



PASCO COUNTY, FLORIDA

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* Florida Bar Board Certified In City, County and Local Government Law

Via Federal Express overnight delivery

September 21, 2011

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Jeffrey N. Steinsnyder, County Attorney *
David A. Goldstein, Chief Assistant County Attorney
W. Elizabeth Blair, Senior Assistant County Attorney
Jane M. Fagan, Senior Assistant County Attorney *
Marcie McDonie, Senior Assistant County Attorney
Joseph D. Richards, Senior Assistant County Attorney
Anthony M. Salzano, Senior Assistant County Attorney
Richard R. Vickers, Senior Assistant County Attorney
Kristi Wooden, Senior Assistant County Attorney
Nicki H. Spirtos, Assistant County Attorney
Timothy S. Steele, Assistant County Attorney

Re: Docket # 100330, Intervenor's Direct Testimony

Dear Director:

Enclosed please find one original and 15 copies of the Testimony and Exhibits of Pasco County witness Commissioner Jack Mariano for filing in accordance with the Order Establishing Procedure in the above referenced case.

Respectfully submitted,

Joseph D. Richards,
Senior Assistant County Attorney

cc: Kenneth M. Curtin , Adams and Reese LLP
Ms. Kimberly A. Joyce, Aqua America, Inc.
Aqua Utilities Florida, Inc.
Bruce May/Gigi Rollini, Holland & Knight LLP
Kelly Sullivan
Lucy Wambsgan
J.R. Kelly/Patricia Christensen, Office of Public Counsel
Cecilia Bradley/Pamela Jo Bondi, Office of Attorney General
Caroline Klancke, PSC Office of General Counsel

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DOCUMENT NUMBER 06856

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FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

DOCKET NO. 100330-WS

DATED: September 21, 2011

In re: Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

DIRECT TESTIMONY OF JACK MARIANO

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ON BEHALF OF

PASCO COUNTY, FLORIDA

DOCKET NO. 100330-WS

1 Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS

2 A. Jack Mariano, 8731 Citizens Drive, Suite 150, New Port Richey, FL 34654

3 Q. WHAT POSITION DO YOU HOLD?

4 A. I am a County Commissioner for Pasco County, Florida.

5 Q. ARE YOU SPONSORING ANY EXHIBITS IN THIS CASE?

6 A. Yes, I am sponsoring the following exhibits which are attached to my testimony:

7 Exhibit JM-1, which is a collection of Boil Water Notice Surveys completed Aqua
8 customers in the Jasmine Lakes and Palm Terrace service areas;

9 Exhibit JM-2, which is a collection of e-mails and letters received from Aqua
10 customers;

11 Exhibit JM-3, which is a collection of pictures of the repaired effluent pipe,
12 discarded pipe and location map;

13 Exhibit JM-4, which is a June 23, 2011, Department of Environmental Protection
14 (DEP) Warning Letter;

15 Exhibit JM-5, which a collection of pictures of an overflow pipe and plan sheet
16 showing the location of the pipe;

17 Exhibit JM-6, which is a copy of Mike Garrett letter to Aqua re overflow pipe.

18 Q. WHAT IS THE NATURE OF YOUR TESTIMONY IN THIS PROCEEDING?

19 A. My testimony is directed to the issues of Aqua Utilities' level of customer service
20 and related operations.

21 Q. ARE YOU AWARE OF ANY INSTANCES WHERE AQUA UTILITIES
22 CUSTOMER SERVICE WAS INFERIOR?

23 A. Yes. As a County Commissioner I have received numerous complaints from my
24 constituents regarding poor customer service by Aqua Utilities. One particular
25 instance involved boil water incidents during 2011, where Aqua failed to properly

1 and fully inform its customers of the boil water orders in the Jasmine Lakes and
2 Palm Terrace service areas. I received complaints about these failures so I
3 assisted the residents in preparing a "Boil Water Notices Survey." These surveys
4 were distributed by several residents and collected at the June 14, 2011
5 community meeting I attended, at which time the surveys were turned over to
6 me. I sent the completed surveys to Governor Rick Scott with a copy to the
7 Commission. Copies of the completed surveys are attached as Exhibit 1.

8 Approximately 340 customers from the Palm Terrace and Jasmine Lakes
9 service areas completed the surveys. The results indicate that Aqua has been
10 inconsistent in notifying customers of the need to boil water. According to the
11 surveys, 137 customers stated that they never received any form of boil water
12 notice; 78 received notice via letter size piece of paper and 92 received a door
13 hanger. Only 17 received a phone call from Aqua.

14 Over the last few years I have received numerous complaints from Aqua
15 customers regarding poor quality service, poor water quality and exorbitant rates.
16 Attached as Composite Exhibit 2 are representative samples of the complaints I
17 have received. I also attended a March 8, 2011 neighborhood meeting at the
18 Jasmine Lakes Community Center that was attended by about 300 dissatisfied
19 Aqua customers who came to express concerns with Aqua's poor quality service
20 and high rates.

21 **Q. ARE YOU AWARE OF ANY POTENTIAL ENVIRONMENTAL CONCERNS**
22 **AND/OR PROBLEMS WITH AQUA'S PALM TERRACE WASTEWATER**
23 **TREATMENT PLANT OPERATIONS?**

24 **A.** Yes. Some nearby residents alerted the county to a possible discharge to a
25 county stormwater pond adjacent to Aqua's effluent storage ponds. I visited the

1 site with some county stormwater staff personnel and some residents on or about
2 May 19, 2011. At this time, I observed a PVC pipe crossing a county stormwater
3 spillway. The pipe was above ground and appeared to be recently repaired as a
4 small piece of cut PVC pipe was on the ground next to the repair. The replaced
5 pipe was visible behind Aqua's fence. See Exhibit 3, pictures of the repaired
6 pipe, discarded pipe and location map. The repaired joint pipe was leaking
7 slowly at the time of the visit. See page 1 of Exhibit 3, which shows water
8 beneath the leaking pipe. I understand that the pipe carries treated effluent to
9 the Aqua's disposal spray field. A Department of Environmental Protection
10 (DEP) letter states that a break in this pipe discharged effluent to the county's
11 pond on May 17, 2011. See Exhibit 4, page 2, paragraph #5.

12 The leaking pipe and discarded PVC were potential violations of the
13 county stormwater regulations; but the county chose not to prosecute these
14 violations if Aqua agreed to bury the pipe. Aqua has since applied for and
15 received a County Right-of-Way use permit to place the pipe underground.

16 Additionally, while viewing the aboveground pipe, I noticed percolation in
17 the county's stormwater pond while effluent was flowing through the pipe. This
18 raised concerns regarding a possible leak in Aqua's effluent pipe or another
19 source of discharge of effluent to the county pond. County personnel
20 investigated historical records and found a plan sheet showing a direct pipe
21 connection from Aqua's ponds to the county's pond. With the assistance of Aqua
22 personnel, a direct pipe connection was discovered. See Exhibit 5, pictures of
23 pipe and plan copy showing the location of the pipe. The county has no record
24 that would give Aqua the authority to maintain this pipe on county property or to
25 allow the direct discharge of its effluent to the county pond. We asked Aqua to

1 provide any documentation it may have regarding this matter and Aqua has failed
2 to respond to our inquiry. See Exhibit 6, letter from Mike Garrett to Aqua.


3 **Q. HAS THE COUNTY ATTEMPTED TO PURCHASE AQUA UTILITIES'**
4 **SYSTEMS LOCATED IN PASCO COUNTY?**

5 A. For approximately ten years it has been county policy to purchase private utilities
6 in an attempt to address the adverse impacts many of our residents have
7 experienced from the poor quality service and/or high rates provided by several
8 private utilities. The county has been able to purchase several smaller systems
9 such as Forest Hills Utility, Shady Oaks Utility, and East Pasco Utilities. For
10 some larger, more troublesome utilities such as Aloha Utilities and Lindrick
11 Utilities, the county worked with the Florida Governmental Utility Authority
12 (FGUA) to achieve public ownership of private utility systems. The county is one
13 of several local government members of FGUA and, in 2009, I asked FGUA to
14 investigate the purchase of Aqua's Pasco systems. I did this after receiving
15 numerous complaints from Aqua's customers about extremely high rates and
16 poor quality service. I understand the FGUA's representatives had discussions
17 with Aqua in 2009 about selling their systems but little progress has been made
18 since that time.

19 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

20 A. Yes.

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Jack Mariano
Pasco County Commissioner
District 5

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STATE OF FLORIDA
COUNTY OF PASCO

Sworn to and subscribed before me this 21st day of September 2011, by Jack
Mariano. ☒ Personally Known Or ☐ Produced Identification Type of
Identification Produced _____.



Linda Strumski
Notary Public - State of Florida

(Print, Type, or Stamp Commissioned Name of Notary Public)



PASCO COUNTY, FLORIDA

"Bringing Opportunities Home"

- ☐ 37918 Meridian Avenue - Dade City, Florida 33525
(352) 521-4111 - FAX (352) 521-4105
- ☐ 7530 Little Road - New Port Richey, Florida 34654
(727) 847-8100 - FAX (727) 847-8969

District 1 - Ted Schrader
District 2 - Pat Mulieri, Ed.D.
District 3 - Ann Hildebrand
District 4 - Henry Wilson
District 5 - Jack Mariano

June 24, 2011

The Honorable Rick Scott
Governor
The Capitol
Tallahassee, Florida 32399

Re: Aqua Utilities, Inc.

Dear Governor Scott:

Thank you for your service to the citizens of Florida.

I am contacting you with an extremely urgent issue. I am deeply disturbed by the actions taken by the Public Service Commission ("PSC") on June 13, 2011 relative to Aqua Utilities ("Aqua") under Docket No. 100330. Because you are the one who appoints the members of this Board, I thought it appropriate that you be made aware of my concerns.

The current system for regulating private utilities is broken. The customers of the Jasmine Lakes and Palm Terrace communities in Pasco County who are Aqua customers are the latest example of why legislation is needed to reform the current system. Despite continuously poor customer service, Aqua received a substantial rate increase from the PSC as set forth in its June 13, 2011 Order.

The PSC was very courteous in allowing the citizens to speak at the public input component of its May 24th hearing. Additionally, at public meetings held all over the state, rate payers from Aqua's numerous systems spoke loudly and clearly about the many service problems they experience. The PSC in its June 13th Order confirmed that Aqua's **overall quality of service shall be considered marginal.** See Order # PSC-11-0256-PAA-WS at 33-34 (Emphasis added). Despite this compelling testimony and

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FPSC-COMMISSION CLERK

evidence of serious service problems it appears that the PSC gave much more credence to Aqua's statements than to the citizen input. One example of this involved problems with a recent boil water notice. I have enclosed surveys prepared by the residents which clearly show that the statements made to the PSC by Aqua regarding the remedial actions they took during a "boil water" notification did not, in fact, occur. The results of the survey are contrary to what was portrayed by Aqua to the PSC. The type of staff reviewed rate proceeding conducted in this matter does not require the Utility to file sworn testimony.

The PSC also appeared to disregard the Office of Public Counsel recommendations to the PSC on how they should deny Aqua's rate increase completely. Even though Aqua was being monitored extensively for customer service complaints for bad taste, bad odor, improper billing practices, late and inadequate notification of boil water orders, poor customer service, high calcium content, inferior repair work, and doing work without a permit, the PSC still granted 65% of the rate increase requested. Now that the PSC has granted the rate increase (which included \$700,000 for expenses for the rate case), the expense to proceed with a formal rate protest could run another million dollars to have a full hearing with sworn testimony. This is a gross injustice!

Given the number and gravity of complaints regarding Aqua's continued poor customer service, I would like to suggest that the PSC require Aqua to restore local customer service functions to Florida and eliminate the allocations of costs from Aqua's national customer service office. It is clear that Aqua is unable to provide satisfactory service using consolidated customer service personnel located in another state where attention to facts and details specific to Florida customers obviously is lacking. Perhaps customer service employees who are local will have a better understanding of the issues confronting customers here and will be more knowledgeable of Aqua's systems located here. Such knowledge can only serve to improve the current relations between Aqua and its Florida customers.

To address the deficient operations issues, we suggest that the PSC support the Office of Public Counsel in retaining the services of an independent professional with extensive experience in water and wastewater operations to perform a detailed inspection of Aqua's facilities. This inspector would function in a similar capacity as a home inspector hired to determine whether the home has been maintained properly and does not have material flaws.

In Summary, I request that the Florida Public Service Commission:

1. Order Aqua Utilities to open customer service offices to improve its service to Pasco residents;

June 24, 2011
Re: Aqua Utilities, Inc.
Page - 3 -

2. Deny Aqua recovery of costs allocated from its out-of-state customer service offices which have provided poor service;
3. Support the Office of Public Counsel in retaining an independent water and wastewater operations expert to perform an audit of Aqua's past and present maintenance and operations procedures. This audit should determine whether Aqua neglected maintenance of its facilities resulting in Aqua's spending money which would not have been spent if the systems had been properly maintained;
4. Deny Aqua the recovery of \$700,000 spent by Aqua on a rate setting process designed to avoid Aqua management from having to testify under oath as to the reasons for its requested huge additional rate increases; and
5. Reduce Aqua's rate of return a full 100 basis points, not the 25 basis points contained in the June 13 Order.

I respectfully disagree with the rate increase granted to Aqua and think it should be rescinded. In the very least, explicit instructions should be given to Aqua to immediately improve service to its customers. Further, I welcome the opportunity to discuss with you legislative reforms that would prevent private utilities from receiving ever increasing rates while providing inferior service.

Thank you for your attention to this matter.

Sincerely,



Jack Mariano
District 5
JM:lp
Enclosures

cc: Art Graham Chairman, Public Service Commission (w/enclosures)

"Boil Water Notices Survey"

Docket No. 100330-WS
Boil Water Notice Survey
Exhibit JM-1, Page 4 of 343

Attn: Governor Scott,

As residents of Palm Terrace & Jasmine Lakes, Port Richey, Pasco County, FL we would like to make you aware of the continuous lack of customer service from Aqua Utilities of Florida. The attached surveys from resident rate payers of Aqua Utilities of Florida will give you insight to the misinformation presented by Aqua Utilities of Florida at the May 24th, 2011 P.S.C. meeting in Tallahassee.

Aqua told the Commission that the rate payers were properly informed when the many interruptions in service occurred since the beginning of the year. You will see by the survey responses that there was a major gap in the statements made by Aqua at the commission meeting. This injustice by Aqua is another part of the continuing exploitation rendered by them as they continue to provide terrible service while increasing rates, making no improvements and providing unhealthy water to both of our communities.

Respectfully submitted,

Residents of Palm Terrace & Jasmine Lakes, Port Richey, Pasco County, FL

1 - 13 57	7 - 15	
2 - 78	8 - 17	(469)
3 - 44	9 - 12	
4 - 92		
5 - 50		
6 - 24		
		NO RESPONSE - 30

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Never received a 'STOP' BOIL NOTICE!

Someone walking from Aqua notified to Boil & Left

Rachael Dalmaris
Name - Please Print

R Dalmaris
Signature

11205 Kaper Ave
address
Port Richey 37668

Date: 6/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I received one T.V. to boil water.

GLENN S. NIELSEN

Name - Please Print

GLENN S. NIELSEN

Signature

11204 Kapok Ave.

Port Richey, FL 34668

Date: 6/13/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Received nothing

Sony Zarnoch
Name - Please Print

[Signature]
Signature

5711 S. 14th Avenue
address

Port Richey, FL 34668

Date: 6/15/99

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL **please circle the appropriate item numbers** that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I have lived here since 2003 & never
received any notices - verbal or written.

DIANE MANZO
Name - Please Print

Diane Manzo
Signature

7732 LOTUS DR
address

Port Richey, FL

Date: 6-15-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Name - Please Print

Signature

Signature

address

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: The only time I heard to stop boiling water (never to start boiling) when the sign appeared at the back entrance
(204 Yellow Marlinton)

Celeste P Snyder
Name - Please Print

Celeste Snyder
Signature

8001 Lotus Dr.

address
P.R. , Fl. 34668

Date: 06/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer, JASMINE LAKES

As a resident of ~~Palm Terrace~~, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua water is undrinkable 24/7.

Lori Balazy
Name - Please Print

7123 Meli Court
address
Port Richey FL 34668

[Signature]
Signature

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer, JASMINE LAKES
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

REGINA CHMILE

Name- Please Print

Regina Chmile
Signature

10700 IXORA LN

address

PORT RICHEY, FL 34668

Date:

6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We Heard From NBC News

305-834-2895 OR 727-505-6171

Aisha
Name - Please Print

7206 ABBAS DR
address

Aisha Pearson
Signature

Date: 5-14-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☒ 8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *They are always messing up on the bills
they when get a hold of somebody they tell you
nothing, they are very hard to deal with.
I am tired of it.*

Steven Rivers
Name - Please Print

7924 Tropicana Drive
address

Port Richey, Fla. 34668

Steven Rivers
Signature

Date: 6-14-11

*P.S. I am also tired of paying the water
bill and not be able to even drink. I have to buy
bottled water to drink.*

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I received 4 bills in one day. Two

Different Totals and a different total on the phone
I am tired of trying to deal with these people
Forest Sowards 7919 Tropicana Drive
Name - Please Print address

Forest Sowards
Signature

Port Richey Fla 34668

Date: 6-17-11

I am tired of buying bottled water
Aqua is not drinkable. It's nasty.

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities. ✓
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: AQUA UTILITIES SHOULD GET OUT OF THE
STATE OF FLORIDA THEY ARE DOGS

Fai'z Mohammed
Name - Please Print

[Signature]
Signature

7615 Tenth Crescent Dr.
address

PALM TERRACE GDNB.
PORT RICHEY FL 34665

Date: 5/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: They Don't care about There
costs

Ken Winnacott
Name - Please Print

[Signature]
Signature

7600 Rosewood DR
address
PR FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: NO Phone message at all
give my Dog's - Water

Charlotte Koerner
Name - Please Print

Charlotte Koerner
Signature

10518 Azalea Dr
address
Port Richey FL 34665

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We need Erin Brockovich!!

Lynda Wittkopp
Name - Please Print

Lynda Wittkopp
Signature

10531 Azalea Dr.
address
Port Richey FL 34668

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: DOOR HANGER ABOUT A YEAR AGO
None AFTER THAT.

CW Young
Name - Please Print

CW Young
Signature

7534 ROSEWOOD DR.
address
PT. RICHEY, FL 34668

Date: 06/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. ☒ I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Adele Woyshner
Name - Please Print

Adele Woyshner
Signature

7540 SCOTTIE Dr.
address
Port Richey

Date: 6-7-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water. *of sign poster down the street to boil the water!*
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *Boiling the water is of importance, but being able to pay these increases are terrible.*

THERESA A. INSALCO
Name - Please Print

Theresa A. Insalco
Signature

10610 HARBURN DR
address
PORT RICHEY, FL 34668

Date: 6/7/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

Never been told anything the
6 years I lived here

Cynthia Amicangelo
Name Please Print

7514 PINEAPPLE
address

P.R. FLA.

Cynthia Amicangelo
Signature

Date: 10-7-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *NEVER*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. *NEVER*
4. I received a "Door Hanger" notice to boil water. *NEVER*
5. I received a "Door Hanger" notice to stop boiling water. *NEVER*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water. *ONCE*
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water. *ONCE*
9. I received a phone message from Aqua telling me to stop boiling water. *NEVER*

Comments: *Aqua Utilities does not know the meaning of timely responsible communication.*

DONALD JONES
Name - Please Print

Donald Jones
Signature

7535 Bergamot Dr
address
Port Richey, FL 34668

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply: since the day Aqua took over

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.

ma (6) I was told by a neighbor or other Non-Employee of Aqua to boil water. Friend - 8 weeks away

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

ma (8) I received a phone message from Aqua telling me to boil water. no follow-up

9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

He came up in connection with the night after the night
He put a sign on the door that said "Boil Water"
one night when I came home - had no message or notice -
the next day I should have started boiling in early
mornings had been using water till 5:00 PM. message left with
JOAN A. JONES 7335 BERENICE DR. then
address 3pm

Name - Please Print

Signature

Date: 10-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I've never heard from Aqua.

I called them myself once. They told me to (over)

Linda Concetto
Name - Please Print

Linda Concetto
Signature

7529 Bergamot Drive
address
Port Richey, FL 34668

Date: 6-10-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

MILDRED SIGLER
Name - Please Print

Mildred Sigler
Signature

7138 ANBUTUS DR
address
PORT RICHEY FL

Date: 6/13/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL **please circle the appropriate item numbers** that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☒ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

MILDRED GARDNER
Name - Please Print

Mildred Gardner
Signature

10437 ABELIA CT
address

PORT RICHEY FL 34668

Date: 6/10/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Carol Kornick
Name - Please Print
Carol Kornick
Signature

10525 Camelia DR
address
Port Richey Fla

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

CYNTHIA SAILORS
Name - Please Print
Cynthia Sailors
Signature

10112 Hoop CT
address
PORT RICHEY, FL

Date: 6-14-11

"Boil Water Notice"
Survey

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Sandra Duncan
Name - Please Print

Sandra Duncan
Signature

7608 Scottie Dr.
address
Port Richey FL

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

NANCY KRAFT
Name- Please Print

Nancy Kraft
Signature

7905 Menard Dr
address

Date: 6/14/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: None

Michael Livingstone
Name - Please Print

Michael J. Livingstone
Signature

7805 CANNA ST
address

Date: 10-14-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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Circle all that apply:

None

- ☒ 1. I never received either type of notice from Aqua Utilities.
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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

RYAN THOMA
Name - Please Print

17809 CAYNA ST
address

Ryan Thoma
Signature

Date: 6-14-2011

"Boil Water Notice"
Survey

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

ELIZABETH HROTH
Name - Please Print

7540 LOTUS DR
address

[Signature]
Signature

6-14-2011

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities. *No*
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water. *No*
5. I received a "Door Hanger" notice to stop boiling water. *No*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water. *✓*
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water. *No*
8. I received a phone message from Aqua telling me to boil water. *No*
9. I received a phone message from Aqua telling me to stop boiling water. *No*

Comments: _____

Eugene & Anne Cote
Name - Please Print

Anne Cote
Signature

7316 Dougenville Dr
address
Port Richey FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

☒ I never received either type of notice from Aqua Utilities.

☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4. I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Kimberly Snyder
Name - Please Print

Kimberly Snyder
Signature

7832 Mimosa Dr.
address
Port Richey, FL 34668

Date: June 14, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

BARBARA STELISO
Name - Please Print

Barbara Steliso
Signature

7624 Carmine Blvd
address
Port Richey FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Joyce Russell
Name - Please Print

Joyce Russell
Signature

7930 Valmy Ln
address
Port Richey FL 34668

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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Comments: _____

Name - Please Print

address

Signature

Date: _____

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

I Did not Get any
Notice and I have 2 kids Drinking
the water but NO more

Wendy Wise
Name - Please Print

Wendy Wise
Signature

10539 address Agate Ct
Agate Port Richey FL

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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Comments: _____

Name - Please Print

address

Signature

Date: _____

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Ray Teodoro
Name - Please Print

[Signature]
Signature

11131 Yellowwood Lane
address
Port Richey FL 34668

Date: 6-17-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

Aqua needs to get out of the State of Florida.

MARSH DiCioccio

Name - Please Print

MARSH DiCioccio

Signature

10337 Cleander Dr.

address

Date:

6-14-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

CHRIS BUTTERFIELD
Name - Please Print

Chris Butterfield
Signature

10221 HICKORY HILL DR
address

PORT RICHEY FL 34668

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

the State of FL

VINCENZA PASCALE

Name - Please Print

Vincenza Pascale
Signature

10331 Orlendon DR

Port Richey FL 34668
address

Date: 6-14-2011

"Boil Water Notice"
Survey

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: AQUA NEEDS TO GET OUT OF
THE STATE OF FL.

Henry L. Pascale
Name - Please Print

10331 ALEXANDRA
address

Port Richey, FL 34668

Henry L. Pascale
Signature

Date: 6-14-2011

"Boil Water Notice"
Survey

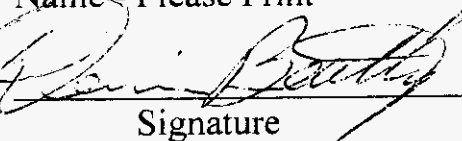
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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: GET RID OF THESE GREED HOGS

DENNIS BEATTY
Name - Please Print

Signature

7918 WAXWOOD DR
address
PORT RICHEY, FL 34669

Date: 6/14/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL **please circle the appropriate item numbers** that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

GEORGE TOKAL

Name - Please Print

[Signature]

Signature

7914 WAXWOOD DR

address

PORT RICHEY FL 34668

Date:

6/14/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL **please circle the appropriate item numbers** that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: It would be nice to know when I'm to
Boil water and when to stop boiling water

Bruce A. Adhem
Name - Please Print

Bruce A. Adhem
Signature

10520 Hibiscus Drive
address
Port Richey, FL 34668

Date: 6/14/11

"Boil Water Notice"

Survey

Attn: Aqua Rate payer, Jasmine Thomas
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JANICE THOMAS

Name - Please Print

Janice Thomas
Signature

7827 Magnolia Rd.

address

Port Richey, FL

Date: 8-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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Comments: _____

FRANK CHRISTIANO
Name - Please Print

Frank Christiano
Signature

10620 Hibiscus Dr
address
Port Richey, FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

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Comments: _____

MARYANN WHITE
Name - Please Print

10303 Hardwick Lane
address

Maryann White
Signature

Port Richey, Florida 34668

Date: 6-14-11

"Boil Water Notice"
Survey

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Comments: _____

Michael Todd
Name - Please Print

Michael Todd
Signature

7915 Traparium Dr
address
Port Richey FL 34668

Date: 6-19-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: The only thing I have been
from Aqua is a High Bill \$3

Larry Hughes
Name - Please Print

Larry Hughes
Signature

10323 GRAPES FRT DR
address
Port Richey FL 34668

Date: 6-8-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

MR. BARNEY HART
Name - Please Print

7314 CHERRY LAUREL DR
address
PORT RICHEY FL 34668

Barney Hart
Signature

Date: 6-8-11

"Boil Water Notice"
Survey

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5. I received a "Door Hanger" notice to stop boiling water. *we never received notice to stop boiling*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Charles Maze
Barbara Maze
Name - Please Print
Charles Maze
Barbara Maze
Signature

7334 Cherry Laurel Dr.
address
Port Richey FL 34668

Date: June 8, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

GENNARO & VALLEEN CONTE
Name - Please Print

10329 GRAPEFRUIT DRIVE
address

Gennaro Conte & Valleen Conte
Signature

PORT RICHEY, FL 34668

Date: 6/8/2011

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

LARRY SAUNDERS
Name - Please Print

Larry Saunders
Signature

7605 BRIARWOOD DR
address

Date: 6/14/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

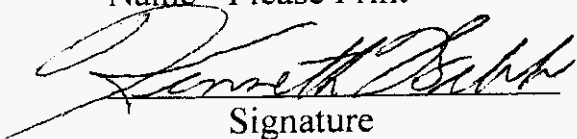
As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

KENNETH WEBB
Name - Please Print


Signature

10334 HICKORY HILL
address
PORT RICHEY FL. 34668

Date: 6/14/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Name - Please Print

Signature

address

Date:

10337 Hickory Hill
Port Richey, FL 34668
6/14/2011

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I don't know if I received

any of the notices

Patrick Treph
Name - Please Print

7601 Spruce Dr.
address

Signature

Date: 6-14-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Kim Hammond
Name - Please Print

10210 Willow Dr
address
Port Richey

Kim Hammond
Signature

Date: 6/14

"Boil Water Notice"
Survey

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- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I SAW A SMALL SIGN AT ENTRY
TO JASMINE LAKES

JAMES TURNER
Name - Please Print

[Signature]
Signature

7317 SEA GRAPE AVE
address
PORT RICHEY

Date: 6/14/11

P.S. - THE CODE ENFORCEMENT IS BOGUS!

"Boil Water Notice"
Survey

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- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I'm sick of high bills especially

when I can't get a clean shower - I can't
eat without worrying about 2000

Joann Lacerra
Name - Please Print

7139 Arbutus Ave
address

Port Richey FL 34665

Joann Lacerra
Signature

Date: 6/14/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Im TIRED OF DIRTY DISEASED

WATER & TIRED OF PRICES THIS IS TERRIBLE
GET RID OF AQUA

PHYLLIS CAVALIERE
Name - Please Print

7217 JASMINE BLVD
address

PR. FL. 34668

Phyllis Cavaliere
Signature

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer.

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Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. NO
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. NO
4. I received a "Door Hanger" notice to boil water. NO
5. I received a "Door Hanger" notice to stop boiling water. NO
6. I was told by a neighbor or other Non-Employee of Aqua to boil water. NO
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water. NO
8. I received a phone message from Aqua telling me to boil water. NO
9. I received a phone message from Aqua telling me to stop boiling water. NO

Comments: Aqua is not for the people. Only the money. The water is disgusting, most of the time no pressure. Not for drinking. Taste is undesirable, and contaminated. When I get sick from the water. You bet I will own this company.

Louise Warducci

Name - Please Print

7217 Jasmine Blvd.

address

P.R. FL 34668

L. Warducci

Signature

Date: 6/14/2011

Had further more, your company Aqua has no regards for the elderly. I do not come out of my house everyday. So how can I see any type of written notice.

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JAN BARBOSA

Name - Please Print

[Signature]

Signature

7635 Rosewood Dr

address

Port Richey

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We would like to be notified if we are
DRINKING water for house hold use, THAT IS
Tainted or Contaminated in Any way,

Name - Please Print

Georgia + CURTIS MARTIN
Curtis Martin
Signature

address

17915 TALKSMAN DR.
Port Richey, FL 34668

Date:

6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

marisa Kaywood
Name - Please Print

marisa Kaywood
Signature

8006 Portage drive
address
Port Richey FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
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Comments: _____

JUNE BARBOSA

Name - Please Print

June Barbosa

Signature

7700 Rosewood Dr
address
Port Richey, FL 34667

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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Comments: _____

Robert Paju
Name - Please Print

2903 Pineapple Ct.
address

Robert Paju
Signature

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

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Comments: no never received either notice

JAMES FOSTER
Name - Please Print

James Foster
Signature

10220 HOLLY DR
address
PORT RICHEY FL 34668

Date: 6-14-10

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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Comments: _____

Stephanie Bode
Name - Please Print
Stephanie Bode
Signature

1108 Cherry Laurel Dr
address
Port Richey FL 34668
Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer, Palm Terrace

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments: There was never a notice given to start boiling water

GREG JACKSON
Name - Please Print

Greg Jackson
Signature

7835 ARBORDALE DR
address

PORT RICHEY, FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer, *Palm Terrace*
As a resident of *Jasmine Lakes*, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments: *I never received a notice to boil water*

Sherrill JACKSON
Name - Please Print

Sherrill Jackson
Signature

17835 Ashfordale Dr.
address
Port Richey FL 34668

Date: *6/14/11*

"Boil Water Notice"
Survey

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I did not receive notice of when to stop
boiling water + had to call myself multiple times to find out.

Christina mcmullen
Name - Please Print

CMullen
Signature

7705 TYSONS DRIVE
address
Port Richey FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: People did not call to let me know

that they were working on the water, all I know that
I did not have any water. No signs around my neighborhood.

Wendy Rath
Name - Please Print

11204 Yewtree Ave
address

Port Richey, FL 34668

Wendy Rath
Signature

Date: 6-14-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: only noticed to boil by entrances
to Development on 5m. poster

MARIE Leonard
Name - Please Print

Marie Leonard
Signature

10308 OAKHILL Dr
address
Port Richey FL 34668

Date: 6-14-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WE NEED TO STOP AQUA

Now NO MORE RATE INCREASES THEY NEED TO LEARN TO OWN

Louis GOURANTE
Name - Please Print

10140 HOLLY DR
address

Louis Gourante
Signature

PR. FL 34668

Date: 6-14-2011

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *but they hung it on the front door where we never enter to the house - we drank the water.*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water. *we never boiled water because we didn't know.*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Roberta Slifer
Name - Please Print
Roberta J Slifer
Signature

11004 Tanager Ave
address
Port Richey 34668

Date: _____

"Boil Water Notice"

Survey

Attn: Aqua Rate payer, Palm Terrace

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☒ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: THEY KNOW WHAT THEY CAN DO

WITH AQUA TURN IT SIDEWAYS AND STICK IT!

Carl Fabiano

Name - Please Print

7635 Hawthorn Dr,

address

Palm terrace

Carl P. Fabiano

Signature

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4. I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

BLANCHE MOISE

Name - Please Print

Blanche Moise

Signature

7541 TYSON DR

address

PORT RICHEY, FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
- ☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☒ 8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

HAZEL E. QUARTERMAN
1704 GREYBIOCH TERRACE PORT RICHEY, FL
Name - Please Print address

Hazel E. Quarterman
Signature

Date: June 14, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer, *Palm Terrace*
As a resident of ~~Jasmine~~ *Lakes*, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☒ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Peter Cullari
Name - Please Print

Peter Cullari
Signature

address
7730 Tegen Dr Port Richey

Date: 6-18-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: not usable for human
consumption

DORIS MAAS
Name - Please Print

Doris Maas
Signature

7814 Tropicana Dr
address
Port Richey FL 34668

Date: 6/14/2010

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I called because my water smelled like
feces AFTER our water was supposed to be OK

Louise C Zupancic
Name - Please Print

Louise C Zupancic
Signature

7721 Greybirch Terr.
address
P.R. FL 34668

Date: June 13 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

MARY KANARVOGEL
Name - Please Print

M. Kanarvogel
Signature

7715 GREYBIRCH TERRACE
address
PORT RICHEY FL 34668

Date: 6/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *ONE TIME !!*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *I ONLY RECEIVED NOTICE TO BOIL ONCE IN 11 YEARS. EVERY OTHER TIME I SAW THE SIGN AT RANCH + AREA OR 52 + MEADOW. BUT IF I CAME IN ANY OTHER ENTRANCE I WAS NOT AWARE OF A BOIL WATER NOTICE AQUA SUCKS.*

Timothy MITCHELL

Name - Please Print

Timothy Mitchell
Signature

PALM TERRACE GARDENS

7714 GREYBIRCH TERR.

address

PORT RICHEY FL. 34668

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ④ I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I have only received this one

JOE PRUDENTE
Name - Please Print

Joe Prudente
Signature

7701 GREYBIRCH TER.
address
PORT RICHEY, FL 34668

Date: 6/13/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

Pardon Ranch / Hank Smells (H)

BAD
ham Mike Park
Name - Please Print

11235 Tamarac Ave
address

[Signature]
Signature

Date: *6/14/11*

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ② I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *one time fell off door (was placed between screen door handle)*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Notices have not been given directly. Ponds are not taken care of. Water main breaks occur at least once every three months. Prices are ridiculously high. Customer service representatives are rude, uninformed, and not helpful. Maintenance building unattended.

ERIN BAILEY / SHAWN BAILEY
Name - Please Print

Erin Bailey / Sh B
Signature

7724 GREYBIRCH TERRACE
address
PORT RICHEY, FL 34668

Date: 6/13/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
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5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: YOUR SERVICE IS LOUSY

GLORIA J. FISH
Name - Please Print

Gloria J. Fish
Signature

10020 WILLOW DR.
address
PORT RICHEY FL 34668

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *Ms*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water. *one Lorie*
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water. *Ms*
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water. *Ms*
8. I received a phone message from Aqua telling me to boil water. *Ms*
9. I received a phone message from Aqua telling me to stop boiling water. *Ms*

Comments: _____

BETTY L GARRETT
Name - Please Print

Betty L Garrett
Signature

8025 Volney Dr
address
Port Richey 34668

Date: 6-14-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We received a boil notice once (can't remember how it came - not by phone), but never a stop boil.

Bruce +
Dianne Davies
Name - Please Print

Dianne Davies
Signature

10139 Hickory Hill
address
(Jasmine Lakes) Port Richey

Date: 6/14/11

"Boil Water Notice"
Survey

Jasmine
Lakes
Res.

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities. ,
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Never received any notice ever

since being a residence since 2007

Terri Miller Kerry Brosnan 7537 Redcoat Ave

Name - Please Print

address

Miller Kerry Brosnan
Signature payee

PR FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *18th May 2011*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. *20th May 2011*
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *There have been times when service was interrupted with no notices of any kind were given*

Louis R. Villar
Name - Please Print

LB Villar
Signature

7741 Grayloch Terrace
address
Port Richey, FL 34668

Date: *6-9-11*

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- (4) I received a "Door Hanger" notice to boil water. *10 HRS. AFTER THE WATER PIPE BREAK*
- (5) I received a "Door Hanger" notice to stop boiling water. *2 days later*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *WATER MAIN BREAK*
THE WATER WAS SHUT DOWN A APPROX 2 PM, IT WAS TURNED

BACK ON APPROX 5:30 PM BOIL NOTICE DOOR HANGER PLACED ON FRONT SCREEN DOOR
AT 5 MIN AFTER MIDNIGHT, - STOP BOIL NOTICE PLACED ON DOOR 4 PM 2 days later

RAIPH ZANELLO
Name - Please Print

7634 JUDITH CRESCENT
address

Ralph Zanello
Signature

PALM TERRACE

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☒ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Thomas D. Dragg
Name - Please Print

Thomas D. Dragg
Signature

11407 scallop dr
address
Port Richey 34668

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. ☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. ☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. ☒ I received a "Door Hanger" notice to boil water.
5. ☒ I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: PRICE OF WATER AND SERVICE IS TO HIGH

Rob Bethel
Name - Please Print

7332 Johnson Rd
address

[Signature]
Signature

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

James Moore Jr
Name - Please Print

1143 SCALL p
address

James Moore Jr
Signature

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Matthew Ellerd
Name - Please Print
Matthew L. Ellerd
Signature

11424 Scallop Drive
address
Port Richey, FL 34668

Date: 6/11/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☒ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: THE UTILITY RATES FOR AQUA UTILITIES
IS NOT JUSTIFIED!!! WE HAVE A FIRE HYDRANT ON OUR BLOCK
THAT NEVER GETS SERVICED!!!


DARREN FAWCETT

Name - Please Print

7442 DARWIN COURT

address

PORT RICHEY, FL 34668


Signature

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

Aqua is the worst !!

Maryellen Grace

Name - Please Print

Maryellen Grace

Signature

7410 Duvvum Ct
address

Port Richey FL 34668

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: FOUND STOP BOIL NOTICE ON NEIGHBOR'S DOOR.
CALLED AQUA TO COMPLAIN -

BETTY GRUZE
Name - Please Print

Betty Gruze
Signature

7356 DAWN CT
address
PT. RICHEY FL 34668

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua needs to be replaced by
Fusco Water

Mary Ann Nightingale
Name - Please Print

Mary Ann Nightingale
Signature

7434 Dawn Court
address
Port Richey, Fla 34668

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Richard Hahn
Name - Please Print


Signature

7422 Duvall CT
address

Date: 6/11/01

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: PASCO UTILITIES NEEDS TO BUY
AQUA UTILITIES !!!

KEVIN J. GRACE SR

Name - Please Print

KJ Grace SR
Signature

7410 DAYVINE CT

address

PORT RICHEY FL 34668

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
- ☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Marlene Dignan
Name - Please Print
Marlene Dignan
Signature

7406 Davina Ct
address
Port Richey, FL 34668

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Water sometimes smells bad. Water pressure in shower
comes out like pee in shower. TOO EXPENSIVE!

Kenneth Youngblood

Name - Please Print

Kenneth Youngblood

Signature

7403 DAWSON ST

address

Port Richey, Florida 34118-1902

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Thomas Fisher

Name - Please Print

Thomas Fisher

Signature

7406 Johnson Rd

address

Port Richey FL 34668

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *I received a paper telling me to boil my water. I never got one telling me to stop boiling it.*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water. *I have never received a door hanger of any type.*
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water. *I have never gotten any phone calls.*
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *Aqua utilities is never on time with any boil notice. They never tell you when they are going to turn your water off.*

Name - Please Print

Amy Dorer
Signature

address

*1134 Tamarik Ave
Port Richey, FL 34668*

Date: *10-14-11*

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

☒ 2. I received an 8.5 inch x 11 inch sheet of paper with small print telling me to boil water. only once

☒ 3. I received an 8.5 inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4. I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Christopher Ruiz
Name - Please Print

Christopher Ruiz
Signature

1124 Tamara Avenue
address
Port Richey, FL 34668

Date: 6/14/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua Water Charge is extremely high

ALMA Ricciardi
Name - Please Print

Alma Ricciardi
Signature

11120 Tamarac A.
address
Port Richey FL 34468

Date: 6/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WATER PRICES much
HIGHER THAN REST OF COUNTY - WH/

B. KELLEY
Name - Please Print

1124 TAMM LANE ST
address

B. KELLEY
Signature

Date: 7/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Water not fit to drink
Over charge for service

James R Byrnes
Name - Please Print

James R Byrnes
Signature

1123 Tamarix Ave
address
Port Richey FL

Date: 6/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *never got it*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. *After 2 weeks got it*
4. I received a "Door Hanger" notice to boil water. *never*
5. I received a "Door Hanger" notice to stop boiling water. *never*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water. *never*
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water. *never*
8. I received a phone message from Aqua telling me to boil water. *never*
9. I received a phone message from Aqua telling me to stop boiling water. *never*

Comments: not Happy with Aqua water I have noticed
problems and don't shut more because of Aqua water

Donna M. Chuskey
Name - Please Print

Donna M. Chuskey
Signature

4114 Tamarac Ave
address
Port Richey FL

Date: 7/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I Haven't even received a water bill
in 2 months. I have to call to find out what the Bill is

Carlos Fugh
Name - Please Print

Carlos Fugh
Signature

11206 Yellowwood Ln
address
Port Richey FL 34668

Date: 6-7-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: NEITHER THE GOVERNOR NOR HIS APPOINTEES
HAVE THE SENSE TO KNOW WHEN THEY HAVE
PAST THE POINT OF DIMINISHING RETURNS
ALL SHOULD BE REMOVED

Harold M Todd
Name - Please Print

7831 JUDITH CRESCENT
address

Harold M Todd
Signature

Port Richey 34668

Date: 6-14-11

QUESTION HIGHEST AWARDS GOING TO OUT OF STATE
DISINTERESTED COMP.

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not receive notice to stop boiling
water - Rates are too high!

JOAN S DELETTA
Name - Please Print

Joan S Deletta
Signature

7928 JUDITH CRESCENT
address
PORT RICHEY FL

Date: 6-14-11

Jasmine Croic Assoc

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Why so high Bills we dont
even water our Lawn.

Desire Zukoski
Name - Please Print

Desire Zukoski
Signature

7640 Zachillecrescent
address
PR FL 34062

Date: 6-9-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: would like to see Pasco Utilities
take over Aqua Utilities Areas in Pasco Co.

Bon Sban.
Name - Please Print

[Signature]
Signature

7520 Jun. Th Crescent
address
Port Richey, FL 34668

Date: 6/7/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
- ☒ 5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Almost did not receive it - found it on
my path

Ed Miller
Name - Please Print

Ed Miller
Signature

7540 Judith Crescent
address

Date: 6-7-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JOHN DASCOLI

Name - Please Print

John Dascoli
Signature

7801 Judith Circle

address

Andover FL 34668

Date: 6/7/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Never received any Notification

Jason Creep
Name - Please Print

J Creep
Signature

2014 Judith Cres
address
P Richey FL 34668

Date: 6/2/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
- ☒ 5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Jennifer Struble
Name - Please Print

[Signature]
Signature

7811 Judith Cres
address
Port Richey

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4. I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: as soon as I can sell my house
I will, just to get out of Aqua.

MARIA DOLCE

Name - Please Print

Maria Dolce

Signature

7725 Judith Crescent

address

Port Richey

Date: 06/07/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

☒ I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

William Zinsmeister
Name - Please Print

William Zinsmeister
Signature

7711 Jockey Creek
address

Port Richey FL 34668

Date: 6/7/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4. I received a "Door Hanger" notice to boil water:

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Virginia Lawler
Name - Please Print

Virginia Lawler
Signature

7620 Judith Crescent
address
Port Richey FL 34668

Date: 6/7/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4. I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I DIDN'T KNOW TO BOIL MY WATER UNTIL
I CALLED TO SEE WHY MY WATER WASN'T ON.

KEVIN CALLAGHAN
Name - Please Print

7614 JUDITH CRESENT
address


Signature

Date: 7 JUNE 2011

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

John Thayer
Name - Please Print

John Thayer
Signature

7534 Juditha Crescent
address

Date: 5-7-2010

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ③ I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water. .
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

I did not receive boil water
notice

DON VAN HOUTEGAN
Name - Please Print

7514 Judith Cess
address

[Signature]
Signature

Date: 6-7-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water. *on the ground*
5. I received a "Door Hanger" notice to stop boiling water. *on the ground.*
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *My notice to boil water was on the ground by my front door, the day after the break. The notice to stop boiling water was 4 days later. The service is bad, The Rates too High*

Nancy Hetherington
Name Please Print

7909 Judith Crescent
address
Port Richey, FL 34668

Nancy Hetherington
Signature

Date: *June 5, 2011*

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua is responsible for high rates + non
responsible profits - We are poor!

Jeff Merry
Name - Please Print

[Signature]
Signature

7630 Judith Cres
address
Port Richey Fla

Date: 6-7-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. ✓
4. I received a "Door Hanger" notice to boil water. ✓
5. I received a "Door Hanger" notice to stop boiling water. ✓
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water. ✓
9. I received a phone message from Aqua telling me to stop boiling water.

Note:
Comments: Other Neighbouring Development HAD DIFFERENT WATER
SUPPLY COMPANY AND THEIR WATER PRICE IS FAR CHEAPER
THAN AQUA UTILITIES I WISH THEY WILL GET OUT OF THIS AREA

FAIZ MOHAMMED.

Name Please Print

FAIZ MOHAMMED

Signature

7615 JUDITH CRESCENT DR

address

PORT RICHEY FL 34668

Date: 6/7/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I never get phone messages relating to
water breaks or boil notices, despite updating phone number.

Elizabeth Arias
Name - Please Print

Ethel Arias
Signature

1541 Judith Crescent
address
Port Richey FL 34668

Date: 6/7/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. ☒ I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JIM BRAND

Name - Please Print

[Signature]
Signature

7535 JUDITH CIRCLE
address
PORT RICHEY FL 34668

Date: 6/7/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: NEVER NOTIFIED EVER

Rudolph Cistaro

Name - Please Print

[Signature]
Signature

7501 Judith Crescent Dr

address.

Port Richey

Date: 6-7-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ④ 4. I received a "Door Hanger" notice to boil water.
- ⑤ 5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Chris Brown
Name - Please Print

7510 Sudth Coopers
address

Chris Brown
Signature

Date: 6/7/11

"Boil Water Notice"
Survey

✓

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ④ 4. I received a "Door Hanger" notice to boil water.
- ⑤ 5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Bill is to high and water keeps getting shut off due to water main breaks and the people 30% off from me are 30% cheap you do the math.

Jennifer Fiest

Name - Please Print

7611 Judith Crescent

address

Port Richey FL 34665

Signature

Date: June 7, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Henry Smith
Name - Please Print

7631 Judith Crescent
address

Signature

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Found the notice in bushes
Two week later I Guess they stuffed in doc

Cynthia H Macey
Name - Please Print

Cynthia H Macey
Signature

7640 Judith Crescent
address
PIZ FL 34668

Date: 6-7-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. ☒ I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. ☒ I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I got late notice after they put.
Day after the water brokeage -

NEYCY POZADAS

Name - Please Print

Neycy Pozadas
Signature

7929 Judith Crescent

Port Richey, FL
address

Date: 6/5/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL 21144 100th Ave SW, Palm Terrace, FL 34668 numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Get rid of Aqua, rates are too high

EMILY KILFOYLE

Name - Please Print

Emily Kilfoyle
Signature

7500 JUDITH CRESCENT
address
PORT RICHEY, FL 34668

Date: June 4, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Tare Salvagno
Name - Please Print

[Signature]
Signature

7905 Judith Cress
address
PR, FL 34668

Date: 6/5/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: The service is not good
and the Rates are too high I just can't
afford it.

HEATHER MURPHY 7924 Judith
Name - Please Print address
Crescent Port Richey

[Signature]
Signature

Date: 6-4-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Melissa Bowling
Name - Please Print

Melissa Bowling
Signature

7835 Judith Crescent
address
Port Richey, Fla 33468

Date: 5/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: poor service, poor water,
outrageous prices - A financial problem for all

Frances Holliday
Name - Please Print

Frances Holliday
Signature

7904 Judith Cres
address

Port Richey, FL 34665

Date: June 6 2011

"Boil Water Notice"
Survey

Jasmine Civic Assoc

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
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8. I received a phone message from Aqua telling me to boil water.
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Comments:

Please lower our water prices!!!

I pay 3 times more than my neighbor 3 streets over.

Stacey Cusimano

Name - Please Print

Stacey Cusimano

Signature

7814 Ironbark Dr

address

Port Richey, FL 34668

Date:

6/9/11

May 18th
CWA - off.

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc.

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL *2121 N. ADRIE DR. PALM TERRACE, FL 34683*
numbers that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: High, High

Corey Adams
Name - Please Print

[Signature]
Signature

7735 IRON BARK DR
address
PORT RICHEY, FL 34683

Date: 6/9/11

May 18th
CWH-off

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc

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As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: AQUA JUST PLAIN SUCKS.

CHRISTOPHER DRUM

Name - Please Print

[Signature]
Signature

7625 IRONBARK DRIVE
address

PORT RICHEY, FL 34668

Date: June 9, 2011

May 18th
C.H. - off.

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

Too high ' Not great
taste

Mary Ann Valente
Name - Please Print

Mary Ann Valente
Signature

7614 Ironbark Dr
address

Port Richey FL
34668

Date:

6/9/11

May 18th
C.H. - off

"Boil Water Notice"
Survey

Jasmine Civic Assoc

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Hurts my Eyes and too
much money

Mike Rarandes

Name - Please Print

[Signature]

Signature

7621 Iron Bark

address

Port Richey FL 34668

Date: 6-9-11

May 18th
CWA - off.

"Boil Water Notice"
Survey

Jasmine Civic Assoc.

Attn: Aqua Rate payer,

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Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. *That night after.*
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
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Comments: Price is another 6x higher than
other companies

Eric Maske

Name - Please Print

Ea

Signature

7611 Iron Road

address

PR FL 34668

Date: 6-9-11

✓ Jasmine Civic Assoc.

"Boil Water Notice"
Survey

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Comments: Got it the next day

George Nye
Name - Please Print
[Signature]
Signature

7531 Ironbark Dr
address
Port Richey FL 34668
Date: 6-9-11

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc

Attn: Aqua Rate payer,

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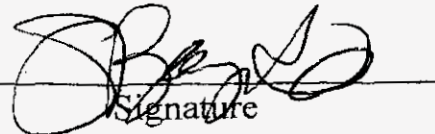
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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

GOT it next 71pm Andrew

Sandy Beana to
Name - Please Print


Signature

7620 Iron Bark
address
PR FL 34668

Date: 6-9-11

May 18th
CWA - off.

"Boil Water Notice"
Survey

✓ Jasmine Civic Assn

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Comments: _____

Elizabeth Bonan

Name - Please Print

Elizabeth Bonan
Signature

7525 Hawthorn Dr.

address

Port Richey, FL 34668

Date: 6/9/11

May 18th
CWA - OK

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc

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Comments: _____

MARILYN COONS
Name - Please Print

Marilyn Coons
Signature

7804 Hawthorn
address

port Richey, FL

Date: 6-9-11

May 18th
C.A. - off.

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc

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Comments: get out Aqua

STEVEN M McLOUGHLIN
Name - Please Print

Steven M McLaughlin
Signature

7504 Hathhorn Dr
PR FL 34668
address
Date: 6-9-11

May 18th
Cott. off.

"Boil Water Notice"
Survey

Jasmine Civic Assoc.

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As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments: Rates too high

Johnny Blevins
Name - Please Print

[Signature]
Signature

7820 Hawthorn
address
Port Richey FL

Date: 6-9-11

May 18th
C.A. - off.

"Boil Water Notice"
Survey

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Comments: too high too high

RUTH LE TEND

Name - Please Print

Ruth Le Tend

Signature

7620 Hawthorne

address

PR 34648

Date: 6-9-11

May 18th
CWA-off

"Boil Water Notice"
Survey

✓ Jasmine Civic Assoc

Attn: Aqua Rate payer,

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Comments: Lower the bills

Carol Berger
Name - Please Print

Carol Berger
Signature

7705 Hawthorn
address
PR 34668

Date: 6-9-11

Jasmine Civic Assoc

"Boil Water Notice"
Survey

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Comments: please get better rates!

Cathie Gotts

Name - Please Print

Cathie S. Gotts

Signature

7740 Hawthorn Dr

address Port Richey FL 34668

Date:

6-9-11

"Boil Water Notice"
Survey

Jasmine Civic Assoc

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: too high.

Elaine Mudd
Name - Please Print

Elizabeth Mudd
Signature

7811 Hawthorn Dr.
address
Port Richey, FL 34668

Date: 6-9-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

found out about it by leaving my property at the end of st.

Hicky Stalinski

Name - Please Print

11220 Areca Bay

address

BY 52

[Signature]

Signature

PRF 34642

Date:

6-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments: NEVER RECEIVED A 'BOIL WATER'
NOTICE

RICHARD HELMER
Name, Please Print

[Signature]
Signature

11224 APECA DR.
address
PORT RICHEY FL. 34668

Date: 6-13-2011

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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Comments: GET ANOTHER WATER COMPANY X

BON/ANNACCONI
Name - Please Print

[Signature]
Signature

11234 ASCEA DR
address
PORT RICHEY

Date: 6/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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Comments: Bill is twice as much as next
neighborhood

Bob Eaton
Name - Please Print

[Signature]
Signature

Kapok Ave
address

Date: 10-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

*Sometimes I get door hanger
most of time not never a phone
message or stop boiling*

Name - Please Print

Kathleen L. Coats

Signature

address

*12139 Apple Ave
Port Richey FL 34668*

Date:

June 13, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

Why is your water filthy?
Why are your bills so over-priced?

Gloria Heelan
Name - Please Print

KAPOK AVE
address

Gloria Heelan
Signature

PORT RICHEY

Date: 13 June 11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Rates are too high

MARY JANE SBAN
Name - Please Print

Mary Jane Sban
Signature

11215 LINDEN LA.
address
PORT RICHEY, FL

Date: 6/13/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

April Stallings
Name - Please Print

April Stallings
Signature

11231 Linden Ln
address

Date: 06.13.2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Peter Lipidorov
Name - Please Print

[Signature]
Signature

11224 Linden Ln.
address
Port Richey FL 34668

Date: 6-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☒ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Put rage on burden to our citizens
too much money and no feedback from Aqua

Danny Roach
Name - Please Print

Danny Roach
Signature

11241 Linden Ln
address
Port Richey FL 34668

Date: 6/13/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Lower your rates!

Lisa Houston
Name - Please Print

Lisa Houston
Signature

11214 Linden Lane
address

Port Richey, FL 34668

Date: 6-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

I'm upset with all the problems you (Aqua) are having. I'm spending a lot of money on bottle. And flushing the pipes out to get drinkable water. you should reimburse our money spent on clean water

Name - Please Print

Signature

Edith Riera

Date:

5/13/2014

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Need signs where people Drive in

Never see them only once in a while in only
two areas

Benned HIRTH

Name - Please Print

[Signature]
Signature

11205 Linden Ln

address

Port Richey FL

Date: June 13, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Name - Please Print

address

Reggie Wade
Signature

11211 LINDSEY
Date: 6-13-11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: didn't receive not to boil water notice

We also have informed aqua of a leak or something & no help.

Amy Bryant
Name - Please Print

11200 Snyder Ave
address

port richiey FL 34668

Amy Bryant
Signature

Date: 6/13/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

NICHOLAS VERLENGIA
Name - Please Print

[Signature]
Signature

11220 SNYDER AVE
address
PORT RICHEY FL 34668

Date: 6/13/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Recieved notice later, no notice
to stop boiling water.

Amanda Clinton
Name - Please Print

11230 Snyder Ave
address

Amanda Clinton
Signature

Date: 6/13/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- (2) I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- (3) I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Rate too high

LOU ZMBROTTO
Name - Please Print

Lou Zambrotto
Signature

11231 SNYDER AVE
address

Date: 6/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Water seems to go out a lot

ELEANOR SAVIO

Name - Please Print

Eleanor Savio

Signature

11211 SNYDER AVE

address

Port Richey, FL

Date: 6/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please provide the following~~
~~numbers~~ that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

- ① I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

This Company has failed epicly
w/ quality of water + getting jobs done w/ our \$ \$

Renee Therrien

Name - Please Print

Renee Therrien

Signature

11125 Nome Ave

address

Port Richey, FL 34668

Date:

6/8/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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- ☐ 4. I received a "Door Hanger" notice to boil water.
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- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Jacob Kostin

Name - Please Print

[Signature]

Signature

11221 Nome Ave.

address

Date: June 11, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities. Never

2. I received an 8.5 inch x 11 inch sheet of paper with small print telling me to boil water. Never

3. I received an 8.5 inch x 11 inch sheet of paper with small print telling me to stop boiling water. Never

4. I received a "Door Hanger" notice to boil water. Never

5. I received a "Door Hanger" notice to stop boiling water. Never

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water. (Neighbor)

8. I received a phone message from Aqua telling me to boil water. Never

9. I received a phone message from Aqua telling me to stop boiling water. - Never

Comments: Resident in Palm Terrace Gardens 17 yrs, Never have I experienced

a Utility Company such as Aqua, they need to be shut down, for many reasons:

Donna Cook
Name - Please Print

11230 NAME AVE
address

Port Richey, FL 34668

Donna Cook
Signature

Date: 6/11/2011

Please feel free to call me at 727-857-4979 for all my Grievances with Aqua, from Rates, Customer Serv, destroyed Worst WaterG

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: There have been several instances of needing to
boil water and I have only ever recieved one stop notice

Amanda Deloach
Name - Please Print

Amanda Deloach
Signature

11241 Nome Ave
address
Port Richey, FL 34668

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Hasmin Snyder
Name - Please Print

[Signature]
Signature

11035 Areca Dr
address

Port Richey FL 34668

Date: 6/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Tim Monroe

Name - Please Print

Tim Monroe

Signature

address

11031 ARECA DR. PORT RICHEY

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I never receive notices that the
water will be turned off! Also no notice of
when to turn back in.

Neil A. Dean
Name - Please Print

11200 Blower Rd.
address
Port Richey FL 34668

Neil A. Dean
Signature

Date: 6-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: DOES NOT LIKE TO TALK TO YOU OR
CALL

CINDY L. GREEK
Name - Please Print

Cindy L. Greek
Signature

11204 GLOVER RD
address
PORT RICHEY, FL. 34668

Date: 6/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

My water Bill is way to fucking

High and we built Highlands membership

Aqua Rates

11211 Glower Rd

Name - Please Print

address

Signature

Date:

6/13/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

John Zink

Name - Please Print

_____ address

John Zink
Signature

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities. Some time
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. Some time on time some not!
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. to late to us in times
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Nancy R SHockey
Name - Please Print

Nancy R Shockey
Signature

11231 Glover Rd
address
Port Richey FL 34668

Date: June 13, 11 20

None any one really 'Care!'

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I am paying for water I can
not drink.

Laura Rothenberger
Name - Please Print

Laura Rothenberger
Signature

11241 Glover Rd
address

Port Richey, FL 34668

Date: 6/13/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I don't drink water and compare
to others we pay too much.

ELIANOR BECA
Name - Please Print

Eleanor Becca
Signature

11240 6/over RD
address

Port Richey, FL 34668

Date: 6-13-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

GET A RECALL AMENDMENT ON
BALLOT TO GET RID OF GOVERNOR SCOTT

John Guzzardo
Name - Please Print

address

John Guzzardo
Signature

Date: _____

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

J Kolund
Name - Please Print

Joel Kolund
Signature

11214 GLOVER
address
34668

Date: 6-13-011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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- ☒ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: the water bill is way too high!

I'm looking to move to a different neighborhood

Rosie Schiff
Name - Please Print

Rosie Schiff
Signature

11205 Glover Rd
address
Port Richey, 34668

Date: 10-13-11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I did not receive a notice

to stop boiling water

Janeen Racener 11214 Yew Tree Ave.

Name - Please Print

address

Janeen Racener
Signature

Date: 10-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Rates ARE TOO High!

CAN NOT TAKE A SHOWER EVERY DAY
BECAUSE OF WATER BILL.
11230 Yewtree

Name - Please Print

address

Linda Rawlinson
Signature

Date: 6-13-11

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not recieved leak Adjustment on bill
as promised.

Patricia Reed
Name - Please Print

Patricia Reed
Signature

11241 Yew Tree Ave
address

PR FL 34668

Date: 6-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua has horrible quality of water. Gray
in color. No Stop boiling notice.

Kevin Wertman
Name - Please Print

11225 Yew Tree Ave
address

Kevin Wertman
Signature

Date: 6-13-11

"Boil Water Notice"
Survey

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: No did not receive stop boil

Bill Tes High!!

JOAN GRAEBER
Name - Please Print

11215 YEW TREE AVE
address

Joan Graeber
Signature

Date: 4/13/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WATER RATES TO high

John Sorenson
Name - Please Print

John SORENSON
Signature

11221 YEW TREE AVE
address
PORT RICHEY

Date: 6-13-01

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: DID NOT RECEIVE NOTICE
to stop boiling water.

Blanche Dempsey
Name - Please Print

Blanche Dempsey
Signature

11205 Yewtree AVE
address
Port Richey FL 34668

Date: 6-12-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: water too high, poor quality

Nina Trapp
Name - Please Print

Nina Trapp
Signature

11204 Rhonda Ave
address
Port Richey, FL

Date: 6/12/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: THE WATER WAS COMING OFF AND ON
PRIOR TO GETTING A "DOOR HANGER" NOTICE TO BOIL.

DAVID A. SAVASTANO
Name - Please Print

David A. Savastano
Signature

11234 RHONDA AVE
address
PORT RICHEY - FL. - 34668

Date: 6/12/11

✓

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: MAINTENANCE STINKS -

WATER BILL TOO HIGH

DOLANIS

Name - Please Print

11311 RHONDA DR.

address

[Signature]

Signature

Date: 6/12/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: water bill is way toooo high

Heather Umbour
Name - Please Print

Heather Umbour
Signature

11205 Rhonda av.
address
Port Richey FL 34668

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

CHARLES MUSCAT

Name - Please Print

C. Muscat

Signature

11241 RHONDA HIE

address

PORT RICHEY, FL 34668

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: The neighbor called and was told
to tell the other neighbors about the notice

Irene Jones
Name - Please Print

Irene Jones
Signature

11235 Rhonda Ave
address
P.R. FL 34608

Date: 6/10/11

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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Comments: _____

Rory Dewis
Name - Please Print
[Signature]
Signature

11220 Meadow Dr
address
Port Richey FL 34668
Date: 6/12/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Lower Rates!!

Stop Abusing us!!

Chris DAuria

Name - Please Print

11225 Meadow Dr

address

Port Richey 34668

[Signature]

Signature

Date: 6-12-11

"Boil Water Notice"
Survey

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Comments: _____

JAN VANDER VINNE
Name - Please Print

Jan Vander Vinne
Signature

11200 Meadow Dr.
address
Port Richey Fl. 34653

Date: 6-12-11

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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Comments: _____

Name: Jim Edwards
Please Print

Jim Edwards
Signature

1120 Mecola Dr
address

Date: 6/12/2011

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☒ 8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I didn't received a message
to stop boiling water.

Kelly Clark
Name - Please Print

Kelly Dadler
Signature

11230 meadow Dr.
address

Date: 6-12-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: A guy knocked at the door around 10:00 pm didn't say anything just "Here's your water notice"

Anthony Quinones
Name - Please Print


Signature

11235 Meadow Dr
address
Port Richey FL 34668

Date: 6/12/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☐ 4. I received a "Door Hanger" notice to boil water.
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

James Cameron Jr
Name? Please Print

[Signature]
Signature

11200 White Oak Ln
address

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL
that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: BAK WATER

BILL TO HIGH

RONALD R. MATTHESE 11240 WHITE OAK LN

Name - Please Print

address

Ronald R. Mattheese

Signature

Date: 6-12-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Why do we have to do this? Why
does water keep having to be boiled? Never happened where I live
before.

Angel Miller-Seranton
Name - Please Print

Angel Miller-Seranton
Signature

11239 White Oak Ln
address
P-R FL 34667

Date: 6/17/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

☒ 4. I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WATER BILL IS WAY TO HIGH !!

ANTHONY FERR
Name - Please Print

[Signature]
Signature

11234 WHITE OAK LN
address
PORT RICHEY FL 34668

Date: 6-12-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

John A. BIGGAR
Name - Please Print

John A. Biggar
Signature

11231 White Oak Ln
address

Date: 6-12-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL
that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: The rates are too high compared to others.
they also don't ~~com~~ Repair anything unless it is beyond broken

Cynthia Dietrich
Name - Please Print

Cynthia Dietrich
Signature

11211 White Oak Lane
address
Port Richey, FL 34668

Date: June 12, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: This time we rec'd notice. Previously, no notice
whatsoever. At that time I did not feel well & had
to go to doc & then I saw a sign near Guel

Name - Please Print

address

Elizabeth L. Sutton

11205 White Oak Lane, PR

Signature

Elizabeth L. Sutton

Date: 6/13/11

Never a notice until this notice. Was on antibiotic @ that time.

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: They are the worse water company.

Charge way too much for water & sewer

MARGIE DELIBERTI
Name - Please Print

Margie Deliberti
Signature

11115 WHITE OAK LANE
address
P.R. FL 34068

Date: 6-12-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities. *Before meeting*
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

They did it right after the meeting never before the meeting

Name - Please Print

Anthony Guzman

Signature

Anthony Guzman

address

11135 White Oak Lane

Port Richey FL 34668

Date:

6/12/2011

✓

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Received letter late the next day and
never received a stop boiling water notice

Eliana Talarico

Name - Please Print

Eliana Talarico

Signature

11106 Yellowwood Lane

address

Port Richey, FL 34668

Date: 6-12-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
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- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
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- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☒ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Brittany Jackson
Name - Please Print

11120 Yellowwood LN
address

Brittany Jackson
Signature

Date: 6/2/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Greg Jackson
Name - Please Print

Greg Jackson
Signature

11135 Yellowwood Ln
address
Port Richey FL 34668

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: no stop boil notice

Kim Pope
Name - Please Print

Kimberly Pope
Signature

11134 Yellowwood Ln.
address
Port Richey

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I didn't receive a stop boiling
water notice

CASSANDRA JACKSON 11300 YELLOWWOOD LANE
Name - Please Print address

Cassandra Jackson
Signature

Port Richey FL 34668

Date: 6-12-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

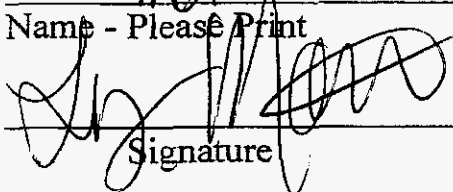
1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

No Recieve to Stop boiling

Liz Minter

Name - Please Print



Signature

11236 Yellowwood

address

Date:

6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Name - Please Print

address

Doris M. Districh

Signature

11230 Gessmont Lane
Date: 6/2/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☒ 1. I never received either type of notice from Aqua Utilities.
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- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
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- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Jackmil Estrada

Name - Please Print

Jackmil Estrada

Signature

11221 Yellowwood Ln

address

Port Richey FL 34868

Date:

6-12-03

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Dolores Fisher
Name - Please Print

Dolores Fisher
Signature

11221 Yellowwood Lane
address

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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- ☒ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: notice was on the ground, and I found 3 days
after boil water notice was in force. I called about water shortage
was on hold for over 20 mins, just to tell me
Carrie Goldbaum 11432 Yellowwood lane we had a
Name - Please Print, address water break!
Carrie Goldbaum Port Richey FL 34668 Aqua does
Signature not always
Date: June 5, 2011 Provide
boil water
notices!
1 out of 3 breaks
we are notified!

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate survey numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I don't even drink your water, it is terrible!!!

We can't afford your charges. Please change this immediately

Michelle Thomas
Name - Please Print

11130 Yellowwood Ln.
address

Port Richey, FL 34668

Thank u

Auch Sus
Signature

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ④ I received a "Door Hanger" notice to boil water. *The next day*
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: *I wouldn't of known the water*

was out if hadn't called the company. and I didn't get notice to boil water til the next day

Neysha Maysonet
Name - Please Print

11211 Yellowwood Lane

address

Port Richey, FL 34668

[Signature]
Signature

Date:

6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ④ 4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

CHARLES F. WALKER

Name - Please Print

Charles F. Walker

Signature

7800 VENICE DR

address

PORT RICHEY, FL 34668

Date: 6-12-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the appropriate survey numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I do not understand the waste water charge.

Pat Goodspeed
Name - Please Print

Pat Goodspeed
Signature

1534 Tyson Dr.
address

Port Richey, FL 34668

Date: June 8, 2011

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the number~~ numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.

2 I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.

4 I received a "Door Hanger" notice to boil water.

5. I received a "Door Hanger" notice to stop boiling water.

6. I was told by a neighbor or other Non-Employee of Aqua to boil water.

7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.

8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WAS NEVER TOLD WHEN TO STOP BOILING
WATER

P. NOTARIONE
Name - Please Print

7711 TYSON DR
address

[Signature]
Signature

Date: 6-8-11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the appropriate survey numbers.~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. ☒ I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

John McMillin
Name - Please Print

7705 TYSON Drive
address
PORT RICHEY FL

[Signature]
Signature

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~provide the appropriate water numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: never knocked on door just left hanging on door and ran.

Shannon Pett

Name - Please Print

Shannon M Pett

Signature

7621 Tyson Drive

address

Port Richey, FL 34668

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please print the following item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: have to give children bottle

water cause don't trust company

Barbara McKinney

Name - Please Print

7115 TYSON DR

address

Barbara McKinney

Signature

Port Richey FL

Date: 6-8-11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~circle all that apply~~ numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. 1 X
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. NEVER
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water. NEVER
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water. NEVER
8. I received a phone message from Aqua telling me to boil water. 1 time long ago
9. I received a phone message from Aqua telling me to stop boiling water. NEVER

Comments: last event heard it on news

Susan A. Biedinger
Name - Please Print

Susan A. Biedinger
Signature

7605 Tyson Dr
address

Port Richey FL 34668

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~PLEASE PRINT THE ADDRESS AND PHONE~~
~~numbers~~ that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☒ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

LUC MOISE

Name - Please Print

7541 TYSON DR.

address

Luc Moise

Signature

Date: 2-6-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please list the phone numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
- ☒ 5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Small and don't feel I can drink
Have to pay for water in bottles

BARBARA CORREGGIO

Name - Please Print

7535 Tyson Dr

address

Port Richey FL 34668

Barbara Correggio
Signature

Date: 6/8/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL ~~please circle the appropriate notice numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

DAVID MAY
Name - Please Print

David May
Signature

7524 Tyson Dr
address
Port Richey FL

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~2141st Circle (2nd address) 34664~~
numbers that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
- ☒ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☒ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Water smells at times - not fit
to drink!

Sharon Line

Name - Please Print

Sharon Line
Signature

7530 Tyson Drive

address

Port Richey, FL

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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5. I received a "Door Hanger" notice to stop boiling water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not Received Boil water

Ron Endicott
Name - Please Print
[Signature]
Signature

7734 TYSON DR
address

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: This was first time we
received notice when water was turned off.

Beatrice Cullari
Name - Please Print

7730 Tyson Dr.
address

Beatrice Cullari
Signature

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Didn't receive stop boil

Barbara Gill
Name - Please Print

Barbara Gill
Signature

7614 Tyson Dr.
address
Port Richey FL 34668

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: not sure if ever recieved
the boil water notice or not

marie mclain
Name - Please Print

[Signature]
Signature

7725 Tyson Dr.
address
port Richey FL.

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Charlotte Fick
Name - Please Print

Charlotte Fick
Signature

7721 Tyson Dr
address
P.O. 34668

Date: _____

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: DID NOT RECEIVE NOTICE TO STOP

BOILING

EDWARD MOREY
Name - Please Print

Edward J. Morey
Signature

7801 TYSON DR
address

PORT RICHEY
PALM TERRACE

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
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3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. ☒ I received a "Door Hanger" notice to boil water.
5. ☒ I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I called Aqua before I
recieved the notice to boil water

Cathy Class
Name - Please Print

Cathy Class
Signature

7835 Tyson Dr.
address
P.R. FL.

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not receive a notice to stop boiling water

Lori DeFillippo
Name - Please Print
L. DeFillippo
Signature

7820 Tyson DR
address
Port Richey
Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ① I never received either type of notice from Aqua Utilities.
- ② I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ③ I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Received notice 4 days later

GRACE WAGNER
Name - Please Print

Grace Wagner
Signature

7511 Tyson Drive
address
Port Richey, Fla 34668

Date: 5/10/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua Utilities Water System is
about 20 years behind in water treatment.
Pasco County needs to be updated

Name - Please Print

MAXINE J. CALLAN

Signature

address

7900 JUDITH CRESSENT

Date:

June 6, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ① I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

MICHELLE BONITA
Name - Please Print

Miguel Bonita
Signature

7621 Hex Dr
address
Port Richey, FL 34668-2259

Date: 6/8/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the appropriate survey numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
- ☐ 2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
- ☐ 3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
- ☒ 4. I received a "Door Hanger" notice to boil water. *after the fact*
- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: the smell from the septic is awful
I avoid going that way.

Melissa Drake
Name - Please Print

Melissa Drake
Signature

7611 ILEX Dr
address
Port Richey, FL

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate letter numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. ☒ I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JEAN SIMMONS

Name - Please Print

Jeanette L. Simmons
Signature

7525 ILEX DR.

address

Port Richey, FL 34668

Date: 6/8/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

ANNE BODON
Name - Please Print

Jane Bodon
Signature

7511 ILEX DRIVE
address
Port Richey FL 34668

Date: 6/8/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I have to call the Company.

Name - Please Print

H. Taylor
Signature

address

7824 Ilex DR.

Date: 6-8-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL 21625 Illex Dr Port Richey, FL 34668 numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

- ☒ 1. I never received either type of notice from Aqua Utilities.
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- ☐ 5. I received a "Door Hanger" notice to stop boiling water.
- ☐ 6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
- ☐ 7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: we never got any notice we only saw
1 sign about a mile away from the house

Denise Rohlf
Name - Please Print

Denise Rohlf
Signature

7625 Illex Dr
address

Port Richey FL 34668

Date: 6-8-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~PLEASE CIRCLE THE APPROPRIATE ITEM~~
~~numbers~~ that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

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water.

3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop
boiling water.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I do not use this water to drink!

Not Even my Pets drink it.

Lisa Stafford
Name - Please Print

[Signature]
Signature

7820 Ilex Dr
address
Port Richey

Date: 6.8.11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: DID NOT RECEIVE NOTICE TO QUIT BOILING ALSO

NOTICE TO BOIL WAS 2 DAYS AFTER THE INCIDENT

Claude ATKINS JR
Name - Please Print

Claude Atkins Jr
Signature

7701 ILEX DR
address
PORT RICHEY, FL 34668

Date: 6-8-2011

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~PLEASE PRINT THE ADDRESS AND PHONE~~
~~NUMBERS~~ that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

D. FASCHER

Name - Please Print

D. Fischer

Signature

7731 Fleet Dr
address

Date: 6-8-77

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the appropriate item numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments:

rates to high

don't like taste or to mail bill to N.J.

De E + + A Byrge
Name - Please Print

7811 Olef Ave.
address

De E + + A Byrge
Signature

Port Richey, Fl.

Date: 6-8-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JENNIE GALLO
Name - Please Print

7815 ILEX DR.
address

Jennie Gallo
Signature

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the appropriate item numbers~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Was not notified to stop boil water

Autumn Cateiller
Name - Please Print
Autumn Cateiller
Signature

7825 Ilex Drive
address
Port Richey, FL 34667

Date: 6/8/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~please circle the number that you~~
numbers that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: ~~to~~ Found it out in the yard

Found it the next day

Margaret YATTAW
Name - Please Print

7830 Alex Dr.
address

Port Richey, FL 34668

Margaret Yattaw
Signature

Date: 6/8/11

"Boil Water Notice"
Survey

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that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: AGAIN AQUA SUX! RATES TOO HIGH AND
SERVICE IS HORRIBLE.

BRANDON FOX
Name - Please Print

[Signature]
Signature

7804 ILEX DR
address
PORT RICHEY, FL 34668

Date: 6-9-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments: _____

Rhiannon Jones
Name - Please Print

Rhiannon Jones
Signature

7810 Ilex Dr.
address
Port Richey 34668

Date: 5/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not receive stop boiling water notice

WAGDI ELSHINAWY
Name - Please Print

7746 ILKIN DR
address

Wagdi Elshinawy
Signature

PORT RICHEY

Date: 6-9-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I did not receive a stop boiling
water hanger

Sasha Zerran
Name - Please Print

7720 Ilex Dr.
address

Sasha Zerran
Signature

Date: 6-09-2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Evelyn Cox
Name - Please Print

Evelyn Cox
Signature

7714 ILEXION
address

Port Richey, FL

Date: 6-9-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: got hung up on when called to complain.
tried to call back but got different person.
She wouldn't even put a supervisor on phone.
Sheila Ploss 1615 Ilex dr.

Name - Please Print

Sheila Ploss
Signature

address

Port Richey

Date: 06-09-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: NOT HAPPY ABOUT THIS

Anne Slater
Name - Please Print

ANNE SLATER
Signature

7530 Alex Dr.
address

Date: 6-9-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JOHN FAIRBANKS
Name - Please Print

[Signature]
Signature

7534 ILEX DR.
address

Date: 6-9-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Have to purchase drinking water.

Monique R. Lefebvre
Name - Please Print

Monique R. Lefebvre
Signature

7624 Sleep Drive
address
Port Richey, Florida 34668

Date: June 9, 2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Not Told to stop Boiling H²O
Yet

William Masden 7925 Ilex Drive
Name - Please Print address
Port Richey
William Masden
Signature

Date: 6/12/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WORST WATER COMPANY
IN THE U.S.A
6

Name - Please Print

Signature

address

Date:

Chris Murphy

7711 Birchwood Dr
07085 Murphy

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Received 2 days after fact

Susan Gaglioti
Name - Please Print

Susan Gaglioti
Signature

7725 Birchwood Dr
address
Port Richey FL

Date: 6/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water.
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
4. I received a "Door Hanger" notice to boil water.
5. I received a "Door Hanger" notice to stop boiling water.
6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not receive a notice to
Stop Boiling Water

Leilani Smith
Name - Please Print

1131 Birchwood Dr.
address

[Signature]
Signature

Date: 6/9/11

"Boil Water Notice"
Survey

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- ☐ 8. I received a phone message from Aqua telling me to boil water.
- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We had to call Aqua

Jerry Wright
Name - Please Print

Jerry Wright
Signature

7811 Birchwood
address

Dr.

Date: 6/9/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

THOMAS PORTMAN

Name - Please Print

T Portman

Signature

7835 BIRCHWOOD DR

address

PORT RICHEY FL 34665

Date: 6-9-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I Recieved a notice to boil water,
but Did not Recieve one to Stop.

Tim Bricchler
Name - Please Print


Signature

7831 Birchwood Dr
address
Port Richey FL 34668

Date: 7/6/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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- ☐ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: got some info on internet

Rose Masriola
Name - Please Print

Rose Masriola
Signature

7830 Birchwood Ave
address
Port Richey

Date: 6-9-11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: RATE IS TOO HIGH

DENNIS LEMAY
Name - Please Print

Len Lemay
Signature

7814 BIRCHWOOD DR
address
PORT RICHEY FL 34668

Date: 6-9-2011

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Did not receive stop boiling water

Bradley Canes
Name - Please Print

Bradley Canes
Signature

7810 Birchwood Dr
address

Port Richey, FL 34668

Date: 7/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the number that
numbers that show you received notice requiring the "Boiling of Water" and then a
notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an
interruption in service occurs and also when service has been restored.

Circle all that apply:

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Comments: I THINK THAT AQUA UTILITIES IS
Extremely high Priced compared to other sus

John HOGAN
Name - Please Print

John E. Hogan
Signature

7631 Birchwood Dr
address
Port Richey FL 34668

Date: 6-9-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~PLEASE PRINT THE ADDRESS AND PHONE NUMBERS~~ that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: WE ARE PAYING MORE THAN DOUBLE WHAT WE USED

TO PAY FOR WATER + SEWER. IT'S SIMPLY RIDICULOUS. I COULD
LEGALLY PUT IN A WELL BUT THEN I STILL HAVE TO PAY THEM FOR SEWER AT A MAXIMUM

DANNY RUSSELL
Name - Please Print

5621 BIRCHWOOD DR.
address
PORT RICHEY, FL 34668

Danny Russell
Signature

Date: 8/9/2011

CAP.
RATE,
AND NOT
WHAT I
WOULD ACTUALLY
USE.
DR.

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL ~~77055~~ 34668 that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Arthur Crabt
Name - Please Print

[Signature]
Signature

7615 Birchwood Dr
address
Port Richey FL 34668

Date: 6/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments:

*Never had water bills like this
in 15yrs of Florida. They are rip offs*

Joyce Hall
Name | Please Print

7611 Birchwood Dr
address

Joyce Hall
Signature

Date: *6-9-11*

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Does not want to listen

To problems

W. G. Smith
Name - Please Print

[Signature]
Signature

7531 Birkhead Dr
address

Port Richey, FL 34668

Date: 6-9-11

"Boil Water Notice"
Survey

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Circle all that apply:

1. I never received either type of notice from Aqua Utilities.
2. I received an 8.5inch x 11 inch sheet of paper with small print telling me to boil water. got once when we had it 5 times in less than a year
3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water. Never receive
4. I received a "Door Hanger" notice to-boil water.
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Comments: Never get any info from them and they charge way to much they are the most expensive

Jay Linder
Name - Please Print
2525 Birchwood
address
2134668
[Signature]
Signature

Date: 6 9 11

"Boil Water Notice"
Survey

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True ☒ I never received either type of notice from Aqua Utilities.

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8. I received a phone message from Aqua telling me to boil water.

9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Aqua Utilities is an awful co. Unfortunately
that because of where I buy my house I "am stuck"

Leanne Katilus
Name - Please Print

Leanne Katilus
Signature

7515 Birchwood Dr.
address
Port Richey, FL 34668

Date: 6.9.11

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Survey

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Comments: The const No water Pressure

Robert Mitchell
Name - Please Print

[Signature]
Signature

7524 Beechwood
address
Port Richey 34688

Date: 6-9-2011

"Boil Water Notice"
Survey



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Comments: _____

Doreen Holland
Name - Please Print

7811 Arbor-de-ale 371668
address

[Signature]
Signature

Date: 7/11/11

"Boil Water Notice"
Survey

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We called Aqua to ask if we should

boil the water due to a sudden drop in pressure

Daniel T. Goalen

Name - Please Print

[Signature]

Signature

7735 Arbordale Dr.

address

Date: 6/11/2011

and never receive
a response.
Then receive
a notice to
stop boiling
water the next
day. It's a
gross violation
of health regs
and very
disturbing.

"Boil Water Notice"
Survey

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Comments: _____

Briana Bellavance
Name - Please Print

Briana Bellavance
Signature

7741 Arbordale Dr
address
Port Richey, FL

Date: 6/11/11

"Boil Water Notice"
Survey

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I called Aqua that night and was told

it was off + to boil. Then the next day there was
a note hanging.

Armande Holtz
Name - Please Print

3725 Arbardele Dr
address

Port Richey FL 34668


Signature

Date: 6/11/11

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Kyle Frye
Name - Please Print

[Signature]
Signature

7711 Arbordale d
address
Port Richey, FL

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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- ☒ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: NO Boil note

Gerard Mendi
Name - Please Print

Gerard Mendi
Signature

7705 Arbordale Dr
address
Port Richey FL 34665

Date: 6/11/11

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: My yard boy found the paper
saying I could stop boiling water - I never got
the notice to boil water
Marisa Jensen 7701 Arbordale Dr
Name - Please Print address

Marisa Jensen
Signature

Port Richey, FL 34668

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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3. I received an 8.5inch x 11 inch sheet of paper with small print telling me to stop boiling water.
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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Mike Taft
Name - Please Print

[Signature]
Signature

7540 Asborale Dr
address
Port Richey

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: never received stop boil notice

Josh Luka
Name - Please Print

Joshua Luka
Signature

7531 arbordale dr.
address

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Robert Golikobin

Name Please Print

[Signature]
Signature

7525 Arbovale Dr.

Port Richey, FL 34668
address

Date: 6/11/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

AUBER MULLICA
Name - Please Print

[Signature]
Signature

7524 ARBORDALE DR
address
PORT RICHEY FL 34668

Date: 6/11/11

"Boil Water Notice"
Survey



Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
- ☒ 9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Alan F. Schale
Name - Please Print
Alan F. Schale
Signature

7520 Schmale Dr.
address
Port Richey FL

Date: 10-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: 1 Person in household, water bill
expensive \$80-\$100 a month outrageous

Kevin Leslie
Name - Please Print

Kevin Leslie
Signature

7721 Arbordale Dr.
address
Port Richey, FL 34668

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: 1 Person in household, water bill
expensive \$80-\$100 a month outrageous

Kevin Leslie
Name - Please Print

Kevin Leslie
Signature

7721 Arbordale Dr.
address
Port Richey, FL 34668

Date: 6-11-11

"Boil Water Notice"
Survey

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: We buy our water by jugs
or bottle water. We Don't Drink Water

Mark Williams

Name - Please Print

Mark S Williams

Signature

7630 ILEX DR

address

Port Richey FL 34691

Date: 6/9/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: I received a 5" x 7" slip of paper
on my front porch.

BRENDA G. ORLANDO, BAOM
Name - Please Print

7710 Birchwood Drive
address

Brenda G. Orlando, BAOM
Signature

Port Richey, FL 34668

Date: 06/09/2011

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Think the bills (water) is too high.

Just moved in.

Carlos Santos
Name- Please Print

11201 Rhonda 34668
address

Carlos Santos
Signature

Date: 6-12-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: PLEASE REMOVE FROM FLORIDA.

Lloyd RANSUM
Name - Please Print

Lloyd Ransom
Signature

11235 - Glover rd
address
Port Richey Fl. 34668

Date: 6-13-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: RATES ARE TOO HIGH

CARL BOHANAN

Name - Please Print

Carl Bohanan

Signature

11235 NOME AVE

address

PORT RICHEY, FL 34668

Date: 6-11-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Very high Rates - unaffordable.

Steven Taylor
Name - Please Print

Stu Taylor
Signature

11210 Nomic Ave.
address
Port Richey FL 34668

Date: 6/10/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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6. I was told by a neighbor or other Non-Employee of Aqua to boil water.
7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water. 3 days later
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: How can a company do business
and waste our money

Michael Higgins
Name - Please Print

[Signature]
Signature

11224 Snyder
address
Port Richey FL 34668

Date: 6-13-17

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Prices are TOO HIGH

Donald Lawson

Name - Please Print

Donald Lawson

Signature

11201 Kapok Ave

address

Date: 6/13/2011

May 18th
GA-OK

Jasmine Civic Assn

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Paul S Lygas
Name - Please Print

Paul S. Lygas
Signature

7734 Hawthorne
address
Port Richey FL

Date: 6/9/11

Jasmine Civic Assn

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Name - Please Print

address

Signature

Date:

May 18th
C.A. Off.

1 PM
Jasine Civic Assn

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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Comments: _____

John L. Holmes 7634 Hawthorne
Name - Please Print address

John L. Holmes
Signature

Port Richey FL

Date: 6-9-11

Justine Civic Assa

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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Comments: _____

JOSEPH K IRWIN
Name - Please Print

Joseph K Irwin
Signature

7625 HAWTHORN DR
address
PORT RICHEY FL 34668

Date: 06/09/11

May 18th
C.A. - off.

Jasmine Civic Assoc

"Boil Water Notice"
Survey

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Comments: _____

Natalie Sanchez
Name - Please Print

Natalie Sanchez
Signature

7605 Hawthorne
address
Port Richey FL 34668

Date: 6/9/11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Stephen W. Cochran

Name - Please Print

Stephen W. Cochran

Signature

7531 Jewelita Crescent

address

Port Richey, FL

Date: 6-7-2011

May 18th
CWA-off

Jasmine Civic Assoc

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments:

only place in the U.S.
that I have had a \$150⁰⁰ a month
increase in

1 Dan Mansur
Name - Please Print

4315 Ironhorse Ln
address
Port Richey, FL 34668

Signature

Date:

6-9-11

May 18th
CWA - OK

Jasmine Civic Assoc

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Theresa Leatham

Name - Please Print

Theresa Leatham

Signature

7721 Ironbark Dr

address

Port Richey, FL 34668

Date: 6-9-2011

May 18th
Cott. off.

Jasmine Civic Assoc
✓

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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7. I was told by a neighbor or other Non-Employee of Aqua to stop boiling water.
8. I received a phone message from Aqua telling me to boil water.
9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Robert Houle
Name - Please Print

7741 Iron Bark Dr
address

Robert Houle
Signature

Date: 6/9/11

May 18th
CWA - OK

✓ Jasmine Civic Assoc

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,
As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

Circle all that apply:

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Dawn Walzak

Name - Please Print

Dawn Walzak
Signature

7734 Ironbarke Dr.

address

Port Richey FL

Date: 6-9-11

"Boil Water Notice"
Survey

Jasmine Civic Assoc

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Leyda Gonzalez
Name - Please Print

Leyda Gonzalez
Signature

7631 Ironbark
address
Port Richey 34668

Date: 6/9/11

May 16th
Cott. off.

"Boil Water Notice"
Survey

Jasmine Civic Assoc

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

JASPER HENK

Name - Please Print

[Signature]

Signature

7624 Norwalk

address

Port Richey FL

Date: 6/9/11

May 18th
CWA - OK

Jasmine Civic Assoc

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

AJ Iorio
Name - Please Print

[Signature]
Signature

7514 IRONBARK DR
address
Port Richey FL 34668

Date: 06/09/11

May 18th
C.A. Off.

"Boil Water Notice"
Survey

Jasmine Civic Assoc

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Richard O Neil
Name - Please Print

7501 Kenbank Dr
address

RICHARD O NEIL
Signature

Date: 6-9-11

May 18th
CWA - OK

"Boil Water Notice"
Survey

Jasmine Civic Assoc

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: Water BAD Too Expensive

JOANNA KICKWELL

Name Please Print

Joanna Kickwell

Signature

7503 Ikonbark Dr

address

P.R. Fla 34668

Date:

6/9/11

May 18th
C.A. Off.

Jasmine Civic Assoc

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Jasmine Hostler
Name - Please Print

7521 Hawthorn
address

Jasmine Hostler
Signature

Date: 6-9-11

May 18th
C.H. Off.

Jasine Civic Assoc

"Boil Water Notice"
Survey

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As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

Name - Please Print

Robin Boyer
Signature

7510 HAWTHORN
address
PORT RICHEY, FL

Date: _____

May 18th
C.H. - OK

"Boil Water Notice"
Survey

Jasmine Civic Assoc

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As a resident of Palm Terrace, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: _____

THOMAS JOHNSON _____
Name - Please Print address
Thomas Johnson _____
Signature

Date: _____

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: THE WATER IS NOT GOOD QUALITY.
ALSO, CHARGE TOO HIGHT BILLS.

ZBIGNIEW, SZYMANSKI
Name - Please Print

[Signature]
Signature

7410, CHERRY LAUREL, DR.
address
FORT RICHEY, FL

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water.

Comments: THE WATER IS NOT GOOD QUALITY.
ALSO, CHARGE TOO HIGHT BILLS.

ZYGMUND, JARZYNSKI
Name - Please Print

1120, PINNE APPLE
address
PORT RICHEY FL

X [Signature]
Signature

Date: 6-14-11

"Boil Water Notice"
Survey

Attn: Aqua Rate payer,

As a resident of Jasmine Lakes, Port Richey, FL please circle the appropriate item numbers that show you received notice requiring the "Boiling of Water" and then a notice to "Stop Boiling Water" from Aqua Utilities Florida as required when an interruption in service occurs and also when service has been restored.

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9. I received a phone message from Aqua telling me to stop boiling water. (2010)

Comments: I received a letter 1 month after bacteria

was found in our water a pinkish up dirt every
evening for a month. I also have a container of our grade "A"
water

Amika L. Miller
Name - Please Print

1333 Bougainville Dr
address

P.R. 34468

Amika L. Miller
Signature

Date: Dec 14, 2011

07/10/09

William A. Glavas Docket No. 100330-WS
93 Bliven Road Customer Complaints
Waterville, New Exhibit JM-2, Page 1 of 23

Mr. Nick Debenictis - Aqua Utilities
762 Lancaster Avenue
Bryn Mawh, Pa. 19010-3489

Enclosed, please find an erroneous Aqua Utilities bill for \$369.22 recently sent to me. I have tried to have Aqua people correct this bill on more than three occasions with no success. First, I called two different ladies at the Florida offices, they referred me to Ms Pamela Sykes (815) 352-9226 who is located at the main office. She asked me to Fax her copies of my past payment checks, which I did, I sent her five paid checks. (twice.) Next, even though I'd Paid Every Bill ever sent to me by Aqua, Pamela then stated that "Another Set of Eyes, had affirmed this (Bogus) bill to be correct!!!
With all Aqua bills paid before leaving Florida, I had my water service Turner Off by Aqua on 05/07/08. We Didn't Return to Florida Until 11/07/08!

During the time we were away, Aqua Utilities Changed my Meter which proves that we Did Not Use The Thirteen Thousand, Six Hundred Gallons of Water charged to us on this 'Insane Bill' !! The remaining numbers listed on this bill are not even listed by any monthly dates. This bill is a mystery to me as I have Always paid my bills immediately, including those from Aqua Utilities. There is No Way that two Senior Citizens could have used 13,600 gallons of water during the next six months when we weren't even in residence at the Florida house!

Each year, for the past six years, I have called either Aqua Utilities (Or then, Jasmine Utilities) and ask them to turn On the Water on/or around, November 7th. I then called again in the Spring on/or around May 5th to have my water service Turned Off and Put on Hold for the Summer.

Ms Sykes informed me that the Florida Office made a Mistake this year and had listed my Account as having been Canceled! I would imagine this could be one reason for this Horrendously High Bill! Mr. Debenictis, will you Please correct these mistaken set of charges...

I have sent Aqua the \$369.22 payment in an effort to stop any further bogus 'Late Charges' or other dreamed up expenses. Please Refund my payment following your correction of this bill. This will be my last attempt to correct or settle this dispute peacefully. If unsuccessful, I will contact the appropriate Florida Governing agencies.

Yours Truly-

William A. Glavas

PS- Aqua Utilities workmen caused Extensive Damage to my Front and Side Yards while changing the Water Meter. Neighbors say they broke the pipe leading into my house and had to dig it up.

I had recently installed an expensive new rubber mulch lawn covering the previous winter. I may seek recompense for this if forced to.

DOCUMENT NUMBER-CATE

06856 SEP 22 =

FPSC-COMMISSION CLERK



Service to:
WILLIAM A. GLAVAS
7640 LOTUS DR
PORT RICHEY, FL 34668-3231
Lot: 14103347 Block:

Docket No. 100330-WS
Customer Complaints
Exhibit JM-2, Page 2 of 23

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

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

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

Bill Date **July 08, 2009** Total Amount Due **\$ 369.22** Due Date **July 30, 2009**

1336574

PWSID # FL6512070

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56621055	5/8	07/06/09	33	Actual	13600	0	Gallons
		06/03/09		Actual	13600		
		Total Days:	33	Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 317.94
Total Payments Received	0.00
Balance	317.94
Water Base Facility Charge	13.92
Current Water Charges	13.92
Sewer Base Facility Charge	34.96
Current Sewer Charges	34.96
Street Lighting	2.40
Amount Due 07/30/09	\$ 369.22

Message Center (see reverse side for other information)

- Please note, your account number is a 16-digit number. The full 16-digits including any zeros must be provided to ensure correct and prompt posting to your Aqua account

Return this portion with your payment.

Service To:

QUA

Utilities Florida, Inc.
Lancaster Avenue
Lawr, PA 19010-3489

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaservice.com

Service To:
WILLIAM A. GLAVAS
7640 LOTUS DR
PORT RICHEY, FL 34668-3231
Lot: 14103347 Block:

Account Number
000908160 0650379

JASMINE LAKES

1336574

PWSID # FL6512070

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

Bill Date
July 08, 2009

Total Amount Due
\$ 369.22

Due Date
July 30, 2009

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56621055	5/8	07/08/09	33	Actual	13600	0	Gallons
		06/03/09		Actual	13600		
Total Days: 33				Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 317.94
Total Payments Received.....	0.00
Balance.....	317.94
Water Base Facility Charge	13.92
Current Water Charges.....	13.92
Sewer Base Facility Charge	34.96
Current Sewer Charges.....	34.96
Street Lighting.....	2.40
Amount Due 07/30/09	\$ 369.22

Message Center (see reverse side for other information)

- Please note, your account number is a 16-digit number. The full 16-digits including any zeros must be provided to ensure correct and prompt posting to your Aqua account

PLEASE SEE NOTE.

NOTE:

WE LEFT FLORIDA
RESIDENCE ON MAY
2009.
WHEN WE LEFT, OUR
BALANCE WAS ZERO
ALL OUR WATER
PAYMENTS HAD
BEEN MADE BEFORE
DURING THAT SUMMER
(2009) AQUA UTILITIES
INSTALLED NEW METER
IN DOING SO, THEY
DESTROYED MY FRONT
+ SIDE LAWNS AND
RAN UP A BOGUS
NUMBER OF GALLONS
ON THE NEW METER
IN NO WAY, COULD
TWO OLD FOLKS USE
13,600 GALLONS OF
WATER IN ONE MONTH
OR THE ENTIRE SUMMER

W.A. Glavas



Utilities Florida, Inc.

762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: custserv@aquaaamerica.com

Service To:
WILLIAM A. GLAVAS
7640 LOTUS DR
PORT RICHEY, FL 34668-3231
Lot: 14103347 Block:

Account Number

000908160 0650379

JASMINE LAKES

1336574

PWSID # FL6512070

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

Bill Date

Total Amount Due

Due Date

August 25, 2009

\$ 2.18

September 16, 2009

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56621055	5/8	08/07/09	2	Actual	13600	0	Gallons
		08/05/09		Actual	13600		
		Total Days:	2	Total Usage:		0	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 51.28
Total Payments Received	21.28
Balance	30.00
Adjustments	30.00 Credit
Water Base Facility Charge	0.93
Current Water Charges	0.93
Sewer Base Facility Charge	1.17
Current Sewer Charges	1.17
Street Lighting	0.08
Amount Due 09/16/09	\$ 2.18

← CREDIT FOR 13,600 GALLONS OF
WATER. = NOT NEARLY THE PRICE
I WAS CHARGED AND PAID FOR!!

Message Center (see reverse side for other information)

- This is your final bill for service at this property.

7007 2560 0000 8544 5591

U.S. Postal Service	
CERTIFIED MAIL RECEIPT	
(Domestic Mail Only; No Insurance Coverage Provided)	
For delivery information visit our website at www.usps.com	
Bryn Mawr PA 19010-3489	
Postage	\$
Certified Fee	2
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 3.24
Postmark JUL 10 2009 13313-0986	
USPS	
Charge Utilities	
Street, Apt. No., or PO Box No. 763 W. Lancaster Ave.	
City, State, ZIP+4 Bryn Mawr PA 19010-3489	

PS Form 3800, August 2006 See Reverse for Instructions

NO REPLY WAS
FORTHCOMING!

Bill A.

JANUARY 6, 2010

TO THE COUNTY COMMISSIONERS:

RE: DISPUTE WITH AQUA UTILITIES FLORIDA, INC.
ACCOUNT NUMBER 000908367 0650572

I WANTED TO INFORM MY LOCAL COUNTY COMMISSIONERS THAT I FIND MYSELF IN A POSITION WHERE I NEED TO REGISTER A FORMAL COMPLAINT AGAINST AQUA IN REFERENCE TO THE HANDLING OF MY DISPUTE. IF I AM UNABLE TO RESOLVE THIS MATTER, I WOULD LIKE YOUR HELP TO GET THIS ISSUE IN FRONT OF THE PUBLIC UTILITIES COMMISSIONER'S BOARD. I DID EVERYTHING IN MY POWER TO RESOLVE THE DISPUTE QUICKLY BUT AQUA WAS NOT OF THE SAME MIND. I HAVE ATTACHED A LETTER THAT I HAVE SENT TO NICHOLAS DEBENEDIC, C.E.O. OF AQUA UTILITIES AND THE AQUA MANAGER IN CHARGE OF CUSTOMER ACCOUNTS.

I HAVE ENCLOSED A COPY OF THAT LETTER FOR YOU TO REVIEW. THE LETTER IS SELF EXPLANATORY. IT TAKES YOU THRU STEP BY STEP WHAT HAPPENED. ALL RELATED DOCUMENTS (BILLS AND SHUT OFF NOTICE) HAVE BEEN ENCLOSED WITH THE LETTER. I HAVE SENT THIS LETTER TO THE COMPANY REQUESTING A RETURN RECEIPT SO I HAVE PROOF THAT THE LETTERS HAVE BEEN RECEIVED. SENDING THOSE LETTERS TO AQUA UTILITIES COST ME \$14.00 BUT I HAD NO CHOICE IN THE MATTER AS I CAN'T TRUST THE COMPANY. AQUA UTILITIES LACK OF COMMUNICATION BETWEEN DEPARTMENTS AND THE CONDUCT OF AN EMPLOYEE IS VERY DISTURBING AND SHOWS THE UNPROFESSIONALISM OF THE COMPANY.

I AM AWAITING A REPLY FROM THE COMPANY AND I WILL UPDATE YOU AS NEEDED. IF YOU HAVE ANY QUESTIONS AND OR COMMENTS, PLEASE CALL ME AT 727-992-2915. THANK YOU FOR TAKING THE TIME TO REVIEW MY DISPUTE AND FOR ANY HELP YOU MAY PROVIDE ME.

SINCERELY,



MARIE "KATHY" SKELTON



KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Docket No. 100330-WS
Customer Complaints
Exhibit JM-2, Page 7 of 23

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

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

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

Bill Date **October 11, 2010** Total Amount Due **\$ 96.48** Current Charges Due Date **November 02, 2010**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56623767	5/8	10/05/10	397	Estimated	36500	7,600	Gallons
		09/03/09		Actual	28900		
Average Daily Usage = 19 Gallons		Total Days: 397		Total Usage:		7,600	Gallons

Billing Detail

Current Sewer Charges		522.01
Amount Due		\$ 96.48
Amount Owed from Last Bill	\$ 52.25	
Total Payments Received	0.00	
Remaining Balance	52.25	
Adjustments	679.56 Credit	
Water Base Facility Charge Water at Old Rate	25.52	
1,053 gallons @ \$0.00197 per gallon	2.07	
Current Water Charges At Old Rate	27.59	
Water Base Facility Charge Water at Current Rate	161.08	
Next 6,547 gallons @ \$0.002 per gallon	13.11	
Current Water Charges at Current Rate	174.19	
Current Water Charges	201.78	
Sewer Base Facility Charge Sewer at Old Rate	64.09	
1,053 gallons @ \$0.00701 per gallon	7.39	
Current Sewer Charges At Old Rate	71.48	
Sewer Base Facility Charge Sewer at Current Rate	404.02	
Next 6,547 gallons @ \$0.00711 per gallon	46.51	
Current Sewer Charges at Current Rate	450.53	

Message Center (see reverse side for other information)

- Aqua is no longer billing for street light services in Jasmine Lakes. If you were billed for street lights this bill includes a credit adjustment for the charges billed since April 2010.
- LONG BILL ALERT - This bill covers a greater number of days of service than your normal bill. If you require payment arrangements, please call 877.987.2782.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by the end of June and would like to receive a free copy, please call 1.877.WTR.AQUA or visit our website at www.aquautilitiesflorida.com to view your report.

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

AQUA Water/Sewer Bill

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

Service To:
KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Account Number
000908367 0650572

Amount Due For this bill	To be withdrawn on or after
\$ 96.48	November 02, 2010

Do Not Pay
Your bill will be paid through ZipCheck Automatic Payment Program.

Seq=1197 Cyc=33PD 1up=923556A PC=A

ADST 0650572

****AUTO**SCH 5-DIGIT 34668 C 3 P 3**
KATHY SKELTON
9438 US HIGHWAY 19 PMB 235
PORT RICHEY FL 34668-4623



00090836706505720000000096485





Service To:
KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Docket No. 100330-WS
 Customer Complaints
 Exhibit JM-2, Page 8 of 23

000908367 0650572

JASMINE LAKES

1336574

PWSID # FL6512070

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

Total Amount Due

Current Charges Due Date

November 05, 2010 \$ 318.46

November 29, 2010

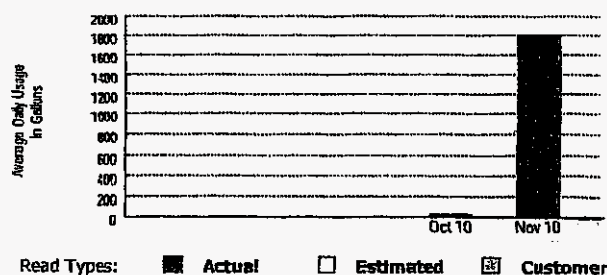
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	09092481	5/8	11/03/10	19	Actual	1700	1,700	Gallons
			10/15/10		Actual	0		
Old Meter	56623767	5/8	10/15/10	10	Actual	87200	50,700	Gallons
*We have exchanged your meter during this billing period.			10/05/10		Estimated	36500		
Average Daily Usage = 1,806 Gallons			Total Days: 29		Total Usage:		52,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 96.48
Total Payments Received	147.62
Remaining Balance	51.14 Credit
Water Base Facility Charge	14.13
5,000 gallons @ \$0.002 per gallon	10.00
Next 5,000 gallons @ \$0.00251 per gallon	12.55
Next 42,400 gallons @ \$0.00601 per gallon	254.82
Current Water Charges	291.50
Sewer Base Facility Charge	35.44
6,000 gallons @ \$0.00711 per gallon	42.66
Next 46,400 gallons @ \$0.00 per gallon	0.00
Current Sewer Charges	78.10
Amount Due	\$ 318.46

Water Usage History



Message Center (see reverse side for other information)

- Aqua is no longer billing for street light services in Jasmine Lakes. If you were billed for street lights this bill includes a credit adjustment for the charges billed since April 2010.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Account Number

000908367 0650572

Amount Due

\$ 318.46

Withdrawn On or After

November 29, 2010

Do Not Pay

Your bill will be paid through ZipCheck
 Automatic Payment Program.

Seq=39392 Cyc=33PD 1up=934066

0650572

KATHY SKELTON
 9438 US HIGHWAY 19 PMB 235
 PORT RICHEY FL 34668-4623

00090836706505720000000318469

Docket No. 100330-WS
Customer Complaints
Exhibit JM-2, Page 9 of 23

e Mail: custserv@aquaamerica.com

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

Bill Date

Total Amount Due

Current Charges Due Date

December 07, 2010 \$ 227.48

December 29, 2010

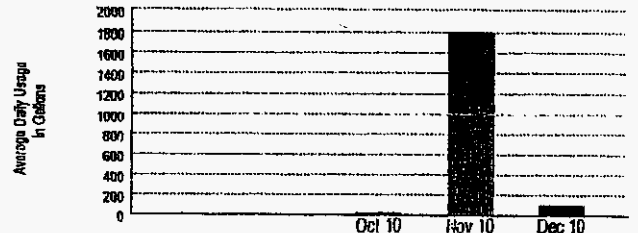
Meter Data

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	09092481	5/8	12/03/10 11/03/10	30	Actual Actual	5000 1700	3,300	Gallons
Average Daily Usage = 110 Gallons			Total Days:	30	Total Usage:		3,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 318.46
Total Payments Received.....	0.00
Remaining Balance	318.46
Adjustments	171.50 Credit
Water Base Facility Charge Water at Old Rate	8.48
1,980 gallons @ \$0.002 per gallon	3.96
Current Water Charges At Old Rate.....	12.44
Water Base Facility Charge Water at Current Rate	6.26
Next 1,320 gallons @ \$0.00221 per gallon	2.92
Current Water Charges at Current Rate.....	9.18
Current Water Charges.....	21.62
Sewer Base Facility Charge	35.44
3,300 gallons @ \$0.00711 per gallon	23.46
Current Sewer Charges	58.90
Amount Due.....	\$ 727.48

Water Usage History



Read Types: ☒ Actual ☐ Estimated ☒ Customer

Message Center (see reverse side for other information)

- Aqua is no longer billing for street light services in Jasmine Lakes. If you were billed for street lights this bill includes a credit adjustment for the charges billed since April 2010.
- The due date refers to current charges only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit please remember to provide your full 16-digit account number when paying your bill.

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

AQUA Water/Sewer Bill

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

Service To:
KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Account Number

000908367 0650572

Amount Due

Current Charges Due Date

\$ 227.48

December 29, 2010

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

AUTOSCH 5-DIGIT 34668 C 5 P 5
KATHY SKELTON
9438 US HIGHWAY 19 PMB 235
PORT RICHEY FL 34668-4623

[illegible]

00090836706505720000000227487

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1



KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Docket No. 100330-WS
Customer Complaints
Exhibit JM-2, Page 10 of 23

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: 877.987.2782
Fax: 866.780.8301
eMail: custserv@aquaaamerica.com

10 Day Shut Off Notice
COLLECTION DEPARTMENT OFFICE HOURS ARE
7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
December 21, 2010	January 3, 2011	\$ 200.05

Your bill for \$ 200.05 is overdue. Because your bill is overdue, we will SHUT OFF service to:

7739 JASMINE BLVD after 8:00 AM on or after January 3, 2011.

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at 866.269.2906 or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at 877.987.2782 (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call 877.987.2782 (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 200.05
Reconnect Fee :	35.00
Service Deposit (If required):	50.00
Total if we shut off your service:	\$ 285.05

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.



Aqua Utilities Florida, Inc.
PO Box 328 • BRYN MAWR, PA 19010-0328
URGENT NOTICE - OPEN IMMEDIATELY

Seq=3726 Cyc= 1up=952864 PC=T

*****AUTO**MIXED AADC 189 C 16 P 33
KATHY SKELTON
9438 US HIGHWAY 19 PMB 235
PORT RICHEY FL 34668-4623



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

Service To:
KATHY SKELTON
7739 JASMINE BLVD
PORT RICHEY, FL 34668

Account Number
000908367 0650572

Total Amount Due
\$ 200.05
Due Date
PAST DUE

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then
mail to address on back.

00090836706505720000000200059

Joseph Richards

From: cucchiara1@verizon.net
Sent: Sunday, January 17, 2010 10:07 PM
To: Jack Mariano
Subject: AQUA UTILITY RATES

Hi Mr. Mariano,

I am writing to about a ongoing concern with our water rates. My family and I live in the Palm Terrace Garden subdivision in Port Richey Fl. We really dont understand why we are paying almost three times as much then people around our area. I dont understand these prices, to us water is a neccesity not a luxery, so why should we be paying three times as much as every other neighborhood. My water bill this month was \$122.00 with a well, I find that hard to believe. Aqua Utilities has received two rate increases. The last one they filed the first day they were legally able to file. I am not the only one with complaints about this, all of my neighbors are upset. My family already is paying for a son that has autism, and to see this bill added every month it is just very frustrating. I hope you understand our concern, and can do something to help. We would like another company to take over for Aqua Utilities, maybe pasco utilities. They service the neighborhood that is connected to ours, and they charge a lot less for their services. Please let us know how to make this possible. Thanks for your time.

Laurie and Pete Cucchiara

9/19/2011

Joseph Richards

From: PIETRO CUCCHIARA [cucchiara1@verizon.net]
Sent: Saturday, February 06, 2010 1:14 PM
To: Jack Mariano
Subject: Aqua utilities

Dear Mr. Mariano,

I recieved the letter you sent me from the Public Service Commission regarding the rate increase Aqua Utilities received. I understand that they did not break any laws by increasing their rates. All we are asking is that the county buy them out. We do not want their services, and are being forced to have their services. I do not consume a lot of water, but have a base facility charge each month of \$70.00 per month before I even turn on a faucet. My neighbor three blocks away, has a total bill with pasco utilities of \$35.00 per month. We use the same amount of gallons of water per month. I don't care what Aqua's reason for their charges are, but under Florida water management, my bill was about \$40.00 per month. If they can supply water to my house for that rate, then so should Aqua Utilites. This is a large burden for my family, my husband and I work two jobs already to keep our family going, and do not need to be extorted by A water company. Please do something to fix the problem.

Thank you,
Laurie Cucchiara

9/16/2011

Joseph Richards

From: FPalamidis@aol.com
Sent: Thursday, October 21, 2010 5:53 PM
To: Jack Mariano
Subject: Aqua Mtg

Hi again;

Wanted to once again extend my Thanks for your coming and addressing the problem that your constituents are facing with this Out of Control Water Company.

I feel that the Attorney General should look into the dealings of this company. It was obvious that the Public Service Commission sold us out and many on that Board need to be investigated for kick backs.

Since I have sat through many of these hearings in New York, I will tell you that this rate increase was a smoke and mirror show. There is no way Aqua could get a rate increase at this time. So then what was this meet about? To hold to the increase that was so unjustly given in the first place.

Secondly, The problem of the smell of sludge is a reason to come back and increase. Its what the Water company did in New York, but we defeated them. Yes, they would need more trucks and equipment to move the sludge, causing heavier Trucks to go over the failing roads in Jasmine.

There is no reasonable way to get rid of that smell without cleaning up the area...that takes money.

Furthermore, it seems that a leak is present in the water line. Why else would you find sand and brown in the water. We in Palm Terrace do not have this problem, yet we get the water supply from the same source.

I am going door to door and requesting that all residents send complains to the Better Business Bureau, that is step one. I am looking into way to bring frivolous suits against Aqua to get them in court and if nothing else, tie up their legal department. In that way we the people can annoy them to no ends.

I will, in the near future, take a trip to Pasco's Utility office in hopes of finding a law we can use to get rid of Aqua. They started this...we will end it.

Once Again, THANKS

Best Regards,

Frank Palamidis

7805 Ironbark Drive

Port Richey, FI 34668

9/19/2011

Kelly Bowman

From: "Kelly Bowman" <kbowman30@tampabay.rr.com>
 To: <contact@psc.state.fl.us>
 Sent: Wednesday, November 24, 2010 11:03 PM
 Subject: Aqua Utilities

Dear PCS,

I received my most recent bloated bill from Aqua Utilities about 2 weeks ago. Yesterday, I received notice from them that I have to bend over and bear the pain AGAIN! They said they got an okay from their best buddy, the Florida PCS, to treat us to another interim rate hike while you ponder their request to stuff it down our throats again.

I moved into Palm Terrace in late 2004, and was shocked at my water bill immediately. I was paying an average of about \$40.00 a month before I made the move from 7 miles away in New Port Richey. My early water bills in Palm Terrace averaged \$60.00-\$70.00 a month, and it was only me and my toy poodle here. My little poodle has passed, I installed 2 water saver faucets, 2 water saving shower heads, replaced the toilet I use almost all the time with a water saver toilet, take shorter showers, and competely stopped watering my lawn. My water bill now averages \$160.00 a month on my best month, and you're pondering a rate increase for those THIEFS again? I remember the last time you pondered you denied them for a couple months, then ultimately you shook their hand just like always. Another thing I do is buy bottled water, because I really don't care for the rotten smell or the foul taste or the health benefits that they claim I would get from drinking heavy doses of chlorine, ammonia, and filth.

I was at the hearing at the Pasco County Courthouse with the other 5,000 people lined up all the way outside. I signed up to speak, but left when you asked for a recess after 3 hours, because I have to work to make an honest living, so I didn't get to say my part. Didn't you hear enough??? Or were you just not listening??? 1 person, paid very sweetly by Aqua to feed you bulls__t gave his spiel, followed by countless elected officials and hard-working citizens, retirees, and disabled that ALL argued about the quality of the garbage that comes out of our faucets and the illogical FACT that we already pay at least 3 times what everybody else does!!! WHAT IS THERE TO THINK ABOUT??? I WANT TO KNOW! TELL ME!!!

The logical thing to do is what EVERYBODY begged you to do. Revoke Aqua's license to steal, and force them to accept the very generous offer from Pasco Utilities to buy the facility. What possible sense does it make for some crooks from Pennsylvania to buy the water from Pasco Utilities, jack the price way up and sell it to Pasco's people? What is this - BizzaroWorld? Aqua also stated 1 of the reasons they wanted an increase was because of a decrease in consumption! WHAT THE HELL KIND OF SUPPLY-AND-DEMAND ECONOMICS IS THAT?? It will continue to decrease if you leave it in their hands, because the only way to escape their unbelievably inflated rates is to move!

I am 1 of many who did listen at that hearing, and we're heeding the call of our friend from Zephyrhills, who told us to GET ORGANIZED! Do the RIGHT thing and let us buy Pasco Utilities water FROM Pasco Utilities... THE FINAL SOLUTION IS THAT SIMPLE!!!!!!

Our anger cannot be contained anymore. We ARE organizing and if you don't get Aqua Utilities out of here, we will! If you force us to take it upon ourselves, our next fight will be to learn how the Florida Public Service Commission's people are chosen, and get everybody responsible for the misery we're put through F I R E D!!!! Thank you very much for hearing me out. Now please... ACT!

Kelly C. Bowman
 7821 Tyson Drive
 Port Richey, FL 34668

Joseph Richards

From: lynda w [ewittkopp@tampabay.rr.com]
Sent: Thursday, February 10, 2011 11:34 AM
To: Jack Mariano
Subject: Aqua Utilities

Commissioner Mariano:

Thank you so much for attending the water meeting at Jasmine Lakes Community Center.

Aqua Utilities has made a ludicrous request for a rate increase. They are gouging other customers in the county so they want to increase all their customers to equal the outrageous profit. If they want equality, why aren't they dropping their usury rates to share the wealth. They are comparing rates for only their own services, and not the rates of Pasco County, City of Port Richey or City of New Port Richey. Pretty sneaky ploy!! The St. Pete Times states that their rates are the highest in the county.

Their rates are outlandish, but it coincides with their lack of water quality. I complained to SWIFTMUD but they only replied that the water was safe. Not by my standards.

They have been operating on the cheap since they bought the utility. (1) I was gone for a week and when I returned and attempted to take a shower, black water came out. I had to drain the water heater before I could take a shower. (2) I have to keep bleach in my toilets or I will have a black ring in them. (3) I have to put bleach in my dishwasher so the inside doesn't turn rusty-orange and tacky to the touch. (4) I can't wash my car in the yard because I can't get the spots off with a rinse and a chamois. (5) My daughter asked if I had cleaned paint brushes in my stainless steel sink because it was so very spotted. Actually, I had scoured it that morning and the spots were water splash. (6) I can't make ice cubes with this water or I will have sediment in any drink that I put them in. (7) Needless to say, I can't drink this water. (8) I use it for an occasional shower (I shower at the gym six days a week so I don't have to expose my body to unknown elements) and because gym membership is cheaper than paying my water bill. (9) The water makes the whole house reek (it smells like the sulphur smudge pots at Yellowstone National Park) when you take a shower. You can enclose the odor a little using your washing machine or dishwasher, but you can't contain this when you shower.

I transport my drinking water from my daughters home (she has Pasco County water) because regardless of the numbers that say this water is SAFE, I won't expose my body to this. I have lived in this home for 25 years and have never had this water problem before Aqua Utilities Florida Inc. bought this utility.

I submit, that if Aqua Utilities Florida, Inc. is actually in dire straits, that they do the noble thing and sell out to Pasco Utilities. They would be doing everyone a favor.

Thank you for your kind ear.

Respectfully,

Lynda L. Wittkopp
10531 Azalea Drive
Port Richey, FL 34668
727-868-8692

9/19/2011

Joseph Richards

From: Kimberly [kgraham33@tampabay.rr.com]
Sent: Tuesday, March 08, 2011 9:47 PM
To: Jack Mariano
Subject: Aqua Utilities

Dear Commissioner Mariano,

My name is Kimberly Graham and this is my story of Aqua Utilities.

We are a family of four and moved into Jasmine Lakes in 2005 from Baypoint Apartments just off of US 19 located behind Dunkin Donuts just south of SR 52. Prior to moving here, our average water bill was \$30 per month. When we first moved in our water bill ran about \$60 per month which I thought, at the time, was outrageous. Since then, it has jumped up to \$75-\$100 or more per month! My daughter, who at one time would only drink water, refuses to drink from the tap and our son won't even take his meds with it and that is just a couple small sips! We have had problems with the taste, smell, and look of the water. It tastes bad, smells like a swimming pool, and has had things floating in it. We have even tried to put a Brita filter on our faucet and a Brita water pitcher for the fridge and it still tastes bad. In order to save money we have cut back on showers and baths also. My 8yr old son takes 1 bath a week unless he gets filthy, I try to get my now teenage daughter to take only a couple showers per week which is very hard for a girl her age. My fiancé and I try to keep our showers down to 1 or 2 a week. This isn't including trying to keep laundry to a minimum, dishwashing to a minimum, and just plain using the water to a minimum. We want reasonable water rates and quality water which is able to be consumed and not just "pottable." The Florida Laws need to be changed in order to better regulate these privately owned companies. We want Aqua Utilities OUT! We want reasonable rates and quality water!

Sincerely,

Kimberly Graham & Paul Tiller
10117 Oakhill Dr.
Port Richey, FL 34668

9/16/2011

Joseph Richards

From: Angela [swtp989@aol.com]
Sent: Wednesday, March 09, 2011 4:12 PM
To: Jack Mariano
Subject: Aqua Utilities

To whom it may concern,

There are several upon several complaints about Aqua Utilities. Everything from foul odors in the water supply to discoloration to low pressure. There have been malfunctioning meters that are being read improperly and us as consumers are being charged incorrectly again and again. My home has 2 occupants and are frugal on expenses and consumption of our resources. My Aqua Utility bills have been almost equal to a family of 6 directly next door to my home that had a malfunctioning meter. They had nothing but problems and threats from the company of disconnection if payment wasn't made. I am afraid that my meter might be malfunctioning but am also afraid to contact the company for fear they may charge me more if there is something wrong. Customer service is poor and cost is way too much. We need to eliminate this corporation from our area!

Thank you,
Angela Kinzig

9/16/2011

Joseph Richards

From: Beabud42@aol.com
Sent: Thursday, March 10, 2011 7:46 PM
To: Jack Mariano
Subject: Aqua water

Fifteen years ago, my wife Bea and I moved here from New Jersey. It was so beautiful, the weather, the green grass and the beautiful flowers year round. Now as you go thru the neighborhoods, you see weeds, brown grass, and no flowers. This is due to the high cost of water. We can no longer water our lawns, we've turned off some of our appliances and use our dishwasher every other day. Our home is a small 2 bedroom ranch, with 1 child and 2 adults. Our water bill ranges from \$154 to \$200 a month. We've had the water company check the meter for leaks and no leaks. We are seniors on a fixed income of \$1800 a month. Aqua needs to be dumped for sure. If other neighborhoods close by can be with the county, why can't Palm Terrace. Let's make Florida beautiful and affordable again. Thank You Mr. Mariano for taking an interest in our critical problem.

Peter F. Cullari Jr.

March 22, 2011

Pasco County Commissioners
New Port Richey, FL

Commissioners:

We customers of Aqua Utilities are being abused in the form of being held as hostages.

Aqua Utilities is now asking for another major water and sewer increase (the second in two years) and I am asking that the members of this Commission accompany many of us when we travel to Tallahassee on May 24 to plead before the PSC to deny this request.

Aqua serves 23,000 customers in Pasco County.

They have the highest rates in the entire county at this time and are asking for \$3.8 million more annually to stuff their coffers. We are now required to pay \$56 per month for their connection before one drop of water is used. It's not uncommon for a family of four to have a monthly bill of \$140.

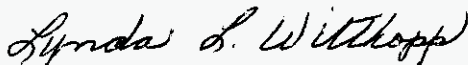
This cost does not stop with the utility bill. The water is full of sediments and has an odor which makes it undrinkable. Because of this we have to buy potable water by the gallon to drink and do our cooking. We also cannot make ice cubes with this water because the sediments will sink to the bottom of the glass for whatever drink you prepare. This makes me feel like I live in the Old West and have to haul my water by the bucket from the nearest creek. This water smells so bad that when you shower it makes the whole house reek. The warmer the water is, the worse it smells. Forget boiling this water to make pasta.

We have to buy many chemicals to clean the residue buildup from our plumbing and appliances. I'm sure this is harmful to the environment. We have to take our autos to the car wash because you can't chamois the water spots from the finish after you attempt to wash and rinse with this horrible water.

Aqua would have the PSC believe that they can't afford to maintain the lines without an increase. I do not believe this for an instant. This company surely had a feasibility study before they bought this utility. I propose that they knew exactly what they were getting. I, for one, do not choose to be their stimulus package.

Please help us so that we won't have to pay a further ransom to this utility on a monthly basis.

Respectfully,



Lynda L. Wittkopp
10531 Azalea Drive
Port Richey, FL 34668
727-868-8692

Joseph Richards

From: Cal&Joyce [crussell69@tampabay.rr.com]
Sent: Tuesday, March 22, 2011 10:24 AM
To: Jack Mariano
Subject: Aqua Utilities

As per meeting March 8, Jasmine Lakes:

We are sick and tired of Aqua's mendacity and avarice concerning the water rates in our community.

We want lower rates, and potable drinking water.

This corporation is controlling the very essence of life--water; and it is despicable.

This is, indeed, a national issue.

Will contact Public Service in Tallahassee as per your direction.

thank you

Joyce Russell

Joseph Richards

From: Ralph [rzanello@tampabay.rr.com]
Sent: Monday, May 23, 2011 6:26 PM
To: Jack Mariano
Subject: aqua utilites

Water in Palm Terrace was shut off at aprox. 5pm on 5/18/11, because of a break in the water line. The water came back on aprox. 6:30 pm. A boil water notice was placed on my door at 12:05 am (midnight) while I was watching tv. People who work and dont get home until after 6:30 pm would never know that the water had been shut off because of a break in the line. They would not have boiled water before using it that evening or the next morning because they would not see the notice until they went out the door to go to work the next day. doesn't Aqua have a reverse 911 system? If so why didn't they use itThank you

Ralph Zanello

Joseph Richards

From: Ralph [rzanello@tampabay.rr.com]
Sent: Monday, May 23, 2011 6:11 PM
To: Jack Mariano
Subject: Aqua utilites

Aprox 2 years ago during heavy rains the storm water retention ponds in Palm Terrace over flowed and Aqua utilites sewer treatment ponds at the end of Nome Av. also overflowed into the street mixing with the stormwater through out the area.
Thank You.

Ralph Zanello

9/16/2011

Joseph Richards

From: Michele Isitt
Sent: Thursday, May 26, 2011 1:56 PM
To: Jack Mariano
Subject: Aqua Utilities, 727-849-1704

RE: Dara Antonello, 10138 Hickory Hill, Port Richey, 631-796-2386

Telephoned Commissioner Jack Mariano today regarding an issue with getting her water turned back on. The water was shut off for non-payment. She paid the bill yesterday and was informed it would take 24 hrs. to reconnect service. She is asking for assistance in getting her water turned back on immediately.

Tried to contact Hudson Utilities regarding Ms.. Antonello's issue, no answer and no voice mail/answering machine. Will keep trying.

Shelly Isitt

Secretary
Pasco County Board of Commissioners
West Pasco Government Center
7530 Little Road, Suite 150
New Port Richey, FL 34654
TEL: 727-847-8100
FAX: 727-847-8969

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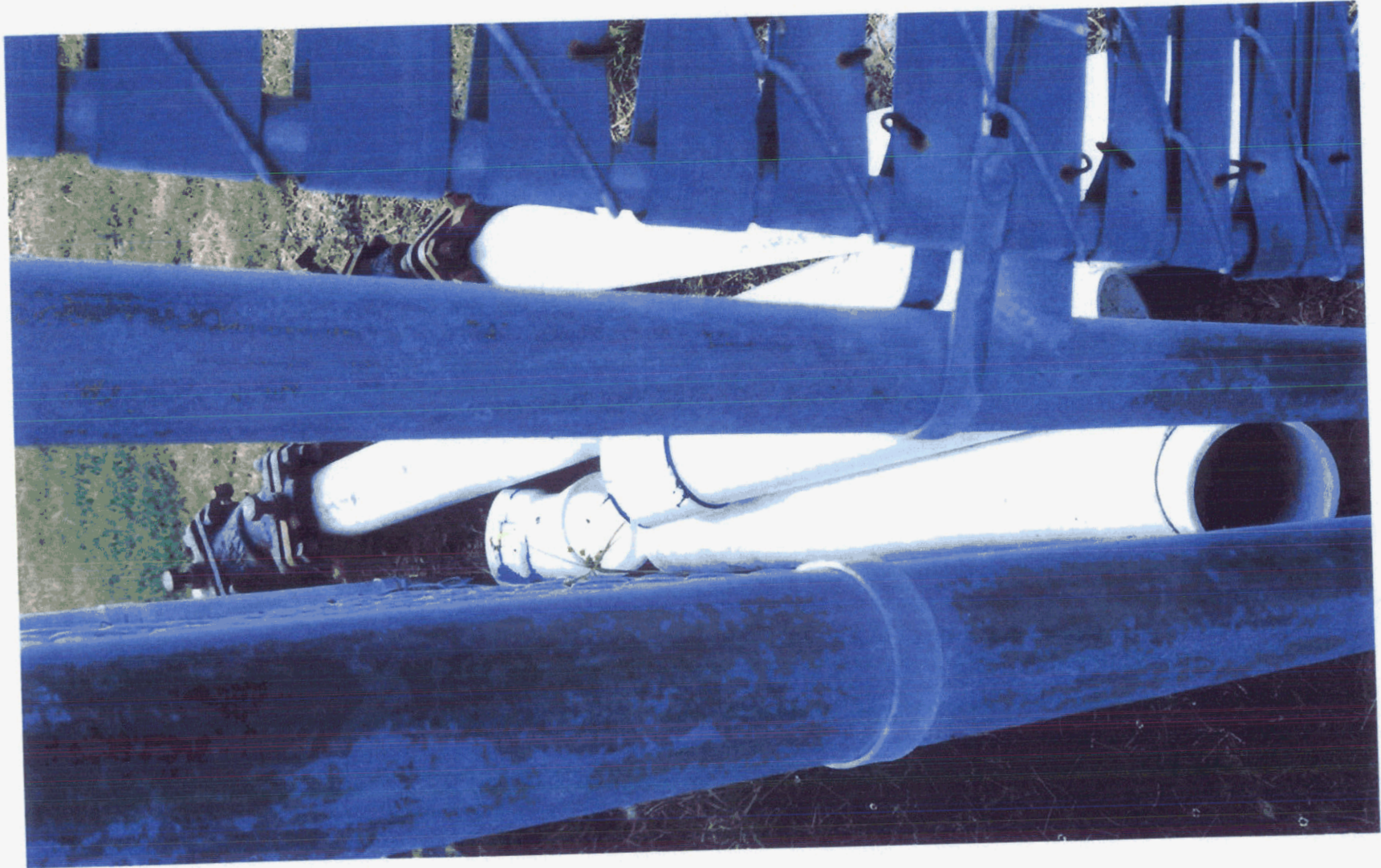


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FPSC-COMMISSION CLERK

2





3





BIRCHWOOD DR

BIRCHWOOD DR

ARBORDALE DR

NOME AVE

ARBORDALE DR

RANCH RD

RANCH RD

JASON RD



Florida Department of
Environmental Protection
Southwest District Office
13051 North Telecom Parkway
Temple Terrace, Florida 33637-0926

Docket No. 100330-WS
FDEP Warning Letter
Exhibit JM-4, Page 1 of 18

Jennifer Carroll
Lt. Governor

Hershel T. Vineyard Jr.
Secretary

June 23, 2011

Ms. Judy Wallingford
President and Chief Operating Officer
Aqua Utilities Florida, Inc.
P.O. Box 2480
Lady Lake, FL 3215-2480
jewallingford@aquaamerica.com

Re: Warning Letter No. WL11-0013DW51SWD
Palm Terrace Gardens WWTF
Facility ID No. FLA012773
Pasco County

Dear Ms. Wallingford:

The purpose of this letter is to advise Aqua Utilities Florida, Inc. of possible violations of law for which it may be responsible, and to seek your cooperation in resolving the matter. Field inspections on February 15 and May 26, 2011 and a file review of the Palm Terrace Gardens Wastewater Treatment Facility indicate that a violation of Florida Statutes (Fla. Stat.) and Rules may exist at the above-referenced facility. Department of Environmental Protection personnel observed the following:

1. On February 15, 2011, the Department observed:
 - a. The influent lift station's visual and audio alarms were inoperable. The visual alarm was operable only when reset.
 - b. Excessive solid waste was passing through the facility. This was evident by the amount of floatables in the facility tanks and ponds.
 - c. The plant appeared very high in solids. The mixed liquor in the aeration tanks was a dark brown color and the return activated sludge was dark brown. There was a heavy foam blanket in the aeration tanks. There were tennis ball-sized clumps of solids floating in the clarifier (pop-ups), which was evidence of denitrification of the sludge at the bottom of the clarifier. This was again observed on May 26, 2011.
 - d. Solid waste was observed in the southern pond. Large solids were on the surfaces of both ponds.

2. On May 26, 2011, the Department observed:
 - a. The visible alarm for the influent lift station was inoperable.
 - b. Solids covered the surfaces of both clarifiers. The sludge blanket in the southern clarifier was measured at 11 feet. Eight feet was measure in the northern clarifier. The total depth of each clarifier is 13 feet. High sludge blankets may lead to solids loss out of the clarifiers.
 - c. There was over one foot of solids in the north chlorine contact chamber (CCC) and one foot of solids in the second CCC. There was over one foot of solids in the flow measuring device and effluent lift station.
 - d. The seven-day flow chart recorder paper had not been changed since May 13, 2011, and was 13 days old.
 - e. Both ponds were covered with duckweed and the berms were overgrown with vegetation.
 - f. Ground water monitoring well MWC-03 was sloping into the storm water retention pond. Its casing was damaged.
3. No ice or refrigeration was provided during influent and effluent composite sampling.
4. Section VI, Compliance Schedules, of the permit required that within 90 days after permit issuance, or by December 23, 2009, the permittee was to provide the results of the evaluation conducted towards the use of an intermediate well. To date, no evaluation was submitted.
5. On May 17, 2011, the Department was notified that the effluent transmission line from the facility to the spray field broke, discharging 2,000 gallons into a storm water retention pond. The line is installed atop of a concrete pad and is not secured from damage.
6. On February 15 2011, the Department performed an instantaneous check of the flow meter. At a staff gauge reading of 0.34 feet of head, the associated totalizer (used to report flow on the discharge monitoring reports (DMRs)) read 57.2 GPM. On May 26, 2011, the Department performed an instantaneous check of the flow meter. At a staff gauge reading of 0.32 feet of head, the associated totalizer (used to report flow on the DMRs) read 53.1 GPM. The table value in the fifth edition *Isco Open Channel Flow Measuring Handbook* for a 90° V-notch weir for 0.34 feet is 99.87 GPM and 0.32 is 64.99. The readings were not within ten percent of the table value.
7. A review of the March 2011 R-001 DMR revealed that the fecal coliform maximum limit was exceeded once.

8. The third and fourth quarters of 2010 and the first quarter of 2011 ground water monitoring report- Part D DMRs were not submitted.

Rule 62-600.410(6), Florida Administrative Code (Fla. Admin. Code), provides that all facilities and equipment necessary for the treatment, reuse, and disposal of domestic wastewater and domestic wastewater residuals shall be maintained, at a minimum, so as to function as intended.

Rule 62-600.440(4)(c)4, Fla. Admin. Code, provides that any one sample shall not exceed 800 fecal coliform values per 100 mL of sample.

Rule 62-600.740(2)(a), Fla. Admin. Code, prohibits the release or disposal of excreta, sewage, or other wastewaters or domestic wastewater residuals without providing proper treatment approved by the Department or otherwise violating provisions of this rule or other rules of the Florida Administrative Code.

Rule 62-600.740(2)(c), Fla. Admin. Code, prohibits the failure to maintain equipment in a condition which will enable the intended function.

Rule 62-601.300(3)(c), Fla. Admin. Code, provides that ground water monitoring reports shall be completed and submitted in a timely manner so as to be received by the appropriate District Office by the date specified in the permit.

Rule 62-610.523(6), Fla. Admin. Code, provides that rapid infiltration basins, percolation ponds, basins, trenches, or cells shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids.

Rule 62-160.200(1), Fla. Admin. Code, provides that all entities that conduct or support field activities and field measurements shall follow the applicable procedures and requirements described in DEP-SOP-001/01 (March 31, 2008), which is incorporated by reference in Rule 62-160.800, Fla. Admin. Code, unless specifically exempted by the rules of a particular Department program.

Rule 62-520.600(6)(l), Fla. Admin. Code, provides that if any monitoring well becomes inoperable or damaged to the extent that sampling or well integrity may be affected, the permittee shall notify the Department's office that issued the permit within two business days from discovery, and a detailed written report shall follow within ten days after notification to the Department. The written report shall detail what problem has occurred and remedial measures that have been taken to prevent recurrence or request approval for replacement of the monitoring well. All monitoring well design and replacement shall be approved by the Department before installation.

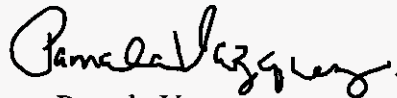
Section 403.161(1)(b), Fla. Stat., provides that it shall be prohibited for any person to violate or fail to comply with any rule, regulation, order, permit or certification adopted or issued by the Department pursuant to its lawful authority.

The activities observed during the Department's field inspections, file review, and any other activities at the Palm Terrace Gardens WWTF that may be contributing to violations of the aforementioned statutes or rules should be ceased. The operation of a facility in violation of state statutes or rules may result in liability for damages and restoration, and the administrative imposition of penalties up to \$10,000.00 pursuant to Section 403.121, Fla. Stat., or the judicial imposition of civil penalties up to \$10,000.00 per violation per day pursuant to Sections 403.141 and 403.161, Fla. Stat.

You are requested to contact Frank L. Fulghum III at the Southwest District address or telephone number (813) 632-7600, extension 411, within 15 days of receipt of this Warning Letter to arrange a meeting to discuss this matter. The Department is interested in reviewing any facts you may have that will assist in determining whether any violations have occurred. You may bring anyone with you to the meeting that you feel could help resolve this matter.

Please be advised that this Warning Letter is part of an agency investigation, preliminary to agency action in accordance with Section 120.57(5), Fla. Stat. We look forward to your cooperation in completing the investigation and resolution of this matter.

Sincerely yours,



Pamala Vazquez
Program Administrator
Southwest District

PV/ff

cc: Patricia Williams, Aqua Utilities Fla, Inc., prwilliams@aquaamerica.com
Steve Fuller, Aqua Utilities Fla, Inc., slfuller@aquaamerica.com
Joe Richards, PCUSB, jrichards@pascocountyfl.net

Palm Terrace Gardens WWTF, 5/26/11

- Photographer: Frank L. Fulghum III
- Facility Name: Palm Terrace Gardens WWTF
- Facility ID No.: FLA012773
- Photographed on: May 26, 2011
- Type of Camera: Canon PowerShot A530
- Recording Media: MMC Plus memory card
- Digital photos copied by: Frank L. Fulghum III
- Digital photos copied to: C:\Documents and Settings\fulghum_f\My Documents\My Pictures\05-26-11
- Original copies stored: "Photo Archives" CD



Photo of the amount of solids in the
northern chlorine contact chamber



Photo above of the northern clarifier's weir



Photo above of the sludge blanket in the northern clarifier. Total height was 8'.



Photo above of the MLSS in the aeration tanks

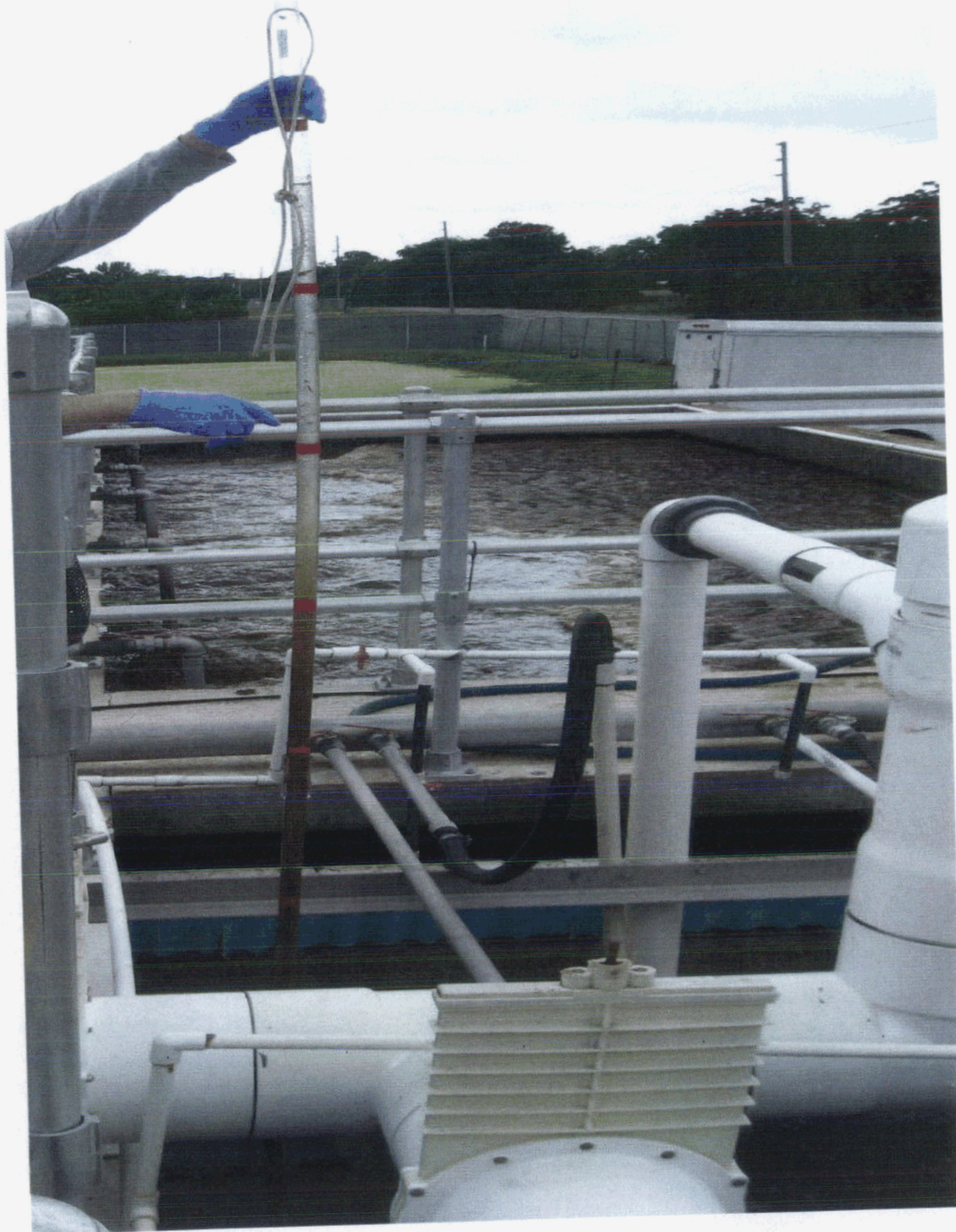


Photo of the sludge blanket in the southern clarifier.
Total height was 11'.

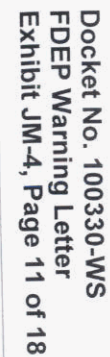


Photo above of the flow chart recorder that was for the week of May 13, 2011.



Photo above of screenings on the south side of the facility's grounds.

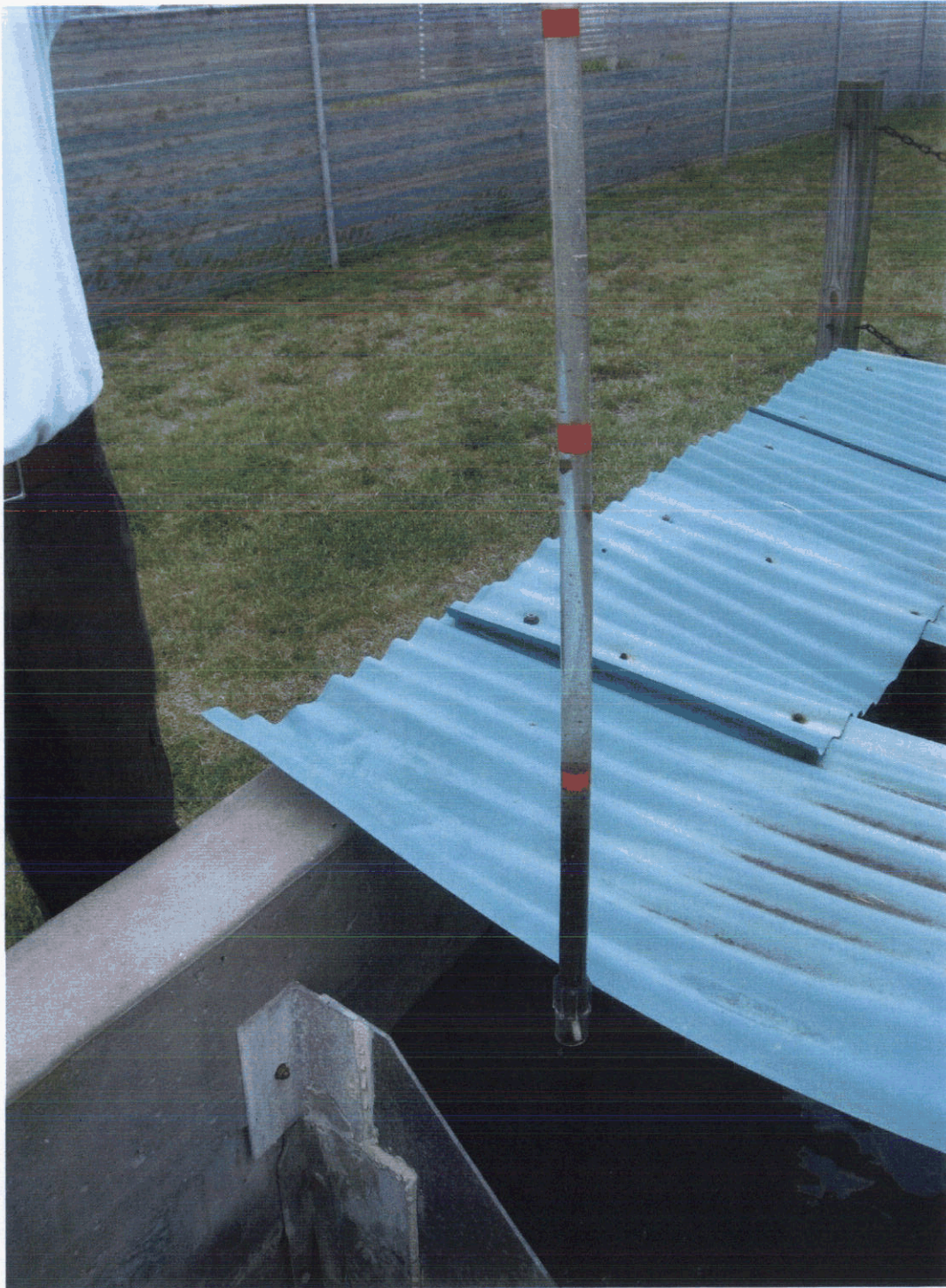


Photo above of solids at the flow measuring device



Photo above of solids at the effluent lift station



Photo above of the repaired spray field line



Photo above of the GW monitoring well (EN5WA) east of the facility by the storm water retention pond.



Photo above of previous run-off from the
spray field



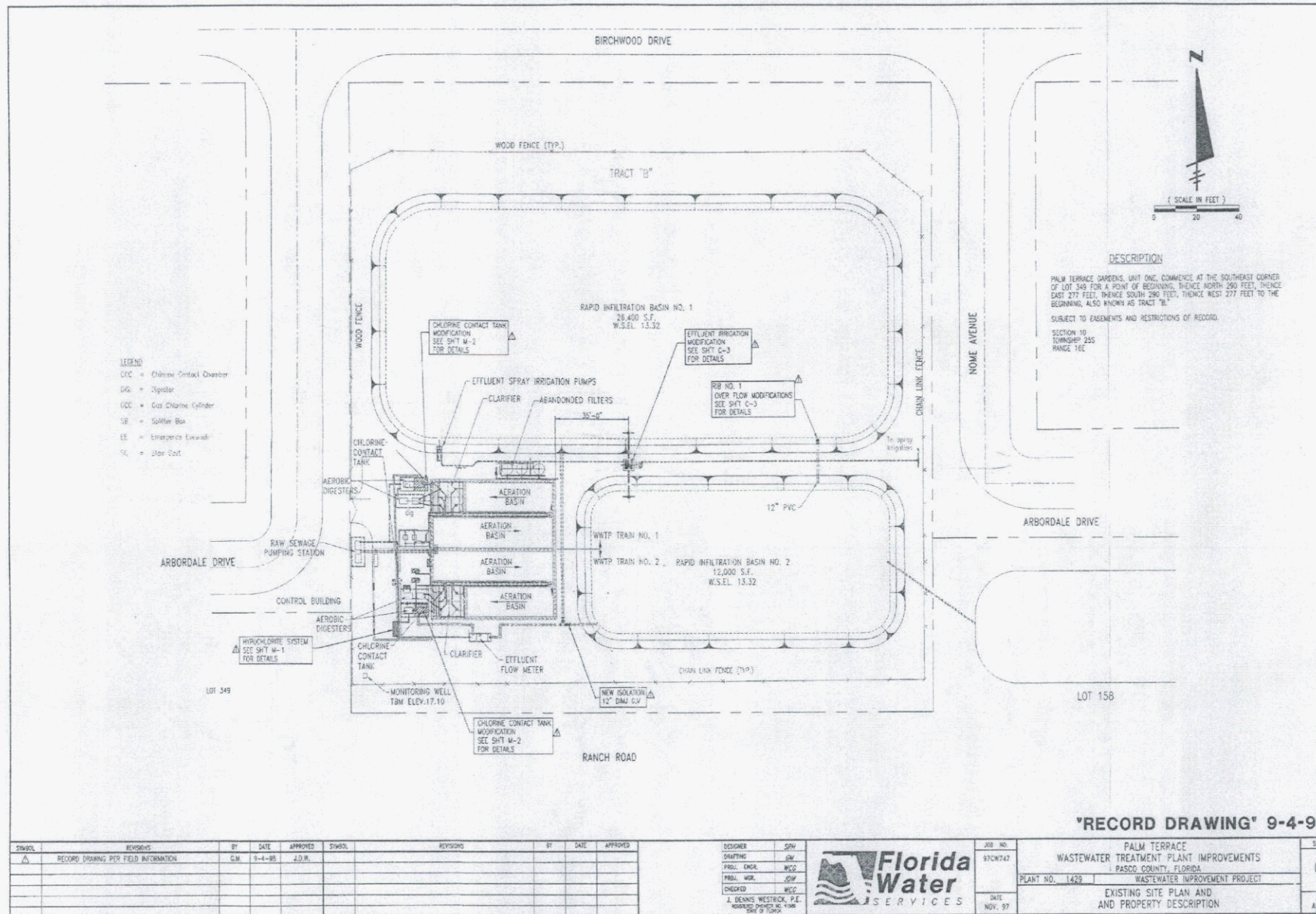
Photo above of the spray field







07/14/2011





PASCO COUNTY, FLORIDA

"Bringing Opportunities Home"

DADE CITY (352) 523-2411
LAND O' LAKES (813) 996-2411
NEW PORT RICHEY (727) 847-8143
FAX (727) 815-7011

PASCO COUNTY PUBLIC WORKS DEPT
7536 STATE STREET, SUITE 140
NEW PORT RICHEY, FL 34654

July 19, 2011

Mr. Christopher Franklin, President
Aqua Utilities of Florida, Inc.
762 West Lancaster Ave.
Byrn Mawr, PA 19010

Subject: Pipe from 7618 Arbordale Drive

Dear Mr. Franklin:

Late last week an overflow pipe from your wastewater plant on Arbordale was uncovered leading into a Stormwater pond belonging to Pasco County. We have not found any agreement allowing that pipe to be on our property or allowing it to discharge into our Stormwater pond. Please provide any documentation you may have concerning any agreements or easements Pasco County may have made or granted covering the pipe.

Sincerely,


Michael J. Garrett, P.E.
Public Works Director

MG/tc/SML11-217

cc: John J. Gallagher, County Administrator
Michele L. Baker, Chief Assistant County Administrator
Bipin Parikh, P.E., Assistant County Administrator (Development Services)
Joseph D. Richards, Senior Assistant County Attorney

DOCUMENT NUMBER - DATE

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