number. The reading is inline with monthly cycle reading obtained on 5/5/2009 (717). □ □ •o The June 3rd monthly cycle reading is (835). In comparing this reading to the reading obtained on 5/20/2009, the customer used 2200 gallons in 14 days with a daily average of 157 gallons per day. If the consumption continues to average 157 per day for a 30 day period, the customer would use 4,710 gallons. The company representative confirmed that there were no visible leaks on the company side of the meter. With the change in consumption, it does appear that there could have been an internal event (hang toilet, leaky faucet and or someone could have left water running for a period of time). It has not been revealed if there is a sprinkler system on the property. □ •h Since the usage has decrease for the past 14 days, the company is scheduled for a third visit on 6/17/2009, to perform a field test and obtain pictures of the meter dials to	Aqua Water - Florida
0856681W	330112803	5/26/2009	G NOLES	High Bill	6/18/2009	A field visit was scheduled for 6/17/2009. □ •e Field test performed (customer on-site) meter tested 100% accurate.□ •□No visible leaks at property.□ •h Reading obtained (894). In comparing the monthly cycle reading obtained 6/3/2009 (835) the customer used 5900 gallons in 14 days which averages 421 gallons per day.□ •a Mr. Noles was issued a billing statement from 4/6/2009 to 5/5/2009 recorded consumption was 23,000 gallons. The customer billing statement from 5/5/2009 to 6/3/2009 recorded consumption is 11,800 gallons. It appears the usage has dropped. •h In addition to testing the meter and checking for leaks, the billing department is in the process of reviewing the account to make sure the correct rate structure was implemented when the rate increase took affect 4/1/2009. If it is found that the account should be adjusted, the customer will receive an adjustment on June statement. There will be a bill message on the billing statement..	Aqua Water - Florida

0856789W	330112804	5/27/2009	LAKE GIBSON METHODIST CHURCH	Billing Dispute	6/16/2009	1) Please indicate the date the company corrected the account going forward. •□In reviewing the account, it was found that the account was billed incorrectly. To be in accordance with the tariff going forward the account will be billed based on meter consumption for both water and wastewater (base facility charge/gallonage charge). The billing department is in the process of calculating the credit adjustment retroactive 4/2009 and hope to have completed by week ending 6/26/2009.□ 2) Please indicate if the company will consider a credit adjustment. If so, please indicate date and amount of credit issued. •h Effective the June billing the account will be billed on the correct rates. The June billing statement will reflect a credit adjustment for April (prorated based on effective day of new rates was 4/6/2009) and May 2009.. •o The calculations for the credit adjustment are being calculated by the billing department. The scheduled date for completing the calculations is no later than week ending 6/27/2009 at which time the dollar amount will be available.□ □ SummaryW A company representative spoke with Mr. Fox on 6/5/2009, and advised that the company has reviewed the account and found that the billing statement issued from 4/6/2009 to 5/5/2009 in the amount of $639.67 was incorrect. It was further explained that since the account is metered and to be in compliance with the tariff the account will	Aqua Water - Florida
0856789W	330112804	5/27/2009	LAKE GIBSON METHODIST CHURCH	Billing Dispute	7/10/2009	Status Update.e □ The appropriate rate schedules have been updated in Aqua's billing system. All accounts have been reviewed and adjusted accordingly. The corrections are displayed on the June 2009 billing statements which were mailed on Monday June 29, 2009. On the billing statements in the "Message Center" an explanation of the billing error was explained to customers.□ •n To address the account outlined in the complaint, 424 W. Daughtery Rd, Lakeland, FL, Account#000900450-0643150 the customer received a total credit adjustment in the amount of $332.87 ($40.54 April and $292.33 May).□ □ □ •Mr. Fox also request that 2 other accounts be reviewed. □ oL 421 Platt Street, Lakeland, Fl Account#0009003610643064. The credit adjustment is $28.64 (April credit $3.80 and $24.84 credit for May).□ oh 424 Platt Street, Lakeland, Fl Account#0009004490643149 no credit adjustment warranted.N □ □	Aqua Water - Florida
0857629W	0857629W	5/29/2009	JAMES HUTTON	Billing Dispute	6/19/2009	On 05/18/09, the customer contacted the company to dispute charges on the May 2009 bill. The customer stated the bill was too high.. □ An appointment was scheduled to have the meter information verified on 05/19/09. A Field Service Representative visited the property and obtained a meter reading. The FSR informed the customer that the account was possibly being billed with an additional digit in the reading.. □ I referred the account to the local division to have the meter configuration verified. I am awaiting a response from the division. This information should be available no later than Wednesday, 06/24/09.□ □ I contacted Mrs. Hutton and informed her that Aqua was reviewing the account and that I would follow-up with her next week. □ □ Please see the attached account history. I will forward a follow-up response next week. Please accept our apology for the delay in resolving this issue.	Aqua Water - Florida

0857629W	330112812	5/29/2009	JAMES	HUTTON	Billing Dispute	7/23/2009	The account was referred to Aqua's Information Technology Department to have the meter configuration investigated. Aqua visited the property today, 07/23/09, to obtain meter information that would assist in resolving this matter. e □ A follow-up response will be submitted once investigation of the meter information is complete. □ □ A company representative contacted the customer and informed him that the company is currently investigating the meter information and will follow-up with him when additional information becomes available.j □ Please accept our apology for the delay in resolving this matter.	Aqua Water - Florida
0857629W	0857629W	5/29/2009	JAMES	HUTTON	Billing Dispute	7/29/2009	The customer disputes the May 2009 consumption of 15,900 gallons. A company representative informed the customer that the account was possibly being billed with an additional digit in the meter reading.□ □ To resolve the customer's complaint, Aqua investigated the meter information for this account. It was determined that the account is accurately billed based on the correct meter configuration and there are no additional digits in the meter readings. □ □ Aqua's Field Service Supervisor was notified of the Field Service Representative's conversation with the customer and will coach the Field Service Representative as needed. 9 □ In comparing the May 2009 consumption with the May 2008 consumption of 14,700 gallons, the customer used almost the same amount of water last year. The May 2009 consumption could possibly be due to irrigation. The customer states the irrigtion system has three zones and runs 20 minutes per day.□ □ As of July 2009, the customer's consumption decreased to 2,700 gallons.□ □ Aqua verified that the customer's account is billed based on the correct meter information. It is the company's determination that the May 2009 bill, in the amount of $175.31, is accurate.□ □ However, due to the customer being provided inaccurate information, Aqua gave a courtesy credit adjustment in the amount of $157.97. The credit adjustment reduces the May 2009 bill amount so that it is equivalent to the May 2008 bill amount.y □ A company representative contacted the customer and provided information of the company's investigation and determination that the account is billed accurately. □	Aqua Water - Florida

0857072W	0857072W	5/27/2009	FRIEDA L PROCTOR	High Bill	6/17/2009	On 05/15/09, Aqua issued a billing statement in the amount of $547.39. This reported consumption was 42,100 gallons which is equivalent to 1,503 gallons per day. □ □ Ms. Proctor contacted Aqua on 05/20/09 to inquire about the high May 2009 bill. An appointment was scheduled for 05/22/09 to inspect the meter and obtain an actual meter reading. R □ On 05/22/09, the Field Service Representative obtained an actual meter reading of 3541200. The customer's usage, for the period 05/11/09 - 05/22/09, was 13,800 gallons. This is equivalent to 1,254 gallons per day. □ □ Ms. Proctor checked for leaks at the property and there were none found. The customer's usage fluctuates often however; the increase in the May 2009 bill amount is due to the increase in rates. For example, the customer's consumption was higher in March 2009 at 49,600 gallons. The bill amount was $140.58 which is lower than the May 2009 bill amount of $547.39 for 42,100 gallons.□ □ Aqua granted a payment arrangement on the balance $547.39. The customer agreed to pay $82.08 per month, plus all current charges as due, beginning 06/15/09.y □ I was unable to reach Mrs. Proctor by telephone. I left a voice mail message with a direct contact number.x □	Aqua Water - Florida
0857072W	330112813	5/27/2009	FRIEDA L PROCTOR	High Bill	6/17/2009	Please see attached rate schedule and account statement. In reference to the rate This is a follow-up to the response submitted earlier today, 06/17/09. I spoke with Ms. Proctor regarding the May 2009 billing statement. I reviewed the consumption history and charges. I also explained the affect that the new rates had on the billing.	Aqua Water - Florida
0857202W	0857202W	6/1/2009	Richard Klocko	Billing Dispute	6/18/2009	In reference to Mr. Klocko's dispute pertaining to the consumption, the consumption fluctates from 3,000 - 7,000 gallons per month. This pattern is reflected in the billing for the last two years. The reported consumption for the period April 2009 - June 2009 is between 3,000 gallons and 5,000 gallons per month. The charges for this period range from approximately $25.00 - $48.00 per month. The customer's usage during the same time last year, April 2008 - June 2008, is between 4,300 - 5,300 gallons per month. The charges for this bill period range from approximately $17.00 - $21.00 per month. As you can see, the customer consumed more water last year and monthly charges were less versus less usage this year with higher monthly charges. This is due to a recent increase in the rates. In reference to the customer's concern of low pressure at the property, I forwarded the customer's information to the company's Distributiion Department. A specialist within the department will contact the customer to discuss the matter further. The Distribution Department will also be responsible for investigating and scheduling any necessary appointments with the customer. I contacted Mr. Klocko to discuss the matter further. He suggested that I contact him at a later time. I	Aqua Water - Florida
0858133W	330112818	6/2/2009	SHIRLEY CRAWFORD	High Bill	6/23/2009	Customer Notes:o On 06/01/09, Ms. Crawford contacted Aqua to dispute the new rates.. □ On 06/05/09 Ms. Crawford called the company to report a leak near the mailbox. □ □ □ The customer's consumption is consistent both before and after the meter was exchanged in October 2008. The increase in the bill amount is due to the recent increase in rates. a □ I contacted Ms. Crawford and reviewed the consumption history and charges. She understands that the increase in the bill amount is due to the rate increase. □ The customer's complaint regarding the taste and odor of the water, was referred to the company's Distribution Department. A representative, of that department, will contact the customer to schedule an appointment to sample the water.. □ Please see the attached account statement.	Aqua Water - Florida

0858133W	330112818	6/2/2009	SHIRLEY CRAWFORD	High Bill	7/6/2009	Follow-up: In reference to the customer's complaint about the bad taste and odor from the water, Aqua fluhsed the lines to resolve the issue. Ms. Crawford will contact Aqua if there are any other concerns pertaining to the quality of water.	Aqua Water - Florida
0859088W	330112828	6/5/2009	RAFAEL RIVERA	Off	6/17/2009	•o A 10 day termination notice was mailed to the property on 5/13/2009 for 5/26/2009 in the amount of $498.10 (reference attachment). •h Service at the property was terminated on 6/2/2009. •Service restored on 6/5/2009 due to PUC Case and customer complaint/high bill dispute. •o On 6/5/2009 a company representative spoke with Mr. Rivera reviewed the account and the customer agreed to pay $135.00 to have service restored, confirmation# provided, service restored on 6/5/2009 Summary9 •n On 3/24/2009, Mr. Rivera agreed to pay all current bills as due plus $213.00 each month toward arrears. Mr. Rivera made payment on 5/3/2009 for $213.00 failed to pay current bill in the amount of $73.95 which was due 5/11/2009. Payment arrangements were not kept service was terminated on 6/2/2009. . •h A field visit was scheduled on 4/7/2009, the field representative check for leaks, none were found and obtained a reading (2501). The monthly cycle reading was taken on 4/14/2009 (2517). In comparing the 2 readings, the customer used 1600 gallons in 7 days which averaged 228 gallons per day. •e On 6/10/2009 left message for Mr. Rivera to return call to business office, no response. •o 6/11/2009 field visit scheduled to test meter and check for leaks. Mr. Rivera was home when the technician arrived however; did not want to witness test. The meter tested 100% accurate; no leaks were found reading obtained (2568). The reading is consistent with previous readings.	Aqua Water - Florida
0859266W	330112829	6/8/2009	GAYLE O SMITH	Miscellaneous	6/29/2009	Ms. Smith contacted Aqua on 06/05/09 to report that the shut-off valve was leaking. A company representative visited the property on 06/08/09 and inspected the meter. The representative determined that the leak was on the company's side of the service therefore; the leak will not have an affect on the customer's billing. e Repair of the leaking valve is Aqua's responsibility. The leak was not repaired on 06/08/09. Aqua will make repairs on I contacted Ms. Smith and informed her that Aqua would repair the leaking valve as soon as possible. I will follow-up with the customer regarding the expected date of repair.9	Aqua Water - Florida
0859266W	330112829	6/8/2009	GAYLE O SMITH	Miscellaneous	7/22/2009	Follow-up response:a Aqua will visit the property on 07/27/09 to repair the leaking shut-off valve. A company representative contacted Ms. Smith and informed her of the appointment.	Aqua Water - Florida

0860092W	330112837	6/10/2009	THOMAS L BAILEY	High Bill	7/1/2009	The meter, at this property, was exchanged on 06/24/08. Due to human error, the meter exchange was not updated on the account until May 2009. This resulted in the account being billed, based on the old meter information, during the period July 2008 - May 2009. 0 □ The bills, for the period July 2008 - May 2009, were cancelled and a revised billing statement issued on 05/26/09. This bill shows reported consumption of 225,500 gallons for 329 days of service.. □ Mrs. Bailey contacted the company on 06/09/09 to dispute the high consumption charged on the May 2009 bill. A Field Service Representative visited the property on 06/11/09 and inspected the meter equipment. The representative did not find a leak at the meter. A meter reading of 225600 was obtained. There was no reported consumption for the period 06/08/09 - 06/11/09.□ □ A Field Service Representative visited the property again on 06/30/09 and obtained a meter reading of 225700. The reported usage, for the period 06/11/09 - 06/30/09, is zero. 9 □ Aqua has no explanation for the increased consumption of 225,500 gallons for 329 days of service. The increase could be due to irrigation usage, a leaking toilet, etc. □ Currently, there is no reported consumption. Whatever occurred to increase the consumption has ceased.□ □ I contacted Mrs. Bailey and provided a billing explanation. I informed Mrs. Bailey that the reported consumtpion is now zero. I inquired whether there was a leaking toilet or if water was mistakenly left running. Mrs. Bailey denies leaks or the possibility of water left running.N □ Aqua will perform a test of the meter. A follow-up response will be submitted once the meter test results become available.□	Aqua Water - Florida
0860092W	330112837	6/10/2009	THOMAS L BAILEY	High Bill	6/10/2009	Follow-up response: □ □ Aqua performed an on-site test of the meter on 07/08/09. The test showed the meter to be functioning properly. A meter reading of 2257 was obtained. The customer's consumption, for the period 06/08/09 - 07/08/09, is 100 gallons.. □ I contacted Mrs. Bailey and informed her of the meter test results. Aqua will grant a payment arrangement on the balance due.□	Aqua Water - Florida
0860092W	330112837	6/10/2009	THOMAS L BAILEY	High Bill	7/9/2009	Follow-up response: □ □ Aqu performed an on-site test of the meter and verfied the meter information. The meter equipment is functioning properly and the customer's account is being billed correctly. □ □ Aqua has no explanation as to what occured, at the property, to increase the consumption to 225,500 gallons. However; in order to resolve the customer's dispute, the consumption was adjusted so that the customer is charged zero consumption for the period 06/10/08 - 07/10/09.□ □ The total account balance is $11.35 due 08/11/09.□ □ Please see attachments.	Aqua Water - Florida

0859948W	330112838	6/10/2009	JAMES	ANDERSON	High Bill	6/24/2009	Customer notes:N On 04/20/09, Mrs. Anderson contacted Aqua to dispute a high bill. A company representative informed the customer that the readings were actual. The representative suggested that the customer check the property for leaks. On 04/22/09, Ms. Anderson called again regarding the high bill. A company representative advised her to dye test the toilets to check for a leak. On 05/19/09, Ms. Anderson called to speak with a supervisor regarding the high bill. A representative of Aqua's supervisory team reviewed the account with the customer. An appointment, was scheduled to have the meter removed for testing. . Response: The customer's consumption was abnormally high, from January 2009 - June 2009. The average daily consumption ranged from between 500 - 900 gallons per day. Since there are only two people residing at this property, the average daily consumption should be approximately 200 gallons per day.. The meter was removed from the property on 06/01/09 and sent to an outside laboratory for testing. Aqua expects to receive the results within 30 days from the date the laboratory received the meter; which should be at the end of June or beginning of July 2009. The customer's usage decreased prior to removing the meter for testing. The reported consumption, when the meter was removed, was 217 gallons per day. This usage is more consistent with the average daily consumption for a household of two people. The usage, on the new meter, as of 06/03/09, was 217 gallons per day and is also average for a household of two people.! The consumption, at the property increased for a few months and then returned to an average daily usage for a household of two people. Aqua has no explanation for the increase in consumption. The increase could have been due to irrigation usage, a	Aqua Water - Florida
0859948W	330112838	6/10/2009	JAMES	ANDERSON	High Bill	7/22/2009	Aqua has received the results from the independent testing company MARS. The test shows that the meter failed accuracy standards on both the maximum, intermediate and minimum flow. O The meter is understating the water flowing through the meter at low volume therefore; the registered usage on the meter reflected less water than was actually flowing through the meter. a A copy of the meter test results was mailed to the customer. Please see attachment.	Aqua Water - Florida
0861130W	330112849	6/15/2009	KENNETH A HOWE		Billing Dispute	7/7/2009	The customer's meter is read between 26-35 days each month. The customer should receive one billing statement each month. Unless, for some reason, Aqua has to cancell a bill and issue a revised one. t Aqua was unable to reach the customer via telephone. A message, including a direct contact number, was left on the customer's voicemail system. In addition, a letter was mailed to the service address. Please see the attached account statement.	Aqua Water - Florida

0860458W	330112855	6/17/2009	SCOTTISH HGHLND CONDO	Billing Dispute	7/7/2009	The customer issued a single check as payment for 35 accounts at Scottish Highlands. The amount of the check did not agree with the sum of the remittance slip. As a result, the check was returned to the customer with instructions for the customer to include all payment stubs with the check. □ □ Aqua assigned a billing representative to work directly with Ms. Johnson regarding payments for Scottish Highlands. The billing representative resolved all issues pertaining to posting payments for the 35 accounts. The billing representative will continue to permanently with Ms. Johnson regarding payments for Scottish Highlands. □ The meter readings for the customer's account #0009100250652130, for service at Ben Hope Drive, were inaccurately reported by a contractor hired by Aqua. This resulted in incorrect billing statements. The incorrectly charged bills were cancelled and a revised billing statement issued. The revised bill includes consumption of 82,400 gallons. □ I spoke with Janice Johnson regarding the complaint filed with the Commission. Ms. Johnson is satisfied that Aqua has resolved all issues regarding posting of payments. However, she disputes the consumption billed during the period June 2008 - March 2009. I informed Ms. Johnson that the account was referred to the divisional office for	Aqua Water - Florida
0860458W	330112855	6/17/2009	SCOTTISH HGHLND CONDO	Billing Dispute	7/17/2009	In reference to Scottish Highland's concerns regarding Aqua's posting of payments, Aqua received a single check as payment for 35 accounts at Scottish Highlands. The amount of the check did not agree with the sum of the remittance slip. As a result, the check was returned to the customer with instructions for the customer to include all payment stubs with the check. □ □ In order to resolve all issues regarding posting of payments for Scottish Highland's accounts, Aqua assigned a billing representative to work directly with Ms. Johnson. The representative worked with the customer to insure that the proper payments were posted to each of the 35 accounts. □ The customer also expressed concerns about the meter readings for account #0009100250652130. The meter readings for this account were incorrectly input. This resulted in incorrect billing statements being issued. Aqua resolved this issue by updating the account with the correct meter reading information and issuing a revised billing statement on 08/26/08. □ □ In reference to the customer's inquiry regarding charges billed on 08/26/08, the account was inaccurately coded, in the billing system, as a 5/8 inch meter when there was actually a 2 inch meter at the property. The account was under billed by a factor of 10 during this time period. A billing statement was issued on 08/20/08 based on the correct meter size and an actual meter reading. Aqua did not back bill the customer for charges that were under billed when the account was coded as a 5/8 inch meter instead of a 2 inch meter. E □	Aqua Water - Florida

0861670W	330112859	6/16/2009	CHARITY RUPP	High Bill	7/18/2009	•A billing statement was issued from 5/1/2009 to 6/4/2009 total consumption 15,700 gallons for a period of 34 days in the amount of $309.68 plus a previous balance $151.94 total amount due $461.62 on 6/30/2009. •On 6/23/2009 a field service representative was at the property to check for leaks and to obtain a check reading. There were no visible leaks and the check reading obtained was 1223 taken on 6/23/2009. In comparing the reading to the reading obtained on 6/4/2009 the customer used 2000 gallons for a period of 19 days which averages to 105 gallons per day. •It appears that there was an unidentified event that took place at the property from 5/1/2009 through 6/4/2009 (leaky faucet, hanging toilet etc). The company has made several attempts to reach Ms. Rupp on 7/7/2009 and 7/8/2009 (voice messages left) to discuss the account. •The current billing statement issued from 6/4/2009 to 7/6/2009 total consumption 3,800 gallons for a period of 32 days in the amount of $106.22. The usage returned to normal. 9 •The company does offer a one time courtesy adjustment for leaks however; the customer must provide information and or produce a receipt if there was repair work done at the property. In the advent there was a one time occurrence that caused the	Aqua Water - Florida
0861673W	330112860	6/18/2009	CARMON L THORNTON	High Bill	7/9/2009	•The meter at the property was exchange on 10/21/2008 due to a company initiative to replace manual meters with radio frequency (RF) units. The usage/consumption on the account is consistent with the history of the account. •The company has obtained several readings which indicate that the readings are correct and the meter is functioning as designed. The following readings where obtained. o5/5/2009 (342) o5/19/2009 (363)N o6/3/2009 (392) o7/6/2009 (434) .A company representative spoke with Mrs. Thornton on 7/9/2009, and reviewed the billing history and reviewed recent rate increase. It is believed that the increase that Mrs. Thornton is questioning is due to the rate increase that was effective 4/2009. .Mrs. Thornton's usage is consistent and the readings are inline with the history of the account. Attached for review is the account history.	Aqua Water - Florida
0861868W	330112861	6/18/2009	JOHN & FRANCES AHERN	Billing Dispute	7/9/2009	•A company representative spoke with Mrs. Ahern regarding her billing concerns on 7/7/2009. Mrs. Ahern is concerned that when she is not at the property she is billed for base facility charges. The representative advised rules and regulations that are outlined in Aqua Utilities Florida, Inc tariff regarding temporary discontinuance of service. Understanding that Mrs. Ahern is not at the property several months during the course of the years however; she is responsible for base charges. Mrs. Ahern understood company policy however did not agree. The representative shared with Mrs. Ahern that she could view information online via company website and state information. Mrs. Ahern stated she did not have access to a computer system. The representative advised will send insert from the tariff. •Mrs. Ahern also raised questions regarding the 2008 water quality report that was mailed to customers. A representative from the water quality division spoke with Mrs. Ahern on 7/8/2009 and addressed all questions. Mrs. Ahern indicated that all issues were addressed. •Attached for review is a company of the letter and attachment that was mailed to Mrs. Ahern.0	Aqua Water - Florida

0862479W	330112869	6/18/2009	LUCY	HALL	Billing Dispute	7/14/2009	In reference to the customer's concern regarding the consumption charged in 2009, there was an increase in the consumption beginning March 2009. The actual consumption for March 2009 was 521 gallons per day and the actual consumption in April 2009 was 663 gallons per day. This usage is consistent with the May and June 2008 consumption which was at 551 and 784 gallons per day. The customer's consumption fluctates and has ranged between 325 - 1,656 gallons per day over the last three years. The increased consumption in March and April 2009 could possibly be due to irrigation usage or pool filling. An Aqua representative will visit the property on 07/15/09 to verify the meter information and perform an on-site meter test. Please see the attached account statement. The estimated usage, shown in the statement, is due to Aqua's inability to read the meter via a manual meter reading device. The manual meter reading device required walking up to the actual meter to obtain the reading. The meter readers weren't always able to get the reading because the customer had a dog in the fenced area where the meter is located. In order to resolve the issue with reading the meter, the meter was exchanged in January 2008. Aqua exchanged the meter and installed a radio frequency device which allows the meter reader to ride by and obtain the meter reading instead of going onto the customer's property..	Aqua Water - Florida
0862644W	330112873	6/18/2009	HAROLD	TESSIER	Billing Dispute	7/10/2009	A company representative spoke with Mrs. Tessier on 7/10/2009 to address questions related to meter readings and billing cycle. It was explained that based on industry standards the meters are read on a monthly cycle between 26-35 days. It is company procedure to issue only 1 billing statement per month. The exception would be if a customer received an estimated bill and requested a billing statement based on an actual reading. The company would obtain an actual reading and re-issue a revised statement. If this was to occur it is possible that more than 1 billing statement could be issued during the month.. Mrs. Tessier understood the monthly cycle however; concerned that she would receive 13 billing statements during the year based on her meter being read earlier in the month. Further explanation depending on when the meter is read it would have to fall within the sliding scale of 26-35 days hence she would only receive 1 bill a month during a calendar year. Mrs. Tessier acknowledged policy and procedures and appreciated the follow-up call. .	Aqua Water - Florida
0862644W	330112873	6/18/2009	HAROLD	TESSIER	Billing Dispute	8/10/2009	The billing statement issued from 5/11/2009 to 6/6/2009 bill date 6/15/2009 was delayed in processing due to a timing issue within the meter reading interface program. To be in accordance with the regulations, the due date was 21 days from the bill date. The billing statement issued 6/6/2009 to 7/7/2009 dated 7/9/2009 was issued after the due date of the June bill. On behalf of the company an apology is extended to Mrs. Tessier's for any inconvenience and confusion this issue may have cause. The feedback is certainly appreciated. e Attached for review billing statements issued from June through August, issue has been addressed.	Aqua Water - Florida

0862775W	330112874	6/19/2009	RONALD C CLARKE	Billing Dispute	7/10/2009	In reference to the customer's dispute of the June 2009 bill which includes consumption of 28,100 gallons, Aqua's records show that the customer's usage began to increase in April 2009 and continued to increase each month through June 22, 2009; which is the last time the company obtained a reading prior to this response. Mr. Clarke contacted Aqua on 06/19/09 to dispute the increased consumption for the period April 2009 - June 2009. An appointment was scheduled for 06/22/09 to have the meter information verified. A Field Service Representative visited the property on 06/22/09 and verified the serial number for both the electronic meter reading device and the meter. The representative confirmed that Aqua is billing the customer based on the correct meter information. A meter reading of 0235960 was obtained at that time. There was no leak at the meter. The customer's usage began to increase in April 2009. The April consumption was at 808 gallons per day and increased to 838 gallons per day in May 2009. The consumption increased further in June 2009 to 1,040 gallons per day. When the FSR visited the property on 06/22/09, the consumption was at 1,063 gallons per day for 11 days of service. A company representative contacted Mr. Clark and reviewed the consumption history with him. The representative inquired whether there was the possibility of a leak in either of the two toilets or on the irrigation system. The representative gave instructions for doing a dye test in each toilet to check for a leak. Mr. Clark denies that there is a leak in either of the toilets or on the irrigation system. Aqua is not aware of the reason for the increase in the customer's consumption. An Follow-up:	Aqua Water - Florida
0862775W	330112874	6/19/2009	RONALD C CLARKE	Billing Dispute	7/20/2009	In reference to the customer's dispute of the 06/29/09 bill showing consumption of 28,000 gallons, it is Aqua's position that the account is billed accurately. An appointment, to test the meter, was scheduled for 07/14/09. Aqua was unable to keep this appointment due to staff being re-routed to handle unexpected emergencies. A technician visited the property on 07/15/09 and performed an on-site meter test. The meter tested with 100% accuracy. Aqua informed Mr. Clarke of the meter test results. The customer also expressed concern about whether the account is being billed based on a 5/8" meter size or a 1" meter size. A company representative explained that there has always been a 1" meter at the property. As, part of the company's plan to upgrade meter equipment, the meter was exchanged in March 2008. The 1" meter was exchanged and replaced with the same 1" connection size. Due to human error, the meter was coded as a 5/8" meter as shown on the 03/24/08 billing statement. The coding error was corrected and the account updated to show a 1" meter size as shown on the 04/08/08 billing statement. On 07/10/09, Mr. Clarke request to have the meter connection size changed from a 1" meter to a 5/8" size. Aqua inspected the meter on 07/15/09 and determined that the customer's service line would have to be changed in oder to fit a 5/8" size meter. Mr. Clarke will have the connection size changed to fit a 5/8" size meter and contact the company once the work is completed. Aqua will then install a 5/8" meter.	Aqua Water - Florida

0862775W	330112874	6/19/2009	RONALD C CLARKE	Billing Dispute	8/17/2009	Follow-up: A company representative contacted Mr. Clarke in response to his request to have the meter connection size changed. Mr. Clarke is in the process of hiring a plumber to change the piping to accommodate a 5/8" meter size.. Mr. Clarke will contact Aqua once he has hired a plumber and scheduled a date that the plumber can change the meter size. Aqua will then have a technician visit the property and install the meter on the same day.	Aqua Water - Florida
0862775W	330112874	6/19/2009	RONALD C CLARKE	Billing Dispute	8/31/2009	Follow-up: The attached letter was mailed to Mr. Clarke requesting a tentative date when a plumber will perform the work required to have the meter connection size changed from 1 inch to 5/8 inch..	Aqua Water - Florida
0862809W	330112875	6/22/2009	CHARLES DERR	Billing Dispute	7/13/2009	•A billing statement was issued from 5/11/2009 to 6/9/2009 for 700 gallons in the amount of $22.13. The billing statement was based on an actual reading (reference attachment). R •A company representative spoke with Mr. Derr on 7/10/2009 explained the estimated bill received and that his account schedule for monthly cycle reading 7/10/2009. Once reading obtain for the month should capture actual usage that ran through the meter from 5/11/2009 to 7/10/2009. Mr. Derr he wanted billing to be based on actual readings not estimates. Will contact customer on 7/13/2009 to provide actual reading. •7/13/2009, left message for Mr. Derr informed actual reading obtained on 7/13/2009, (8100) will be issuing revised bill from 5/11/2009 to 7/13/2009 based on actual readings. Additional information related to the account. There is a radio frequency unit at the property. The field service representative reported that it appears that the encoder receiver transmitter (ERT) is not working as designed which resulted in the estimated reading. This will be confirmed and repaired if needed. A follow-up report will be forwarded with confirmation and a copy of the revised billing statement.	Aqua Water - Florida
0862809W	330112875	6/22/2009	CHARLES DERR	Billing Dispute	9/23/2009	•8 On 7/14/2009 the field service representative confirmed problem with radio frequency unit (ERT) which was the caused of the estimated billing statements. The radio frequency unit was exchanged. . •The billing statements dated 6/9/2009 and 7/10/2009 were cancelled due to the readings being estimated. A revised billing statement was issued from 5/11/2009 to 7/14/2009 (old meter) for 64 days of service recorded consumption 500 gallons, the new meter was billed from 7/14/2009 to 7/15/2009 1 day of service with zero consumption. The total bill issued was for $38.92.. •Mr. Derr was contacted on 7/13/2009 informed that the meter would have to be exchanged due to the transmitter not working properly and the account was in the process of being corrected and a revised billing statement would be mailed. •e All billing current billing statements issued have been based on actual readings. •/ For review revised billing statement and current statements to-date are attached.	Aqua Water - Florida

0863814W	330112886	6/23/2009	DONNA MEEKS	High Bill	7/15/2009	1) Please offer field test and provide results. . •A field test was performed on 6/25/2009. The meter tested accurate with no visible leaks, reading obtained (3357). The reading is consistent with reading obtained on 6/11/2009 (3276). Difference 8100 gallons which equals to a daily average of 578 gallons per day. 2) Please offer bench test and provide results if accepted. •Mrs. Meeks stated would like to wait until receive July billing statement to see if a decrease.□ 3) Please provide consumption history for the past 24 months and indicate which readings are actual and which are estimated.. •Account history as an attachment.□ Company SummaryR •I believe the billing statement Mrs. Meeks is disputing covers the billing period 5/7/2009 to 6/11/2009. Total consumption is 34,700 gallons in the amount of $182.34, for 35 days of service.□ •A field test was performed on 6/25/2009. The meter tested accurate with no visible leaks, reading obtained (3357). The reading is consistent with reading obtained on 6/11/2009 (3276). Difference 8100 gallons which equals to a daily average of 578 gallons per day. The monthly cycle reading obtained 7/13/2009 is (3432). The total consumption for billing period 6/11/2009 to 7/13/2009 is 15,600 gallons for 32 days of service. The total consumption for this billing period has decreased by half the total consumption used previous billing period 5/7/2009 to 6/11/2009. □	Aqua Water - Florida
0863859W	330112887	6/23/2009	LOYE E LASHLEY	Billing Dispute	7/15/2009	•A billing statement was issued from 5/1/2009 to 6/1/2009 recorded consumption 20,800 gallons for a period of 31 days in the amount of $303.29. •A field service representative visited the property on 6/17/2009. The meter was checked for accuracy, no visible leaks found and a check reading was obtained (1818). The field representative confirmed that there was no pool at the property. The reading is consistent with the reading obtained on 6/1/2009 (1787). The consumption for 16 days was 3100 gallons with a daily average use of 193 gallons per day.. •The monthly cycle reading obtained on 7/1/2009 is (1830). The billing statement issued from 6/1/2009 to 7/1/2009 indicates total consumption of 4300 gallons with a daily average of 143 gallons. The bill amount is $43.86 for 30 days of service. •The company attempted to reach Mr. Lashley and Ms. Haskins on 7/13/2009 several times. A voice message was left for a return call. □ •On 7/15/2009, a company representative spoke with Ms. Haskins reviewed the account. Ms. Haskins stated that there are no internal leaks and no pool at the property. The representative suggested perhaps company at property who could have left faucet running and or hanging toilet. However; usage does dictate that there was an event at the property that caused the increase in usage. It was further discussed that the current billing statement indicates that the usage has returned back to normal. □	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	7/16/2009	Please see the attached account statement which includes usage and consumption history for the period August 2006 - January 2010□ □	Aqua Water - Florida

0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	7/23/2009	The customer contacted the company on 06/15/09 to dispute the consumption of 14,500 gallons charged in June 2009. An appointment was scheduled for 06/16/09 to check for leaks and verify the meter information. A Field Service Representative visited the property on 06/16/09 and verified the meter reading. The representative also verified that there were no leaks at the meter. The customer's consumption history shows that the consumption increased during May and June 2009. The reported consumption is based on actual meter readings. A company representative spoke with the customer regarding the consumption history. The customer admits to having a dripping garden hose but states she did not use water for irrigation or filling the pool during the disputed months. The customer agreed to an appointment on 07/21/09 for an on-site meter test and verification of the meter information. Aqua will forward an updated response once results of the meter test is available.	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	8/28/2009	Aqua performed on on-site test of the meter.The customer was available to witness the meter test. The test showed the meter to be functioning with accuracy. There was no leak at the meter.d The reported consumption for the period 07/01/09 - 07/23/09, is 9,700 gallons in 22 days. This is equivalent to 440 gallons per day. The customer's average daily consumption, during the period May - July 2008, was approximately 200 gallons per day. A company representative contacted the customer and discussed the consumption. The customer denies filling the pool, irrigation usage, or leaks. The company representative gave instructions for dye testing the toilets to check for a possible leak. The customer did a dye test in the two toilets and did not find a leak in either toilet. Aqua has no explanation for the increase in the customer's consumption. The consumption did not decrease which is an indication that a problem still exists. Aqua performed a test of the meter and verified the meter information. It's possible that the increase in consumption may be the result of an internal problem. The customer will monitor the consumption over the next week and follow-up with the company. Aqua will forward an updated response.	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	10/23/2009	Aqua removed the meter for testing. The meter will be sent to an independent lab for testing. The results of the test will be available approximately 30 days after being received by the independent lab.. Aqua will forward results when available.	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	11/18/2009	Follow-up response:a The meter was tested on 10/23/09 by MARS Co. There was a delay in the shipping the meter to MARS to be tested. Please accept our apology for this delay. The meter tested within company guidelines. A copy of the meter test results was mailed to the customer. Please see attached meter test results.	Aqua Water - Florida

0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	11/25/2009	Follow-up response:a □ A copy of the meter test results was mailed to the customer for review.□ Aqua was unable to reach the customer via telephone to discuss the account. □ Please see the attached letter that was mailed to the customer.	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	12/15/2009	*Response submitted by Carl Smith:*□ □ □ Ms. Valdez,□ □ Thank you for taking my call regarding the request to have the meter that was tested by MARS re-tested with FPSC oversight.□ □ We do have the meter. x □ As I mentioned over the phone, the MARS Company performs the independent testing on bench test requests we receive. MARS is not affiliate with Aqua and any request to oversee a retest must be approved by them. By this email I have notified Mike at MARS.□ □ Their contact person is Mike Morris Customer Service Manager – 352 694 7195 ext: 16.□ □ Given this request, Aqua feels compelled to also be present during this test if and when such approval is requested of MARS and granted.□ □ Also as I stated to you, this meter was pulled several months ago and we received the results in October and a letter sent in early November. It has been shelved in our warehouse. My point to this is – retesting the meter could lead to different results than when originally tested. Not that it would but that it might. □ Upon seeking approval from MARS – please let me know so that I can contact Mars to get clearance for someone from Aqua to attend.. □ My contact information is below.: □ Nice speaking with you.□	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	12/16/2009	Follow-up response:a □ In reference to the customer's concerns regarding the increase in rates, on 10/22/09, Aqua sent a letter to customers notifying them of an Index Price Adjustment. The new rate went into effect 10/29/09.□ □ Adjustments in index pricing are established by the Florida Public Service Commission for major categories of operating costs. Inflation is a major factor in determining the index (labor, chemicals, sludge hauling, materials and supplies, maintenance, transportation, and treatment expense).□ □ *The purpose of the pass through adjustment is to pass on the increase costs in* purchased water and ad valorem (property taxes).. □ The purpose of index increases is to ensure that inflationary pressures do not negatively impact the utility and likewise, so that any possible deflationary pressures do not negatively impact rate players. By keeping up with index pricing and pass-through adjustments (costs that are passed on to the rate payer without any price adjustments), utility operations can be maintained at a level efficient to ensure quality of service for rate payers.□ □ *Index price adjustments enable water and wastewater utilities to adjust the rates and*	Aqua Water - Florida

0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	12/18/2009	Aqua is currently investigating whether the removed meter is still available. □ I will also look into whether Aqua sent a letter to customers, regarding an increase in rates and cancellation of a public hearing.□ □ I have attached a copy of the water tariff for April 2009 and October 2009 for your review.W □ A follow-up response will be forwarded, once additional information becomes available.	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	12/21/2009	Follow-up response:a □ At your request, please find a copy of the billing statements for November 2009 and December 2009 attached.	Aqua Water - Florida
0864007W	330112889	6/23/2009	DON & JENNIFER PERDIAN	High Bill	1/29/2010	Follow-up response:a □ The last contact from the customer was on 11/05/09. The customer left a voice mail message stating that she had questions about the Bench Test results. A company representative left the customer a voice mail message on 11/06/09 and 11/11/09. The customer did not return the call. A letter was mailed to the customer on 11/16/09. □ Aqua's position is that the customer's account is being billed accurately. The Bench Test results show that the removed meter was functioning within company guidelines. □ The customer is responsible for all billed charges. The total account balance is $928.64.0 □ The customer should contact Aqua's Customer Service Department at □ 1 877 987-2782, regarding a payment arrangement.. □	Aqua Water - Florida
863993W	330112890	6/23/2009	BILL ARNOLD	Billing Dispute	7/16/2009	In reference to the customer's concerns regarding the meter readings, Aqua billed the customer based on actual meter readings that were obtained from the remote reading device on the meter.□ □ The customer states that the meter readings Aqua obtained differ from the meter readings that he takes from the meter. An Aqua representative contacted the customer to schedule an appointment for an on-site meter test and verification of the meter information. The customer does not want to be present at the appointment. I informed the customer of the appointment date, 07/20/09.□ □ Please see the attached account statement. Aqua will forward an updated response upon receiving the meter information from 07/20/09.□ □ Customer Notes:□ The customer contacted the company on 06/04/09 to inquire about the billing. A company representative provided a billing explanation. □ □	Aqua Water - Florida

0863993W	330112890	6/23/2009	BILL ARNOLD	Billing Dispute	7/22/2009	Follow-up response:a □ An Aqua technician visited the property on 07/22/09 and performed an on-site test of the meter. The technician also verified the meter serial number and reading. The meter serial number agrees with what the serial number for which the company is billing and the reading is consistent with the previous month's reading. □ □ The on-site meter test shows that the meter equipment is functioning with accuracy. The customer did not want to witness the test.. □ The meter readings are accurate and the equipment is functioning with accuracy therefore; no credit adjustment is warranted.□ □ Aqua was unable to reach the customer via telephone. A company representative left a voicemail message including a direct contact number. A letter was also sent to the customer.□ □ The account currently has a zero balance.. □ Please see the attached letter that was mailed to the customer.□ □	Aqua Water - Florida
0863993W	330112890	6/23/2009	BILL ARNOLD	Billing Dispute	8/7/2009	Aqua performed a bucket test of the meter on 07/22/09. A company representative ran 10 gallons of water through the meter and the meter registered 10 gallons.e □ A meter reading of 1323 was obtained on 07/22/09.	Aqua Water - Florida
086428W	330112891	6/24/2009	KEVIN MORAN	Property Damage/Maint./Dist.	7/16/2009	•Mrs. Moran is referring to Rosalie Oaks system. The Company is aware that a fence was installed around the lift station. The installation of the fence is causing storm water to back up onto other properties. Management has contacted the FDEP and the County to assist with addressing this issue. Understanding the immediate concern of the residence, representatives have been to Mr. and Mrs. Moran's property several times during the month of June to discuss their concerns and provided status on plans to address their concerns.□ □ •On 7/15/2009 a company representative visited the property and spoke with Mr. Moran. The water level of the canal was checked. There is no flooding, water levels are low and the ground around the lift station is dry. The company will continue to work with FDEP and the County. Mr. Moran stated that he understood the company was working to resolve the issue.□ □ □	Aqua Water - Florida

0864864W	330112896	6/26/2009	PATRICIA DUNLAVEY	Billing Dispute	7/16/2009	•Aqua issued a billing statement from 5/5/2009 to 6/4/2009 recorded consumption 7,200 gallons for a period of 30 days in the amount of $68.89. This billing statement was based on an estimated reading. □ •On 6/12/2009, Mrs. Dunlavey telephoned Aqua requesting to be billed based on an actual reading. •On 6/25/2009 an actual reading was obtained (1515).. •The billing statement issued from 5/5/2009 to 6/4/2009 in the amount of $68.89 was cancelled. A revised billing statement was issued from 5/5/2009 to 6/25/2009 recorded consumption 10,500 for a period of 51 days in the amount of $102.69. The bill amount for $68.89 displays as a line adjustment credit on the billing statement. •A billing statement was issued from 6/25/2009 to 7/6/2009 zero consumption for 11 days of service in the amount of $6.53. This bill was issued in an effort to get the customer back in sync with monthly billing cycle.□ •On 7/16/2009 a company representative spoke with Mr. Dunlavey regarding billing dispute. It was explained that the bill for $68.89 was billed based on an estimated reading. Based on actual reading obtained a revised bill was issued and an explanation was provided. Mr. Dunlavey stated that he was fine with the correction and that he believed the bill was corrected and he was satisfied with the resolution. □ Company Summary The estimated billing statement dated 6/8/2009 in the amount of $68.89 was issued based on an estimated reading, this bill was cancelled. An actual reading was obtained	Aqua Water - Florida
0864932W	330112900	6/26/2009	RAYE LUVAUL	Billing Dispute	7/20/2009	Background Informationx •The meter was exchanged at the property on 6/20/2007. According to company records, there were 4 billing statements issued after the meter exchange dated 7/6/2007; 8/1/2007; 8/28/2007 and 9/27/2007 that were based on actual readings. The billing statements dated from 10/22/2007 through 3/17/2008 were based on estimated readings. However; there was a revised billing statement issued from 8/24/2007 through 3/17/2008 in the amount of $101.29, after adjustments the amount due was $1.29. 9 □ •The account statement (attachment) displays monthly billing. The monthly billing statements are not available for period in question due to company billing statement file keep 12 months current. □ □ A company representative made an attempt to reach Mr. Luvaul on 7/16/2009 however; Mr. Luvual was not available. A voice message was left requesting a return call and advising him that an account history summary was mailed.□ □ Company summary d •A company representative made an attempt to reach Mr. Luvaul on 7/16/2009, voice message left for return call.□ •A company representative spoke to Mrs. Luvaul on 7/17/2009. A billing explanation was provided however; Mrs. Luvaul stated that she preferred that the issue be addressed with Mr. Luvaul.□ •7/20/2009 a company representative spoke with Mr. Luvaul regarding the account. Mr. Luvaul stated that when the meter was exchanged at the property 6/20/2007 the 4 billing statements issued after the exchange did not represent actual consumption used at the property. The following information below was provided which represents billing statements issued after the meter exchange that Mr. Luvaul is questioning. According to company records the statements were billed based on actual readings. □ oh The following billing statements were issued □ ?Bill date 7/6/2007 period 6/20/2007 through 7/2/2007 in the amount of $35.52.4	Aqua Water - Florida

0865706W	330112904	6/30/2009	CORNELIUS E SMITH	Billing Dispute	7/22/2009	The customer contacted the company on 05/26/09 to dispute a high bill. An appointment was scheduled for 06/02/09 to have the meter information verified. A technician visited the property on 06/02/09 and determined that the company was billiing the customer based on the wrong meter information. The technician informed the customer that the account was being billed incorrectly. There was a mix-up with the meter information for this premise and the meter information for another premise. Due to human error, the customer's account was erroneously set-up on Aqua's billing system with the meter serial number for another customer's account. This billing error resulted in the wrong meter readings being uploaded to the customer's account. Aqua resolved the issue by cancelling the bills that pertained to the incorrect meter information and updating the account with the correct meter information. A revised billing statement was issued on 07/20/09. This bill includes a credit adjustment of $1,353.09 due to cancelled bills. The total account balance is $30.76 due 08/11/09. (SEE ATTACHMENT)H Aqua was unable to reach the customer via telephone. A letter was mailed to the service address. (SEE ATTACHMENT)	Aqua Water - Florida
0865706W	330112904	6/30/2009	CORNELIUS E SMITH	Billing Dispute	7/24/2009	The customer contacted the company on 05/26/09 to dispute a high bill. An appointment was scheduled for 06/02/09 to have the meter information verified. A technician visited the property on 06/02/09 and determined that the company was billiing the customer based on the wrong meter information. The technician informed the customer that the account was being billed incorrectly. There was a mix-up with the meter information for this premise and the meter information for another premise. Due to human error, the customer's account was erroneously set-up on Aqua's billing system with the meter serial number for another customer's account. This billing error resulted in the wrong meter readings being uploaded to the customer's account. Aqua resolved the issue by cancelling the bills that pertained to the incorrect meter information and updating the account with the correct meter information. A revised billing statement was issued on 07/20/09. This bill includes a credit adjustment of $1,353.09 due to cancelled bills. The total account balance is $30.76 due 08/11/09. (SEE ATTACHMENT)H Aqua was unable to reach the customer via telephone. A letter was mailed to the service address. (SEE ATTACHMENT)	Aqua Water - Florida

0865706W	330112904	6/30/2009	CORNELIUS E SMITH	Billing Dispute	7/27/2009	•u After reviewing Mr. Smith's account, it was determined that the issue Mr. Smith raised regarding the high consumption he was billed; from 9/16/09 to 7/6/09 was valid. Company records support that on 5/26/2009 Mr. Smith's grandson (Robert Barlow) contacted the company in regards to high consumption. He spoke with a company supervisor who scheduled an appointment for a field service technician to visit the property to obtain a check reading and check the property for leaks on 6/2/2009. □ ou 6/2/2009 field service representative performed leak test, verified meter and ert numbers and obtained a reading. No visible leaks were found. The technician left a door tag as confirmation that the company was at the property. All information obtained was documented via system automation. □ □ •q On 6/22/2009 an email was received from Cornelius Smith Jr. (Mr. Smith's son). The email was sent to custserv@aquaamerica.com, internal email address that customer can utilized associated with customer service department. The e-mail explains the field visit that took place on 6/2/2009. Mr. Smith's expressed his concern that the company did not issued a corrected bill as indicated on the door hanger that was left at the property on 6/2/2009. As a result of receiving the email, a follow-up meeting with a billing representative took place to confirm all data was received in an effort to correct the account and issue a revised bill. □ •o On 7/17/2009, a field supervisor made an attempt to contact Mr. Smith and neighboring customer at 10835 Oakdale Ave to provide explanation of incorrect billing that stems from when the meters were exchanged on 9/16/2007 to 7/6/09. The error in the billing was due to human error. □ •o Several follow-up attempts have been made to reach both customers on 7/17/09, 7/21/09 and 7/22/09 that were unsuccessful. A letter was mailed on 7/22/09 and	Aqua Water - Florida
0866024W	330112913	6/30/2009	M VAZQUEZ	Billing Dispute	7/21/2009	In reference to the customer's concerns regarding bills for the period July 2009 - October 2009, it appears that the customer may have believed that the ending balances were charges to the account instead of credits. In addition, the customer was given a credit adjustment, in the amount of $147.52, on the June 2009 high consumption.□ □ In August 2009, Aqua applied a credit adjustment in the amount of $147.52 to the customer's account. The credit adjustment was given to reduce the June 2009 disputed consumption of 18,100 gallons to an average of 3,000 gallons.□ □ After applying the credit adjustment, the ending balance was a credit of $97.84. The credit was reduced by the customer's July 2009 current charge of $23.36 and the August 2009 current charge of $26.32.□ □ The current charge for the September 2009 bill period, was $21.87 which reduced the customer's credit to $75.97.. □ The current charge, for the October 2009 bill, was $21.87 which reduced the credit to $49.16.W □ The total account balance, as of 11/05/09, is a credit of $25.21. (please see attached account statement)d □	Aqua Water - Florida
0866202W	330112914	7/2/2009	RONALD PLUMMER	Poor Service Quality	7/23/2009	Also, due to the customer being away for an extended period of time, Aqua was unable to schedule an appointment for a Bench Test. The customer contacted the company on •6/24/2009 Aqua Utilities contacted five local TV stations regarding precautionary boil water advisory for the Jasmine Lakes water system (reference attachment) until further notice. 9 □ •The boil water notice was lifted on 6/26/2009 at 1:41 PM. It was communicated to customers via news media and signage.□ □ 7/23/2009 a company representative made an attempt to reach Mr. Plummer, no answer. A voice message was left requesting a return call. . □ •Attached for review is a copy of the contact letter that was mailed to Mr. Plummer and the notification to news media.	Aqua Water - Florida

0866202W	330112914	7/2/2009	RONALD PLUMMER	Poor Service Quality	7/31/2009	A company representative spoke with Mr. Plummer on 7/30/2009 to discuss his concerns regarding boil water notice relative to Jasmine Lakes subdivision. Mr. Plummer stated that when the company notified the residents of the boil water notice there were signs the size of yard sale signs posted at the entrances and exits in the neighborhood. His issue was when the boil water notice was lifted there were no signs posted to inform the neighborhood that the boil water notice was lifted. It was explained that the field manager indicated that the signs were posted before and after as well as local news media. Based on Mr. Plummer's feedback the information was shared with the field manager and he will investigate. An apology was extended to Mr. Plummer and shared that the manager will speak with field staff to make sure they are following company procedure..	Aqua Water - Florida
0866743W	330112915	7/2/2009	KELLY MACNEIL	High Bill	7/24/2009	•A billing statement dated 5/15/2009 was issued from 4/3/2009 to 5/11/2009 for 19,800 gallons in the amount of $217.13 plus a previous balance $248.25 total amount due $465.38 on 6/8/2009.□ •A billing statement dated 6/15/2009 was issued from 5/11/2009 to 6/6/2009 for 23,100 gallons in the amount of $266.00 plus previous balance $305.38 total amount due $571.38 on 7/7/2009.□ □ Summary9 □ There was a meter exchange at the property on 6/9/2008. All readings obtained after the meter exchange have been based on actual readings. The customer's usage does fluctuate however; the usage pattern is consistent with consumption used over the history of the account. . •Field service representatives have been to the property several times within the past few weeks.□ o□7/2/2009 obtained reading (2665), no visible leaks found.□ o□7/7/2009 obtained reading (2681)□ on 7/14/2009 obtained reading (2701), no visible leaks found.. □ □ •Based on the readings obtained on 7/2/2009 (2665) and 7/7/2009 (2681) the recorded consumption was 1600 gallons with a daily average daily of 320 gallons per day. Total consumption used from 7/7/2009 to 7/14/2009 was 2000 gallons with a daily average of 285 gallons per day.□ •A company representative has made several attempts to reach (7/23/2009 & 7/24/2009)Mrs. Clarke however; was unsuccessful. Messages were left both by the company and the customer. A contact letter was mailed with company summary and a request that the customer contact the business office. A direct telephone number was provided. □ □	Aqua Water - Florida
0866743W	330112915	7/2/2009	KELLY MACNEIL	High Bill	7/28/2009	The customer has received July billing statement dated 7/7/2009. The recorded consumption is 11,400 gallons for 31 days of service with a daily average of 367 7/28/2009 I spoke with Mrs. Mac Neil and reviewed account history. Mrs. Mac Neil stated she does not use pool or sprinkler system. Her landlord check property for internal leaks and confirmed that there are no leaks. I shared that there had to be some adjustment in daily usage due to the change in billing. Current billing from 6/6/2009 to 7/7/2009 recorded consumption 11,400 gallons. Previous billing from 5/11/2009 to 6/6/2009 recorded usage 23,100 for 26 days of service. There is a decrease of 11,700 gallons. Mrs. Mac Neil indicated that she has been cautious as to how much water usage she has been using due to the recent rate increase. Mrs. Mac Neil inquired about having the meter tested. Advised of field test 7/2009 meter tested 100% accurate. Shared that if she wanted a bench test it would take 30 days for results and she has the option of selecting outside vendor or utilize the vendor that works in conjunction with the company (Mars). Mrs. Mac Neil stated she was not sure if she wanted to have the meter exchange however; she would discuss with landlord to get his feedback but at this time no. I also offered payment arrangements on outstanding balance in the amount of $669.10. Mrs. Mac Neil indicated she would contact me if she decides that she would like to be placed on a payment arrangement. □ Please Note:	Aqua Water - Florida

0866961W	330112916	7/2/2009	KAREN M CLARKE	Billing Dispute	7/24/2009	•Ms. Clarke was issued a billing statement from 5/30/2008 to 6/12/2009 for 378 days of service, total consumption 246,000 gallons in the amount of $676.00 after adjustments were applied. The billing statement was issued as a result of a company error that was recently corrected.a oe Background data.. May 2008, Aqua Utilities Florida mailed letters to customers relative to the wastewater system in Chuluota. The letter indicated that the company was not billing for wastewater however; effective 5/15/2008 the accounts would be billed for both water and wastewater and all customers would be billed for both services moving forward. Unfortunately, the property that Ms. Clarke resides at did not get updated in May 2008. It is also possible that Ms. Clarke did not receive a letter since she did not move into the property 5/30/2008 however; the company was notified 5/27/2008 that settlement was to take place on 5/30/2008.□ •Since the property at 315 Knot Hole Circle did not get updated in the billing system May 2008, the company acknowledges that this was an internal error and Ms. Clarke should not be penalized. Therefore; it has been decided that the gallons charge for sewer(75,600 gallons @ $0.00818 per gallon = $618.00) and utility tax $44.33 total $662.74 be waived due to company error. The base facility charges stand as billed since the customer is obligated to pay the BFC and has already been billed and paid for BFC. After the adjustment, there is a balance due $16.35.□ •Company representative attempt to reach Ms. Clarke on 7/23/2009, not successful left voice message. Ms. Clarke returned call and left voice message. A second attempt was made on 7/24/2009 not successful. A message was left advising of credit adjustment however; explained a letter would be mailed on resolution but encouraged Ms. Clarke to try and make telephone contact after receiving the letter in an effort to bring closure to her complaint.□	Aqua Water - Florida
08618701W	330112929	7/10/2009	LOUIS P SIANO	Billing Dispute	7/30/2009	•Billing statement issued from 4/5/2009 to 5/5/2009 total consumption 2,600 gallons for a period of 30 days of service in the amount of $29.28□ •Billing statement issued from 5/5/2009 to 6/8/2009 total consumption 31,600 gallons for a period of 34 days of service in the amount of $391.89□ •Billing statement issued from 6/8/2009 to 7/10/2009 total consumption 1,400 gallons for a period of 32 days of service in the amount of $23.36.□ □ □ Summary9 □ •□Mrs. Siano spoke with a supervisor on 6/22/2009. Mrs. Siano shared that her husband had past away in April and she has been out of town until the end of May. Mrs. Siano stated that she has no idea why the bill had increased since the property was vacant for a period of time. The usage from 4/5/2009 to 5/5/2009 (2,600 gallons) averaged 86 gallons per day which is under the daily average for 1 person in a household. The recorded usage from 6/8/2009 to 7/10/2009 (1,400 gallons) averages 43 gallons per day. □ □ •o The company recognizes that there was some type of event (unidentified)that took place at the property which caused the usage to increase (billing from 5/5/2009 to 6/8/2009; 31,600 gallons). •□There were no visible leaks found at the property on 6/22/2009; field technician was at the property to investigate high consumption, reading obtained (1203). In comparing	Aqua Water - Florida

08699959W	330112941	7/14/2009	L DAGUE	Billing Dispute	8/4/2009	Below is a summary of the past 4 billing statements issued (reference attachments). □ •a 6/6/2009 to 7/7/2009 recorded consumption 11,800 gallons for 31 days of service in the amount of $98.65.□ •a 5/11/2009 to 6/6/2009 recorded consumption 13,500 gallons for 26 days of service in the amount of $123.83.x •e 5/11/2009 to 4/13/2009 recorded consumption 11,800 gallons for 28 days of service in the amount of $98.65.. •e 4/13/2009 to 3/16/2009 recorded consumption 10,500 gallons for 28 days of service in the amount of $60.20.. □ Ms. Dague contacting the company on 7/14/2009, stating that her current billing statement (6/6/2009 to 7/7/2009) issued was high and requested someone to visit the property to reread the meter. □ •a A field service representative was at the property on 7/28/2009 obtained a reading (16287) and reported that there was a leak at the property on the customer side of the meter. The customer was informed of the leak at the time of the visit and indicated that a plumber would be contacted.□ •s There have been 2 attempts to reach Ms. Dague on 7/31 and 8/3, voice messages were left. The company does offer a one time courtesy adjustments for leaks providing the customer provide receipts/documentation that repairs have been made. A letter was mailed to Ms. Dague (reference attachment).□ Summary9 Understanding that Ms. Dague does not believe that she is using the amount of usage that is being recorded each month is understandable and could be contributed to the fact that there is a leak at the property that was identified and the fact that the rates	Aqua Water - Florida
0870836W	330112955	7/17/2009	JUDY A JENKINS	Billing Dispute	8/7/2009	•a On 7/17/2009, a company representative spoke with Mr. Jenkins as a follow-up to his complaint. Mr. Jenkins expressed concern around billing amount. During the conversation Mr. Jenkins stated that he had a leak in once of the hoses adjacent to irrigation system which could have contributed to usage increase but he still believe there is a problem with meter. Mr. Jenkins agreed to be at the property on 7/22/2009 for a field visit to check the meter.□ □ •e On 7/22/2009, a field service representative was at the property to check accuracy of meter and obtain reading. Mr. Jenkins was on-site to witness. The representative checked the meter for accuracy and obtained reading (11677). The meter tested accurate and is working as designed. Based on the field report and comparing the meter information in billing system, it was found that there was a meter exchange at the property that did not get updated in billing system. The account has been updated and the customer was issued a revised billing statement from 4/1/2009 to 7/9/2009 for a period of 98 days total of 136,400 gallons. During this period the customer has admitted that there was a hose in irrigation system that was leaking. The revised bill issued was for $800.20 after adjustments the amount due 8/28/2009 is $272.20. □ •s On 8/7/2009, a company representative spoke with Mrs. Jenkins, reviewed the revised billing statement that she will review advised if she has any follow-up questions	Aqua Water - Florida

0871313W	330112957	7/20/2009	NATONYA	DAVIS	Billing Dispute	8/10/2009	•d On 6/30/2009, there was a service order scheduled for the field to terminated service at 5519 Yale Street for non-payment. Due to the meter information on the service order, the service at 5521 Yale Street was terminated. It was later discovered that the service at 5521 Yale Street was terminated in error due to the meter data setup in correctly on the account. The meter number associated with 5521 Yale was (meter#56624261) which is the meter number for 5519 Yale Street. □ •t The termination for non-payment service order was for the property at 5519 Yale Street however; the meter configuration was setup incorrectly with 5521 Yale Street (meter#56624261). As a result of Ms. Natonya Davis notifying the company on 7/1/2009, that her service was terminated. It was found that the meter configuration for 5521 Yale was incorrectly setup with the meter configuration for 5519 Yale. There was a meter exchange at both properties back on 10/17/2008 which is when the internal error took place. Both accounts were corrected and updated with the correct meter numbers. □ □ •h 7/28/2009, a field representative was at the property to confirm the meter and ERT (encoder receiver transmitter) number and obtain readings for both properties. I □ •r A company representative spoke with Ms. Davis on 8/5/2009 advised that the meters were confirmed for both properties and that a revised bill would be issued. In addition the monthly cycle was 8/5/2009 which would assist with confirming actual usage. The representative advised that a follow-up call would be placed on 8/10/2009. □ □ SummaryW A company representative spoke with Ms. Davis on 8/10/2009, the monthly cycle reading taken on 8/6/2009 (680) previous reading taken 7/6/2009 (662) consumption 1800 gallons in 30 days. It was also shared that the billing statement that was issued for $506.01 was incorrect. This statement did not show the correct meter (#56624260). This statement along with previous billing statements issued with the incorrect meter number were cancelled. A revised billing statement was issued from 10/17/2009 to 8/5/2009 for 292 days of service total consumption 68,400 gallons (average consumption 234 gallons per day) amount due $177.80. Ms. Davis acknowledge the	Aqua Water - Florida
0871313W	330112957	7/20/2009	NATONYA	DAVIS	Billing Dispute	8/10/2009	On 8/12/2009 a field service representative was at the property and meet with Ms. Davis at 10:55 AM. The representative confirmed and verified the meter and ert (encoder transmitter receiver) numbers with Ms. Davis present and obtained a reading (683). The previous monthly reading obtained was on 8/5/2009 (680) recorded consumption 300 gallons which averages to 42 gallons for a 7 day period. □ 8/17/2009, Ms. Davis confirmed that she witness the field visit on 8/12/2009. The company representative reviewed the account and reviewed the revised bill for $177.80. Ms. Davis's account was adjusted an additional $35.00 as a one time courtesy credit. The account balance due 9/1/2009 is $142.80. Ms. Davis was also offered a payment arrangement which she accepted to pay the balance in 4 equal payment of $35.70 starting with 9/1/2009 due date. Ms. Davis was advised that starting with 10/2009 due date she would need to pay all current bills as due plus $35.70 toward arrears. Ms. Davis was also provided a direct telephone number if she had additional questions. □	Aqua Water - Florida

0871547W	330112958	7/21/2009	MICHAEL JARRELL	Water Quality	8/11/2009	In reviewing the documentation on the customer's account, Mrs. Jarrell contacted the company twice on 7/20/2009 and again on 7/21/2009. On 7/21/2009 a supervisor from the call center contacted Mrs. Jarrell and informed her that the lines had been flushed. Mrs. Jarrell requested a credit adjustment for the flushing of the lines and explanation as to why the company could not address her concerns in a timely manner. As a follow-up to the questions, an environmental compliance specialist was requested to contact Mrs. Jarrell. The call center supervisor provided feedback to the customer service representatives on how Mrs. Jarrell's initial call could have been handled more efficiently to satisfy the customer's compliant. □ □ □ On 7/24/2009, an environmental compliance specialist contacted Mrs. Jarrell after the field supervisor visited the property earlier in the day. It was explained to Mrs. Jarrell that the odor that she and others' experience was due to the chlorine at the plant which had been low during the week. The cause was due to the injectors clogging over the past weekend. Since that time the chlorine that was on hand at the plant had weaken and did not address the sulfur issues. As a result fresh chlorine was brought to the facility which corrected the problem immediately. It was also shared that there are no blow offs where the company can flush aggressively without having to flush at	Aqua Water - Florida
0871801W	330112959	7/21/2009	CHARLES MUSCAT	Billing Dispute	8/11/2009	In reviewing Mr. Muscat's account, his usage is consistent. It is believed that the increase is due to the recent rate increase. □ □ On 8/10/2009, a company representative spoke with Mr. Muscat and reviewed the account in detail. It was shared that due to the recent rate increase effect 4/7/2009, the base facility charges for both water and sewer increased and the usage is billed based on tier rate structure. Mr. Muscat stressed that he could not believe that the rates were approved. It was shared that during the rate hearings customers are given the opportunity to voice there opinion. □ The company representative also asked Mr. Muscat if he wanted to have his meter tested for accuracy and to have a check reading obtained. Mr. Muscat indicated that it would not do any good if the rates are not going to change. Mr. Muscat stated that he would contact the PSC office and express that he is not satisfied with the rate increase.□	Aqua Water - Florida
0871785W	330112960	7/21/2009	HARRY GUMTOW	Billing Dispute	8/11/2009	•a As a result of Mr. Gumtow's son contacting the company regarding high bill, there were 2 field visits scheduled. On 6/14/2009, the meter was confirmed to be working properly, no leaks were found and a reading obtained (3742). On 7/14/2009 a second visit to the property confirmed the meter was working properly, no leaks found and reading obtained (3890). Both readings are consistent with monthly cycle readings. •o In reviewing the account, the recorded consumption has been consistent for the past few years. The usage started to increase during the billing period 3/3/2009 through 4/2/2009 (4,600 gallons) for 30 days of service. It does appear that there was an event that took place at the property however; it appears during the current billing 6/8/2009 through 7/10/2009 the problem has been corrected. □ □ ?□The billing statements issued from;□ •□4/2/2009 through 5/5/2009 recorded consumption 13,400 gallons for 33 days of service.9 •n 5/5/2009 through 6/8/2009 recorded consumption 9,900 gallons for 34 days of service.9 • □6/8/2009 through 7/10/2009 recorded consumption 1,000 gallons for 32 days of service.9 SummaryW □ On 8/10/2009 a company representative spoke with Mr. Gumtow's son Jack, he stated that there were no internal leaks. However; based on the increase in consumption it is	Aqua Water - Florida

0872035W	330112961	7/22/2009	MARVIN	ALVAREZ	High Bill	8/12/2009	In reviewing Mrs. Alvarez's account history, the consumption is consistent with the history of the account. The current billing statement issued from 7/7/2009 to 8/6/2009 the recorded consumption was 9,200 gallons for 30 days of service, the averages was 306 gallons per day. x □ On 8/11/2009 a company representative spoke with Mrs. Alvarez regarding the account. It was explained that the usage is consistent with previous usage however; the difference is how the account is being billed based on a tier rate structure opposed to a flat rate for usage regardless of total usage. Mrs. Alvarez became very upset with the fact that the company was granted the rate increase. Although the readings and usage are consistent the representative offered to schedule a field visit to test meter, check for leaks and obtain reading with the customer being present. An appointment will be scheduled for the week of 8/17/2009. The date to be determined will coordinate with customer schedule. . □ Attached for review is the last six billing statements and account history that displays consumption and meter readings based on actual readings.□ ■ A supplemental report will follow with field report..	Aqua Water - Florida
0872035W	330112961	7/22/2009	MARVIN	ALVAREZ	High Bill	8/12/2009	A field visit was scheduled for 8/18/2009 between 5PM and 6PM. The field representative tested the meter (Ms. Alvarez on-site). The meter tested 99.0% accurate. The field rep detected a small leak. The house valve was shut off and the meter stopped spinning which indicated the leak may be inside, reading obtained (3621). There are 6 people living in household and customer runs irrigation system 3 times a week.W □ On 8/19/2009 a company representative reviewed the field report with Ms. Alvarez. Provide feedback on average gallon use per person 160 gallons over a period of 30 days for a household of 6 estimated gallons 28,800 gallons per month which does not include irrigation usage. Ms. Alvarez does not believe the small leak has an impact on current usage. This could be true however; if the leak is not repair may impact usage in the future. W The representative also provided detail information regarding rate increase and difference in rate structure for gallons billed. Ms. Alvarez expressed dissatisfaction with current rate increase advised of various hearings held for customers to attend to voice opinion. It was also advised that Ms. Alvarez review billing statements prior to rate increase as a visual to compare how gallon usage was billed prior to the increase. 3 SummaryW	Aqua Water - Florida
0872090W	330112962	7/22/2009	JAMES	PENOYER	High Bill	8/12/2009	□ A billing statement was issued from 6/8/2009 to 7/10/2009 for 20,700 gallons for 32 days of service in the amount of $303.32.. □ During this billing period Mrs. Penoyer experience a leak at the meter. The leak was identified as a leak on the customer side of the meter. Company policy is to offer customer's a one time leak adjustment. On 7/22/2009, a company representative spoke with Necia, daughter advised that the account will be adjusted in the amount of $279.21 leaving a balance of $24.11. Necia also requested that the company update the account and change the name to Mrs. Hilda Penoyer due to spouse James is deceased. The account has been updated and Necia stated that she was satisfied with the resolution. D	Aqua Water - Florida

0872420W	330112966	7/23/2009	RAY C BELL	High Bill	8/13/2009	•r Billing statement dated 6/8/2009 for period 5/1/2009 to 6/4/2009 for 34 days of service, recorded consumption 39,200 gallons in the amount of $763.98 (previous balance carried from previous month $146.51). •r Billing statement dated 7/8/2009 for period 6/4/2009 to 7/6/2009 for 32 days of service, recorded consumption 31,100 gallons in the amount of $557.73. •r Billing statement dated 8/7/2009 for period 7/6/2009 to 8/5/2009 for 30 days of service, recorded consumption 5,800 gallons in the amount of $60.57.. or Field Visits – 7/9/2009 – customer was informed small leak at property reading obtained (7143). oe Field Visit – 7/21/2009 – reading obtained (7387), no leaks found.. SummaryW A company representative spoke with Kevin Lewis and Marilynn Bell-Lewis on 8/12/2009. The representative provided detail billing explanation on usage and new rate tier structure. Taking to account that on 7/7/2009, a field representative reported a small leak at the property, the usage is consistent with historical usage on the account. A second field visit indicated that the leak had been repaired in addition Mrs. Bell-Lewis provided a receipt that a plumber was at property and made repairs on 7/2/2009. The customer would not accept that based on usage that flowed through the meter that the billing was correct. The field representative tested the meter on 7/21/2009, customer was present and shared readings. Mr. Lewis shared the readings taken on 7/9/2009 (71438) and 7/21/2009 (7387). He was advised that the readings are consistent with monthly cycle readings. The representative requested that the customer locate previous billing statements for comparison and a follow-up call would be placed on	Aqua Water - Florida
0872523W	330112968	7/23/2009	SANDRA TWIGG	High Bill	8/13/2009	The company obtained a monthly cycle reading o 8/5/2009 (3216). The current billing statement from 7/6/2009 to 8/5/2009 for 30 days of service recorded consumption 25,000.W The billing is based on actual readings. The usage is consistent with history on the account.9 Mr. Twigg had a plumber at the property on 8/12/2009 to check irrigation system and to confirm company readings. The plumber obtained a reading (3310). In comparing this reading to the reading obtained by the company on 8/5/2009 the customer used 6400 gallons in a 7 day period which averaged 914 gallons per day. Mr. Twigg stated that he does run irrigation system daily but had no idea that the usage was increasing. It was shared that with the recent rate increase the usage is billed based on a tier structure which is different than previous bill based on flat rate for amount of gallons used. Mr. Twig stated that he would start monitoring usage. A payment arrangement plan was offered to Mr. Twigg to assist with paying the high bill. Mr. Twigg agreed to pay $100.00 on 9/30/2009 plus current bill due then starting with October due date pay all current bills due plus $50.00 toward arrears balance.	Aqua Water - Florida
0872643W	330112970	7/24/2009	MELISSA HAWKINS	High Bill	8/13/2009	•wA field visit was scheduled 6/11/2009, meter was checked for accuracy, no leaks were found and a reading was obtained (4721). •h A field visit was scheduled 6/26/2009, the mete was exchanged. The removal reading (4809) new meter# 11117629 ERT#19126991 start reading (0001). On 7/24/2009, a company representative spoke with Ms. Hawkins the account was reviewed and usage compared with usage May and June of 2008. Ms. Hawkins stated that new sod was put in at the property and both the sprinkler system and hose was used for watering. It is possible that more water was used than normal. A company representative spoke with Mrs. Hawkins as a follow-up advised there will be a follow-up visit to the property on 8/17/2009. A supplemental report will be forwarded.	Aqua Water - Florida

0872643W	330112970	7/24/2009	MELISSA HAWKINS	High Bill	8/27/2009	Follow-up visit to the property on 8/26/2009 to perform field test, check for leaks, confirm meter information and obtain a reading. Mrs. Hawkins declined field test. Mrs. Hawkins stated to the field representative that she was satisfied with previous test results. The meter information was confirmed, no leaks were found and a reading was obtained (00259). The last monthly cycle reading was on 8/10/2009 (204). The recorded consumption from 8/10/2009 to 8/26/2009 is 5500 gallons which averages to 323 gallons per day for 16 days. Based on previous information Mrs. Hawkins shared referencing use of sprinkler system and hose is being used due to new sod justifies the amount of usage being used.	Aqua Water - Florida
0873858W	330112983	7/28/2009	TED HUGUENIN	Billing Dispute	8/14/2009	SummaryW Mr. Huguenin provided the company copies of online bank transactions/statements that confirmed that payments were made to his Aqua water account from 7/12/2007 through 1/29/2008 (specific dates listed below). In researching the payments, it was found that the payments were misapplied in error. Payments in the amount of $102.09 were applied to the account on 8/3/2009. □ □ July 12, 2007 - $15.00x August 01, 2007c - $ 2.09. August 20, 2007c -$15.00. October 25, 2007 -$25.00. November 27, 2007-$15.00. December 28, 2007-$15.00. January 01, 2008- $15.00. □ □ Customer ContactS □On 7/31/2009, Mr. Huguenin was contacted and advised that the payments that were forwarded to the company via online transactions were misapplied to another account in error. The payments have been posted to his account in the amount of $102.09. Mr. Huguenin expressed his frustration with the many attempts he made to resolve this issue. Mr. Huguenin express his concern regarding the lack of customer service he received in addition to his interaction with several representatives he interacted with. I advised Mr. Huguenin that his feedback was shared with management. An apology was extended to Mr. Huguenin.□ □ Attached for review is correspondence mailed to Mr. Huguenin that his issue was	Aqua Water - Florida

0874507W	330112994	7/30/2009	RODNEY MARSH	Billing Dispute	8/18/2009	•@Billing statement issued from 4/7/2009 to 5/7/2009 for a period of 30 days of service, recorded consumption 22,600 gallons daily average use 753 gallons per day. Total billed amount $110.71.x •e Billing statement issued from 5/7/2009 to 6/11/2009 for a period of 35 days of service, recorded consumption 15,500 gallons daily average use 503 gallons per day. Total billed amount $68.68. . •e Billing statement issued from 6/11/2009 to 7/13/2009 for a period of 32 days of service, recorded consumption 16,000 gallons daily averaged use 500 gallons per day. Total billed amount $72.23. • Billing statement issued from 7/13/2009 to 8/13/2009 for a period of 31 days of service, recorded consumption 12,400 gallons, daily averaged use 503 gallons per day. Totaled billed amount $50.33. SummaryW The usage on the account is consistent. The billing statement from 4/7/2009 to 5/7/2009 the customer's recorded consumption was 22,600 gallons. This billing period the customer's usage is higher than normal and based on the new tier rate structure after the first 10,000 gallons the customer was billed at a higher rate ($0.00592) for 12,600 gallons. The billing statement from 5/7/2009 to 6/11/2009 the customer's usage decreased back to normal usage 15,500. . •h A field representative was at the property on 8/18/2009, the meter tested 99.0% accurate, no visible leaks were found and the reading obtain was (4753). The reading is consistent with previous readings. Monthly cycle reading on 8/13/2009 was (4745). The customer used a total of 800 gallons for 5 days which averaged 160 gallons per	Aqua Water - Florida
0875224W	330113012	8/3/2009	WILLIAM A GLAVAS	Billing Dispute	8/19/2009	1) Please indicate the reason the company closed the customer's account on May 22, 2008. 9 •On 5/21/2008, Mr. Glavas telephone the company requesting to setup account as snowbird. Will be away for a few months. The representative scheduled service order for the field advising to turn off water but do not remove meter and bill customer for base charges while property vacant. 2) Please indicate the reason the company changed the meter on September 4, 2008, and what type of meter was removed and what meter type was installed. •n The exchange was a result of company project to change out manual meters to radio frequency (RF) metering system.) 3) Please provide a 36 month account/consumption/billing/adjustment/payment/due date history. e • Please reference attached file _Glavas01282010DetailedAcctStatementyb.xls 4) Please indicate by month how the company calculated the balance due of $287.91 on the base facility charges still due after the consumption credit was issued. •s Referencing bill dated 6/11/2009 in the amount of $317.94. Calculated charges from the bill for water usage equaled $30.03 ($23.61 + $6.42). ?o $317.94 - $30.03 = $287.91 ? $287.91 = ($45.21+$29.70+$95.57+$82.74+$14.91+$17.49+$17.20+$8.40-$23.28-$.03) these are itemized charges on billing statement dated 6/11/2009. 5)Please indicate that if a seasonal resident notifies the company that they will be away from the premise for an extended period of time, what information is provided to the customer about what charges will be incurred, allow the customer to change the mailing address, etc.H •i Below are inserts from the customer service manual which outlines internal procedures. The information below should be shared with the customer regarding seasonal accounts. In addition as an attachment I have provided a copy of bill insert that was mailed to seasonal customers' calendar year 2009. Seasonal Accounts are accounts where the customer is leaving the property for an extended period of time, such as going south/north for the winter/summer. You may hear these customers referred to as "Snowbirds". They are different from summer accounts, where water service is used on a seasonal	Aqua Water - Florida

0875224W	330113012	8/3/2009	WILLIAM A GLAVAS	Billing Dispute	2/3/2010	Please reference word document labled as "Glavas_case087522404222010.doc for company response. Response over charc limit.	Aqua Water - Florida
0875224W	330113012	8/3/2009	WILLIAM A GLAVAS	Billing Dispute	4/20/2010	•A billing statement was issued from 6/3/2009 to 7/6/2009 for a period of 33 days of service recorded consumption 0 in the amount of $369.22 ($317.94 previous balance carried over).e □ Summary 0 The account was closed as of 5/22/2008. The meter was exchanged at the property on 9/4/2008. Due to an internal error the account was not setup in the billing system with new meter data until 11/2008, in addition when meter was setup the vendor left the water on. Since the property was vacant the company takes responsibility for the 10,600 gallons that registered on the meter. Mr. Glavas notified the company that he was going to be away from the property for several months. The company representative did not update the account as a seasonal account and advised Mr. Glavas that he is responsible for base charges for both water and sewer if away from the property less than 12 months according to AUF tariff (Temporary Discontinuance of Service).□ □ In order to correct the account, a revised billing statement was issued from 11/7/2008 through 6/3/2009 recorded consumption 10,600 gallons in the amount of $317.94. Due to company error of vendor leaving water on and the property was vacant; the usage billed in the amount of $30.03 has been credited to the account. Mr. Glavas will only be responsible for the base facility charges from 11/7/2008 through 6/3/2009 in the amount of $287.91.□ □	Aqua Water - Florida
0875456W	330113016	8/4/2009	JOSEPH ST GEORGE	Billing Dispute	8/21/2009	•h A billing statement was issued from 7/15/2009 to 7/28/2009 for 378 days of service recorded consumption 125,000 gallons in the amount of $181.96, this statement was cancelled. □ □ On 8/14/2009 a company representative spoke with Mrs. St. George advising that a field representative would be at the property on 8/17/2009 to test the meter, confirm meter and encode receiver transmitter device. The meter tested 99.0% accurate, reading (15030) and no leaks were found. It was found that the encode receiver transmitter device was not changed at the property however; the updated data was not updated in the billing system. This error was the cause of the customer receiving a high bill not due to the main break. The error has been addressed internally. □ As a result of the field visit, the customer will be issued a revised billing statement week ending 8/28/2009. A company representative spoke with Mrs. St. George and informed her that the account was in the process of being corrected and she should receive a revised bill within a week. □ □ □	Aqua Water - Florida

0875456W	330113016	8/4/2009	JOSEPH ST GEORGE	Billing Dispute	9/1/2009	As a result of the field test on 8/17/2009, it was found that the encode receiver transmitter device was not updated in the billing system. The account was corrected and the previous billing statements were cancelled. A revised billing statement was issued from 5/20/2008 to 8/17/2009 for 454 days of service. To be in accordance with state regulations, back billing 365 days, the account has been credited $39.99 for a difference of 89 days over the allotted 365 days. The amount due after credit is $87.35 on 9/28/2009.H □ A company representative spoke with Mrs. George on 9/8/2009 advised of the revised billing for 454 days of service. Due to state regulations of back billing for 365 days account was credited 89 days ($39.99) amount due on 9/28/2009 is $87.35. The amount $39.99 calculated based on customer daily average of 286 gallons per day (89 X 286 average per day = 25,454 gallons, round 25,000 gallons). Calculated on rates prior to 4/2009 = $95.73 minus base rate $55.74 credit $39.99. □ □ Mrs. St. George indicated satisfied with resolution. Advised if have any follow-up questions name and direct telephone number was provided.□ □ A follow-up letter was mailed to customer for confirmation and a copy of revised billing statement is attached.	Aqua Water - Florida
0875547W	330113017	8/4/2009	JOE SHAY	Billing Dispute	8/21/2009	A billing statement was issued from 6/11/2009 to 7/13/2009 for 32 days of service recorded consumption 25,000 gallons in the amount $129.92. The start reading on 6/11/2009 (510900) was based on an estimated reading. The billing statement from 5/7/2009 to 6/11/2009 for 35 days of service recorded consumption 23,400 gallons for $115.45 plus balance from previous month total bill $223.10. For the past few months there is a balance being carried forward when current billing statements are issued. □ □ •□Field visit on 6/8/2009, meter tested accurate (99%), no leaks found reading (5037).9 •h Field visit on 6/12/2009, meter tested accurate (99%), no leaks found reading (5124). □ The recorded consumption from 6/8/2009 to 6/12/2009 was 8700 gallons which averaged to be 2,175 gallons per day. □ □ •r The monthly cycle reading was obtained on 6/11/2009, reading (5109). The recorded consumption for 1 day 6/11/2009 to 6/12/2009 was 1,500 gallons.□ □ The field representative did not find any visible leaks. On 6/9/2009, Mrs. Shay spoke with a company representative and advised that she had a plumber to the property and was told there were no leaks. Although the usage fluctuates it is consistent with the history of the account. On 7/21/2009, a representative spoke with Mr. Shay and provided a detail explanation of the recent rate increase and how the gallon usage is	Aqua Water - Florida
087557W	330113017	8/4/2009	JOE SHAY	Billing Dispute	8/26/2009	As a follow-up to Mrs. Shay's request to have the meter pulled and tested. On 10/13/09 I spoke with Mrs. Shay and explained that the meter which was pulled on 8/28/09 was not sent to be tested as previously communicated to her on 9/29/09. Per Aqua local division office the meter was not sent to be tested due to Mr. Shay's request to have a private plumber performed a field test on the meter. Aqua apologies for any inconvenience caused by the meter not being tested. However Aqua has requested copies of the plumbing receipt to adjust her account for the billed charges of having the meter tested. Mrs. Shay admits to only having one receipt available. To date Aqua has not received a copy of the receipt. I attempted to contact Mrs. Shay on 10/20/09 at 9:30 a.m. and 2:00 p.m... There was no answer on both attempts and a voice message was left on her telephone answering system. Aqua records show over a five month period Mrs. Shay has an average consumption of 23,000. During the months of February, March, April, June and July 2009 based on actual reads. Aqua issued a bill during the month of August for the consumption of 41,900. Therefore has agreed to adjust Mrs. Shay's account for the difference in the amount of $100.98. Aqua has not	Aqua Water - Florida

087557W	330113017	8/4/2009	JOE	SHAY	Billing Dispute	10/20/2009	As a follow-up to Mrs. Shay's request to have the meter pulled and tested. On 10/13/09 I spoke with Mrs. Shay and explained that the meter which was pulled on 8/28/09 was not sent to be tested as previously communicated to her on 9/29/09. Per Aqua local division office the meter was not sent to be tested due to Mr. Shay's request to have a private plumber performed a field test on the meter. Aqua apologies for any inconvenience caused by the meter not being tested. However Aqua has requested copies of the plumbing receipt to adjust her account for the billed charges of having the meter tested. Mrs. Shay admits to only having one receipt available. To date Aqua has not received a copy of the receipt. I attempted to contact Mrs. Shay on 10/20/09 at 9:30 a.m. and 2:00 p.m... There was no answer on both attempts and a voice message was left on her telephone answering system. Aqua records show over a five month period Mrs. Shay has an average consumption of 23,000. During the months of February, March, April, June and July 2009 based on actual reads. Aqua issued a bill during the month of August for the consumption of 41,900. Therefore has agreed to adjust Mrs. Shay's account for the difference in the amount of $100.98. Aqua has not	Aqua Water - Florida
0875547W	330113017	8/4/2009	JOE	SHAY	Billing Dispute	10/21/2009	As a follow-up to Mrs. Shay's request to have the meter pulled and tested. On 10/13/09 I spoke with Mrs. Shay and explained that the meter which was pulled on 8/28/09 was not sent to be tested as previously communicated to her on 9/29/09. Per Aqua local division office the meter was not sent to be tested due to Mr. Shay's request to have a private plumber performed a field test on the meter. Aqua apologies for any inconvenience caused by the meter not being tested. However Aqua has requested copies of the plumbing receipt to adjust her account for the billed charges of having the meter tested. Mrs. Shay admits to only having one receipt available. To date Aqua has not received a copy of the receipt. I attempted to contact Mrs. Shay on 10/20/09 at 9:30 a.m. and 2:00 p.m... There was no answer on both attempts and a voice message was left on her telephone answering system. Aqua records show over a five month period Mrs. Shay has an average consumption of 23,000. During the months of February, March, April, June and July 2009 based on actual reads. Aqua issued a bill during the month of August for the consumption of 41,900. Therefore has agreed to adjust Mrs. Shay's account for the difference in the amount of $100.98. Aqua has not	Aqua Water - Florida
0875547W	330113017	8/4/2009	JOE	SHAY	Billing Dispute	10/21/2009	As a follow-up to Mrs. Shay's request to have the meter replaced and tested. The meter which was replaced on 8/28/09 was not tested as previously communicated to Mrs. Shay and FLPSC on 9/29/09. The meter has since been misplaced and is not available for testing. Attached is a letter which will be sent certified mail to Mrs. Shay.	Aqua Water - Florida
0875547W	330113017	8/4/2009	JOE	SHAY	Billing Dispute	1/23/2009	As a follow-up to Mr. Shay's request an appointment was scheduled to have a representative at the property to conduct a field test on 8/25/2009. At the time of the visit Mr. Shay stated that it was no need to test the meter since it was previously done in addition he had a plumber at the property that also tested the meter and the meter tested accurate. Mr. Shay stated to the field representative that he believed that the meter was not being read correctly. The field representative demonstrated how he reads the meter manually and utilizing electronic device. Mr. Shay again stated he believes the meter is not accurate. The field representative advised that the meter could be removed and bench tested. □ □ A company representative spoke with Mrs. Shay on 8/26/2009 to review field report. Mrs. Shay requested to have the meter removed and bench tested. It was explained that it generally takes the vendor 30 days to provide written report and she would be notified by mail of the results. The meter exchange is scheduled for 8/28/2009 between the hours of 8AM - 10AM. □	Aqua Water - Florida

0875270W	330113018	8/4/2009	YVONDA BRAY	Billing Dispute	8/21/2009	•h A billing statement was issued from 6/15/2009 to 7/13/2009 for 141,900 gallons for 28 days of service in the amount of $816.97.. □ Summary9 □ The billing statement issued in the amount of $816.97 from 6/15/2009 to 7/13/2009 was billed based on an estimated reading, this statement was cancelled. A field representative was at the property on 7/23/2009, meter tested 99.0% accurate, obtain a reading (4231) and checked for leaks, no leaks found.□ A revised billing statement was issued from 6/15/2009 to 7/23/2009 for 38 days of service, 7,900 gallons in the amount of $33.97.□ □ Aqua Utilities have made two attempts to contact Ms. Bray (8/19/2009 & 8/20/2009) customer unavailable, a voice message was left. A contact letter was mailed providing billing explanation. □ □ Attached for review copies of billing statements and contact letter. □	Aqua Water - Florida
0878028W	330113033	8/11/2009	TINA RICHMOND	Billing Dispute	8/31/2009	Aqua Utilities Florida replaced the manual meter with radio frequency (RF) metering system on 7/13/2008. The company was unaware that Ms. Richmond had concerns regarding the encoder receiver transmitter device.□ •@On 8/19/2009 a field representative visited the property to inspect the device. It was found that the location of the ERT (encoder receiver transmitter) was fine however; the meter was covered with dirt which was the reason why the customer could not read the meter. The meter was cleaned and is now visible. □ □□ •q On 8/31/2009 a follow-up was placed to Ms. Richmond to confirm that she is fine with the location of the meter and ert. Ms. Richmond explained that she leaves in a mobile home. Due to financial situations is not able to replace the poly tubing. Ms. Richmond has indicated that periodically she has a leak and the only way she is able to monitor property to check for leaks is to check leak indicator on the meter. Ms. Richmond expressed how important it is for her to be able to view and read the meter at all times. Ms. Richmond confirmed on 8/31/2009 that she is able to view the meter and that she is satisfied. If in the future she is not able to read the meter she will contact the	Aqua Water - Florida
0879017W	330113041	8/17/2009	SHERRIE MCCRAY	High Bill	9/1/2009	•q Billing statement issued from 6/4/2009 to 7/6/2009 for 32 days of service, 5,400 gallons average per day 168 gallons total amount of bill $300.69. •q Billing statement issued from 7/6/2009 to 8/5/2009 for 30 days of service, 4,000 gallons average per day 133 gallons total amount of bill $258.76 (includes previous balance $144.69).E □ Summary9 In reviewing the account for the past 24 months the account was billed based on actual readings. The usage is consistent with the history of the account. On 8/20/2009, a company representative spoke with Ms. McCray. The billing was explained in detail and the recent rate increase, April 7, 2009. It was shared that the usage was consistent with previous months and all readings are actual. As a result of the conversation, a field appointment was scheduled. □ On 8/26/2009 a field representative was at the property, customer on-site. The field representative performed bucket test running 10 and 20 gallons through the meter. The meter tested accurate. The meter information was confirmed and there were no visible leaks found at the property. Reading obtained (1272).□ On 8/27/2009, a company representative spoke with Ms. McCray reviewed the field	Aqua Water - Florida

0879897W	330113043	8/19/2009	JAMES	SPIKER	Billing Dispute	9/9/2009	Mr. Spiker's account is being reviewed by local office operations manager. On 6/30/2009 the field service technician reported that the meter was stuck therefore; the meter was exchanged. Prior to the meter exchange billing periods from 2/10/2009 through 5/14/2009 there was zero consumption on the meter due to the meter being stuck. Due to the meter being stuck the bill was revised from 11/10/2008 to 6/30/2009 for 232 days of service based on prior usage which estimated average 700 gallons per day. Since the meter was stuck the company was not able to obtain an actual reading therefore; calculating an average based on previous usage. The billing statement issued from 11/10/2008 through 7/9/2009 for a period of 241 days of service was issued in an effort to correct the account and bill forward with new meter (billing statement attached). Mr. Spiker has provided documentation to the operations manager which is currently being reviewed. Once the analysis has been completed, Mr. Spiker will be notified. A follow-up report will be forward. Attached is a summary of the account history.	Aqua Water - Florida
0880094W	330113046	8/19/2009	KEITH	BARROW	Billing Dispute	9/10/2009	•a 8/20/2009 field visit the meter and ert numbers were confirmed and consistent with billing system, reading accurate inline with previous reading (1320) and no leaks were found. W •i 9/8/2009 field visit/bucket test 5 gallons ran through meter low flow 5.06 gallons = 98.8%, medium flow 5.03 gallons = 99.4% and high flow 5.08 gallons = 98%. Meter tested accurate no leaks found. SummaryW A representative was at the property on 8/20/2009, confirmed meter information and found no visible leaks. On 9/1/2009, a representative spoke with Ms. McCleary reviewed the account to assist with trying to determine reason for high usage. Ms. McCleary stated that a plumber was at the property and found no leaks. The usage has been consistent accept for current billing period 7/9/2009 to 8/11/2009, 17,000 gallons. Ms. McCleary stated only 2 live at property. On 9/8/2009, a follow-up field visit to the property. Field test performed, meter tested accurate and no visible leaks. It does appear that there was an unidentified event that took place at the property which caused the usage to increase. To assist the customer in determining if there is an internal problem, a high consumption kit was mailed so the customer could check for leaky toilets etc. Also it was suggest that the customer monitor usage check to make sure all faucets are turned completed off. Further explanation was provided that since the usage had increased based on new rate structure the account is billed at higher rate for usage over 10,000 gallons.	Aqua Water - Florida

0880150W	330113047	8/19/2009	BETTY	REYES	Billing Dispute	9/10/2009	The billing statement displays the meter data. There is a 5/8 inch meter at the property. The meter has 5 dials, 1 dead dial and billed in hundred of gallons. For example the bill dated 7/9/2009 the reading was 03722; the leading "0" is dropped and add 2 "0's" for hundred gallons. Mrs. Reyes stated that she had a similar problem last year. On 6/9/2008 the meter at the property was exchanged due to age of meter and the company initiative to replace all manual meters with radio frequency units. □ Appointments Scheduled □ There were several field visits scheduled at the property, meter reading accurate. All readings are in line and consistent.□ •□6/23/2009 field service representative confirmed meter and electronic encoder transmitter numbers and obtain reading (03567).□ •□7/21/2009 field service representative confirmed meter and electronic encoder transmitter numbers and obtain reading (03903).□ •□7/30/2009 field service representative confirmed meter and electronic encoder transmitter numbers and obtain reading (03993).□ •□8/3/2009 field service representative confirmed meter and electronic encoder transmitter numbers and obtain reading (04021). □ Last 3 billing statements issued (attached for review).□ □ •a Billing statement 6/6/2009 to 7/7/2009 recorded consumption 26,100 gallons for 31 days of service daily average 841 gallons per day in the amount of $680.47 previous balance carried forward. •a Billing statement 7/7/2009 to 8/6/2009 recorded consumption 36,800 gallons for 30 days of service daily average 1,226 gallons per day in the amount of $1,159.37, previous balance carried forward.□ •a Billing statement 8/6/2009 to 9/4/2009 recorded consumption 31,000 gallons for 29 days of service daily average 1,068 gallons per day in the amount of $1,542.37, previous balance carried forward.□ □	Aqua Water - Florida
0880385W	330113048	8/20/2009	ANTONIO	DOLCE	Water Quality	9/10/2009	On 9/10/2009, field service supervisors meet with Mr. & Mrs. Dolce regarding her concerns regarding water quality. Mrs. Dolce stated that when she uses her coffee maker the water leaves white build up inside. Mrs. Dolce was advised that as the water boils it is normal for the build up. It is best to clean with vinegar to remove residue. The Dolce's were not satisfied the representative asked about the water softener unit. Mr. Dolce stated it was off and it should not be a factor. After observing the water softener, it was found that the operating valve for the softener was in the "In-Service Not By-Pass position. The unit was unplugged and not operating. The Dolce's were under the impression that the softener was not in use. It was explained that the unit being unplugged and the valve "In-service" would allow water to just sit and go bad, not plugged in/not maintained. The Dolce's stated that they would have a plumber out to the property.. □ Although the representatives identified the problem, the Dolce's continued to express frustration that they had to purchase bottled water and that the rates are too high. They have vowed to continue to voice their opinion to PSC regarding the rate increase	Aqua Water - Florida

088548W	330113049	8/20/2009	JAYNE	CUMMINGS	Billing Dispute	9/11/2009	1) Please provide 24 month consumption history. Indicate actual/estimated readings. •e Attached account history for 24 months.. 2) Please offer to conduct a field test in the customer's presence and check for leaks. Please provide date/results. □ •a 8/5/2009 a field representative was at the property. Field test performed, meter accurate 99.9%, reading obtained (1404) and no leaks detected.□ •a Monthly cycle reading 8/11/2009 (1418). Customer averaged daily usage for 6 days is 233 gallons per day.□ 3) Please indicate if the company will offer the customer a payment arrangement. •□Mrs. Cummings is eligible for a payment arrangement; however on 9/11/2009 she declined indicated that she mailed in payment in the amount of $114.64.□ □ Summary□ In reviewing the account history, the customer's usage is consistent however; billing periods 6/5/2009 to 7/9/2009 recorded consumption was 13,600 gallons for 34 days and 7/6/2009 to 8/11/2009 recorded consumption 10,600 gallons for 33 days. During these periods the usage was higher than normal. The field representative did not find any visible leaks at the property on 8/5/2009. The usage recorded from 8/5/2009 (1404) through 8/11/2009 (1418) was 1400 gallons for a daily average of 233 gallons per day, a period of 6 days. According to Mrs. Cummings besides herself there are 2 teenagers living at the property. □ It was also shared that due to the current rate structure that she is paying more for gallons used especially if over 10,000 gallons billed at a higher rate. d □ On 9/9/2009 a company representative made an attempt to reach Mrs. Cummings, not successful, a voice message was left at both telephone numbers provided.d □ On 9/11/2009 I spoke with Mrs. Cummings reviewed usage history. Last 2 months	Aqua Water - Florida
0881036W	330113054	8/25/2009	CARL	ANDREWS	Billing Dispute	9/14/2009	On 9/11/2009, a field service representative visited the property and confirmed the meter numbers, found no leaks at the property and obtained a reading (2657). The reading obtained is consistent with the monthly cycle reading obtained on 8/13/2009 (2604). During this time frame (29 days) the customer used 5300 gallons which averaged to 182 gallon per day.□ □ SummaryW In reviewing the account, it appears that the customer's usage pattern has change from billing period starting 1/9/2009 through 7/13/2009, recorded consumption between 17,400 gallons and 25,400 gallons. The usage fluctuates however; is consistent during this timeframe. The customer's consumption from 7/13/2009 through 8/13/2009 recorded consumption 7,200 gallons for 31 days of service, returned to normal usage.r □ Acknowledging Mrs. Andrews's statement regarding amount of gallons used verses the billed amount. It is believed that the customer is not taking into account that with the recent rate increase, the account is being billed on a tier rate structure verses total gallons used. S □ There were 2 attempts (9/11/2009 and 9/14/2009), to reach Mr. or Mrs. Andrews in an effort to review the billing and rates however; the attempts was unsuccessful a voice message was left requesting a return call. A contact letter was mailed. d □ For your review an account summary is attached and billing statements.. □	Aqua Water - Florida

0881918W	330113057	8/25/2009	KRISTIE	TORUNO	High Bill	9/16/2009	•To address Mrs. Toruno's comments regarding her July billing higher than June billing statement. 1.I The billing statement dated 6/16/2009 covered the billing period 5/13/2009 to 6/12/2009 recorded consumption 9,600 gallons for 30 days. The amount $122.05 plus previous balance $387.09 total due $509.41. 2.I The billing statement dated 7/16/2009 covered the billing period 6/12/2009 to 7/14/2009 recorded consumption 16,200 gallons for 32 days. The amount $149.30 plus previous balance $286.47 total due $435.77. 3.I The billing statement dated 8/18/2009 covered the billing period 7/14/2009 to 8/14/2009 recorded consumption 3,900 gallons for 31 days. The amount $86.04 plus previous balance $435.77 total due $522.11. Billing statements attached. •In reviewing the account, the usage indicates that the consumption at the property has decreased and does reflect in the billing. I am sure that Mrs. Toruno realizes that due to the billing cycle, July's usage from July 1-14 is recorded on the 7/16/2009 billing statement and July 15-31 is recorded on the 8/18/2009 billing statement. a of For calendar year 2009, there have been several visits to the property to check the accuracy of the meter and to obtain check readings (1/12/2009 and 2/23/2009). On 3/5/2009 the meter was exchanged at the property and forwarded to outside vendor for bench test. The test results were 15GPM-101.63%, 2GPM-101.11% and .25GPM-101.21. All readings on the new meter are based on actual readings and are consisted. As a company initiative Aqua Utilities Florida replaced all manual meters with radio frequency (FR) units throughout its operations. Having a meter with radio frequency unit will enable the company to obtain readings by simply driving by the property. The billing	Aqua Water - Florida
0880900W	330113062	8/21/2009	KATHERINE	NULTY	High Bill	9/11/2009	I spoke with Mrs. Nulty on 9/11/2009 regarding her account. Mrs. Nulty questioned the amount of her current bill, believes it is too high. I asked Mrs. Nulty to obtain copy of 3/2009 and 8/2009 billing statements in an effort to explain the usage is consistent but the rates have increased. Mrs. Nulty and I reviewed billing statements. Both statements indicated usage 2200 gallons however; different rates due to 4/7/2009 rate increase. Mrs. Nulty was able to observe the difference in the rates and apologized that she did not observe on her own accord. Mrs. Nulty had questioned why the company was granted the increase. Shared the rate increase is to help recover capital that has been spent for improvements to water and wastewater systems and to continue improvement projects that have been identified for system enhancements. Mrs. Nulty thanked me for the follow-up and indicated that many folks in neighborhood have signed petition against rate increase and have a scheduled meeting with FLPSC on 10/14/2009. .	Aqua Water - Florida

882408W	330113069	8/26/2009	CHARITY	RUPP	Billing Dispute	9/14/2009	A company representative spoke with Ms. Charity Rupp on 9/14/2009 in an effort to resolving billing concerns. Ms. Rupp expressed concerns regarding billing statement issued from 5/1/2009 to 6/4/2009 recorded consumption 15,700 gallons for 34 days of service in the amount of $309.68. According to Ms. Rupp her sister Chelsea Bower moved into the property 11/2008 and is in the process of purchasing the property from her, but the property has been vacant.□ •r On 5/8/2009, a field service representative was at the property. The representative stated the property was vacant however; new plants had been planted, reading obtained (1059) no leaks found. In comparison to the last reading obtained on 5/1/2009 (1046) there was a total of 1300 gallons that registered on the meter.. •o On 6/23/2009, a field service representative was at the property, reading obtained (1223) no leaks found consumption registered on the meter. □ □ Ms. Rupp was advised that the readings obtained were in line with previous readings. The account was still in her name as the owner of record. The questions that were asked if anyone had access to the property and or was it possible that someone could have used service. According to the readings usage did flow through the meter. Since the account was under Ms. Rupp's name and she was the current owner, she is responsible for the service. Acknowledging that Ms. Rupp was in the process of selling the property to her sister, Chelsea Bower and Chelsea has been at the property since 11/2008 she would be responsible for the service as well. Ms. Rupp indicated that she and her sister would work those issues since the paperwork was not completed at that	Aqua Water - Florida
0882716W	330113070	8/27/2009	LUZIA	MIKUTIS	Billing Dispute	9/18/2009	In reviewing the account, the account was closed 4/6/2007. The customer was issued a final bill from 3/14/2007 to 4/6/2007 in the amount of $23.45. The payment was made on 5/4/2007 for $23.45. □ □ The billing statement dated 7/8/2009 for billing period 6/1/2009 to 7/6/2009 for 35 days total consumption 800 gallons in the amount of $95.96. The customer was billed in error for sewer charges in the amount of $14.48. These charges were for period 3/14/2007 to 4/6/2007 which the customer was already billed and payment was made. - □ On 9/17/2009 Mrs. Mikutis returned call from 9/16/2009. I discussed the account with her and advised that she was billed in error for sewer base charges $14.48. The account was adjusted. In addition Mrs. Mikutis expressed concerns regarding meter reading stated company readings are different then the reading that she has taken. Advised a field representative will visit the property on 9/18/2009 between 10 and 2 to read meter with Mrs. Mikutis present and check to make sure there are no leaks at the property. Mrs. Mikutis is concern of the amount of usage since the property is vacant only have workers there from time to time usage should be minimal. □ □ The current billing statement dated 9/11/2009 for period 8/7/2009 to 9/8/2009 there was zero consumption on the meter. The billed amount is $50.88 which is total of base facility charges. It is believed once the field service representative demonstrates to the customer how the meter readings are captured she will be able to compare with billing statements.□	Aqua Water - Florida

08836450W	330113083	9/1/2009	CAROL WARD	Billing Dispute	9/22/2009	•A billing statement was issued 3/16/2009 for services rendered 2/11/2009 to 3/12/2009 for 29 days total consumption 20,500 gallons in the amount of $105.08 •On 4/7/2009 the meter was exchanged at the property. •A billing statement was issued 4/17/2009 for services rendered 3/12/2009 to 4/13/2009 for 32 days total consumption 15,300 gallons in the amount of $97.25. Summary9 On 3/27/2009 a field service representative was at the property. A field test was performed meter tested accurate and no leaks were found. On 4/7/2009, the property was checked a second time for leaks and the meter was checked for accuracy. Since the customer received to billing statements with usually high usage, the meter was exchanged and forwarded to outside vendor for bench test. To date the company has not received test results. It is believed that due to change in personnel it is possible the meter was never sent for a bench test and was scrapped. Therefore; the account has been adjusted in the amount of $109.69. On 9/18/2009, I spoke with Mrs. Ward reviewed the account and advised that I would try to locate a copy of bench test however; it is possible that the meter was never tested. Acknowledging what Mrs. Ward stated was told to her by the field representative that the meter was faulty, the account was adjusted. Mrs. Ward was satisfied with resolution and requested that the service be taken out of her name as of 9/30/2009, property to be sold. .	Aqua Water - Florida
0883475W	330113084	8/31/2009	DAVID WALKER	Billing Dispute	9/22/2009	•The meter was exchanged at the property on 6/2/2009. The meter was forwarded to outside an outside vendor for bench test. Test result dated 6/9/2009; all three levels tested low customer was being under billed. Results High 99.43%, Intermediate 100.00% and Low 99.8%. The customer was mailed a copy of the results on 7/17/2009.R •The meter exchanged was not updated in the billing system until 8/18/2009 due to an internal error. This issue has been discussed with local management. •A billing statement was issued dated 8/19/2009 from 5/4/2009 to 6/2/2009 (old meter) for 29 days of service total consumption 16,800 gallons and 6/2/2009 to 8/11/2009 (new meter) for 70 days of service total consumption 57,400 gallons total amount $1,110.86.R Summary 9 There were several visits to the property 5/28/2009, 7/14/2009, 7/29/2009, 8/26/2009 and 9/17/2009. The meter and transmitter numbers were confirmed. It was found that the new meter that was installed at the property on 6/2/2009 was not updated in the billing system until 8/18/2009. The account has been corrected and billed. In reviewing the account history, all previous billing was based on actual readings prior to the meter exchange. Although the new meter did not get updated on the account	Aqua Water - Florida

0883475W	330113084	8/31/2009	DAVID	WALKER	Billing Dispute	10/16/2009	* Provide the bench test results □ •The meter was exchanged at the property on 6/2/2009. The meter was forwarded to outside an outside vendor for bench test. Bench test result 15GPM- High 99.43%, 2GPM - Intermediate 100.00% and .25GPM -Low 99.8%. The customer was mailed a copy of the results on 7/17/2009.□ * Explain why this customer was billed, on the same invoice, for a total of 99 days (for old and new meter) a •u Due to the meter exchange company procedure to display on billing statement old meter number with removal reading and start reading for new meter. •u A revised billing statement issued from 5/4/2009 to 8/11/2009 for 99 days of service in the amount of $994.15. In reviewing the account history, all previous billing was based on actual readings prior to the meter exchange. Although the new meter did not get updated on the account until 8/18/2009 the readings indicate that the consumption on the new meter was 57,400 gallons. Mr. Walker has stated that he has no pool, he uses the canal in the back of his home for irrigation and during the billing period he was away on vacation for several weeks. The usage over the existence of the account was taken into consideration and it does not appear that Mr. Walker's usage has every exceed 23,300 gallons in a 30 day billing period. There was no evidence of a leak at the property. This was confirmed by field representative and Mr. Walker who had a plumber at the property. The cause of the increase in usage can not be identified therefore; it was decided that Mr. Walker be granted a one time courtesy adjustment in the amount of $866.27 leaving the customer with a balance in the amount $132.00 due	Aqua Water - Florida
0884166W	330113085	9/1/2009	CATHERINE	JOHNSON	Miscellaneous	9/23/2009	On 9/8/2009, a company representative spoke with Eric Johnson. An apology was extended regarding previous conversations with company representatives. The company representative did not follow standard procedures. This was addressed with immediate supervisor. Although Mr. Freeman faxed in a copy of the death certificate for Catherine Johnson, it was not necessary in order to close the account. □ □ In order to honor Mr. Johnson's request to final the account effective 9/4/2009. The service was transferred in Eric Johnson's name; a final bill has been processed. Mr. Johnson will receive a final bill from 8/7/2009 to 9/4/2009. The final bill will be forwarded to mailing address 13919 Clubhouse Circle, Tampa, Fl 33618. □ □ On 9/21/2009 a follow-up call was place to Mr. Johnson confirming the account has been closed. R	Aqua Water - Florida

884550W	330113089	9/2/2009	LOWELL	ENLOW	Billing Dispute	9/24/2009	Background history •The meter was exchanged at the property on 9/18/2009. •The consumption on the meter from 9/18/2009 through 1/9/2009 registered zero consumption.O •The billing statement issued from 3/11/2009 to 4/9/2009 recorded usage was 3100 gallons.9 •The billing statement issued from 4/9/2009 to 5/11/2009 the recorded consumption was 2000 gallons.E •The billing statements issued from 5/11/2009 through 7/10/2009 there was zero registration recorded on the meter. •The billing statement issued from 7/10/2009 to 8/12/2009 usage that registered on the meter is 2200 gallons.x •The billing statement issued from 8/12/2009 to 9/16/200 usage that registered on the meter is 8000 gallons.x Field VisitsO •9/1/2009 field service representative was at the property the meter and ert numbers were confirmed and a reading was obtained (169). •Monthly cycle reading obtained (169) on 9/16/2009. Summary9 The readings that have been obtained since the meter was exchanged on 9/18/2009 are actual readings and all readings are consistent. The reading that was obtained on 9/1/2009 (169) is consistent with monthly cycle reading (169) on 9/16/2009. The registration on the meter indicates that there was usage being used from 7/10/2009 to 9/1/2009. Acknowledging that Mr. Enlow has stated that this is a vacation home and the property is vacate, the usage pattern supports that the meter is registering properly and readings are actual. The field representatives did not observe any visible leaks. On 9/17/2009 a company representative spoke with Mr. Enlow reviewed the account and advised that a field representative was at the property on 9/1/2009 checked the	Aqua Water - Florida
0884550W	330113089	9/2/2009	LOWELL	ENLOW	Billing Dispute	10/8/2009	On 11/9/2009 I spoke with Mr. Enlow requesting appointment for him to meet with company representatives at the property. Mr. Enlow was not able to schedule an appointment however; suggested that a company representative could meet with grounds keeper Mike McCoy to review washout area that Mr. Enlow stated was not repaired by the company. Field supervisor meet with Mike McCoy at the property on 11/12/2209. He observed the area that is washed out. Mr. McCoy advised that the leak was tremendous and that a virtual river was cascading down the property and washed out the area under a home made 'storm drain'. According to the representative and the contractor that repaired the leak this information is not correct. There was no running water associated with the leak. The area immediately surrounding the meter (approximate 3' radius) was wet. The contractor stated there was no water flow from the leak. The contractor was very clear in stating that the washout was not in anyway due to the small leak. Pictures were taken of the washout area. The pictures wdisplay a gutter downspout that is likely the cause of the washout which is not related to the leak that occurred at the property. The company's position is that all repairs and ground work associated with the leak has been repaired. The leak was not the cause of the washout. A follow-up call was placed to Mr. Enlow on 11/16/2009 as a gesture to provide feedback. Mr. Enlow has not returned the call however; Mr. McCoy stated he would	Aqua Water - Florida
0884550W	330113089	9/2/2009	LOWELL	ENLOW	Billing Dispute	11/15/2009	The maintenance department was at the property to restore the ground with sod last week. As a follow-up and to inspect the grounds, a Field Coordinator visited the property earlier in the week to make sure the work completed was satisfactory. I have attached photos for your review. I am hopeful that Mr. Enlow is satisfied with the repairs.	Aqua Water - Florida

0884550W	330113089	9/2/2009	LOWELL	ENLOW	Billing Dispute	11/16/2009	1.) Was the meter exchanged on 09/18/09? If so, why? □ •The response that was forwarded on 9/24/2009 indicated that the meter was exchanged at the property on 9/18/2009. There was a data entry error; the meter exchange date was 9/18/2008. □ 2.) Where is the previous meter? Was it tested? If so, provide those results. •Old meter removed 9/18/2008 meter#56614328 removal reading (44), bench test results – 25 GPM-99.5%, 2 GPM – 100.8% and .25 GPM – 100.7%. New meter installed #56576238 start reading (0).□ 3.) What happened on 09/29/09 that the premise appointment with customer was not kept? Rescheduled? □ •On 9/29/2009 the field service representative was detained at another customer's home. The field service representative contacted Mr. Lowell via telephone at early afternoon apologized for missing the appointment. The representative also provided reading obtained (169). The reading is the same as it was on 9/16/2009 (169). There has been no usage on the meter during the 13 day time frame. The field representative also confirmed meter information which was also shared with Mr. Lowell. 4.) What is the plan now to address this customer's concerns? □ □ •In further investigating the increase in usage between 8/12/2009 and 9/16/2009, the maintenance department confirmed that on 9/28/2009 they were at the property to repair a 1" service line from the main across the street from the property. The leak was on the company side of the meter therefore; the usage on the meter actually passed through the meter. It was explained to Mr. Lowell that the leak on the company side of the meter would not pass through the meter. During the repair the lawn was dug up in order to replace the service line. As a one time courtesy the account was adjusted	Aqua Water - Florida
0885298W	330113092	9/4/2009	STEPHEN	FIORE	High Bill	9/29/2009	•OBilling statement issued from 6/4/2009 to 7/6/2009, recorded consumption for 32 days of service 15,000 gallons.□ •OBilling statement issued from 7/6/2009 to 8/5/2009, recorded consumption for 30 days of service 13,100 gallons. . •T On 8/17/2009 a company representative was at the property. The meter was checked for accuracy and a reading obtained (1647). The representative reported the customer has a leak on his side of the meter.□ •h On 9/21/2009 a company representative was at the property. Mr. Fiore's daughter Leah was available when the meter was read (1722). The representative was informed by Leah that she is shutting off the water at the valve after use which is preventing the company from illustrating to the customer the leak indicator is moving on the meter indicating a leak at the property. In addition the meter is being monitored each day along with obtaining readings. Reference readings obtained week of 9/21/2009. The account will be monitored an additional week with hopes to further explain to the customer it is important for them to witness the leak indicator in the presence of company personnel. a oo 9/22 – 017211(0) oo 9/23 – 017227(0) oo 9/24 – 017236(0) oo 9/25 – 017248(0) oo 9/28 – 017287(0) □ •u The 24 month account history will not be available until billing corrections are completed. Once the account is updated the history will be forwarded. •n A field test was performed on 9/21/2009 meter test accurate 98.9%. •n A bench test has not been performed on the meter. The field service representative has confirmed there is a leak at the property on the customer side of the meter. The meter was exchanged at the property in 2007. The company would like to continue to work with the customer before performing a second meter exchange and bench test.e	Aqua Water - Florida

0885298W	330113092	9/4/2009	STEPHEN FIORE	High Bill	10/9/2009	•Several messages were left for Mr. Fiore's daughter Leah week of September 28 to return call to confirm appointment. Leah has not returned the call. On 10/7/209 Mr. Fiore contacted the company on behalf of his daughter. Mr. Fiore stated that he still believes there is a problem with the meter. The meter will be exchanged on Monday 10/12/2009 and a bench test will be preformed. Mr. Fiore has arranged for his son-in-law to be at the property between 10AM and 12noon. Test results should be back in 30 days.□ □ □ •Mr. Fiore also questioned billing from when the meter was exchanged 4/17/2007. In reviewing the account, after the exchanged the account was billed on estimated readings from June 2007 through April 2008. The account was corrected based on actual reading from the exchange date through September 8, 2009. A revised billing statement was issued from 3/14/2007 to 9/8/2009 for 909 days. To be in compliance with the back billing rules for correcting an account, there was an adjustment for billing over 365 days. The customer has a credit balance of $215.69. The billing was explained to Mr. Fiore. He was provided a direct telephone number and name if he had	Aqua Water - Florida
0885298W	330113092	9/4/2009	STEPHEN FIORE	High Bill	11/12/2009	•□Bench test completed 10/23/2009. Please reference attached file with results "Stephen_Fiore_BenchTestResult10232009.doc".. □ • Detail account history for 24 months as an attachment file "FioreDetailAccountStatementwith adjustment.xl". •□Revised billing statement from 3/14/2007 through 9/8/2009 attached displaying calculations, adjustments and credits. Reference file "Fiore_Stephen_FL_reviseBill09302009.pdf".□	Aqua Water - Florida
0885677W	330113094	9/8/2009	LARRY CURTIS	Billing Dispute	9/24/2009	•x A 10 day termination notice was mailed to the property 7/7/2009 for termination on 7/20/2009 in the amount of $157.94 service was terminated for non-payment.□ •t A billing statement dated 7/8/2009 was issued from 6/4/2009 to 7/6/2009 recorded consumption 3,700 gallons for 32 days of service in the amount of $267.73 (includes previous balance $162.94).□ □ Summary9 □ Mr. Curtis's usage is consistent with the history on the account. It is believed that the customer is not taking into consideration rate increase. □ Mr. Curtis and Helen Burkett both have contacted the company on several occasions stating they made a payment and they would like the service to be turned on. The account has been monitored. A payment in the amount of $198.00 was posted to the account on 9/16/2009. On 9/18/2009 the service was order to be restored, reading obtained (1485). It was reported that the customer had a small leak. Later in the day on 9/18/2009, Mr. Curtis telephoned the company and requested to have the service turned off stated he had a leak and needed the water off. □ On 9/24/2009 a company representative made an attempt to reach Mr. Curtis. Helen Burkett, mom was available for discussion. She stated that when the company representative was at the property 9/18/2009 the leak had been repaired and the service was back on. / □ For confirmation a field service representative was at the property on 9/24/2009. The	Aqua Water - Florida

0886890W	330113098	9/11/2009	JENNIFER	DENMARK	Wrongful Termination	9/30/2009	Background Information: •A ten day termination notice dated 8/11/2009 for termination 8/24/2009 in the amount of $141.70. The termination notice was under the realtor "Rene Berg". •o The service was terminated for non-payment on 8/27/2009 in the amount of $141.70, a door tag was left at the property. •On 9/9/2009, Mrs. Denmark telephone Aqua stated moved into property 4/6/2009. Company representative process service order to establish account with an effective date of 4/6/2009. •Field Service representative at property 9/10/2009, stated that the irrigation system was running and obtained a reading 18584 at 9:13 AM. As a courtesy, the field service representative contacted the customer via telephone.e •u Billing statement issued dated 9/22/2009 for services rendered 4/6/2009 to 9/10/2009 for 157 days in the amount of $176.52 SummaryW In acknowledging the customer's complaint, the account was not established until 9/9/2009 which was triggered by a telephone call from Mrs. Denmark. The company takes accountability that when the customer contacted the company 4/2009 to establish service for the house meter, the company representative should have advised the customer at that time that there are 2 meters at the property. The customer has acknowledged that they have been living at the property since 4/6/2009. To correct the internal error of not establishing the account in 4/2009, the account was established and the customer was issued a billing statement dated 9/22/2009 from 4/6/2009 to 9/10/2009 for 157 days of service in the amount of $176.52. On 9/11/2009, Mr. Denmark spoke with a company representative regarding irrigation account not being established when he first moved into the property in 4/6/2009. In addition Mrs. Denmark spoke to a company representative on 9/28/2009 regarding the billing statement received in the amount of $176.52.	Aqua Water - Florida
0887876W	330113102	9/15/2009	MARLENE	SAPP	Billing Dispute	9/21/2009	•A billing statement was issued dated 9/10/2009 for services rendered 8/7/2009 to 9/8/2009 for 32 days total consumption 5,900 gallons in the amount of $115.08 the total bill due 10/2/2009 is $363.05 (includes previous balance $242.97, late fee $5.00 and current charges $115.08). •A 10 day termination notices was mailed to the property on 9/9/2009 for termination 9/22/2009 in the amount of $242.97. SummaryW I spoke with Mrs. Sapp on 9/21/2009. Her concerns were that she made 2 payments ($90.00 & $142.13). It was explained to her that the payments were received on 7/17/2009 ($90.00) and 8/10/2009 ($142.13) however; the payments were applied to billing statement dated 6/8/2009 balance due $237.13 on or before 6/30/2009. After reviewing the billing with Mrs. Sapp she understood where payments were applied. I believe the confusion was since she made payments in August and September she believed they were applied to current billing not previous. Considering the hardship and illness that Mrs. Sapp and her husband have endured over the past few months, she was placed on a payment arrangement in an effort to get the account back on track. Mrs. Sapp stated that she could pay $135.08 on 10/2/2009. After which she will continue to pay all current bills as due plus $15.00 each month toward arrears. The total account balance is $363.05.	Aqua Water - Florida

0888584W	330113112	9/17/2009	BEACH COTTAGE CONDO	Miscellaneous	10/8/2009	Complaint: Improper Billing against Aqua Utilities Florida, Inc. □ Details: □ 1. The Aqua Rate increased from $.00471/gal to $.00705/gal in September of 2008. Increased again to $.00842/gal in May 2009. That's a 20% increase on top of a 50% increase, for a compounded increase of almost 80%. That is unconscionable! They seem to be in the process of asking the PSC to increase rates further.. •f On 10/5/2009 a representative from the Rates Department spoke with Mr. Lloyd in an effort to address his questions regarding the rate increase in addition to other areas of interest such as;K •e Location of rate hearings and process.. •. Notice requirements, offer extended to send copy of notices.□ •f Confirmation that Beach Cottage Condo was on mailing list for notices and he should have received 5 separate notices. □ •n Test Year and Consulting fees, it was explained normal expense to process rate case and by law is recovered over a 4 year period. Emphasized that the company expenses were audited. □ 2. The Aqua sewer usage is supposed to be based on the Island Water meter reading, according to Aqua representatives. However, the Aqua sewer usage is 107,200 gal. Higher than IW over the 2 year period we studied.□ •a The meter equipment at the property is owned by Island Water. The company is responsible for reading the meter monthly and renders a bill based on recorded consumption for wastewater. □ •e Attached for review 24 month account history which displays monthly usage.e •c The readings recorded for 9/8/2009 and 7/16/2009 are estimated due to internal manpower issues that have been addressed by management. □ 3. No deduction is made from the Aqua bill for the fact that we use a great deal of water for irrigation and the pool. What comes in does not necessarily go out. •f Aqua Utilities Florida mailed letters to customers in June, 2009 effective June 30, 2009 AUF will no longer be offering the use and billing of "deduct" meters for customers that utilize Island Water. Letter as an attachment.e 4. Aqua says that we can have IW install a deduct meter? At our expense, and ask IW to read it monthly. Said meter would measure the irrigation usage, which might then be	Aqua Water - Florida
0888810W	330113115	9/18/2009	MARTHA PROFFIT	Billing Dispute	10/9/2009	•A billing statement dated 9/10/2009 was issued from 8/5/2009 to 9/8/2009 for 34 days of service recorded consumption 17,800 gallons in the amount of $407.28 this statement was based on an estimated reading.. □ SummaryW □ Mrs. Proffit contacted the company on 11/8/2007 requesting service to be placed in her name effective 11/7/2009. The service was placed in Mrs. Proffit's name effective 11/7/2007. In reviewing the account for the past 21 months the account has not been billed for usage on the meter only base charges for water and sewer. □ □ On 9/10/2009 a field service representative visited the property found a leak at the property and obtained a reading (6954).□ □ On 10/5/2009 a second field visit the meter number was confirmed #56585793 and ert #57764056 and reading (7039), it was confirmed that the leak was repaired. □ The decision has been made not to back bill the customer due to a company error. The billing statements dated 9/8/2009 and 9/10/2009 have been cancelled. A billing statement was issued dated 10/7/2009 from 8/5/2009 to 9/10/2009 for 36 days of service for 12,200 gallons in the amount of $216.05. □ On 9/18/2009, a company representative spoke with Mrs. Proffit advised that the account was under review and that all collection activity has been put on hold while the account is being researched. It was shared that the field service representative would be visiting the property to inspect the meter and obtain readings. □ On 10/8/2009, a follow-up call was placed. The representative explained that due to the company error the account would not be back billed for usage however; going forward she would be billed for base charges and usage. The billing statement issued	Aqua Water - Florida

0888997W	330113116	9/18/2009	LORA ROBINSON	High Bill	10/7/2009	•Billing statement issued from 7/25/2009 to 9/3/2009 for 40 days of service, recorded consumption 7,100 gallons daily average 177 gallons in the amount of $189.62. •Billing statement issued from 9/3/2009 to 10/5/2009 for 32 days of service, recorded consumption 4,700 gallons daily average 146 gallons in the amount of $116.69. □ SummaryW □ On 8/4/2009, Mrs. Robinson telephone Aqua and stated she moved into the property on 7/25/2009. The company representative established the account effective 7/25/2009 and scheduled the account for the field for 8/7/2009. On 8/7/2009, the field service representative confirmed meter data for property and obtain reading (217). The start reading was (198) in comparison to the reading obtained 8/7/2009 (217) the customer averaged 146 gallons per day. The billing statement issued 9/8/2009 the customer averaged 177 gallons per day for 40 days which is consistent with the reading for the prior 13 days.N □ The customer's current billing from 9/3/2009 to 10/5/2009 daily average usage is 146 gallons per day which again is inline with customer's usage from when the account was established in July. □ □ On 10/1/2009, a company representative spoke with Mrs. Robinson and reviewed usage pattern since the account was established. The representative also reviewed current rates for the area (copy of rate schedule mailed). It was also shared that based on usage pattern from July to date the usage pattern is consistent. Mrs. Robinson was	Aqua Water - Florida
0890052W	330113121	9/22/2009	PATRICIA DUNLAVEY	High Bill	10/7/2009	1) Please provide 24 month account/consumption/estimate-actual reading history. r •□Please reference attachment for account history.□ 2) Please verify if the meter serving the customer's residence is the meter the company is reading each month and billing this customer.. •n 8/13/2009 meter number (56575086) and ert number (26025542) was confirmed. 3) Please offer to conduct verified meter reading in customer's presence. Provide results. □ •n Field service representative at the property on 6/18/2009 confirmed meter# 56625086 and ert #57763744. It was determine on this visit that the ert number was not updated correctly in the system. The account was updated. □ •□8/13/2009 meter number (56575086) and ert number (26025542) was confirmed in the field and confirmed with meter data on the account for billing.□ 4) Please offer to conduct a field test in the presence of the customer. •□Meter and ert was tested on 8/13/2009 customer was on-site. □ 5) If the company is estimating the bill, please indicate reason. . •6 All readings obtained are actual. The problem identified was the encoder transmitter (ert) was not connected to the meter, loose wire. On 8/13/2009 the meter and ert was checked it has not been identified as to why the wire was loose on the meter preventing usage to register. The account has billed to cycles correctly.□ SummaryW	Aqua Water - Florida
0890315W	330113124	9/23/2009	BLANCA MARTINEZ	Billing Dispute	10/12/2009	The billing statement dated 9/8/2009 issued from 8/5/2009 to 9/3/2009 for 29 days of service recorded consumption 5,700 gallons with a daily average of 196 gallons per day in the amount of $131.45. □ □ The billing is inline with previous billing statements issued. The readings are based on actual readings. On 10/8/2009 a company representative spoke with Mrs. Martinez to review the account. It was explained that the usage was inline with previous monthly usage. The average consumption per day per person is generally 80 gallons. A household of 4 would average 320 gallons per day which is consistent with the daily average for the past 4 months. The rate increase that took affect April 2009 was discussed. Mrs. Martinez shared that she was aware of the rate increase however; she wanted to express that the rates she is currently being charged in comparison to the rates customers are paying in Pasco County are high and unfair. It was shared that the FL.PSC approved the rates and prior to the rates being approved the state held hearings and open forum for customers to voice their opinion. The representative advised Mrs. Martinez if she wanted to voice her opinion regarding the rates to contact FL.PSC office for stand procedure and process for disputing rates or visit the state	Aqua Water - Florida

0891107W	330113136	9/24/2009	BRETT	UPTHAGROVE	Billing Dispute	10/16/2009	•□11/2/2008, the service was terminated due to nonpayment. □ •i 12/4/208, the account was closed with a final balance of $125.45. •□8/29/2009, account status inactive with consumption.□ •□9/28/2009, Mr. Upthagrove provided confirmation number #1013657 that payment was made $125.45. Service was restored and re-established effective 9/28/2009 in the name of Brett Upthagrove.□ □ □ Mr. Upthagrove did not request the meter be removed therefore; he is responsible for the base charges. Mr. Upthagrove spoke with a company representative 12/2008 and it was discussed that he would be billed the base charge, fixed cost of utility service regardless of usage. Mr. Upthagrove has been receiving monthly statements and has not at anytime requested that the meter be removed. □ The company sympathize with the Mr. Upthagrove regarding fire at property however; the account remained in his name therefore he is responsible for charges that were billed from 8/2007 through 12/4/2008 when the account was closed.□ □ On 9/25/2009 a call center supervisor spoke with Mr. Brett and reviewed the account. Mr. Brett committed to provide a copy of the fire incident report. On 9/27/2009, Mr. Upthagrove faxed a copy of the fire incident report to the company which indicated date of incident 6/29/2007. The billing statement issued from 7/23/2007 to 8/22/2007 indicated recorded consumption of 7700 gallons for 30 day period. From 8/22/2007 through 12/26/2007 there was zero consumption on the meter. □ □	Aqua Water - Florida
0894100W	330113160	10/7/2009	ROBERT	DRAKE	High Bill	10/26/2009	•p Billing statement issued from 8/13/2009 to 9/17/2009 for 35 days of service recorded consumption 1,900 gallons average per day 54 gallons, billed amount $17.66.□ •□Billing statement issued from 9/17/2009 to 10/15/2009 for 28 days of service recorded consumption 300 gallons average per day 10 gallons, billed amount $14.51. SummaryW The customer's monthly consumption is generally in the range of 100 to 200 gallons per month. The billing statement dated 9/21/2009 displays that the customer's recorded consumption was 1900 gallons with a daily average of 54 gallons per day. His current billing statement from 9/17/2009 to 10/15/2009 recorded consumption 300 gallons for a period of 28 days in the amount of $14.51 daily average of 10 gallons per day. The usage has considerably dropped which is an indication that there was an event that took place at the property that triggered the increase in usage. □ On 9/30/2009 a field service representative was at the property performed field test, meter tested 99.9% accurate, reading obtained (64) and no leaks were found. In comparing the reading obtained on 9/30/2009 and reading 9/17/2009 (62), the customer used 200 gallons in 13 days a daily average of 15 gallons per day. The meter is accurate and the readings are consistent. Mr. Drake eluded that he had repaired flapper in one of the bathroom facilities. It was explained that if the flapper was broken	Aqua Water - Florida

0894931W	330113173	10/9/2009	JAMES	SOPHER	High Bill	10/28/2009	•h Billing statement issued from 8/14/2009 to 9/14/2009 for 31 days of service recorded consumption 11,100 gallons with a daily average of 358 gallons, billed amount $111.43.0 •□Billing statement issued from 9/14/2009 to 10/14/2009 for 30 days of service recorded consumption 900 gallons daily average 30 gallons per day, bill amount $26.45 with a previous balance carried over.□ □ □ □ 10/7/2009, field test performed (customer on site) meter tested 99.9% accurate, no leaks were found reading obtained (4947).Field visit on 10/1/2009.□ □ 9/9/2009, field visit property check for leaks, none were found reading obtained (4858).W □ In comparing readings 10/14/2009 (497) and 10/7/2009 (494) the customer used 300 gallons in 7 days daily average 43 gallons per day. This average is a little higher than what the customer normally used in a 30 day billing cycle. For the current billing cycle 9/14/2009 to 10/14/2009, the customer used 900 gallons for a period of 30 days which averages to 30 gallons per day. It appears that there was an event that took place at the property. The customer has not indicated that there were any plumbing problems however; it was confirmed that the usage flowed through the meter. It was further explained that all reading were actual and the meter is functioning properly. In addition the customer was on-site when the field test was performed. Although he refuses to believe that there could have been an event at the property that would trigger the usage to spike for billing period 8/14/2009 to 9/14/2009. □	Aqua Water - Florida
0895032W	330113174	10/9/2009	JAMES	STANFORD	Billing Dispute	10/29/2009	A company representative spoke with Mr. Stanford on 10/28/2009. It was explained due to an internal error the account was re-established in his name instead of the tenant who had moved into the property in 5/2007. The third party collection agency has been notified and the account has been satisfied. A letter was mailed to Mr. Stanford as confirmation. e □ Correspondence was also mailed advising Mr. Stanford of company procedure for owner/landlord of property who would like to have his or her name to revert back on an account as owner once a tenant moves out. Although Mr. Stanford is not obligated to fill out the form it is a standing procedure that is offered to homeowners who have rental properties. R □ An apology was extended for the misunderstanding. Mr. Stanford was provided a telephone number and direct contact for future questions.□	Aqua Water - Florida
0895049W	330113176	10/9/2009	GEORGE	O'BRIEN	Billing Dispute	10/29/2009	There was a meter exchange at the property 7/27/2007 however; the meter information was not updated on the account at the time of the exchange. Mr. O'Brien's account was updated on 9/30/2009 with the corrected meter information. In correct the account, all billing statements that were issued from 7/30/2007 through 9/4/2009 was cancelled. The account was re-billed from 6/27/2007 through 9/4/2009 for a total of 800 days. The bill after corrections were made was $327.15. To be in accordance with the tariff for adjusting the account to correct the billing the 365 day rule would not apply since the customer was being billed.. □ □ •d The revised billing statement issued is from 6/27/2007 to 9/4/2009 for a total of 800 days of service, recorded consumption 106,000 gallons daily average per day 132 gallons. The total bill after adjustments/payments is $327.15.□ □ A company representative spoke with Mr. Obrien on 9/29/2009 and reviewed the revised billing, provided an explanation regarding the meter exchange and his account not updated with the correct meter information. Mr. O'Brien accepted the explanation and was offered a 20% courtesy adjustment in the amount of $65.43 for the	Aqua Water - Florida

0896820W	330113191	10/16/2009	DOUGLAS B SHEFFIELD	Billing Dispute	11/6/2009	Mr. Sheffield is the owner of the property. When the property is vacant, not rented he has the service placed in his name. Mr. Sheffield requested the service to be taken out of his name effective 9/15/2008. When the final bill was processed, the account was not billed for sewer charges (internal company error). □ □ Mr. Sheffield notified the company to reestablish the account in his name effective 9/10/2009. When the account was billed from 9/10/2009 to 10/6/2009 the billing system automatically billed the account for the sewer charges that were not billed on the final bill issued 10/2008. The company acknowledges this was an internal processing error and has decided that the account should be credited $18.36 for those charges not penalizing the customer for the company error. □ Mr. Sheffield made a payment in the amount of $145.35 which posted to the account 10/29/2008 which left a credit balance of $33.67. A refund check was mailed on 11/6/2008 in the amount of $33.67. On 1/29/2009 the company was notified that the $145.35 payment was not honored by the bank therefore; the payment was reversed on the account resulting in the customer having an open balance of $145.35. A payment was received and posted on 2/18/2009 for $111.68 which left a balance of $33.67. Since the customer was mailed a refund check in the amount of $33.67 he owes this outstanding balance.□ □ On 11/4/2009 a company representative spoke with Mr. Sheffield providing explanation of the billing explaining when the account was closed in September 2008 the account was not billed sewer charges. Due to company error in the processing of the bill he would receive a credit for $18.36. Mr. Sheffield accepted the credit of $18.36 however; he does not feel he should pay the $33.67. Mr. Sheffield did make a payment in the amount of $111.68 toward this debet however; he still owes the difference of $33.67. ;	Aqua Water - Florida
0896820W	330113191	10/16/2009	DOUGLAS B SHEFFIELD	Billing Dispute	11/19/2009	11/19/09- ATTN AQUA: SUPPLEMENTAL REQUEST: □ □ 1. Customers bill provided as the first bill (September 10, 2009 to October 6, 2009) shows a balance from the last bill of $130.97. If this is the first bill that customer received after he re-established the account in his name, what is the $130.97 charge for. □ 2. Is that charge his or the previous tenants? □ Yes, this was the first billing statement issued when the account was re-established in the customer's name. The billing statement dated 10/7/2009 covers billing period 9/10/2009 to 10/5/2009 for 25 days of service total consumption 500 gallons. Bill break down as follows:V •□Water charges $12.58□ •□Sewer charges $51.00□ •□Street Light $ 2.00□ •□Garbage $ 9.72□ •□Turn-On fee $22.00□ •□Balance Carry $33.67□ Total $130.67 □ 2. Is that charge his or the previous tenants? □ The billing is for Mr. Sheffield. The tenant did not move into the property until 10/24/2009 per Mr. Sheffield and tenant Mr. Kanner. Mr. Sheffield and I discussed the payment that he made in October 2008 for $145.35 which was later reversed. He indicated that he had paid the bill via his Discover Credit Card and when he received his statement he saw the charge amount $145.35 for Heater Utility which was not familiar therefore; he contacted Discover Credit Card	Aqua Water - Florida

0896686W	330113192	10/16/2009	ELVIE	GREEN	High Bill	11/5/2009	In responding to Ms. Green complaint, there were 2 field visits to the property to confirm that the meter was working as designed. The reading obtained on 10/152009 (2596) and 11/5/2009 (2691) the difference is 9500 gallons which averages to 452 gallons per day for 21 days. The monthly cycle reading on 10/5/2009 was (2502) comparing that reading to the reading on 10/15/2009 (2596) the customer used 9400 gallons in 14 days with a daily average of 940 gallons per day.□ □ The customer's monthly cycle reading was on 11/4/2009 reading obtained (2657) total consumption from 10/5/2009 through 11/4/2009 15,500 gallons with a daily average of 516 gallons per day. □ □ In reviewing the account history, previous years during October and November timeframe the customer's usage increases and appears to be consistent. There were leaks found and the meter is functioning properly.□ □ •□10/15/2009 property was checked for leaks and reading obtained (259610).□ •□11/5/2009 meter data was confirmed Meter# 56611605 ert# 26359916 reading obtained (26910) and the property was check for leaks, none were found. e □ On 11/4/2009, a company representative spoke with Ms. Green reviewed the account history and shared that the usage during various times of the year is consistent with previous years. Due to the increase in usage and the rate increase the customer is being billed at a higher rate. Ms. Green was advised that a field representative would be at the property on 11/5/2009 to check the meter and check for leaks. e □	Aqua Water - Florida
0897356W	330113195	10/19/2009	DENNIS	LEONES	Billing Dispute	11/9/2009	1) Please provide 24 month account/meter reading history indicating date of meter readings and date of billing statements.. •□Account History file as an attachment "Leones112009DetailAccountStatementyb.xls".□ 2) Please indicate the meter reading cycle. . •e Meters are read either on a monthly, bi-monthly, or quarterly basis for cycle billing (also called regular readings). Accounts are set up on a cycle that designates when the meters are read and when the accounts are billed. The cycle range is 26 to 35 days. Customers' bill statement has a due date which is generally 21 days from the day the bill was issued. d •e In reviewing Mr. Leones account I believe he is questioning the following billing statements.□ oe 8/5/2009 to 9/3/2009 bill date 9/10/2009 with a due date of 10/2/2009.e oe 9/3/2009 to 10/5/2009 bill date 10/7/2009 with due date of 10/29/2009.e □ •e The billing statement issued 9/10/2009 was issued late due to Labor Day holiday. However; the customer was given 22 days to pay the bill after the statement was issued. The meter was read on 9/3/2009 and processed on the 9/8 and mailed on 9/10. If the bill had been processed on 9/4 it still would not have been mailed until after the holiday. Unfortunately this may happen from time to time due to holidays throughout the calendar year. w □ SummaryW An attempt was made to reach the customer on 11/6/2009, not successful, voice message left.R	Aqua Water - Florida

0897986W	330113202	10/22/2009	RASHEL	COATNEY	High Bill	11/11/2009	•o Field service representative at property on 9/23/2009 performed field test, ran 40 gallons through meter, meter registered 50 gallons. Leak indicator spinning, customer has leak on her side of the meter which is the reason why 50 gallons registered during the field test. A door tag was left at property.. •□Follow-up field visit on 9/28/2009 meter exchanged at property new meter #56639986 ert# 57764223 start reading (0). Leak indicator on new meter spinning customer still has a leak on her side of the meter. •o Monthly cycle reading 10/9/2009 (17) – 1700 gallons for 11 days which averages 154 gallons per day.V •) Monthly cycle reading 11/10/2009 (97) – 8000 gallons for 32 days which averages 250 gallons per day.□ □ On 11/6/2009 a company representative spoke with Ms. Coatney reviewed field test results. Ms. Coatney stated she spoke with landlord found that the flapper on one of the toilets was broken. Owner has made repairs and customer faxed in required documentation for leak adjustment. Although the customer has identified a leak she does not believe that the recorded consumption is correct for 3 people.□ It was explained when the meter was installed the leak indicator was spinning which was evidence that there was a leak at the property. In addition the customer's meter was read on 11/10/2009 and the recorded consumption for 32 days is 8000 gallons which averages 250 gallons per day. Ms. Coatney has indicated that she does not use the irrigation system. Understanding that the customer disputes the consumption on the old meter, the new meter installed is functioning properly and has recorded actual consumption of 8000 gallons for a 32 day period. It was suggested that all plumbing	Aqua Water - Florida
0897974W	330113203	10/21/2009	NANCY	OFFICER	Billing Dispute	11/6/2009	A billing statement dated 10/7/2009 was issued from 9/3/2009 through 10/5/2009 for 4,800 gallons in the amount of $215.93 due 10/29/2009; current charges $113.81 and a balance of $102.12 carried from previous month.□ □ The meter was read at the property on 10/5/2009 and the bill was processed and mailed on 10/7/2009. A payment in the amount of $102.00 posted to the account on 10/19/2009 which was after the bill was generated and mailed. The current account balance is $118.93 which was due on October 29, 2009. □ □ A company representative made an attempt to reach Mrs. Officer on 11/6/2009, unsuccessful a voice message was left. A letter was mailed to the property as a follow-up.□ □ Please reference attached correspondence. □	Aqua Water - Florida
0899613W	330113218	10/27/2009	E	VICKERS	High Bill	11/13/2009	Billing statement dated 10/5/2009 issued from 9/1/2009 to 10/1/2009 recorded consumption 12,400 gallons in the amount of $137.17. □ Billing statement dated 11/9/2009 issued from 10/1/2009 to 11/2/2009 recorded consumption 7,830 gallons in the amount of $78.30.□ □ In reviewing the account history the customer's usage is consistent. However; the billing statement dated 10/5/2009 the usage increased and for the current billing period the usage has decreased by 4,570 gallons. □ □ A company representative spoke with Mrs. Vickers on 11/11/2009 regarding the increase in usage. Mrs. Vickers could not confirm if there was an event that took place at the property such as a leaky faucet or running toilet that would cause an increase in usage. It was shared that for the current billing period the usage decreased by 4,570 gallons. An offer to have a field test performed on the meter, was declined by Mrs. Vickers. The representative reviewed the rate structure stressing as the usage increase the rate will increase based on the amount of gallons used. Mrs. Vickers expressed her frustration with the company rates being higher than neighboring utility companies. Since Mrs. Vicker's decided not to have the meter tested or a field visit, it was suggested that she monitor the usage for the next few months. If the usage	Aqua Water - Florida

0899711W	330113219	10/28/2009	HELEN A BUSS	Billing Dispute	11/18/2009	The customer occupies the property several months out of the year. The account was closed effective 3/3/2008 and the customer was issued a final bill. The customer requested the service to be re-established effective 12/16/2008. In reviewing the account it was found that the meter was exchanged at the property in October 2008 however; it was not updated on the account due to the inactive status. In order to bill the customer on the correct meter information, the meter exchange information was updated on 4/14/2009 and the customer was issued a bill from 12/16/2008 through 4/3/2009 for a period of 108 days in the amount of $272.05. When this bill was processed, the gallons for sewer were billed for -11,522 gallons. This was due to an internal error. When Mrs. Buss spoke with the customer service representative on 7/29/2009 she a customer service representative, the representative did not provide detail explanation of the incorrect bill. After the customer filed a complaint the account was reviewed and correct. A revised bill was processed from 12/16/2008 through 4/3/2009 for 108 days of service recorded consumption 5100 gallons resulting in the customer having a credit balance of $230.33 Summary 9 The customer was contacted on 11/10/2009, a voice message was left. Mrs. Buss returned the call on 11/16/2009. It was explained when the meter was exchange at the property October 2008 the meter data information did not get updated on the account until April 2009. The account was billed from 12/16/2008 to 4/3/2009 which covered	Aqua Water - Florida
0900161W	330113222	10/30/2009	SANDRA CAUDILL	Water Quality	11/20/2009	On 10/30/2009, company representative visited the property to address customer complaint. The hose was flushed for approximately 1 minute, cl2 level 3.0, no odor found possible water softener problem. A follow-up call to Mrs. Caudill was placed by the field coordinator of water quality divisionto address customer's questions and to assist in identifying problem. Mrs. Caudill advised that the problem was with the water softener and thanked the representative for follow-up.	Aqua Water - Florida
0900531W	330113228	10/30/2009	DONNA M COOK	Billing Dispute	11/12/2009	Background summaryd The customer received a billing statement dated 7/8/2009 for period 6/3/2009 through 7/6/2009 in the amount of $146.73 with a due date of 7/30/2009. The customer made a partial payment in the amount of $136.00 which posted to the account on 7/28/2009, leaving a balance of $10.43. Since full payment was not received by 7/30/2009 a penalty fee in the amount of $5.00 was assessed to the account balance. The customer received a billing statement dated 9/8/2009 for $134.92 due 9/30/2009. The payment was posted to the account on 9/23/2009. The billing statement issued 10/7/2009 in the amount of $150.08 due 10/29/2009 which included a late charge of $5.00. The late charge was applied in error, the customer paid the previous bill in the amount of $134.92 prior to the due date 9/30/2009, the error has been adjusted. SummaryW I spoke with Ms. Cook on 11/11/2009 and we reviewed the billing statements that were issued for the past 5 months. We identified when the penalty fees were assessed to the account. It does appear that the account was assessed a $5.00 late fee in error which was adjusted on the account 11/11/2009. Ms. Cook paid the billing statements based on amounts due. If she could not make full payments, company records indicate that she called to make payment arrangements or seek advice on collection process. Ms. Cook acknowledge when she made payments late. She was advised that the account had been adjusted and an apology was extended for the inconvenience. Ms. Cook has	Aqua Water - Florida

0902662W	330113246	11/6/2009	OASIS RV PARK	Billing Dispute	12/2/2009	The property located at 11380 S US Highway 301, Webster FL is billed under the name Oasis RV Park. May 2009 it was discovered that there was a 2 inch meter at the property however; the account was being billed rates associated with a 5/8 inch meter. The account was under billed for over a year. Since this has been identified as a company error, the company did not go back and re-bill the account for lost revenue. □ On 10/5/2009 Mr. Pickering contacted the company and requested that a smaller size meter be installed at the property. On 10/9/2009, the meter was exchanged at the property. The company installed a 1 ½ inch meter and removed the 2 inch meter. The customer currently has a 1 ½ inch meter at the property and the account is being billed based on the rates associated with 1 ½ inch meter. □ □ A company representative spoke with Mr. Pickering and reviewed the rate structure effective 4/1/2009. It was explained based on meter size he would be billed associated base rate for 1 ½ inch meter ($77.62). The representative made every attempt to explain that with the new rate structure and the physical location of the property is how the rate was determined. Mr. Pickering requested that the property be separate from the division he is in "The Woods" and stand alone. It was shared that the property could not be separate as a stand alone due to new rate structure. □ □ Billing ConcernsV □ The customer was issued a billing statement from 1/9/2009 to 2/10/2009 for 32 days of service for 34,700 gallons in the amount of $158.83 based on an estimated reading.e □ A billing statement was issued from 2/10/2009 to 3/10/2009 for 28 days of service for 32,000 gallons in the amount of $148.11 based on an estimated reading. □ □ Both statements were cancelled and the customer was issued a revised billing statement from 1/9/2009 to 3/20/2009 for 96,700 gallons in the amount of $410.59 based on actual readings.□	Aqua Water - Florida
0907442W	330113281	11/30/2009	LOUIS OPORTO	Billing Dispute	12/15/2009	Company representative spoke with Mr. Oporto explained radio frequency meter that was installed had a faulty encoder receiver transmitter which resulted in monthly readings not capture resulting in zero consumption being recorded on the meter. The meter was exchanged at property on 11/11/2009 to correct the problem. □ All billing statements that were issued from 10/8/2008 through 11/11/2009 were cancelled. A revised billing statement was issued from 10/8/2008 through 11/11/2009 (old meter) for 399 days of service total consumption 24,000 gallons. The new meter from 11/11/2009 through 11/17/2009 for 6 days of service 400 gallons. □ The total revised bill is $65.43. An additional credit of $14.26 was applied for 34 days over 365 days allowed for back billing to be in accordance with regulations. This credit will show as a line item adjustment on the next billing statement.□ □ Mr. Oporto accepted explanation and thanked the representative for bringing resolution to his inquiry. The total amount due on 12/31/209 is $51.17. Mr. Oporto indicated he would mail in by due date.$ □ Revised bill as an attachment.□ □	Aqua Water - Florida

0907917W	330113285	12/1/2009	LEO F ARMBRUST	Low Pressure	12/21/2009	The company implemented a Flushing program which has been enforced for the past 10 years. The system is flushed the first Tuesday of each month. This routine maintenance function requires the field technician to shut off the automatic valves while he manually flushes the system. Unfortunately the technician forgot to shut-off the automatic valves during the process the first week of December resulting in low pressure throughout the system. □ To avoid mishaps such as this one, the company has contacted the Department of Environmental Protection in an effort to combine Lake Josephine and Sebring systems. The company hopes to receive approval within the next month. If approved each system will complement the other and avoid pressure issues during routine maintenance in the future. A company representative spoke to Dale Boggs, park manager explaining the reason the pressure was low and what steps the company is taking to avoid inconvenience to the customer in the future. □ A company representative made several attempts to reach Mrs. Armbrust (12/17 & 12/21) to confirm that Mr. Dale Boggs provided reson for flushing and why the pressure	Aqua Water - Florida
0908096W	330113287	12/2/2009	BRITNI ROBINSON	Billing Dispute	12/15/2009	The account is in the name of Britni Robinson. Service was terminated for non-payment on 8/26/2009 in the amount of $1,947.28. The customer did not make payments therefore; the account was closed effective 8/26/2009 final balance on the account was $2,683.27 which was forward to a third party collection agency as bad debt. □ Prior to the service being terminated, the customer was billed monthly. All billing statements issued from the time the account was established 5/28/2009 through 8/26/2009 billing has been based on actual readings. . □ On 12/1/2009 a company representative explained the billing to Darlene Robinson, mother of Britni Robinson. An appointment was scheduled for 12/3/2009 to test the meter and to check for leaks. □ □ On 12/3/2009 Darlene Robinson meet a field service representative at the property. Field test performed on meter, 10 gallons ran through meter, meter tested accurate. There were no leaks found. The representative explained that all usage registered on the meter was based on actual readings. Ms. Robinson indicated that irrigation system was not use every day however it was on a timer during normal use. Ms. Robinson negotiated payment to have service restored. It was agreed if the customer paid $1,000.00 service would be restored and the arrears balance would be setup on a payment arrangement. □ □ The representative advised that the $1,000.00 dollar payment would be accepted and she would be placed on a monthly payment arrangement. Since the account was transferred to a third party collection agency, it would take a few weeks to transfer the payment of $1,000.00 to the account at which time payment arrangements will be setup. \\	Aqua Water - Florida
0908309W	330113288	12/3/2009	ERICKA SKIPPER	Billing Dispute	12/8/2009	A company representative spoke with Mr. Skipper on 12/8/2009 reviewed the account. Monthly consumption is consistent for the past 3 years. The representative explained rate increase customer stated aware of change in rates and rate structure however; he did not like the fact that the rates were increased and wanted to voice his dissatisfaction. It was explained that the rates had been approved by the state. Mr. Skipper indicated that he had spoken to representative at PSC office who shared same information.S □ Attached for your review customer account history. □	Aqua Water - Florida

0908053W	330113289	12/2/2009	NELSON	MONSANTO	Billing Dispute	12/21/2009	Background informationx •a Billing Statement issued 10/16/2009 from 9/14/2009 to 10/14/2009 for 30 days of service total consumption 35,100 gallon in the amount of $227.34.□ • Billing Statement issued 11/20/2009 from 10/14/2009 to 11/16/2009 for 33 days of service total consumption 29,800 gallons in the amount of $213.11.□ □ □ □ On 12/7/2009 a field service representative meet with Mr. Monsanto at the property. Mr. Monsanto witness field test. Meter test 100.0 % for high, med and low flow. There were no leaks found and the reading obtained was 30414.□ □ The monthly cycle reading taken on 11/16/2009 was (2935). Based on reading taken on 12/7/2009 the customer used 10,600 gallons in 21 days which averaged 504 gallons per day. □ □ A company representative spoke with Mr. Monsanto on 12/18/2009 and reviewed the field results with him. Mr. Monsanto acknowledged that he witnesses the test and that there were no leaks found. Mr. Monsanto also shared that he does use his irrigation system once a week. The representative suggested that he monitor the usage for a few weeks without running the irrigation system and or monitor at 15 minutes interval to assist with determining if the irrigation is the cause of high usage. Mr. Monsanto agreed to monitor all usage.□ □ It was also shared that his current bill from 10/14/2009 through 11/16/2009 has	Aqua Water - Florida
0909778W	330113308	12/8/2009	DONALD	JOSEFCZYK	High Bill	12/29/2009	The response is outlined via each question that was presented.□ □ 1) In response to the customer's assertion that the billing of 126,000 gallons was not used and therefore should not be considered an accurate billing please provide 36 months of past bills to include the month of the questioned high bill. This timeframe should be from January 2007 through the January 2010 or the most recent billing. n •□Attachment "Josefczyk012010DetailedAcctStatementyb.xls" provides 36 months of account history January 2007 through January 2010. •h Billing statements attached from January 2009 through January 2010. Company achieves 12 months hard copies.□ □ 2) Regarding the customer's request to be re-billed in an amount closer to her past usage somewhere between 2,000 to 4,000 gallons, please consider this request. Contact the customer as necessary.□ •s In acknowledging the customer's inquiry regarding high usage, a field test was performed meter tested 98.7% accurate. On 12/10/2009 the meter was exchange and a bench test was performed meter tested 98.81% accurate. No leaks were found at the property. It is the company's belief the usage flowed through the meter is accurate. •r Since the readings are in line there is no basis to adjust readings and or usage. The company is willing to resolve by addressing the issue as an unidentified leak and offer the customer a one time courtesy adjustment in the amount of $910.88.□ 3) Has a conservation and/or capacity study been done on the maximum possible usage for this house? Please submit any total consumption information Aqua may have with regard to the customer's ability to place a water demand for 126,000 gallons in a one month period. a •) A company representative spoke with Mrs. Josefczyk on 1/28/2010 to discuss average consumption per-day for gallons used related to daily activity in the home. Such areas discussed; toilet flushing, dish washing by hand, laundry, bathing/showers and gardening.e Mrs. Josefczyk stated she has 2 toilets in the home. The representative shared how undetected plumbing leaks can impact usage such as flush valve with flapper, flush lever and a flush valve. $	Aqua Water - Florida

0909778W	330113308	12/8/2009	DONALD	JOSEFCZYK	High Bill	1/12/2010	The response is outlined via each question that was presented. 1) In response to the customer's assertion that the billing of 126,000 gallons was not used and therefore should not be considered an accurate billing please provide 36 months of past bills to include the month of the questioned high bill. This timeframe should be from January 2007 through the January 2010 or the most recent billing. •Attachment "Josefczyk012010DetailedAcctStatementyb.xls" provides 36 months of account history January 2007 through January 2010. •) Billing statements attached from January 2009 through January 2010. Company achieves 12 months hard copies. 2) Regarding the customer's request to be re-billed in an amount closer to her past usage somewhere between 2,000 to 4,000 gallons, please consider this request. Contact the customer as necessary. •s In acknowledging the customer's inquiry regarding high usage, a field test was performed meter tested 98.7% accurate. On 12/10/2009 the meter was exchange and a bench test was performed meter tested 98.81% accurate. No leaks were found at the property. It is the company's belief the usage flowed through the meter is accurate. •r Since the readings are in line there is no basis to adjust readings and or usage. The company is willing to resolve by addressing the issue as an unidentified leak and offer the customer a one time courtesy adjustment in the amount of $910.88. 3) Has a conservation and/or capacity study been done on the maximum possible usage for this house? Please submit any total consumption information Aqua may have with regard to the customer's ability to place a water demand for 126,000 gallons in a one month period. a •) A company representative spoke with Mrs. Josefczyk on 1/28/2010 to discuss average consumption per-day for gallons used related to daily activity in the home. Such areas discussed; toilet flushing, dish washing by hand, laundry, bathing/showers and gardening.e Mrs. Josefczyk stated she has 2 toilets in the home. The representative shared how undetected plumbing leaks can impact usage such as flush valve with flapper, flush lever and a flush valve.	Aqua Water - Florida
0909778W	330113308	12/8/2009	DONALD	JOSEFCZYK	High Bill	1/12/2010	•i Bill dated 10/16/209 for period 9/10/2009 to 10/13/2009 for 33 days of service total consumption 4,800 gallons in the amount of $108.76. Billing based on an estimated reading.0 •i Bill dated 11/9/2009 for period 9/10/2009 to 10/22/2009 for 42 days of service total consumption 126,100 gallons in the amount of $1,760.05. Billing based on an actual reading.0 •@Bill dated 11/23/2009 for period 10/22/2009 to 11/13/2009 for 22 days of service total consumption 16,200 gallons in the amount of $243.12 previous balance $1,760.05 total due $2,003.17. Billing based on an actual reading. As a result of the customer complaint several field visit were scheduled. •h 10/22/2009 – field visit no leaks were found, reading (2108). •e 12/8/2009 – field visit no leaks were found, reading (2297). A field test was performed the meter tested 98.7% accurate. The customer was not available for the field test however a door tag was left with results. Since customer was not available for field test requested bench test. Mrs. Josefczyk was on-site when meter was exchanged at property. Advised meter will be forwarded to outside vendor and test results should be available within 30 days. oi The meter readings are consistent. The readings taken on 10/22/2009 and 12/8/2009 indicate that the customer used 18,900 gallons in 47 days which averages 402 gallons per day. Company representative spoke with Mrs. Josefczyk several times last conversation 12/23/2009. Mrs. Josefczyk insists that the meter is incorrect. She was advised that field test indicate meter accurate however; results from bench test will not be available for 30 days. e	Aqua Water - Florida

0909778W	330113308	12/8/2009	DONALD	JOSEFCZYK	High Bill	1/29/2010	A letter dated December 30, 2009 was mailed to Mrs. Josefczyk providing bench test results for meter removed from the property on December 10, 2009. The overall average was 98.81% which indicates that the percentage accuracy is in accordance with state guidelines.x □ In addition to the bench test there was a field test at the property on 12/8/2009 meter tested 98.7 % accurate.□ □ All meter tests support that the meter is functioning as designed. The company's position is that the consumption that flowed through the meter is correct. In speak with Mrs. Josefczyk on several occasions; she has insisted that there are no leaks at the property which supports field representative reports that no reported leaks were found at the property. The company has a procedure if a customer has a reported leak and provides proof of repairs the customer would be offered a one time leak adjustment. There was no reported leak at the property therefore; no adjustment can be offered at this time. There is a balance on the account $2,003.17 due 1/14/2010. The company is willing to offer payment arrangements to assist the customer.. □ I spoke with Mrs. Josefczyk today January 12th advised I would be forward final report to PSC. Mrs. Josefczyk has indicated she would pusue her complaint further with PSC.□ □	Aqua Water - Florida
0910385W	330113311	12/11/2009	ANDREW	CARPENTER	Miscellaneous	12/28/2009	On 12/11/2009 the area field supervisor visited the property and spoke with Mrs. Carpenter. Mrs. Carpenter expressed lack of customer service she received from the call center representative when she contacted the company. The area supervisor shared that he would pass feedback to appropriate personnel. It was explained that on 12/8/2009 the water was checked from the outside spigot no odor at the time of visit water level c12 2.9. The representative flushed the lines and the customer was issued a flushing credit for 2,000 gallons for both water ($8.48) and sewer ($17.32) total credit adjustment $25.80.d □ On 12/11/2009, I contacted Mrs. Carpenter as a follow-up to make sure satisfied with flushing. Mrs. Carpenter stated that the odor is still present. I requested that a field supervisor contact Mrs. Carpenter as a follow-up, a voice message was left. □ On 12/24/2009 Mrs. Carpenter returned the call. She stated that the odor is present in the morning noticeable when washing dishes (hot and cold water). Mrs. Carpenter requested an explanation of the cause of the odor. It was explained that it is the hydrogen sulfide that is naturally in the groundwater. Mrs. Carpenter stated she had been living at the property 2 years and the odor stated about a month ago. The field representative shared that the system is flushed monthly in addition when customer	Aqua Water - Florida

0910704W	330113312	12/11/2009	DONNA	FINK	Off	1/4/2010	•e Attached for review is account history up and including current billing statement issued on 3/5/2010 for period of service 2/3/2010 to 3/3/2010. . □ •e Since the account is still pending due to the complaint filed by the customer no termination notices have been mailed to the property. The termination that occurred on 2/8/2010 was in error and the customer's service was restored same day. Ms. Fink has not made a payment on the account as promised. During our conversation that took place on February 8, 2010, I provided a list of locations she could make payment that was within reasonable travel distance from her home. I also explained to Ms. Fink that since she was not able to make payments over the *telephone due to previous history of* payments being returned (insufficient funds). Further explaining that if she could not arrange for transportation to by pass location to make a payment she could mail payments directly to corporate office to my direct attention my business address was provided. □ □ •h On March 10, returned call to Ms. Fink, not able to leave message.. •e On March 11, 2010 spoke with Ms. Fink she indicated that she did make an attempt to make a payment at by pass location but system affiliate with the store, Western Union would not accept payment. I advised at this point she should mail the payment directly to my business address. Ms. Fink indicated that she will mail on Saturday March 13th. Ms. Fink stated she will mail $600.00.□ •i Ms. Fink also inquired about a credit of $150.00 that she should have received in June 2009 (pool credit) and a payment made in September 2009 that she did not get credit for. She indicated that she spoke to someone in the corporate office who	Aqua Water - Florida
0910704W	330113312	12/11/2009	DONNA	FINK	Off	3/11/2010	1) Please provide account/final notice/bill/payment/payment arrangement/interruption history from October 1, 2009, to present. □ •r Account Final Notice – Attached file Fink_TermN_10022009.pdf represents 10 day shut off notice that was mailed to the property. □ -The Field Service Representative was at the property on 10/28/2009 for termination(SONP), on 10/29/2009 the service was restorede and 12/2/2009 service was terminated (SONP) the field service representative spoke to the customer directly in addition left a door tag on each visit. There are no copies of door tags. -If prior notices are needed for review I can provide back to September 17, 2008. 0 •u Billing Statements dated 10/7/2009; 11/9/2009 and 12/8/2009 are attachments "Fink_D_Bill00_00_2009_FL.pdf".□ •i Payments – are itemized in the "Detail Account history" file as an attachment. n •□*Interruption of service.*□ -10/28/2009 - Service terminated for non-payment.□ -10/29/2009 – Service was restored due to customer speaking with local office representative promising to pay bill on 11/6/2009.. -12/2/2009 – Service terminated for non-payment.□ -12/11/2009 – Service restored due to medical certificate. □ • Payment arrangements documented for calendar year 2009.□ -8/26/2009 customer agreed to pay $1,077.84 on 9/26/2009. Account balance $1.077.84.□ -9/1/2009 customer agreed to pay $153.20 9/30/2009, $300.00 on 10/31/2009 $352.84 11/30/2009 plus all current bills as due. Payment arrangement was made on a *balance of* $1,077.84.□ -12/11/2009 – The customer provided medical certificate. Medical certificate is good for 30 days and it allows the customer to make payment arrangements with the company. The medical certificate is good through 1/11/2010. If the customer does not contact the company and make payment arrangements the account will go back into collection process after 1/11/2010.□ 2) Please indicate if the customer has a record of returned mail in the past 12 months. □ -There is no record of return mail from the post office within the past 12 months or	Aqua Water - Florida

0910880W	330113315	12/14/2009	ROBERT	EVANOFF	Billing Dispute	1/6/2010	1) Please indicate if the June 23, 2008, meter change was related to the meter coupling installed by the company that broke.□ •3 The meter at the property was exchanged on 6/23/2008. The exchange was a result of company project to change out manual meters to radio frequency (RF) metering system. According the Field Service Representative, it cannot be determined that the coupling failure is directly related to the 2008 meter exchange project.. 2) Please indicate the installation date of the meter coupling which broke? s •y The Field Service Representative stated that there is no way of knowing how long or when the coupling was installed. The coupling would not be changed at the time of the meter exchange unless it was broken. When the exchange took place there was no evidence that the coupling was broken. □ •□The coupling was installed on 10/19/2009.□ 3) Please indicate if there was any company action that resulted in the meter coupling break or if the leak initiated due to age or some other event.□ •3 There was no action on the company's part that would have caused the coupling to break, the cause unknown.□ 4) If the June 23, 2008, meter retrofit was the initial action that resulted in the break in the meter coupling, please indicate the reason the company only issued a credit adjustment from July 10, 2009, to October 19, 2009. •h The break was not a result of the meter exchange project. The Field Service Representative stated that a coupling can break over time.□ 5) Please indicate the date and method in which the company became aware of the leak (meter reader or customer call). •o The Field Service Representative became aware of the leak during a visit to the property on 10/19/2009 in conjunction to a "Shut -off "Service Order" to shut off service. □ 6) Please indicate the reason the company did not repair the meter coupling until October 19, 2009. □ •) The company had no way of knowing that there was a leak at the property. On 10/19/2009 the field service representative was at the property to leave a termination notice when the leak was observed and repaired. □ 7) The company report indicates the $405.32 credit was issued on October 19, 2009.	Aqua Water - Florida
0910880W	330113315	12/14/2009	ROBERT	EVANOFF	Billing Dispute	2/1/2010	1) Please provide 24 month account/meter reading/actual/estimated/billed/gallonage chart. 0 •) Account statement as an attachment which outlines history on the account. s □ 2) Please indicate if the leak was on the customer or company's side of the meter and when the leak was detected. •) 10/19/2009 the leak was identified as a leak on the customer side of the meter however; it was determined that the leak was due to a meter coupling that broke which was installed by the company. □ □ •) 10/19/2009 the field supervisor approved for company personnel to repair the leak and the customer was given a leak adjustment in the amount of $405.32 which was applied to the account on 10/30/2009. □ □ 3) Please indicate in the past 24 months the dates and reasons the meter may have been changed out. d •n The meter was exchanged at the property on 6/23/2008. The meter exchange was due to a company initiative to replace all manual meters with radio frequency units in an effort to eliminate the need to access customers' properties to read the water meter. □ 4) Please indicate if the customer's account is eligible for credit adjustment. If so, indicate date, amount issued, and how calculated.□ □ •) On 10/30/2009 the customer was given an adjustment in the amount of $405.32 by local office. The calculations on how $405.32 was calculated are not available. The calculations associated with the final adjustment offer of $598.63 are attached as a word document. E □ □ On 1/6/2010 a company representative spoke with Mr. Evanoff. The representative	Aqua Water - Florida

0910977W	330113316	12/14/2009	MURPHY PROPERTIES		Billing Dispute	1/6/2010	Background history a □ •) Aqua Utilities Florida issued several billing statements with zero consumption (7/6/2009 to 8/5/2009; 8/5/2009 to 9/3/2009; 9/3/2009 to 10/5/2009 and 10/5/2009 to 11/4/2009 Estimated). During this time period the account was only billed base facility charges except for the billing statement issued 10/5/2009 to 11/4/2009 the bill was based on an estimated reading. □ □ •h These billing statements were cancelled. A revised billing statement was issued from 7/6/2009 to 11/9/2009 for a total of 126 days of service in the amount of $760.62 minus credits amount due $708.09. The bill was based on an actual reading that was manually obtained by the field service representative. The encoder transmitter was repaired.9 □ •a The billing statement issued from 11/9/2009 to 12/4/2009 in the amount of $764.45 (current bill $172.39 previous balance $708.09) was estimated. It appears that the encoder transmitter was still not working properly. On 12/7/2009 a manual reading was obtained and the account was re-billed from 11/9/2009 to 12/7/2009. Current charges $140.80, minus adjustment and including previous balance the amount due $732.86. e □ •) The account will be monitored for 2 billing cycles to confirm that the encoder transmitter is working properly. □ Summary0 In speaking with Mr. Murphy on 12/28/2009 his concern was whether or not the company was billing him the correct rates for the time period and why he was not made aware that he was not being billed for consumption. It was explained that the encoder	Aqua Water - Florida
0911473W	330113324	12/16/2009	BRIDGET	KOEPKE	Off	1/7/2010	Status update.K □ As a follow-up to the complaint and to discuss the complaint with the customer, several calls were placed on 1/19/2010 however; I was not successful in reaching the customer. The telephone numbers available were not taking calls (321-388-3527 & 352-383-6976). A letter and form was mailed to the customer. Please reference attachment.	Aqua Water - Florida
0911473W	330113324	12/16/2009	BRIDGET	KOEPKE	Off	1/7/2010	A 10 day notice was mailed to the property 11/13/2009 for 11/24/2009 in the amount of $155.30. The service was terminated on 12/2/2009.. □ Mrs. Koepke spoke with a supervisor on 12/3/2009 advising that she mailed payment overnight and provided tracking #997970623US. The company representative confirmed via UPS website that the payment was in route however; Mrs. Koepe was advised before service could be restored the payment would have to be process and posted to the account. The representative advised it was no way to manually process the payment since it was mailed to lockbox location. The customer was also given the option of making a payment at by pass location. Due to the customer having 3 return checks (NSF) the option of making a payment over the telephone was not available. □ A company representative made an attempt to reach the customer 1/6/2010 and 1/7/2010 to review company procedure for payment processing and posting of payments. Letter mailed for follow-up. . □ The payment posted to the account on 12/4/2009 in the amount of $155.30. The service was restored on 12/4/2009. There is an account balance of $181.80 ($109.02 is past due) which is due 1/11/2010. □	Aqua Water - Florida

0911636W	330113325	12/16/2009	REBECCA A PIERCY	Billing Dispute	1/8/2010	•d The account was terminated 10/14/2007 for non-payment. Since a payment was not received the account was closed 12/24/2007 and a final bill was issued in the amount of $242.42. The balance was forward to a collection agency for collection. •a Mrs. Piercy contacted the company requesting to have service placed back into her name effective 8/13/2009. Once the account was re-established the final bill balance of $242.42 was transferred to the re-established account. When the customer resumed making payments the payments were posted against the balance on the account posting to the oldest debt.□ □ •e Billing statement issued from 11/4/2009 to 12/4/2009 for 29,700 gallons 30 days of service in the amount of $585.02.□ oe On 11/23/2009 a field service representative was at the property indicated that the ERT was broken appeared to be ripped off of panel. The ERT was replaced. The customer indicated that neighborhood kids damage ERT. Company records indicated that customer made statements that he would rip off if bill not correct.e □ Summary0 There have been on-going conversations with Mr. & Mrs. Piercy since 12/16/2009. I have spoken to both Mr. & Mrs. Piercy in an attempt to resolve the customer complaint. On 12/18/2009 Mr. Piercy express his frustration with his interaction with call center representatives. I advised that I would review all documentation on account. d In addressing Mr. Piercy's concern regarding final bill issued December 2007. Mr. Piercy shared that he had a lease for property he resided once he moved from 7530 Hawthorn Drive. I advised him to fax a copy to my attention for review. The lease was valid therefore; the account was credited $150.80 for billing from 8/31/2007 through 12/24/2007. □ As a result of a conversation Mr. Piercy had with call center supervisor the account was adjusted $364.62 for high bill issued 11/4/2009 to 12/4/2009. Mr. Piercy indicated to me on 1/8/2010 that he was not satisfied with the adjustment. He believes since the	Aqua Water - Florida
0913142W	330113345	12/23/2009	RAFAEL RIVERA	Off	12/28/2009	A 10 day termination notice was mailed to the property on 11/25/2009 for 12/8/2009 in the amount of $213.00. The service at the property was terminated on 12/22/2009. □ On 12/23/2009 Mr. Rivera was informed by a customer service representative in order to have service restored he would need to pay $213.00 for past due balance and $35.00 reconnection fee. Mr. Rivera paid $100.00 with credit card confirmation #1134483 and $148.90 check payment confirmation #1134498. The company representative advised Mr. Rivera that the service would be restored on 12/24/2009 which is in accordance with procedure for reconnection of service next business day.n □ On 12/23/2009, I contacted Mr. Rivera explained company policy for restoring service next business day after payment is made. I advised Mr. Rivera due to the holiday and staffing, I would contact the local office requesting service to be restored on 12/23/2009 if manpower was available. The service was restored on 12/23/2009. . □ Mr. Rivera also stated that the customer service representative was rude and did not provide good customer service, very rude. I advised that I would forward his feedback to the call center supervisor who would address his concerns with the customer service representative. Mr. Rivera stated he was satisfied with the results of his complaint.	Aqua Water - Florida

0913644W	330113349	12/29/2009	GEORGE	YOVANOVITS	High Bill	1/14/2010	Summary 0 A billing statement issued from 10/5/2009 to 11/4/2009 for 30 days of service total consumption 38,100 gallons in the amount of $732.92. □ •e Company representatives have been to the property several times to obtain readings and to check for leaks. Readings obtained are as follow;□ o□11/4/2009 – Reading (875)□ o= 11/30/2009 – Reading (905) oE 12/4/2009 – (910)a on 12/16/2009 – (921) no leaks were found at the property.□ o□1/6/2010 – reading (948)) □ Comparing the readings from 11/4/2009 (875) to 11/30/2009 (905) period of 26 days, the total usage 3000 gallons with a daily average of 115 gallons per day. The readings obtained from 11/4/2009 through 1/6/2010 are consistent and indicate that the usage is in line with previous usage excluding the billing period 10/5/2009 to 11/4/2009.. □ A field test was conducted on the meter 12/16/2009. Meter tested 100 % accurate and no leaks were found. There appears to have been an event that occurred at the property to trigger the increase in usage. On 1/4/2010 a company representative shared this information with Mr. Kenneth Yovanovits, son of Mr. George Yovanovits. Kenneth Yovanovits stated that one of his neighbors had a pool built and suggested possible theft of service. His father George is elderly and probably would not take notice if this was taking place. He shared that he did contact the local authorities who advised that to pursue his claim he would have to file a complaint through civil court system. 0 □	Aqua Water - Florida
0913760W	330113351	12/29/2009	DOROTHY	BAKER	High Bill	1/21/2010	Status UpdateT □ I spoke with Mr. Gage on 1/22/2010 as a follow-up to our conversation on 1/21/2010. Mr. Gage indicated that he understood the readings obtained by the company and consumption that registered on the meter however; he is very adamant that he was at the property 4 days in October and 2 days in November. Mr. Gage stated that he turns the water off when not at the property. The company has performed a field test and the meter tested accurate. There were no signs of a leak on the customer or company side of the meter. Mr. Gage was given the option if he wanted to have the meter bench tested, he declined. Mr. Gage does not believe that neighbors could of use the water due to security on the grounds. It was further explained that billing process is to bill based on registration on the meter. As a one time courtesy the account has been adjusted in the amount of $138.71. Mr. Gage has accepted the adjustment. The adjustment will be displayed on the February bill. A confirmation letter was faxed to Mr. Gage on 1/22/2010 reference as an attachment. □ There is an account balance $158.39 due 2/1/2010.□	Aqua Water - Florida

0913760W	330113351	12/29/2009	DOROTHY BAKER	High Bill	1/22/2010	Background information provided after contacted by FLPSC.□ A billing statement was issued from 11/4/2009 to 12/4/2009 for 30 days of service total consumption 5,600 gallons in the amount $132.91 total bill $240.95 previous balance $108.04.0 □ To investigate the customer's complaint, there were several field visits scheduled at the property.9 •a 11/4/2009 – monthly cycle reading (152). •a 11/20/2009 - meter reading (188) obtain, no leaks found, meter and ert numbers confirmed.□ •□12/4/2009 – monthly cycle reading (208).□ •a 1/6/2010 – monthly cycle reading (208).. •a 1/15/2010 – meter reading obtained (208), no leaks found, meter and ert numbers confirmed and field test performed, meter tested accurate. □ □ SummaryW □ There have been several field visits at the property. The field service representative was at the property 1/15/2010, found no leaks performed field test 10 gallons ran through meter. The meter tested 99.9 % accurate within state guidelines. □ The reading obtained on 11/4/2009 (152) and the reading 11/20/2009 (188) total consumption for 16 days was 3600 gallons which average 225 gallons per day. Understanding the customer's concern with the high usage, the readings are consistent and the readings are in-line. The customer has informed the company that the service is off. Since the 12/4/2009 reading (208) there has been no consumption on the meter. The customer does have the option of having the meter bench tested however; he will be responsible for the cost if the meter test accurate. The company is willing to offer the customer a one time courtesy adjustment of $89.13.□ □	Aqua Water - Florida
0914582W	330113356	1/4/2010	ELAINE A GLASSCOCK	High Bill	1/25/2010	Follow-up response:a □ A field test of the meter was performed on 12/09/09. The technician performed three separate five gallon test. For each test, the meter accurately registered five gallons. Please see attachment for field test results.□ □ The meter was removed on 02/08/10 for bench testing. The customer will not be responsible for paying a bench test fee. The meter was sent to an independent lab for testing. The results will be available within the next 30 days (1st week in March). □ Aqua will forward a follow-up response, including bench test results, by 03/05/10.. □ □ □	Aqua Water - Florida
0914582W	330113356	1/4/2010	ELAINE A GLASSCOCK	High Bill	2/9/2010	Follow-up response:a □ Please see the attached Bench Test results and letter to the customer. The overall average of test results is 100.30% within accuracy range.	Aqua Water - Florida
0914582W	330113356	1/4/2010	ELAINE A GLASSCOCK	High Bill	3/17/2010	Follow-up response:a □ Please see the attached Bench Test results and letter to the customer. The overall average of test results is 100.30% within accuracy range. □ □ The total account balance is $408.25. There is an active payment arrangement on the account. The customer agreed to pay $51.05 per month towards arrears, plus all current charges as due, beginning 01/15/10.□ □	Aqua Water - Florida

0914582W	330113356	1/4/2010	ELAINE A GLASSCOCK	High Bill	3/19/2010	The customer's conusmption has fluctuated between 15,000 - 40,000 during the year 2009. 1 □ A company representative contacted the customer and discussed the consumption history. □ □ The customer has an irrigation system that runs constantly. The customer admits that the only time she turns the irrigation off is when there is a rainy season. The irrigation systems runs even when she's away from home. The irrigation system has six zones and runs 45 minutes daily.□ □ The customer turned the irrigation system off, during the week of 01/11/10. The consumption decreased to 1,400 gallons during this period. □ It appears that the increased consumption is due to irrigation usage. □ In order to decrease the consumption, the customer may consider reducing the irrigation usage.K □ On 12/22/09, Aqua granted a payment arrangement on the balance $612.55. The customer agreed to pay $51.05 per month towards arrears, plus all current charges as due, beginning 01/15/10.. □ Please see attachments.□ □	Aqua Water - Florida
0914591W	330113357	1/4/2010	ELIZABETH P CUMBIE	Billing Dispute	1/20/2010	On 09/10/09, Aqua issued a 10 day shut-off notice due to a past due balance of $230.27. □ □ The service was disconnected on 10/05/09 due to non-payment. □ If the service is not immediately reconnected, company practice is to schedule an appointment to re-read the meter. If there is no reported consumption on the meter, the account is made inactive and a final billing statement issued. □ □ On 12/07/09, a meter reader visited the property and obtained an actual reading of 1185. The reported consumption was zero therefore; the account was made inactive and a final billing statement issued.□ □ The service should have been made inactive effective 10/05/09 instead of 12/07/09. The account was updated to reflect a move out date of 10/05/09. A revised final bill was issued on 01/20/10.a □ The revised final bill includes a credit adjustment in the amount of $214.61. This credit eliminates charges billed during the period 09/08/09 - 12/07/09. The account was re-billed to include charges for the period 09/08/09 - 10/05/09.□ □ Management was made aware of this training opportunity.□ □ Aqua was unable to reach the customer via telephone. A letter was mailed to the service address.l □ Please see attachments. □ □ □ □ □	Aqua Water - Florida

0914591W	330113357	1/4/2010	ELIZABETH P CUMBIE	Billing Dispute	2/10/2010	Revised...see attached letter to the customer Prior to the service being disconnected on 10/05/09, the account had a previous balance of $378.89 for service through September 8, 2009. Due to human error, Aqua continued to bill the account in November and December 2009. These bills were cancelled and the account made inactive effective 10/05/09 which is the date the service was disconnected for non-payment. A revised final billing statement, for the period 09/08/09 - 10/05/09, was issued on 01/20/10. The current charge for this bill period was $144.57.. The previous balance $378.89 plus the charge of $144.57, for the period 09/08/09 - 10/05/09, less the customer's payment of $100.00, leaves a balance due of $423.46. The customer paid $423.46 on 02/09/10. The service is scheduled for reconnecton today, 02/10/10. Once the service is restored, the customer's account will be made active effective 10/05/09 (same date account was made inactive for non-payment). Due to the service being available, the customer will receive a bill which includes the base facility charge for the period October 2009 - current. The base facility charge covers the cost of constructing, replacing and maintaining the pipes and wells in the area that are always in operation whether or not the service is being used. Aqua was unable to reach the customer via telephone due to phone number (352) 303-1429 being temporarily disconnected. 	Aqua Water - Florida
0914591W	330113357	1/4/2010	ELIZABETH P CUMBIE	Billing Dispute	2/10/2010	Follow-up response:a A Field Service Representative visited the property today, 02/10/09 to reconnect the service. The representative was unable to reconnect the service due to a break in the customer's service line.. The representative spoke with the customer regarding the break in the service line. e Once the customer's service line has been repaired, the customer should contact the company to schedule an appointment to have the service restored.	Aqua Water - Florida
0914591W	330113357	1/4/2010	ELIZABETH P CUMBIE	Billing Dispute	2/24/2010	Follow-up response:a After review of the 02/11/10 billing statement, it was determined that the sewer charges were incorrect. When correcting the account so that the customer's service was made inactive effective 10/05/09 instead of 12/07/09, the water service was accurately re-billed to include service for the period 09/08/09 - 10/05/09 however; the service dates for the sewer was not updated. The sewer service was incorrectly billed for the period 09/08/09 - 12/07/09. The customer was billed two separate sewer rates due to the price index adjustment which became effective 10/29/09 and the account being billed through 12/07/09. The sewer service dates was corrected and a revised billing statement issued on 03/02/10. The account has a credit balance of $38.33.. Aqua was unable to reach the customer via telephone as the phone number is temporarily not in service. A letter was mailed to the service address. Please see attachments.	Aqua Water - Florida

0915215W	330113365	1/5/2010	CRYSTAL HOWARD	High Bill	1/25/2010	DISPUTED AMOUNT: $460.00 NOTES: Preclose Type - Improper Bills What is the amount of the bill in dispute? The caller states that she has been billed approximately $500 for the past two months. Company investigation after contacted by PSC. •Mrs. Howard contacted Aqua America on 10/8/2009 inquiring if the account was established. As a result of the inquiry, the customer service representative obtained lease from Ms. Howard. Per lease effective date 8/31/2009. The account was established and a field visit was scheduled for 10/9/2009 to obtain a reading and confirm water on. os On 10/9/2009 a field service representative visited the property obtained a reading (1777).0 oThe first billing statement issued dated 10/20/2009 for period 8/31/2009 through 10/16/2009 for 46 days in the amount of $70.84 ($22.00 turn on fee and $48.84 for services rendered). The bill was based on an estimated reading. . What is the date of the bill? November and December of 2009. Company investigation after contacted by PSC. •A billing statement dated 11/24/2009 was issued for period 10/16/2009 through 11/12/2009, 27 days total consumption 27,200 gallons in the amount of $518.39 (current bill $442.55, late fee $5.00 and past due $70.84). •A billing statement dated 12/17/2009 was issued for period 11/12/2009 through 12/14/2009, 32 days total consumption 19,600 gallons in the amount of $813.98 (current bill $295.59 and past due amount $518.39). Why do you believe you have been billed improperly? The caller states that she has not used enough water to warrant her bill being in access of approximately $70. The caller	Aqua Water - Florida
0915529W	330113376	1/7/2010	TWILA J TAYLOR	Off	1/25/2010	A 10 day termination notice was mailed on 12/15/2009 for 12/28/2009 in the amount of $137.24. The service was terminated on 1/6/2010 for non-payment in the amount of $137.21. On 1/6/2010, the customer was advised in order to have service restored must pay past due amount $137.21, deposit fee $50.00 and reconnection fee $35.00 and or provide a medical certificate. Mrs. Taylor provided confirmation number #1154194 that a payment was made in the amount of $225.41 on 1/6/2010. The service was schedule to be restored on 1/7/2010.. It is my understanding that the medical certificate that was provided did not list the medical condition, medical reason and or the duration of the illness. Company policy is if a customer provides a valid medical certificate, the service is restored the same day and the customer should make payment arrangements.. Company representatives will accept a medical certificate from a physician and or nurse practitioner however; the certificate must have the following information listed below: 0 A.d the name and address of the customer in whose name the account is registered B.mthe name and address of the afflicted person and relationship to the customerr C.the nature and anticipated length of the affliction D./ the specific reason for which service is required. E. the name, office address, telephone number, and signature of the certifying physician and/or nurse practitioner. If this information is not listed on the medical certificate it is possible that it would be denied. If the medical certificate is denied the customer service representative would suggest that the customer utilize company form to ensure all information is included however; a medical certificate is accepted from a physicians' office with the appropriate letterhead.	Aqua Water - Florida

0915594W	330113382	1/8/2010	JOSHUA D ROBERSON	Off	1/28/2010	Background Informationx •1 11/24/2009, Mrs. Roberson contacted the company stated she moved into the property a week ago. The company representative process the service order for 12/4/2009 to have the account established and to obtain a reading. •1 12/3/2009 Mrs. Roberson telephones the company stated new tenant. She was advised to provide documentation, lease etc (3:54PM).. •. 12/3/2009 Joshua Roberson telephones the company and stated that he moved into the property on 11/13/2009 (4:23PM).□ •r 12/4/2009 Mrs. Roberson telephoned (9:45AM) the company inquiring what time representative would be at the property. She was advised an all day appointment. •r 12/4/2009 company representative made an attempt to reach Mrs. Roberson to advise she would need to fax a copy of lease and or settlement papers and 2 forms of identification for herself and Mr. Roberson.. •□12/4/20009, Mrs. Roberson faxed first page of lease, no signature page. The document that was faxed appeared to be altered therefore; denied by the Collections department for processing.□ •□12/4/2009 a company representative contacted Mrs. Roberson advising she would need to fax signature page and clear copy of identification before service could be established. R •r 12/7/2009 Mrs. Roberson telephoned company requesting to speak with company representative and was advised an e-mail would be forward requesting a call back. Summary0 The previous tenant's account was terminated due to non-payment. Company standard procedure when a tenant's account has been terminated for non-payment and a new tenant request service. The procedure is to request lease and or settlement papers and two forms of identification. When the representative established the account she did not follow proper procedures by requesting documentation from Mrs. Roberson. The request was after Mrs. Roberson was told the account would be established. Due to	Aqua Water - Florida
0916471W	330113385	1/11/2010	JOHN W SMOAK JR	Billing Dispute	2/2/2010	The customer's winter consumption fluctuates between 2,600 gallons and 3,800 gallons per month. The reported consumption, for the period December 2009 - January 2010, was 4,300 gallons.d □ A technician visited the property on 02/01/10 to verify the meter information and check for a leak. The technician reported that there were no leaks found. He also verified that the meter serial number matches the meter serial number for which the customer is being billed. In addition, a meter reading of 113100 was obtained.□ □ The customer's actual consumption, from the last cycle meter reading on 01/11/10 through the re-read on 02/01/10, was 2,400 gallons for 21 days of service. The average daily consumption was 114 gallons and has decreased compared with the average daily consumption of 138 gallons reported in January 2010.□ □ Aqua has no explanation for the slight increase in consumption. The increase could be due to a change in household size, additional water usage for household cleaning, a leaky toilet (flapper stuck in open position until returned to original position by jiggling handle), irrigation usage, etc.□ □ Aqua was unable to reach the customer via telephone. A letter was mailed to the service address.N □ Please see attachments.□ □ □ □	Aqua Water - Florida

0916152W	330113386	1/11/2010	VIRGINIA	GAULRAPP	Rates	2/2/2010	Please reference response to Mr. Gaulrapp's complaint Case# 0916152W. The customer addresses several issues in his complaint. . □ 1. Monthly billing and usage – I have attached the account history for Mr. Gaulrapp for the past 36 months. The usage at the property is consistent over the past few years. All billing has been based on actual readings. . □ 2. "Notice to Customers of Palm Terrace in Pasco County, Florida" – To address Mr. Gaulrapp's concern regarding the "Index and Pass Through" rate increase effective October 29, 2009, I have attached documentation that will give further clarification on this issue. □ □ 3. Street lighting - Attached you will find copies of November and December billing statements. In the "bill detail" section of the statement street lighting is itemized as a charge of $2.56. It is possible that Mr. Gaulrapp over looked the charge when reviewing the statement. N □ 4. Mr. Gaulrapp referenced an article in the "Pasco Times" stating that Aloha Water Company was billing for street lighting. The article questions whether Aloha Utilities may be selling electricity for a profit. Aqua Utilities Florida is not selling electricity for a profit and the Commission reviewed this as part of Aqua Utilities Florida's 2008 rate case. In addition, Aqua Utilities Florida has contacted Progress Energy to request that the company be removed as the customer of record for street lights. Customers will be notified in advance when this charge is removed from the bill.□ □	Aqua Water - Florida
0916719W	330113391	1/12/2010	DANIEL	ZUBER	Billing Dispute	2/1/2010	The company has made several attempts (1/28/10, 1/29/10 & 2/1/10) 29 to reach Mr. Gaulrapp voice messages were left. On 2/1/2010 Mr. Gaulrapp returned the call. The The customer was not billed for any usage for the one year period that he was in the home. Each month the customer would receive bills with just the customer charge for water and sewer. The water customer charge was $15.52 and the sewer water charge was $16.91. The customer's bill was started at an incorrect read. The customer's billed start read was 1400 when it was recorded from the technician as 16450. The customer's final read was 23800 this is a difference of 5900 gallons. The customer paid total $352.34 the if the customer had been billed correctly his balance would be $398.28. Subtracting the corrected balance from what the customer paid the balance would be $45.94. The customer's balance right now is $280.92 so the company will subtract 234.98 from the bill. The company will adjust the customer's account to reflect the new balance. The account is closed so a new bill cannot be generated. I spoke with Mr. Zuber and explained that the start read on the account was incorrect and that the account would be adjusted. He just wanted an email stating what his final bill amount would be emailed to danzuber@att.net. I will copy the commission on the email.	Aqua Water - Florida
0918187W	330113403	1/20/2010	JANICE	BENOIT	High Bill	2/2/2010	Customer states her bill states that we used 13000 gals. of water in 9 days. we are in a 25 foot travler on a rented site. There is no way we used that much. We would like someone to come out and reread the meter. . □ 12/30/09 Janice Benoite had the water turned on. □ □ 1/18/10 Janice Benoite called for billing explanation. Stated she received a high bill. Rep stated she will research will the billing department. □ □ 2/1/10 Billing department confirmed that and incorrect read was obtained due to a dial configuration issue. The dial configuration was corrected on the system and the account was rebilled for proper usage. Aqua apologizes for any inconvenience this matter caused.	Aqua Water - Florida

0919614W	330113411	1/25/2010	J M NORMAN	High Bill	2/10/2010	1) Please provide 24 month account history. . •e File "Norman02082010DetailedAcctStatementyb.xls□ 2) Please offer field and bench meter tests and check for leaks. Provide results, if accepted. □ •□A field service representative was at the property on 1/27/2010 at 114:33 am performed a 5 gallon field test. Low flow 4.96=100.8%, Med Flow 4.96=100.2% and High Flow 5.10=98%, no leaks were found. Mr. Norman on-site for during field test. SummaryW On January 25, 2010 a company representative spoke with Mrs. Norman and reviewed the account. Mrs. Norman insists that the meter is not functioning properly. The representative scheduled a field test for January 27th. □ On 2/10/2010 I spoke with Mrs. Norman advising that I was following up for Ms. Bellamy. I reviewed field test results, meter tested accurate and no leaks were found. Mrs. Norman stated that she still does not believe that the usage is correct since her husband has been away for a few weeks and she is at work during the day. I shared that the usage is consistent with history of the account. Taking into consideration that the usage fluctuates periodically there is no given month that the usage escalates higher than normal. We discussed rate increases over the years. . Mrs. Norman indicated that she had a plumber at the property in January to check for internal leaks, none were found. Advised if want to pursue next step would be to pull meter and send for bench test. Explained if meter test accurate she would have to pay the cost for the test. Mrs. Norman stated that she would like to wait for February billing	Aqua Water - Florida
0919614W	330113411	1/25/2010	J M NORMAN	High Bill	2/16/2010	Updated report. N Local office management was contact to confirm field test results from 1/27/2010. In reviewing the information it was found that the technician calculated the results incorrectly hence transferring inaccurate results in the customer information system. □ The technician performed a 5 gallon bucket test. For each interval; high, med and low the amount of gallons which ran through the meter should have been divided by 5. Example: High flow recorded gallons 5.10 ran through the meter which equate to 5.10 gallons divided by 5 = 102% or 10.2% □ □ The correct field test results are listed below. □ □ Low flow 4.96 gallons = 99.2%□ Med flow 4.99 gallons = 99.8%□ High flow 5.10 gallons = 102%□ □ Average: 100.33%N	Aqua Water - Florida
0919614W	330113411	1/25/2010	J M NORMAN	High Bill	2/25/2010	Based on the field test results (Low flow 4.96 gallons = 99.2%, Med flow 4.99 gallons = 99.8% and High flow 5.10 gallons = 102% Average: 100.33%) the meter at the property will be exchanged on Monday, March 1, 2010. The meter will be forwarded to outside vendor (Mars) for bench test. It takes approximately 30 days for the company to receive test results. x □ On 2/25/2010 I spoke with Mrs. Norman reviewed current billing statement from 1/14/2010 to 2/11/2010 total consumption 2100 gallons for 28 days of service. The daily average is 75 gallons per day, total bill $81.43. Mrs. Norman indicated that she was satisfied with the billing since the usage decreased from previous month. □ I explained due to field test results the meter would have to be exchange and forwarded for testing. Mrs. Norman was advised the meter would be exchanged on Monday, March 1, 2010. Mrs. Norman was in agreement indicated that she would inform her husband so that he would be aware that field service representative would be on the grounds. N □ Once results are received a letter will be mailed to the customer and results forwarded to FLPSC.N □ Attachment - February billing statement, bill date February 16, 2010.□	Aqua Water - Florida

0919614W	330113411	1/25/2010	J M NORMAN	High Bill	6/9/2010	The meter was exchanged on March 1, 2010 and forwarded to Mars, vendor for bench test. On March 16, 2010 results indicate that the meter could not be tested due to the needle being stuck. □ □ I have attached a revised account statement and a copy of the bench test report.	Aqua Water - Florida
0921050W	330113422	1/29/2010	JOSEPHINE SOMERVILLE	Off	2/12/2010	The customer contacted the company on 03/23/09 and requested a seasonal move out effective 03/30/09. □ A meter reader visited the property on 03/30/09 and obtained an actual meter reading. The customer's account was made inactive with an effective date of 03/30/09. The representative reported that the customer's water was already turned off at the meter.□ □ Aqua has no record of the customer contacting the company to re-activate service upon her return.□ □ On 01/25/10, a Field Service Representative visited the property due to the account being reported as "inactive with consumption". The representative left a notice at the property requesting the customer to contact the company.□ □ The customer did not contact the company regarding the notice. The service was disconnected on 01/28/10 (user without contract).□ □ The customer contacted the company on 01/28/10 regarding the disconnection. A company representative explained the reason for disconnection.□ □ The service was restored on 01/29/10 and the account re-activated in the customer's name with an effective date of 03/30/09(same date account was made inactive). □ Although the customer was temporarily away from the property, she is resonsible for the monthly base facility charge.□ □ On 02/08/10, a company representative provided a billing explanation and account balance.0 □ The account has a total account balance of $578.60. The customer should contact Aqua's Customer Service Department at 1 877 987-2782 if a payment arrangement is required.E	Aqua Water - Florida
0920293W	330113424	1/29/2010	ANGI GRIFFIN	Miscellaneous	2/12/2010	On 01/13/10 there was a main break in the Gibsonia Estates area. As a preventive measure, Aqua issued a boil water notice to residents during repairs. The notices were left at the residents' door on 01/13/10.. □ On 01/15/10, Once repairs were complete, Aqua left a door notice informing customers that the precautionary boil water notification was rescinded.□ □ In reference to the customer's inquiry regarding rates, the current rates allow Aqua to invest in nfrastructure to improve the quality and reliability of water services. s □ A company representative contacted the customer and provided an explanation for the rates. The representative also informed the customer that the company left boil water notices at the door of each customer. □ □ In reference to the customer's mention of having a ring in the commode, at this time, the customer is unable to schedule an appointment to have a representative visit the property. The representative provided the company's water quality specialist with the customer's contact information. The water quality specialist will contact the customer regarding the matter.□ □ Please see attachment	Aqua Water - Florida

0921402W	330113426	2/1/2010	STEVE	NEBERGALL	High Bill	2/16/2010	The customer's account was estimated once in the last two years. On 12/14/09, the meter reading was estimated due to Aqua's system being designed to automatically estimate a customer's bill when extremely high consumption is reported. Company practice is to estimate the usage based on past water consumption history and schedule an appointment to investigate the high consumption. □ □ The actual meter reading on 12/14/09, was 3555 and the reported consumption was 297,000 gallons, which is unusually high for this account. □ On 12/18/09, an Aqua representative visited the property to investigate the high consumption. The representative detected a leak on the customer's service line. The property was unoccupied at the time of the visit therefore; the representative turned the water off from the outside and left a door tag notifying the customer of the leak. An actual meter reading of 4251 was obtained.□ □ On 12/28/09, the customer contacted the company regarding a leak adjustment. A company representative advised the customer to fax a copy of the plumbing repair receipt for consideration of a leak adjustment.□ □ On 01/12/10, Aqua received a copy of the plumbing repair receipt. The leak was repaired on 12/19/09. A leak adjustment, in the amount of $3,739.42 was applied to the customer's account on 01/12/10.□ □ A 10 day shut-off notice was issued on 01/21/09, for a past due balance of $3,728.44n □ In reference to the customer's concern about the amount of water that passed the meter, a leak that runs 24 hours a day can waste thousands of gallons of water per month. A leak, as small as 1/16", can waste 5,310 gallons every three months. □ The 12/14/09 actual meter reading of 3555 shows that the customer's consumption increased from 3,700 gallons in November 2009, to 299,800 gallons during the period 11/12/09 - 12/14/09. An additional 69,600 gallons passed the meter in just four days	Aqua Water - Florida
0921997W	330113430	2/2/2010	Renee	Ford	Off	2/16/2010	A 10 day termination notice was mailed on 1/13/2010 for 1/26/2010 in the amount of $152.81. The service was terminated at the property on 2/2/2010, reading 24725. On 2/2/2010 Ms. Ford provided confirmation number #1195099 of payment made in the amount of $237.81 confirmed at 1:40PM. Ms. Ford was advised by the customer service representative that the company has up to 48 hours to restore service. The company representative provided inaccurate information to Ms. Ford. Company procedure is to have service restored within 24 hours from the time the customer notifies the company of payment. I believe this is in accordance with state regulations 25-30.320 Refusal or Discontinuance of Service section (j) 3) Service shall be restored when cause for discontinuance has been satisfactorily adjusted. Ms. Ford made payment on 2/2/2010 her service was restored on 2/3/2010. On 2/2/2010 a company representative contacted Ms. Yaphett as a follow-up to the complaint. The representative reviewed the account and explained that a termination notice was mailed to the property. It was further explained that the notice is to give the customers the opportunity to contact the company to try to make payment arrangements prior to termination. The representative also explained company procedure once service terminated and payment is made the service would be restored 24 hours from time payment is made. Ms. Yaphett was upset that the representative could not provide exact time service would be restored however; it was confirmed it	Aqua Water - Florida

0922859W	330113437	2/5/2010	JENNIFER	DENMARK	Off	2/24/2010	Background Informationx •5 A 10-day termination notice was mailed to the property on 11/13/2009 for termination on 11/24/2009 for $263.51 for the irrigation meter. •n On 12/2/2009 there was a service order to shut off the irrigation meter for non-payment on 12/2/2009 in the amount of $263.51. The field service representative shut-off the irrigation meter however; in the CIS (customer information system) it was documented that the house meter was shut off for non-payment therefore; the account was closed and the customer was issued a final bill. . •o The customer was issued a final bill from 10/13/2009 to 12/2/2009 which indicated that there was a credit balance of $14.80. In the bill message center on the billing statement it was documented final bill. . •5 On 2/2/2010 a field service representative was back at the property and shut off the house meter due to inactive with consumption status. This was trigger due to the account being terminated in error on 12/2/2009.□ •r When Mrs. Denmark contacted the company on 2/2/2010 stating her service had been terminated it discovered internally that in the system the house meter was terminated in error on 12/2/2009 in the customer information system however; the service was not terminated until 2/2/2010 due to inactive with consumption. s Mr. Denmark is correct that the service was terminated due to company error. When he spoke with a customer service representative on 2/1/2010 to have service restored, the representative did not process the service order correctly which delayed the service from being restored until Wednesday February 3, 2010, 9:57 AM.□ •r On 2/5/2010 a field service representative was at the property. The psi level was checked and recorded at 0.85 psi, no leaks were found.□ Summary 0 On 2/17/2010 a company representative spoke with Mrs. Denmark regarding complaint	Aqua Water - Florida
0912459W	330113453	2/9/2010	BRUCE & JOAN	KUEHM	Property Damage/Maint./Dist.	2/24/2010	The customer contacted Aqua on 02/03/10 to report that the pump station alarm was ringing. A company representative contacted the divisional office and informed the appropriate personnel of the matter. □ □ A company representative contacted the customer on 02/24/10 regarding the complaint filed with the FLPSC. The customer states Aqua has most recenlty responded to the pump station alarm, in a timely manner however; in December 2009, there was a delay in the company's response time.□ □ Aqua is currently investigating the issue regarding the customer's report of an untimely response to the pump station alarm in December 2009. A follow-up response will be forwarded.□	Aqua Water - Florida
0912459W	330113453	2/9/2010	BRUCE & JOAN	KUEHM	Property Damage/Maint./Dist.	2/25/2010	Follow-up response:M □ In reference to the customer's concern about Aqua's untimely response to the pump station alarm sounding, Aqua's records show that the customer contacted the company on Saturday, 12/19/09 at 10:07 a.m.. The customer called the phone number on the pump station box which was the sub contractor's phone number.□ □ The sub-contractor communicated the incident to Aqua via e-mail. Aqua's office was closed on Saturday therefore; the local office was not immediately aware of the matter. The sub-contractor should have communicated with the company via telephone. □ In order to resolve the issue of untimely responses to the pump station alarm sounding, Aqua changed the phone number on the pump station box so that the calls come directly to Aqua. The sub-contractor is no longer responsible for handling calls regarding the pump station alarm.□ □ A company representative contacted the customer and provided an explanation.	Aqua Water - Florida

0924272W	330113457	2/11/2010	STEVE & KELLY READER	Billing Dispute	3/4/2010	I spoke with the customer and explained that according to Rule 25-30.335 of the rules and regulations and volume one section three paragraph 30.0 of the tariff. If the service is terminated and resumed at the same address to the same customer with 12 months or less from the date of termination, a monthly standby charge equivalent to the base facility charge will be charged by the company. During a period that service is not being furnished to the premises, (which is the case with the customer) upon application to the company by the customer, a standby charge would be assessed. The customer stated that his problem was then with the commission.	Aqua Water - Florida
0924272W	330113457	2/11/2010	STEVE & KELLY READER	Billing Dispute	3/4/2010	****Supplemental report****□ The water service was disconnected 4/3/09 and the read was 8300.. The water servive was reconnected 1/28/10 and the read was 10910. □ □ The first bill that the customer received dated 2/2/2010 shows,□ From 4/3/09 to 10/28/09 the base water charge was $107.61. □ From 10/29/09 to 1/29/10 the base water charge was $48.70. From 4/3/09 to 10/28/09 the base sewer charge was $242.39. □ From 10/29/09 to 1/29/10 the base water charge was $109.86.□ □ This bill had to be canceled due to the customer being moved in at an incorrect read of 10900. The read was obtained on 1/28/10. The customer should have been moved in at the same read the account was closed at on 4/3/09 8300. The start read was changed from 10900 to 8300 and the customer was billed up to 3/3/10. This was just discovered and corrected. From 4/3/09 to 10/28/09 the base water charge was $107.61. □ From 10/29/09 to 3/3/10 the base water charge was $65.98.□ From 4/3/09 to 10/28/09 the base sewer charge was $242.39. □ From 10/29/09 to 3/3/10 the base water charge was $148.85. These charges were not billed each month. When the customer reactivated the account the company then billed the customer for the base and the water used as of 3/3/10. The base facility charge is prorated due to the bill being over the normal 26 to 35 day billing cycle. 0 □	Aqua Water - Florida
0924204W	330113458	2/11/2010	YES COMMUNITIES	Property Damage/Maint./Dist.	2/26/2010	On 2/24/2010 a field service representative was at 7117 SW Archer Road – Laundry fac	Aqua Water - Florida
0924149W	330113461	2/11/2010	MARIE S AVEDISIAN	Poor Service Quality	2/26/2010	Background Information□ □ •r The account was closed per customer's request on 1/15/2010. A final bill was issued from 12/18/2008 to 1/15/2010 (attachment). □ □ •o Per Ms. Avedians requested the meter to be removed from property to prepare for renovations. i □ SummaryW □ Ms. Avedisian initial contacted to the company was on January 21, 2010 requesting a letter stating the meter was going to be removed for renovations. Ms. Avedisian also requested a letter stating that the company would replace the meter once renovations were completed. Acknowledging that there was a time delay in providing the requested documentation to Ms. Avedisian, an apology was extended. On 2/10/2010 a company representative faxed two letters to Ms. Avedisian (reference attachments). □ On 2/26/2010, I spoke with Ms. Avedisian as a follow-up to make sure that she received all required documentation to forward to the county in conjunction with applying for permits. Ms. Avedisian advised me that she did forward the letters from the company and that she is waiting to hear back from the county if additional information is required. I provided my name and direct telephone number for immediate contact if she requires further assistance. □ Attachments (3)i	Aqua Water - Florida

0924606W	330113467	2/15/2010	EYSTEIN & PAM THORDARSON	Miscellaneous	3/5/2010	It is my understanding that Mr. Stewart is requesting a fire flow for high hazard building. Mr. Stewart first contacted Aqua Utilities Florida in November 2009. It was explained that it is not a requirement of the Utility to provide fire flow for high hazard building. Currently Aqua Utilities Florida does not have adequate fire flow for residential and commercial customers in Desoto County territory. Company representative have meet with the Fire Marshall and is is currently working with the County to in an effort to have adequate fire flow for residential customers however; the high demand Mr. Stewart is requesting the company will not be able to supply. □ Mr. Stewart has meet with representatives from Aqua's Engineering group in November 2009, exchange of e-mails and participated in several conference calls held up and including the end of february 2010. A representative from the Engineering department has adviced Mr. Stewart what action steps he needs to take in order to have fire flow for property. A letter will be mailed to Mr. Stewart outlining all specifics from Engineering department.	Aqua Water - Florida
0924606W	330113467	2/15/2010	EYSTEIN & PAM THORDARSON	Miscellaneous	3/12/2010	Your response does not include a copy of the letter sent to the customer. Customer also indicates that Aqua has not contacted him regarding this complaint. Has the customer been contacted regarding this complaint?□ •I Mr. Stewart has been contacted by Patricia Williams, Engineering department the communications began back in November 2009 to date. I have attached documentation via e-mail communications and scheduled conference calls that occurred between Mr. Stewart, Ms. Williams and staff at Desoto County. The e-mail also indicates that there was a conference call held with Mr. Stewart on Wednesday, February 10, 2010. Due to the nature of Mr. Stewart's complaint the communications is being handled by the Engineering department representative. . Provide the PSC with a copy of the letter you are sending to this customer. •□Attached is a copy of the letter that was e-mailed to Mr. Stewart @mikegl40@aol.com from Ms. Williams.□ Provide information as to why fire flow cannot be provided to this customer. Your report indicates that you have advised him of specific action he may take. •□E-mail forwarded to Mr. Stewart from Ms. Williams dated 2/10/2010, reference below□ Mr. Stewart.. Mr. Chris Rogers is drafting a letter to Aqua indicating that Desoto County will support the second interconnect to the Lake Suzy distribution system. We hope the letter will be finalized by Friday February 19, 2010.. Simultaneously, I will be drafting a letter to you outlining the intentions of Aqua to provide the required fire protection for the Lake Suzy service area, including a construction schedule. Please be advised, the required fire protection for the Lake Suzy service territory (residential) may not be adequate to meet the fire flow requirements of Land and Sea (high hazard). It is my hope that this letter will be finalized by February 26, 2010.N Please note that Aqua will build the infrastructure needed to provide the required fire protection (residential) for the Lake Suzy service territory. Once the hydraulic model is	Aqua Water - Florida
0924604W	330113468	2/15/2010	SABRINA BROWN	Billing Dispute	2/26/2010	The company has not increased the rates for the bills, the customer's usage has fluctuated. The customer is using the due dates to signify the bills. The customer is billed for water and sewer the December bill was $86.51. The water portion of the bill was $29.60. While the sewer potion of the bill is $48.95. That combined with a $2.96 surcharge and a $5.00 penalty, brings the bill to $86.51. In January the customer used 4700 gallons as opposed to 1900 gallons the month before. The water portion of the bill was $50.07. While the sewer potion of the bill is $68.86. That combined with a $5.01 surcharge and a $5.00 penalty, brings the bill to $128.94. The customer's normal bill is around $70.00 to $10.00 a month. The bill is correct as rendered. The customer does not have a $906.05 bill for March. The February bill is $73.92 and it is due 3/5/10. After speaking with the customer her concern was a final bill for 7117 SW ARCHER RD UNIT 158 GAINESVILLE, FL. The customer had initially received a bill for $1,002.82 as a final bill. The bill was sent 2/8/10 and that's why the customer was confused. The bill was supposedly a catch-up bill from 2/6/09. Although the bill that the customer was sent	Aqua Water - Florida

0923101W	330113469	2/8/2010	Mercedes	Fragoso	Billing Dispute	2/23/2010	A billing statement dated 2/4/2010 was processed from 12/11/2009 to 1/11/2010 for 31 days of service total consumption 1600 gallons. The customer averaged 51 gallons per day. Please reference breakdown of bill as an attachment. □ The customer's usage is consistent over the life of the account. I believe the increase the customer is referring to is the rate increase that took effect October 29, 2009 (2009 Index and Pass through Increase). On August 29, 2009 Aqua Utilities Florida filed its Notice of Intention with the Florida Public Service Commission a request for an index price increase for water and wastewater rates. The new rates, approved by the Florida Public Service Commission, were effective on and after October 29, 2009. The 2009 index pricing applies to the utility's operating costs. Inflation is a major factor in determining the index (labor, chemicals, sludge hauling, materials and supplies, maintenance, transportation, and treatment expense). The purpose of the pass through adjustment is to pass on the increase costs in purchased water and property taxes. h Ms. Fragoso is correct her usage is consistent however; the rates have increased over time which would contribute to the increase in dollars. □ A company representative has made several attempts (2/22/2010 and 2/23/2010) to contact Ms. Fragoso voice messages were left requesting a return call to the business	Aqua Water - Florida
0925213W	330113473	2/17/2010	JERRY	WRIGHT	High Bill	3/9/2010	Back ground history □ February 5, 2010 billing statement issued was from 1/6/2010 to 2/3/2010; 28 days of service 4,900 gallons a daily average of 175 gallons in the amount of $124.37. □ Previous billing statement□ •e 12/4/2009 to 1/6/2010 33 days of service total consumption 4,000 gallons average daily usage 121 gallons per day bill amount $111.39□ Current billing statement□ •n 2/3/2010 to 3/3/2010 total consumption 3,100 gallons for 28 day period daily average usage 110 gallons per day total bill $98.41□ Summary0 On 3/5/2010 I spoke with Mrs. Wright regarding February billing statement. Advised customer the usage up a little but she has used closed to 4,900 gallons in the past (August 2009 customer used 4,800 gallons 30 day period). Shared with the recent rate increases over the past few months it would certainly have an impact on monthly bills. Mrs. Wright also shared that last month she had her daughters stay with her for a few weeks. I explained the additional persons in the household would cause the usage to increase typically average consumption per day per person can range from 80 gallons to 100.0 □ I scheduled a field test for Monday March 8th; Mrs. Wright indicated that she did not have to be present. Field test results on March 8, 2010 indicated the meter tested 100% accurate at low medium and high, no leaks were found. □ □ On March 9, 2010 a follow-up call was placed, reviewed test results and advised that meter was accurate. Reviewed current billing from 2/3/2010 to 3/3/2010 the usage has decreased by 1800 gallons and a decrease in dollars by $25.96. Comparing the difference with 3 persons in the household (February statement) in comparison to 1 person now that her daughters are no longer visiting (March statement). Mrs. Wright	Aqua Water - Florida
0926511W	330113483	2/22/2010	SMITH EQUIPMENT AND SUPPLY CO		High Bill	3/9/2010	Aqua reviewed the billing information for this account and determined that the customer's account is being billed accurately. There are no additional digits being billed in the meter readings.x □ An Instruction for "How to Read Your Meter" was faxed to the customer for review. In addition, an appointment is scheduled on 03/10/10 to field test the meter. Results of the field test will be forwarded once available.n □ Please see the attached account statement.1 □ □ □	Aqua Water - Florida

0928376W	330113500	3/3/2010	DOROTHY J IROVANDO	Water Quality	3/12/2010	A company representative was at the property on 3/11/2010 to check water quality. It was explained to customer filters should be change at least every two weeks. In addition the representative explained that the company plans for future flushing of the lines. Current schedule every second Tuesday of month. I spoke with Mrs. Irovando on March 12, as a follow-up to the field visit. She indicated that she did speak with the representative regarding flushing of lines and that the home association does post when the company is on property for flushing. Advise to continue to replace filters and if she has further problems to contact customer service for field visit. 0	Aqua Water - Florida
0928954W	330113502	3/4/2010	JEANNE M POMFRED	Water Quality	3/17/2010	On 3/2/2010 there was a scheduled outage from 9AM to 3PM due to a distribution repair. Customers received door hangers advising of "Boil Water Notice" as a precautionary in accordance with state regulations. The notice was lifted after 3 PM. In reviewing customer's account history, the usage is consistent however; the current bill from 2/8/2010 to 3/12/2010 for period of 32 days of service total consumption 5600 gallons shows an increase from previous months. It is possible that the customer has an internal leak at the property. Prior to the current bill, I believe the increase the customer is referring to is due to recent rate increases and not usage. To address Ms. Pomfred's billing concern; company representatives have made several attempts to reach Ms. Pomfred via telephone on 3/11/2010 and 3/15/2010. A voice message was left on both occasions requesting the customer to return the call to the business office. x On 3/17/2010 a field technician was at the property to investigate the meter and check property for leaks. Ms. Pomfred and Mr. Hughes were on site to speak with the representative and he shared that there was a leak. I spoke directly with Ms. Pomfred and Mr. Hughes. They both indicated that they were aware of the leak and their intentions were to purchase the part that is needed to completed repairs and have completed tomorrow 3/18/2010. I explained that the company offers one time leak adjustment. Once the repairs are completed if they would provide a written correspondence along with receipt of materials purchase and submit	Aqua Water - Florida
0929684W	330113516	3/10/2010	ERICKA SKIPPER	Wrongful Termination	3/19/2010	Ericka Skipper was mailed a 10 day shut off notice on 2/16/10 requesting payment of $110.12 by 3/1/10 to avoid termination of service. The notice was sent to the PO Box that the customer requested to have the mail sent. 2/24/10 - Aqua records show that their 3rd party vendor attempted to contact customer regarding the account. t 3/4/10 - The customer contacted Aqua and made the requested payment of $110.12. The representative did not close the disconnection work order, therefore, the service was disconnected on 3-8-10. This issue has been escalated to the customer service supervisor for training purposes. Aqua does not require their technicians to contact or discuss the work orders that they have been assigned. Once a work order is sent to a technicians hand held device he is responsible to complete that order. Any changes that should be made to a work order, should be completed by customer service or the division, before it is sent to the technician. Aqua has been made aware that the property marker was not replaced in the correct location. The division has confirmed that they are sending a technician to the property to place the market in the correct position. Aqua apologizes for the delay in addressing the matter concerning his property marker.\\	Aqua Water - Florida

0929684W	330113516	3/10/2010	ERICKA	SKIPPER	Wrongful Termination	3/19/2010	Ericka Skipper was mailed a 10 day shut off notice on 2/16/10 requesting payment of $110.12 by 3/1/10 to avoid termination of service. The notice was sent to the PO Box that the customer requested to have the mail sent. 2/24/10 - Aqua records show that their 3rd party vendor attempted to contact customer regarding the account. t 3/4/10 - The customer contacted Aqua and made the requested payment of $110.12. The representative did not close the disconnection work order, therefore, the service was disconnected on 3-8-10. This issue has been escalated to the customer service supervisor for training purposes. Aqua does not require their technicians to contact or discuss the work orders that they have been assigned. Once a work order is sent to a technicians hand held device he is responsible to complete that order. Any changes that should be made to a work order, should be completed by customer service or the division, before it is sent to the technician. Aqua has been made aware that the property marker was not replaced in the correct location. The division has confirmed that they are sending a technician to the property to place the market in the correct position. Aqua apologizes for the delay in addressing the matter concerning his property marker.W Aqua has removed the $35 reconnection fee that the customer was charged.	Aqua Water - Florida
0929720W	330113517	3/10/2010	FREDY	JUSTUS	Billing Dispute	3/18/2010	In reviewing the account Mr. Justus did receive estimated billing statements. Mr. Justus provided actual readings to the company which were used to re-bill the account.0 On 3/5/10 an Aqua technician visited the property and reported that the remote reading device was not transmitting the read from the meter which resulted in the estimated readings. The remote reading device was replaced and a reading of 3760 was obtained. On 3/17/10 a company representative made an attempt to reach Mr. Justus to review the account and to inform him of the problem with the remote device and that it was repaired. Mr. Justus was not at home a voice message was left and a apology for any inconvenience this matter has caused. The account has been corrected for the estimated billing statements that were issued 1/6/2010, 2/3/2010 and 3/3/2010. Revised billing statements were issued from 12/11/2009 to 1/18/2010 for 38 days of service, 1/18/2010 to 2/12/2010 for 25 days of service and 2/12/2010 to 3/15/2010 for 21 days of service. 3/18/10 Aqua spoke to customer and explained the cause and resolution and answered customers questions. Customer was satisfied.. Attachments (4)R	Aqua Water - Florida

0930049W	330113518	3/10/2010	JANUARY KEGEL	High Bill	3/23/2010	After reviewing the account, the customer doesn't have a bill that was canceled and rebilled due to an estimated bill showing as a actual bill. The customer contacted the company on 1/15/2010 and said that the bill is too high. The 1/8/2010 bill was $97.25 which was only $1.72 higher than the previous bill. The water usage was 3,100 gallons for 33 days. I'm not sure what Pasco Water bills but the the customer's bill is more than just water. The water portion of the 1/8/10 bill was $38.37. The customer is billed for sewer ($57.48) and for street light maintanance ($2.56). The rates that the customer's charged ($7.31 per 1,000 gallons, $15.71 for customer charge for water, sewer is $7.11 per 1,000 gallons and a customer charge of $35.44 and street lights base rate of $2.56). The company tried to contact the customer twice but there was no answer. A message was left each time and a letter will be sent.	Aqua Water - Florida
0930186W	330113521	3/10/2010	JEFFREY & JOELL BARTFIELD	Low Pressure	3/23/2010	On 3/22/2010 a field service representative meet with Mrs. Bartfield discuss the low pressure she is experiencing at the property. The field representative indicated that Mrs. Bartfield's property is located at the end of the distribution system which is next to a 2inch blow off. The blow off is set at 80 psi and should deliver 70 psi at the property. What was found when the blow off is activated the customer only receives 35 psi because of the property location. The field representative made some adjustments on the system that should increase output. Mrs. Barfield was advised that if she has any problems in the near future to contact the customer service center requesting a representative to visit the property and also a direct telephone number was provide for emergency calls after hours.% □ In addition to the visit, I spoke with Mrs. Bartfield on 3/23/2010 to confirm that she was satisfied with field resolution and to address any other issues she may have. Mrs. Bartfield indicated she was satisfied however; she wanted to make sure the problems is fixed and not justed a tempoary. I advised I would touch bases with the field representative. In speaking with the field representative he indicated that within the next few days he will be adjusting the gpm flow, reset the blow off and measure the psi. He belives this	Aqua Water - Florida
0931184W	330113524	3/15/2010	KENNETH KEEGAN	Billing Dispute	4/5/2010	Mr. Keegan received a billing statement dated March 5, 2010 in the amount of $755.44. The charges include service rendered from February 3, 2010 through March 3, 2010 period of 28 days total consumption 24,000 gallons total amount of current charges $472.22 and balance carried forward $283.24 total $755.44 due March 29, 2010. □ In reviewing the account the usage increased during billing period October 5, 2009 through November 4, 2010 total consumption 15,200 gallons. However; the usage decreased the following month and went back to normal usage bill period November 4, 2010 through December 4, 2010. □ □ The usage began to increase again for billing period December 4, 2009 through January 6, 2010 and for billing months February and March. □ □ A field representative was at the property on March 15, 2010 verified meter number, check for leaks and performed a field test on the meter and the ERT (encoder receiver transmitter). The meter and ert tested 100 % accurate, no leaks were found. The field representative spoke with Mr. Keegan and reviewed the test results with him. The reading taken on March 15, 2010 was 1198. In comparing this reading to the monthly cycle reading obtained March 3, (1180), the customer used 1800 gallons in 12 days which averages to 150 gallons per day. The company also performed a field test at the property on August 26, 2009, the meter tested 100% accurate at all levels and no leaks were found. I have attached for your review the account history.. □ On March 23rd I spoke with Mr. Keegan to confirm field visit and discussed the increase in usage. Mr. Keegan stated that regardless of test he believes the meter is registering incorrectly. He stated he would like to have the meter removed for bench test.□ □ □ On April 2, 2010, I spoke with Mr. Keegan advised the meter could be exchanged however; he would have to pay cost upfront. What was shared is for management to be on-site for testing the cost includes: travel and site time, vehicle, and mileage	Aqua Water - Florida

0931184W	330113524	3/15/2010	KENNETH	KEEGAN	Billing Dispute	4/14/2010	On 4/7/2010 Aqua representatives and a representative from FLPSC staff, Jim Colby meet with Mr. Keegan at 7615 Tyson Drive, Port Richey FL. □ □ □ A field test was conducted (method approved by FLPSC). The company representative explained to Mr. Keegan each step throughout the testing process. The leak indicator was not moving at all, it was confirmed that there were no leaks on the customer or company side of the meter.□ □ The meter tested accurate. The overall average was 99.16%. □ □ The field service representative conducted three tests: 0.3 GPM, 5 GPM, and 10 GPM. The results are: □ Low - 5.05 / 5 - 101%, medium – 4.9/5 = 98%, High – 4.9/5 = 98%, overall average 99.16%. Start read: 0121970, End read: 0122010 usage is approximately 40 gals. The overall average is within the acceptable range established by FLPSC. □ □ □ The representatives reviewed the current bill with Mr. Keegan and discussed possible reasons for the high bill. Current household 2 adults and 2 children. Mr. Keegan requested a new meter. Mr. Colby, FLPSC representative explained to Mr. Keegan that the problem is not with the meter he should check house internal for possible problems. Again it was shared that the meter is not the problem. Mr. Keegan decided against the having meter exchanged. Mr. Keegan stated he would contact the business office to setup payment arrangements.□ □	Aqua Water - Florida
0931747W	330113526	3/17/2010	KRISTINA	RUSSELL	Billing Dispute	3/29/2010	Kristina Russell's tenant contacted Aqua on 12/09/09 to request discontinuance of service effective 12/11/09. A meter reader visited the property on 12/14/09 and obtained a final meter reading of 514 and turned the water off. . □ Although the meter reader reported that the water was turned off on 12/14/09, it appears that the water was not completely shut-off. On 02/03/10, the water was reported as being inactive with consumption. A notice was left at the property advising the new customer to apply for service.□ □ The customer, Kristina Russell, contacted Aqua on 02/17/10 and request service effective 12/11/09. An account was established in the customer's name as requested. □ On 03/12/10, the customer contacted the company to inquire about the 03/05/10 billing statement in the amount of $169.88. A company representative explained that the bill includes a usage charge and a base facility charge for 82 days of service. h □ Aqua's position is that the customer contacted the company to request service effective 12/11/09. In addition, water was being used at the property as indicated by company reports showing consumption on the meter in February 2010. □ □ The total account balance is $176.37. This balance is from a previous account in Kristina Russell's name. The final balance was transferred from the customer's inactive account for service at 7611 Ilex Dr., Port Richey, FL.□ □ Aqua was unable to reach the customer via telephone. A company representative left a voice mail message including a direct contact number.. □	Aqua Water - Florida

0931747W	330113526	3/17/2010	KRISTINA	RUSSELL	Billing Dispute	4/21/2010	Follow-up response:a □ A company representative contacted the customer and provided a billing explanation. The representative explained that the account was established effective 12/11/09 due to company records showing that there was a request to begin service as of that date. In addition, meter reading records show consumption on the meter during the period January 2010 - February 2010.□ □ The customer states the property was vacant during the period 12/11/09 - 02/16/10. In order to resolve the issue, a credit adjustment for $35.08 was given. The credit adjustment removes 67 days of service (12/11/09 - 02/16/10). □ □ Calculations for the credit adjustment:□ □ Monthly customer charge $15.71 divided by 30 days = $0.5236 per day x 67 days = $35.08. 0 □ After applying the credit adjustment, the account has a total balance due of $80.63 on 04/29/10.□ □ In reference to the customer's inquiry regarding billing, if a well is installed at the property, the following explanation was provided: The customer will continue to get billed for street lighting. This will continue until another vendor takes over this activity or Aqua no longer is obligated.□ □ Regarding a well for potable water use. The customer needs to check with Pasco County and local municipal codes to determine whether they legally can put in a well for potable water usage. They should contact code enforcement and the county health department. It also would be good to check with Florida Water Management. Most	Aqua Water - Florida
0931758W	330113528	3/17/2010	BRYAN	BURLESON	Off	3/31/2010	Please Note there is an attachment "Case_"Case_0931758W_Burleson.doc" which has company response to all questions in the complaint. Due to the formatted character length, for this section I was not able to enter full case response. Alice□ □ SummaryW □ •o I spoke with Mrs. Burleson on March 17, 2010 advising that someone would be to the property in AM to restore service. □ •r On March 18, 2010, after receiving a call from FLPSC staff that Mrs. Burleson was still without service, I contacted local office. I was informed that there was a system emergency (main break). Staff would be out to Mrs. Burleson's property once repairs were completed and restore service. I contacted Mrs. Burleson advised of the delay and shared that the $35.00 reconnection fee would be waived as a courtesy. Mrs. Burleson understood. FLPSC staff was notified. □ •mA follow-up call was placed to Mrs. Burleson to confirmed service had been restored. Mrs. Burleson indicated the service was restored before 1:00 PM. □ •o On March 30, 2010, I spoke with Mrs. Burleson as a follow-up to the complaint. We reviewed the October 2009 high bill. It was explained that the field test conducted on 10/28/2009, the meter tested 100% accurate at all levels low, medium and high, no leaks were found. According to Mrs. Burleson there were no internal leaks, hanging	Aqua Water - Florida

0926858W	330113531	3/19/2010	BEACH VILLAS III CONDO	Billing Dispute	4/5/2010	Please reference the attached letter that was forwarded to Marshall Willis, Director - Division of Economic Regulations. In an effort to resolve billing issues raised by Beach Villa Condo's management, a meeting was held on March 29, 2010 with Beach Villa Condo's and Aqua Utilities management staff. Staff in attendance agreed to hold ongoing meetings after preliminary data has been gathered by Aqua Staff. Once the data has been complied reviewed and presented to Beach Villa management it is believed that an agreement will be reached for resolution. it is my intent to provide a status report once information becomes available. Although it is not known how long the research process will take company staff will make every effort to expedite the process. Attachment (1)	Aqua Water - Florida
0926858W	330113531	3/19/2010	BEACH VILLAS III CONDO	Billing Dispute	4/19/2010	At the direction of Beach Villa management staff, they have requested Aqua management staff to provide billing data from 2006 through 2010 which was presented on March 29, 2010. Aqua Utilities has agreed to provide such data which would include all calculations as to how each monthly bill was calculated. The tentative plan is for Beach Villa management along with Aqua staff to review and analyze the data and come to an agreement. After an agreement has been reached, Aqua will established payment arrangements if needed. Aqua management staff is accommodating the customer in a joint effort to resolve all billing concerns. A series of meetings will be held to review data and bring resolution to the complaint. a It is my understanding that Rhonda Hicks has been made aware of the work in progress that is being done to bring resolution to the complaint.	Aqua Water - Florida
0932088W	330113532	3/19/2010	SHERRY MORRIS & MITTIE MORRIS	Billing Dispute	3/31/2010	The customer contacted the company on 03/09/10 to review the payment history. A company representative provided the customer with the payment history. While reviewing the account, the representative noticed that there was no consumption charged since 2007. The representative scheduled an appointment for a FSR to inspect the meter equipment and obtain an actual meter reading on 03/11/10. A field service representative visited the property on 03/11/10 and inspected the meter equipment. The FSR discovered that the outside meter reading device malfunctioned. The FSR exchanged the electronic meter reading device and obtained an actual meter reading of 1729. L The account was updated with the actual meter reading of 1729 and a revised billing statement was issued on 03/12/10. The account was back billed for 374 days of service. The reported consumption was 154,500 gallons and includes usage for the period 11/13/07 - 03/01/10. A credit adjustment, in the amount of $1,715.44 was applied in order to reduce the consumption. Aqua was uanble to reach the customer via telephone. A company representative left a voice mail message including a direct contact number.. Whenever the customer receives two consecutive estimated or zero consumption bills, the customer should contact the company and schedule an appointment to have the meter equipment inspected and an actual meter reading obtained.	Aqua Water - Florida

0932088W	330113532	3/19/2010	SHERRY MORRIS & MITTIE MORRIS	Billing Dispute	3/31/2010	Revised:0 The customer contacted the company on 03/09/10 to review the payment history. A company representative provided the customer with the payment history. While reviewing the account, the representative noticed that there was no consumption charged since 2007. The representative scheduled an appointment for a FSR to inspect the meter equipment and obtain an actual meter reading on 03/11/10. The representative informed the customer that she would receive a back bill for usage during the period when the account was billed zero consumption. A field service representative visited the property on 03/11/10 and inspected the meter equipment. The FSR discovered that the outside meter reading device malfunctioned. The FSR exchanged the electronic meter reading device and obtained an actual meter reading of 1729. L The account was updated with the actual meter reading of 1729 and a revised billing statement was issued on 03/12/10. The account was back billed for 374 days of service. The reported consumption was 154,500 gallons and includes usage for the period 11/13/07 - 03/01/10. A credit adjustment, in the amount of $1,715.44 was applied in order to reduce the consumption. Aqua was unable to reach the customer via telephone. A company representative left a voice mail message including a direct contact number.. Whenever the customer receives two consecutive estimated or zero consumption bills, the customer should contact the company and schedule an appointment to have the	Aqua Water - Florida
0932088W	330113532	3/19/2010	SHERRY MORRIS & MITTIE MORRIS	Billing Dispute	4/13/2010	Follow-up response:a The 03/12/10 bill includes a total credit adjustment of $2,321.50. This adjustment includes a credit of $606.06 for cancellation of zero consumption bills for the period April 2009 - March 2010. In addition, a credit of $1,715.44 was applied in order to reduce the back bill. x The back bill includes consumption of 154,500 gallons. The reported consumption covers usage for 849 days of service during the period 11/13/07 - 03/11/10. f The following calculation was used to reduce the back bill: 154,500 gallons divided by 849 days of service = 181 gallons per day. Multiply 181 gallons per day by 374 days to get reported consumption of 67,694 gallons. The charge for 67,694 gallons is $1,519.57. The current charge of $2,304.34 less $1,519.57 leaves $784.77 which is the credit amount that was applied to the account to reduce the back bill. As a courtesy, the company applied an additional credit of $930.67 to further reduce the back bill.t Due to the account being back billed over 365 days, an additional credit adjustment of $36.30 was applied to the account on 04/13/10. The credit adjustment will be shown on the customer's May 2010 billing statement.. The calculation for the $36.30 credit adjustment is as follows: 9 days x 181 gallons per day = 1,629 gallons. The charge for this usage is $36.30. After applying the credit adjustment, the total account balance is $43.87 due 04/27/10.	Aqua Water - Florida

0932088W	330113532	3/19/2010	SHERRY MORRIS & MITTIE MORRIS	Billing Dispute	4/13/2010	Revised Follow-up response: The 03/12/10 bill includes a total credit adjustment of $2,321.50. This adjustment includes a credit of $606.06 for cancellation of zero consumption bills for the period April 2009 - March 2010. In addition, a credit of $1,715.44 was applied in order to reduce the back bill. x The back bill includes consumption of 154,500 gallons. The reported consumption covers usage for 849 days of service during the period 11/13/07 - 03/11/10. e The following calculation was used to reduce the back bill: 154,500 gallons divided by 849 days of service = 181 gallons per day. Multiply 181 gallons per day by 374 days to get reported consumption of 67,694 gallons. The charge for 67,694 gallons is $1,519.57. The current charge of $2,304.34 less $1,519.57 leaves $784.77 which is the credit amount that was applied to the account to reduce the back bill. As a courtesy, the company applied an additional credit of $930.67 to further reduce the back bill. ($784.77 $930.67 = $1,715.44) Due to the account being back billed over 365 days, an additional credit adjustment of $36.30 was applied to the account on 04/13/10. The credit adjustment will be shown on the customer's May 2010 billing statement.. The calculation for the $36.30 credit adjustment is as follows: 9 days x 181 gallons per day = 1,629 gallons. The charge for this usage is $36.30. After applying the credit adjustment, the total account balance is $43.87 due 04/27/10.	Aqua Water - Florida
932421	330113534	3/22/2010	TERRI SALOMON	High Bill	4/6/2010	The last actual meter reading from 2007 was a meter reading of 184 obtained on 2/24/2010 The company went to the property and read the meter at 134000. The technician said that the meter is showing a leak on the customer's side. 3/1/2010 The company went to the property and read the meter at 139800. The technician said that the meter is showing a leak on the customer's side. It looks like the technician keyed this read in incorrectly. The customer was not billed on this read. The technician said that the meter is showing a leak on the customer's side. 3/2/2010 The company went to the property and read the meter at 135810. The technician left a door tag saying he had been there. . 3/12/10 The company received a normal route read off the meter of 136400. With a usage of 24,400 gallons. The read is only 600 gallons higher that the 3/2/10 read which would indicate that the leak was either fixed or remedied. The customer has called several times in reference to the bill. The supervisor that the customer spoke with (Trina) was waiting on information from the office concerning the the read recieved on 3/1/2010. The customer called on 3/4/10 and was advised that Trina is still waiting on information. The customer called again on 3/8/10 and insisted that Trina call him today. The customer called again on 3/9/10 and was told that the supervisor will call him back when she receives info from the divisional office. The customer called on 3/18/10 and the CSR called the divisional office and the representative at the office (Emily) advised the CSR to tell the customer to fax the plumber's documentation to her attention. On 3/19/10 The customer called and wanted Emily's fax number.	Aqua Water - Florida
0932421W	330113534	3/22/2010	TERRI SALOMON	High Bill	4/14/2010	The company went out on three occasions and on two of those visits the technician ***supplemental report*** The meter was tested on 4/12/10, the meter tested fine. But the technician noted that there is still a small leak on the customer's side of the meter. The read obtained was 138760. There have been no adjustments made to the account. The company will go out Friday morning to test the meter.	Aqua Water - Florida

0932421W	330113534	3/22/2010	TERRI SALOMON	High Bill	6/4/2010	***supplemental report***The company adjusted the account by $1222.13. The customer's average bill is $37.00 a month. The company took the three high bills and subtracted the average bill amount and gave the customer the adjustment difference. Please see attached spreadsheet.	Aqua Water - Florida
0932937W	330113543	3/23/2010	MISTY SWIATEK	Billing Dispute	4/9/2010	The customer's usage has done a dramatic rise. The company went out to the property on 3/23/10 and received a read of 589700. The customer said she had a maintenance guy come out and look for leaks but not a plumber. The company went out to the property on 4/9/10 and field tested tested the meter and received a read of 595010. The meter tested fine and the read is correct. It would seem that the customer may have some kind of leak at the property that is causing her usage to rise. From 3/12 to 4/9 the meter has registered 14,050 gallons. The usage has gone down from the previous read but it is still substantially high. There may be a toilet leak or something left running that caused the dramatic increase. The company tried to contact the customer but the number says the customer is unavailable and does not allow you to leave a message. Sending a letter.	Aqua Water - Florida
0933664W	330113561	3/26/2010	JOE LINDSEY	Miscellaneous	4/9/2010	The water service was out due to power outage, it knocked out the main power and the emergency generator. The customer said that her pressure isn't bad but it fluctuates when the tech does flushing. I told the customer that the company would come out and check the meter for blockage. The company is taking steps to rectify the water quality problem in that area. These problems didn't happen overnight and it's going to take time to rectify them. The rate increase funds are going to capital improvements. I'm not sure what piece of equipment she is referring to that the company doesn't have but, the company is taking steps to rectify the problem. I gave the customer my number and name if she had any other issues. The customer also hadn't called the company in regards to the problems she's having. She would stop the technician and let him know what was happening and he would try to to rectify the situation. She spoke very highly of the technician.	Aqua Water - Florida
0933707W	330113562	3/29/2010	JOSEPH & S CABANA	Miscellaneous	4/15/2010	The water service was out due to power outage, it knocked out the main power and the emergency generator. The company is taking steps to rectify the water quality problem in that area. The company is looking into this supposed piece of equipment that is said to be faulty. After I spoke with the customer he said that the technician is not the one who told him about the equipment it was another customer. The customer said that he never calls the company because he can never get through. He hasn't called the company since 2007. He said he would never bother to call the company.	Aqua Water - Florida
933972	330113568	3/30/2010	RIVERBEND CONDO ASSN	Billing Dispute	4/19/2010	In reviewing the account, the account was corrected back in August 2007 and the customer received a refund check. Further review indicated that during mid 2009 the account was billed on estimated readings. . Previous billing statements issued from June 11, 2009 through September 18, 2009 were based on estimated readings. These statements were cancelled and a revised billing statement dated September 22, 209 was issued for services rendered from May 5, 2009 through September 18, 2009 for a total of 136 days of service in the amount of $2, 360.26.) Billing statements dated November 25, 2009 through December 18, 2009 were also cancelled and a revised billing statement dated December 21, 2009 was issued from October 16, 2009 through December 17, 2009 for 62 days of service in the amount of $1,675.27. Currently there is an account balance of $4,509.65 which is due May 7, 2010.2 There is a 4 inch compound meter at the property. Company representatives have been at the property several times (11/20/2009, 12/17/2009, 1/14/2010, 3/3/2010, 3/18/2010 and 4/15/2010). It was confirmed that the large flow of the meter is stuck. A new meter/head has been ordered. A decision will be made whether the meter needs to be exchange or just change the measuring element. The equipment is expected to be delivered the week of April 26th.□ Readings have been obtained. Aqua's billing department is in the process of reviewing all data to determine resolution on billing due to stuck meter. Regarding the customer's concern with downsizing the meter from a 4 inch meter to a 3	Aqua Water - Florida

933972	330113568	3/30/2010	RIVERBEND CONDO ASSN	Billing Dispute	4/19/2010	Update 5/12/2010n After further investigation of the meter, Aqua Utilities Florida management decided to order new parts in an effort to rebuild the existing meter. All repairs were completed on May 12, 2010. In addition to new parts the company installed a strainer on the meter to prevent debris from getting inside and to possible avoid the meter from getting stuck. The reads will be capture electronically monthly instead of manual reading s. Due to the delay in the repairs the account is now being reviewed for revised billing.□ I spoke with Mrs. Brinson on May 12, 2010, advised of the meter repairs being completed May 12th and the account currently being reviewed for billing. □ Mrs. Brinson raised the issue regarding the company changing the meter from 4 inch to 3 inch. It is my understanding that the building was build to code (original design) which specified 4 inch meter. If the customer would like to have a 3 inch meter installed, she would need to contact a builder to assess the property to confirm that a 3inch meter would meet building code and or contact local fire department.□ I advised Mrs. Brinson that I would speak with local management and company engineering how to move forward however; it is my belief that the customer would have to provide documentation since due to risk and liability if the building does not meet standard codes. . Mrs. Brinson and I have agreed on a follow-up call for Wednesday May 19, 2010.. □	Aqua Water - Florida
933972	330113568	3/30/2010	RIVERBEND CONDO ASSN	Billing Dispute	5/12/2010	- Is this account on residential rate? □ •h The account is being billed under General Service (GS) and Multi-Family Rate. - Provide price index for this location . •□Price Index as an attachment for both water and wastewater. □ □ - Has the company provided customer a resolution on the amount to be adjusted on the account? □ •□Billing statement dated May 20, 2010 has been presented to River bend management for review. I have spoken with Elaine Brinson and she is in the process of reviewing the bill.a - has the company provided customer a resolution on the meter size issue. y •o As a follow-up a conference call was held on June 9, 2010 with R.B. Condominium Association management and Aqua representatives. Company representatives previously stated to R.B. management that the company can accommodate the request to replace the 4" meter with a 3" meter however; the company is requesting a certified letter from a Florida State certified Professional Engineer stating that a 3" meter will accommodate the day to day usage at the site plus accommodate the flow necessary in the event of a fire (fire flow). R.B. management stated that the original building design supports a 3" meter at the site in addition they have contacted the fire department and	Aqua Water - Florida

0861130W	330113570	3/30/2010	KENNETH A HOWE	Miscellaneous	4/16/2010	• To address Mr. Howe's concerns regarding outage on March 29, 2010, company maintenance department was in the area repairing a main. It was communicated that some customers may experience little to no pressure while repairs were being completed. The repair work started around 2:00 PM. The repairs continued into the evening hours however; the company did not issue boil water notice due to the fact that the water was not off, pressure was low. . •□On April 6, 2010 there was a six-inch water main break on Areca Drive. Water service was shut-off for approximately 2 hours in order to complete repairs. Customers were asked to boil water for five minutes, and cool before drinking. Aqua will test water samples Wednesday April 7, 2010, results will be available within 48 hours. □ • The main break occurred after business hours. The company's policy is to post "Boil Water" notices at the customers' property and or on bulletin boards at community sites that are visible to all customers. Due to the hour of the emergency, the Public Relations department notified the news media as a vehicle to communicate "Boil Water Notice" to customers. The local TV stations were provided a telecommunications bulletin. The thought was that customers would either hear the news cast during evening hours and or during the morning hours. On April 9, 2010, lab results came back clean customers no longer needed to boil their water. There was no contamination during the main break, which was communicated to customers.□ □ •a To address Mr. Howe's concerns regarding contacting the call center after hours. In reviewing the course of events on the evening of April 6, 2010, there were approximately 1600 calls that came into the Aqua IVR system between the hours of	Aqua Water - Florida
09135791W	330113587	4/6/2010	RANDALL STRAUGHAN	High Bill	4/16/2010	The customer received a bill 3/15/10 for 139,900 gallons and $899.12. company went out to the property on 4/6/10 to read and test the meter for accuracy. The read received was 353200 and the meter tested at 98.7% The meter showed no signs of a leak. But since the 3/15/10 read 91,500 gallons of water passed through the meter. It's possible that the customer did not use the water but, the customer has an episode at the property that caused his usage to rise. The company read the meter and tested the meter to rule the meter out as a problem. The customer may have a bad toilet flapper that may not have seated properly therefore, causing the customer's toilet to run through excessive water. The customer may have left a hose running or some other plumbing fixture. There may be a service line leak, given the volume of water going through the meter. Although this is all inconclusive but, the meter tested fine. Whatever is causing the excessive usage increased since the normal billing. At the time of the cycle read the customer was at 4,114 gallons per day (GPD) the customer was at 4,575 GPD as of the 4/6/10 field read. I spoke with Mrs. Davis and left a message for Mr. Davis to call me regarding the property. I informed her that the meter was tested. I also	Aqua Water - Florida
0935908W	330113590	4/7/2010	SUSAN GODZICKI	Miscellaneous	4/16/2010	The company had a six-inch water main break on Areca Drive. Water shut off for about two hours to repair break. Customers were notified via the news that they must boil water for five minutes, then cool before drinking. Aqua tested water samples Wednesday morning and results were made be available. Unfortunately the Fire Department was not notified about the main break via the company. But everyone was notified in the same manner. The company doesn't have record of any phone system failures but if the customer was calling after hours the volume of the calls being received may have caused the dead air. It is noted that the customer spoke with the after hours crew on 4/6/10 at 7:59. I spoke with the customer and he wanted to vent his dissatisfaction with his water service and the company. The customer made valid points that I will pass to upper management.	Aqua Water - Florida

0935905W	330113590	4/7/2010	SUSAN GODZICKI	Miscellaneous	4/27/2010	see email in aces email box: 1)Please confirm the date and time Aqua became aware of the six inch water main break. Aqua became aware of the Leak at approximately 1:30 P.M. and on site by 2:30 P.M. on 4/6/2010. It was originally believed to be a 6 inch main break. However it turned out to be a service connection break on a six inch main. 2)Please indicate the actions taken to repair the break and restore service. On 4/6/2010 Aqua staff made several attempts through the day to dig out the problem area and make repairs under pressure. It was discovered that the 1 inch service connection was busted. When staff tried to isolate the leak at the point of connection, the service valve broke away from the saddle that was connected to the 6 inch main. Staff reviewed the prints and tried to isolate the street, so that a total shut down would not have to happen. They discovered that the system could not be isolated on this single street due to the system being looped and no shut off valve available for the one street. The crew continued to try to make repairs under pressure (while the water service was still on). When this failed, staff notified the Operations Manager at approximately 7:45 P.M. They informed him that the system will need to be shut down and assistance was needed to issue a boil water notice. The service line was repaired and back in operation at approximately 10:00 P.M on 4/6/2010. 3)Please provide a copy of the press release and indicate which television and radio stations the company sent the press release to notify residents via 'the news'.	Aqua Water - Florida
0936477W	330113601	4/13/2010	LEE METHVIN	Miscellaneous	4/23/2010	The incident occurred on April 7, 2010. Our field personnel were contacted at approximately 3:15 PM. The leak was a 1" service line on a two inch main. The duration of the event, after our personnel arrived on scene, was approximately one hour start to finish including excavation and backfill. The leak was repaired by reducing plant pressure to around 40 psi. No press release, boil water notice, or any other notification was necessary since no outage occurred. The customer called once on April 7, 2010 (no water), twice on April 8, 2010 (no water again and low pressure), and once on April 9, 2010. Apparently told him that on 4-7-10 a contractor hit a main, boil order issued, and we were making repairs at the plant. The boil water notice was never issued. The representatives were stating this based on previous experience of shut downs and boil water notices being issued so they were anticipating the notice. On April 8, 2010 he called again claiming he had no water. On that day, a simple service line was repaired 'live'. Meaning no reduction of system pressure was necessary. When system pressure is adjusted in this manner, Customer Service is notified so they can	Aqua Water - Florida

0936909W	330113603	4/13/2010	MATTHEW	SPALDING	Miscellaneous	4/30/2010	I spoke with Mr. Spalding on April 26, 2010 regarding problems at the property related to sewer lines. Company records indicate that maintenance department was at the property February 23, 2007. The last visit which was on December 23, 2009 the crew snaked out sewer line on the company side. Mr. Spalding confirmed the repair work and indicated that he himself had performed work as well. His main concern is that Aqua management are made aware of the problems he has been faced with over the years with the sewer lines and the fact that company representatives continued to insist the problem was on his side when in fact in December 2009 maintenance had to snake out the lines. I advised Mr. Spalding that I would get in contact with the area supervisor/manger and share his concerns.y In speaking with the area supervisor he assured me that he will personally visit the property the week of May 3, 2010 to inspect the property and discuss the situation with Mr. Spalding. A follow-up report will be forward once field results are made available.5	Aqua Water - Florida
03369809W	330113603	4/13/2010	MATTHEW	SPALDING	Miscellaneous	5/18/2010	On May 11, 2010 company representative was at the property along with contractors from Salt Springs Hardware meet with Mr. Spalding regarding work completed at property. There was an open hole in the customer's front yard. Salt Springs refilled the hole in front yard. In addition Mr. Spalding spoke with Aqua representative providing feedback on work completed and discussed company responsibilities verse the customer's responsibilities. On May 12, a follow-up call was placed to Mr. Spalding as confirmation that he was satisfied with resolution.	Aqua Water - Florida
0937037W	330113604	4/13/2010	BRADLEY D	FOX	Miscellaneous	4/28/2010	Aqua Utilities Florida became aware that the fire hydrants were inoperative on January 13, 2010. As a result a company representative spoke with Captain Kenneth Beranger of the Polk County Fire Department January 13, 2010 and also followed-up with an e-mail the same day. a The company ordered two new hydrants on January 19, 2010, and received them on March 31, 2010. Company personnel reviewed the installation location and confirmed the line size by one of our underground contractors on April 13, 2010. The hydrants were installed on April 20th and 21st, 2010. . Aqua Utilities Florida maintenance policy utilized for fire hydrants – all hydrants are tested on an annual basis for flow and operability in accordance with AWWA standards, any which are found to be inoperative or difficult to operate are marked "Out of Service" and are reported to the Area Coordinator. These types of hydrants are either rebuilt by one of our contractors or replaced. Information is recorded and reported to the local Fire Department. G It is my understanding that all hydrants in Lake Gibson Estates are in operation. On April 26, 2010 a company representative spoke with Mr. Fox advised that the company had ordered two new hydrants and installed on April 20 and 21st. Mr. Fox indicated that he observed the contractors in the area working. His concern was when the fire took place in January; the hydrants were not in operation and wondered if	Aqua Water - Florida
0937031W	330113606	4/13/2010	FRANCES	PARRINO	High Bill	4/23/2010	The customer is using 900 gallons a month. This equates to 28 gallons per day. The average customer consumes 80-100 gallons per day. The customer's water portion of the bill is $22.29. The customer's base rate alone is $53.71. For her to have a $32.00 bill is impossible. The 900 gallons actually cost $6.58 for water and $7.40 for sewer. I spoke with the customer and let her know that her rates are approved by the commission. She was not happy and said the rest of her neighbors are complaining.	Aqua Water - Florida

0936669W	330113610	4/14/2010	WENDY L LEVASSEUR	Billing Dispute	5/3/2010	Aqua America has attempted to contact the customer regarding the account and the complaint filed with the Florida Public Service Commission office. □ □ On July 14, 2009 an Aqua field service technician came out to the property and discovered a small leak. The service representative left a door hanger notifying of his findings.□ □ On August 12, 2009 customer called and spoke to a representative who explained the procedure for receiving a leak adjustment. At that time, it was explained that repairs had to be made then a receipt/receipts showing proof of payment needed to be provided. □ □ On September 9, 2009 Aqua received customers leak adjustment request. However, no receipt accompanied the letter. □ □ On September 10, Aqua informed customer via correspondence that no consideration for an adjustment would be given without a receipt. . □ On October 6, 2009 Aqua received an email from customer and the representative reiterated the adjustment procedure.□ □ The account is currently inactive for 138 Shannon Drive, Lakeland FL. However, if the customer provides documentation showing the leak was repaired they should do so at their earliest convenience. Once it is received, Aqua will make a determination as to the eligibility and the appropriate adjustment amount. □	Aqua Water - Florida
0937759W	330113613	4/16/2010	GEORGE LINE	Billing Dispute	4/27/2010	The customer's meter is read monthly but not on a calendar month. The meter's are read on a cycle between the 3rd and the 6th of the month. The company has three days to read and bill the account. If the read date falls on a weekend then the billing period may be longer or shorter. The normal billing cycle is from 27 to 35 days. The customer can calculate the monthly usage by dividing the usage by the number of days. For example, the last bill had 3,500 gallons of usage and the bill period is for 33 days (3,500 divided by 33 equals 106 gallons per day). The customer's water portion of the bill in only $41.30. The rest of the bills sewer ($60.33) and a street light charge of $2.56. The customer's usage of 106 gallons per day is actually really good considering the average customer uses 80 to 100 gallons per day. The customer's using 106 gallons between the two of them. I spoke with the customer and from the conversation the customer is unhappy with the amount of the bill. I explained that her usage is very good for a two person household. She feels that she can no longer afford to pay the bill. She wants the company to lower the rates. I explained that due to needed system	Aqua Water - Florida

0938078W	330113617	4/19/2010	KEVIN J GRACE SR	Miscellaneous	4/30/2010	Aqua became aware of the Leak at approximately 1:30 P.M. and on site by 2:30 P.M. on 4/6/2010. It was originally believed to be a 6 inch main break. However it turned out to be a service connection break on a six inch main. On 4/6/2010 Aqua staff made several attempts through the day to dig out the problem area and make repairs under pressure. It was discovered that the 1 inch service connection was busted. When staff tried to isolate the leak at the point of connection, the service valve broke away from the saddle that was connected to the 6 inch main. Staff reviewed the prints and tried to isolate the street, so that a total shut down would not have to happen. They discovered that the system could not be isolated on this single street due to the system being looped and no shut off valve available for the one street. The crew continued to try to make repairs under pressure (while the water service was still on). When this failed, staff notified the Operations Manager at approximately 7:45 P.M. They informed him that the system will need to be shut down and assistance was needed to issue a boil water notice. The service line was repaired and back in operation at approximately 10:00 P.M on 4/6/2010. Aqua contacted the TV 9 via telephone to ask for their assistance with communicating the precautionary "Boil Water Notice" to the public. TV 9 staff informed Aqua to put the communication in an email. In addition, the staff placed multiple Boil Water notice signs at entrance ways to the neighborhood. Due to the time of the shut down, news notification was the safest and most expedient manner in which to notify all parties. Aqua communicated the break and boil water notice at approximately 4:22 P.M. and again at 8:55 P.M on 4/6/2010. Test results were phoned into the field staff on Friday, 4/9/10 at approximately 4:15 P.M. from the Environmental Lab. Aqua lifted the boil water notice after receiving the test results back from the lab on 4/9/2010. Due to the urgency to notify customers of the service line break on 4/6/2010, there was not enough time to launch a phone campaign to notify customers of the boil water notice. At approximately 5:00 P.M. Aqua's communication department launched a phone campaign to communicate the lifting of the boil water notice in addition to sending an email to TV 9. □	Aqua Water - Florida
0938078W	330113617	4/19/2010	KEVIN J GRACE SR	Miscellaneous	5/14/2010	Spoke with the customer and explained the issues with him about the notices. I contacted dispatch and found that the number that they were giving was incorrect (941-329-6511). The number they should have gave the customer is 262-544-8983. I updated dispatch but, it seems there was some miscommunication between the division and dispatch. I also called the customer and left the number on the answering machine. The customer was satisfied.	Aqua Water - Florida
0938603W	330113625	4/21/2010	BRIAN & CHRIS FARRAR	Billing Dispute	5/11/2010	Please reference attachments for company response. Space provided would not allow amount of characters. In reviewing Mr. Farrar's complaint related to billing and disruption of service and or no service over the past 18 months. • A final bill was issued from 12/28/2009 to 1/15/2010 in the amount of $344.10 which includes service for 18 days $324.10 and $20.00 penalty fees in the amount of $344.10. When the final bill was issued the customer had a previous balance ($368.08) total final bill $712.20. • In review of the final bill it was found that the billing from (12/18/2009 to 1/15/2010) 18 days of service was incorrect due to an internal error within billing system. Since the account was closed an adjustment of $344.12 was placed on the account 5/6/2010. It was also confirmed that the account was turned off on 12/3/2009 therefore; the billing from 11/30/2009 to 12/28/2009 in the amount of $36.01 plus $10.00 penalty fee total $46.01 was adjusted on the account. o The account has been adjusted in the amount of $420.50 (final bill of $344.12 cancelled, billing from 11/30/2009 to 12/28/2009 total bill $46.01 adjusted on the account leaving a balance of $291.68. o Prior to the adjustment made on the account in the amount of $420.50, the customer received a credit adjustment on 12/2/2009 in the amount of $92.02 and a total of $60.00 penalty fees that were removed (11/6/2008 - $10.00, 2/11/2009 - $10.00, 3/23/2009 - $40.00). Summary • Tropical storms pass through Aqua territory August 2008 which resulted in the company losing three pumps. JRC Lawn Maintenance, Inc. forwarded correspondence to Aqua Utilities Florida management dated October 9, 2009 providing a summary about the irrigation and pumps not running. As a result of the tropical storms that occurred late August 2008 the North and South pumps were running off of the backup wells. All metered and non-meter customers were running off two 15hp wells instead of three 30 hp lake pumps. In order to accommodate all customers to	Aqua Water - Florida

0939279W	330113631	4/23/2010	CARLTON WHITE	Billing Dispute	5/14/2010	The problem was that the customer's meter was not transmitting the read from the meter. This is when the customer received a bill for $886.06 on 11/9/09. Since the bill was only for 30 days, the bill was canceled back to 6/3/09 the last time the account was billed for usage. This is the reason the customer received a bill for $644.10. The account wouldn't bill due to a system error. The company finally fixed the account and sent the customer a bill from 6/3/09 to 2/9/10. That bill was $1,033.59. The new meter was not transmitting the read from the meter. The meter and the remote had to be exchanged. On 5/11/2010 the company removed the meter and put new meter in it's place. The old meter was removed at 216500. The new meter was set at 51800. The company received the last read off the meter after it was exchanged. The new meter should send the correct information. The customer has not received the new bill yet but once the customer receives the bill the company will set her up on an arrangement.	Aqua Water - Florida
0939580W	330113635	4/26/2010	JAMES R KREGLO	Off	4/28/2010	The account was closed under the name of Michelle Woods effective December 29, 2009 and the customer was issued a final bill. On February 23, 2010 Mr. Kreglo contacted the company stating that he was the owner and requested the account be placed in his name. Mr. Kreglo requested copies of the last 6 billing statements issued. The company representative requested that Mr. Kreglo forward a copy of tax bill and identification. The request was due to the fact that Ms. Woods has an outstanding balance. In processing the request to establish the account under Mr. kreglo's name, the company representative place the service in Mr. Kreglo's name effective September 29, 2009, referencing information on tax bill. Due to this internal error Mr. Kreglo was billed from September 1, 2009 through March 3, 2010 in the amount of $195.13. s A 10 day termination notice was mailed on April 7, 2010 for termination on April 20, 2010. The service was terminated on April 22, 2010. In reviewing the account, it was determined that the account was terminated in error and identified as an internal error during processing. This has been addressed by management and the appropriate action has been taken to correct the error.l The service was restored on April 26, 2010. The account was established under Mr. Kreglo's name with an effective date of March 1, 2010. The previous billing statement rendered has been cancelled. A revised billing statement was issued from March 1, 2010 through April 15, 2010 in the amount of $48.52. I spoke with Mr. Kreglo on April 26, 2010 extending an apology on behalf of the company. I advised that the service would be restored Monday April 26, 2010 and that	Aqua Water - Florida
0939580W	330113635	4/26/2010	JAMES R KREGLO	Off	5/21/2010	Billing statement issued from 4/15/2010 to 5/13/2010 for 28 days of service total consumption 600 gallons. The total amount due is $19.69 on June 11, 2010. A copy of the bill was mailed to Mr. Kreglo at 11835 Ocklawaha Drive, Leesburg FL 34788-4407. Attachment (1)	Aqua Water - Florida
0939827W	330113636	4/27/2010	TOWLES BEGELOW	High Bill	5/12/2010	The customer's usage does rise like this in the past history. The company went to the property and read the meter on 4/23/10. The read was 854770. The customer's usage reach 72,000 gallons in May of 2006. The customer spoke with the supervisor and said she wasn't disputing the usage because she was watering the lawn with a hose. The supervisor advised that the meter can be bucket tested. The customer said she's not disputing the usage but the amount of the bill. The supervisor told the customer that the rates have gone up and offered a bench test. The company spoke with the customer and she said she will make a payment.	Aqua Water - Florida

0939827W	330113636	4/27/2010	TOWLES	BEGELOW	High Bill	6/25/2010	The customer spoke with the call center supervisor on 4/23/10. At that time the customer was offered a bench test. The customer stated at that time that she didn't think that the meter read was incorrect but that the bill was incorrect. The customer was looking for an adjustment to the bill. On 5/7/2010 the customer called back and spoke with another supervisor regarding the account and stated that she would make a payment. On 6/24/10 The customer called and stated that she would have to pay half the bill and need an extention for the rest. On 6/25/10 I spoke with the customer and went over her past usage with her and she insisted that she's never gotten close to that kind of usage. I pointed on that on several occassions her usage is quite high. She said she called and complained at those times as well. The customer stated that she waters her lawn every morning with a hose, her husband waters the flowers around the pool and washes down the pool area. But, the only people that live there are her and her 70 year old husband. She doesn't wash alot of clothes and doesn't take alot of showers. I explained to her if you are not doing a lot inside then the hose had to be left on. She denied that, I scheduled the bucket test for 7/2/10. I told her once I got the results back I would call her. R □ The customer has a history of high usage. I think that it didn't really effect her because the rates were lower. But if you look at the account statement at the following dates.e □ 4/18/2008 35,600 Gallons* 5/20/2008 59,000 Gallons* 12/8/2008 73,100 Gallons* 1/9/2009 54,100 Gallons* 6/14/2010 32,100 Gallons* □ Once the bucket test is done I will send the results. The service will not be interrupted. □ □ □	Aqua Water - Florida
0940197W	330113639	4/28/2010	DIANE	BELMONTE	High Bill	5/12/2010	4/10/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES OR LEAKS. HE OBTAINED A READ OF 571.□ □ 4/26/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES. HE OBTAINED A READ OF 577. THE TECH ALSO PERFORMED A BUCKET TEST AND THE METER REGISTERED ACCURATELY. THE TECH ALSO ADVISED THAT THE REMOTE READING DEVICE (ERT), WAS READING AND WORKING CORRECTLY.	Aqua Water - Florida

0940197W	330113639	4/28/2010	DIANE	BELMONTE	High Bill	5/14/2010	AQUA IS CURRENTLY STILL RESEARCHING THIS MATTER TO DETERMINE A CAUSE. 4/20/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES OR LEAKS. HE OBTAINED A READ OF 571. 4/26/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES. HE OBTAINED A READ OF 577. D □ □ □ THE CUSTOMER HAS MADE THE FOLLOWING PAYMENTS:. PAYMENT BILL□ JAN 2010 $65.57 $65.57. FEB 2010 $75.67 $75.67. MAR 2010 $65.57 $65.57. APR 2010 $617.60 □ MAY 2010 $75.00 $82.27. □ SEE ATTACHED BILL FOR FURTHER DETAIL.□ □ ***I WAS UNABLE TO CONTACT THE CUSTOMER ON 2 SEPARATE OCCASSION. I HAVE PROVIDED A COPY OF THE LETTER SENT TO CUSTOMER. WE ARE HOPING TO VISIT THE PROPERTY ON 5-20-10 BUT ARE AWAITING CONTACT FROM CUSTOMER. AQUA WOULD LIKE TO TEST THE METER.*****□ □ □	Aqua Water - Florida
0940197W	330113639	4/28/2010	DIANE	BELMONTE	High Bill	4/28/2010	AQUA IS CURRENTLY STILL RESEARCHING THIS MATTER TO DETERMINE A CAUSE. 4/20/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES OR LEAKS. HE OBTAINED A READ OF 571. 4/26/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES. HE OBTAINED A READ OF 577. D □ □ □ THE CUSTOMER HAS MADE THE FOLLOWING PAYMENTS:. PAYMENT BILL□ JAN 2010 $65.57 $65.57. FEB 2010 $75.67 $75.67. MAR 2010 $65.57 $65.57. APR 2010 $617.60 □ MAY 2010 $75.00 $82.27. □ SEE ATTACHED BILL FOR FURTHER DETAIL.□ □ □ □	Aqua Water - Florida

0940197W	330113639	4/28/2010	DIANE	BELMONTE	High Bill	6/9/2010	AQUA IS CURRENTLY STILL RESEARCHING THIS MATTER TO DETERMINE A CAUSE. 4/20/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES OR LEAKS. HE OBTAINED A READ OF 571. 4/26/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES. HE OBTAINED A READ OF 577. D □ □ □ THE CUSTOMER HAS MADE THE FOLLOWING PAYMENTS:. PAYMENT BILL□ JAN 2010 $65.57 $65.57. FEB 2010 $75.67 $75.67. MAR 2010 $65.57 $65.57. APR 2010 $617.60 □ MAY 2010 $75.00 $82.27. □ SEE ATTACHED BILL FOR FURTHER DETAIL.□ □ ***I WAS UNABLE TO CONTACT THE CUSTOMER ON 2 SEPARATE OCCASSION. I HAVE PROVIDED A COPY OF THE LETTER SENT TO CUSTOMER. WE ARE HOPING TO VISIT THE PROPERTY ON 5-20-10 BUT ARE AWAITING CONTACT FROM CUSTOMER. AQUA WOULD LIKE TO TEST THE METER.*****□ □ **********UPDATE**********□ □ 5/24/10 SPOKE TO CUSTOMER AND INFORMED THEM OF A NEW BENCH TEST.□ □ DIVISION REPORTED THE FOLLOWING FROM THE BENCH TEST: □ AQUA TESTED THE METER FOR THE FOLLOWING: □ 10 GALLONS -- TESTED AT 96%G	Aqua Water - Florida

0940197W	330113639	4/28/2010	DIANE BELMONTE	High Bill	6/21/2010	AQUA IS CURRENTLY STILL RESEARCHING THIS MATTER TO DETERMINE A CAUSE. 4/20/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES OR LEAKS. HE OBTAINED A READ OF 571. 4/26/10 AQUA TECH VISITED PROPERTY AND REPORTED NO ISSUES. HE OBTAINED A READ OF 577. D □ □ □ THE CUSTOMER HAS MADE THE FOLLOWING PAYMENTS:. PAYMENT BILL□ JAN 2010 $65.57 $65.57. FEB 2010 $75.67 $75.67. MAR 2010 $65.57 $65.57. APR 2010 $617.60 □ MAY 2010 $75.00 $82.27. □ SEE ATTACHED BILL FOR FURTHER DETAIL.□ □ ***I WAS UNABLE TO CONTACT THE CUSTOMER ON 2 SEPARATE OCCASSION. I HAVE PROVIDED A COPY OF THE LETTER SENT TO CUSTOMER. WE ARE HOPING TO VISIT THE PROPERTY ON 5-20-10 BUT ARE AWAITING CONTACT FROM CUSTOMER. AQUA WOULD LIKE TO TEST THE METER.*****□ □ **********************UPDATE***□ □ 5/24/10 SPOKE TO CUSTOMER AND INFORMED THEM OF A NEW BENCH TEST.□ □ DIVISION REPORTED THE FOLLOWING FROM THE BENCH TEST: □ AQUA TESTED THE METER FOR THE FOLLOWING: □ 10 GALLONS -- TESTED AT 96%G	Aqua Water - Florida