BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Application for increase in water and 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.

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DOCKET NO. 100330-WS

August 22, 2011

DIRECT TESTIMONY

OF

EARL POUCHER

On Behalf of the Citizens of the State of Florida

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Of the State of Florida

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FPSC-COMMISSION CLERK

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Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Earl Poucher. My business address is 111 W. Madison Street, Room 812, Tallahassee, FL 32399-1400.

Q. WHO ARE YOU EMPLOYED BY, WHAT IS YOUR POSITION AND HOW LONG HAVE YOU BEEN EMPLOYED THERE?

A. I am a Chief Legislative Analyst with the Office of Public Counsel, State of Florida where I have been employed for the past 20 years.

Q. PLEASE SUMMARIZE YOUR UTILITY AND REGULATORY EXPERIENCE.

A. I graduated from the University of Florida in 1956 and I started employment with Southern Bell that same year. I retired from the company (BellSouth) in 1987. As a BellSouth/Southern Bell employee, I held a wide variety of regulatory and operations management positions and I testified on behalf of the company in Georgia and North Carolina dockets. During my 29 years with Southern Bell/BellSouth, my positions included Customer Service Representative (Jacksonville), Business Office Supervisor (Orlando), Business Office Manager (Orlando) Business Office District Manager (Downtown Atlanta), General

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Commercial Supervisor (Atlanta Area), Division Manager Business Services, (Georgia) and Distribution Manager (Pensacola) in charge of Installation, Maintenance and Construction, among others. While my experience with BellSouth included a wide range of assignments (See Exhibit REP-1), I have highlighted those positions I have held that are most closely aligned with the specific issues in this docket. As a member of the small Public Counsel team, I have been actively involved in hundreds of dockets over the past two decades, testifying in some and providing support to our attorneys in others. As the "resident customer service expert," I have the privilege of speaking to many of the citizens who call our office for help regarding utility problems.

Q. HAVE YOU TESTIFIED BEFORE THE FPSC PRIOR TO THIS DOCKET?

A. Yes, in many dockets. Exhibit REP-2 includes prior testimony that has been filed before the FPSC over the past 20 years that includes subject matter from customer service, sales, repair, depreciation, assignment of area codes, slamming and water quality. I have also testified before the Georgia Commission regarding Rates and Tariffs, before the North Carolina Commission regarding anti-trust issues and before the FCC regarding depreciation.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. I am testifying on behalf of the Office of Public Counsel, and the purpose of my testimony is directed specifically to those issues currently before the Commission in this docket that relate to service quality and the adequacy of Aqua's customer service. In this testimony, I recommend that the Commission should reach a

finding that Aqua's service is unsatisfactory and that rates be set so as to produce a return on equity (ROE) that is at least 100 basis points below the midpoint until such time as Aqua's service is deemed to be satisfactory by the Commission

I. FPSC COMPLAINT REVIEW

Q. HAVE YOU REVIEWED THE AQUA COMPLAINTS FILED WITH THE FLORIDA PSC (FPSC)?

A. Yes, I have reviewed the complaints filed with the PSC from January 1, 2010, through July 28, 2011. There are 210 complaints in this file that contains 769 pages that are attached to my testimony.

Q. BASED ON YOUR REVIEW OF AQUA'S COMPLAINTS RECEIVED BY THE FPSC, HAVE YOU PREPARED A SUMMARY OF THOSE COMPLAINTS.

A. Yes, I have created a summary of the PSC complaints against Aqua by type and by the percentage to the total complaints that is contained in Exhibit No.__ REP-3. Exhibit No.__REP-3 summarizes the complaints chronologically in groups of approximately 100 pages. Exhibit No.__REP-4 through Exhibit No.__REP-11 include the individual PSC complaints I received from the Commission Staff as a result of my request.

The cover sheets to Exhibit No.__REP-4 through Exhibit No.__REP-11 include my specific evaluation of each complaint. The cover sheets include my summary of the complaints, the complaint number, the customer name, my classification of

the complaint, my determination as to any error or fault on the part of Aqua and a brief description of the failure I identified. The full body of the complaint is contained in each of the Exhibits REP-4 through REP-11. Finally, the full summary of all 210 complaints is found in Exhibit No.__REP-3.

Q. THE INDIVIDUAL COMPLAINTS HANDLED BY THE COMMISSION REFLECT A DETERMINATION AS TO WHETHER THE COMPANY VIOLATED PSC RULES. DOES YOUR ANALYSIS TAKE THAT INTO CONSIDERATION?

A. No, it does not. Seldom does any complaint in the Commission's files show a rule violation simply because the Commission has so few rules dealing with customer service, especially for water and wastewater companies. My review found fault with the company based on my own evaluation and my own experience. For instance, a Commitment Not Met is an indication that the company made a promise to a customer such as a call back or an appointment that was not kept, and I classify those as serious problems. Likewise, many Aqua customers complain that they were disconnected without notice or disconnected for an improper bill or even disconnected for a bill that had been paid. A Disconnect in Error is an extremely serious problem for a company that wants to provide good service and my review would classify those cases as a company fault.

Q. PLEASE SUMMARIZE YOUR REVIEW OF THE FPSC COMPLAINT FILE.

A. The first thing I would point out when reviewing PSC complaints for any company is that the PSC complaint file is the tip of the iceberg. The real body of the complaints against Aqua is contained in the company's records that are difficult, if not impossible to recover. Call centers today, as well as the business offices of yesterday, are established by nearly all companies as the primary conduit for customers to do business with the company. They process telephonic, written and electronic communications that allow a company to conduct its business, effectively and most efficiently. That is how Aqua does business with its multiple water systems that are spread throughout the country.

The overwhelming volume or data in the company's files is transactional in nature. When customers complain to the company, the problem is dealt with and resolved and the files are closed. Most customer complaints are resolved through these internal company channels. In my experience, sometimes companies make customers happy and sometimes they do not, however, customers generally live with the results.

While Aqua is able to summarize its complaints, obtaining and reviewing the actual files is an entirely different manner. During the past 20 years that I have worked at the Office of Public Counsel, we have never successfully received the full body of complaints received by any of the companies that we have dealt with, even when asked through formal discovery. The majority of customers do not

contact the Commission, even though they have filed a complaint with the company.

For example, calls from Florida customers to Aqua's call centers have been averaging over 5,000 calls per month, while the FPSC complaint files show 210 complaints received since January 1, 2010. Florida customers are currently averaging more than 60,000 calls to the Aqua call centers each year, amounting to almost three calls per customer per year. So the tip of the complaint iceberg is contained in the Commission files and I accept that as being representative of the thousands of complaints that are processed by the company each year in the course of doing business in Florida.

Q. WHY ARE THE COMMISSION COMPLAINT FILES VALUABLE?

A. First, I would be unable to analyze all of the complaints received by Aqua from its customers in Florida due to the sheer volume. Second, when a customer files a complaint with the Commission, the company is required to respond within 15 business days and provide the full details of the cause of the complaint and its resolution. Therefore, the data base is manageable and the data is fairly reliable, particularly when the PSC staff asks the company to provide specific information. While company responses to the PSC will almost certainly be cast in a favorable light, the customer ultimately has an opportunity to review the response and take issue with it, if applicable. When grouped by complaint category, as I did in my review, the Commission files become an excellent source to target corrective action where it will do the most good.

Q. IS THERE ANY INDICATION FROM YOUR REVIEW OF AQUA'S FPSC COMPLAINTS THAT AQUA CUSTOMERS HAVE BEEN ENCOURAGED TO FILE FRIVOLOUS COMPLAINTS?

A. Aqua's testimony and exhibits include excerpts from the FLOW organization's web site that encourage customers to complain. However, my review of the FPSC complaints shows absolutely no evidence that would indicate customers have filed complaints that are not real or valid. In our joint meetings with customers and Aqua during the Monitoring Program, both Aqua and OPC encouraged customers who appeared at the meetings to register complaints about water quality so that those issues could be addressed by the company. Our office continues to encourage customers to participate in customer meetings and to provide their input in the process, without regard in whether the customer supports or opposes the Aqua petition.

After having spent the past several years dealing with Aqua issues, I believe that a correct observation is that the bad service delivered by Aqua and the high rates it charges for an inferior product have moved customers to organize in order to obtain relief. There should be no better proof that Aqua service is bad and its rates are too high than to find a formal organization with its own web site that seeks to have Aqua removed from the State of Florida

Q. WHAT ARE THE MOST COMMON COMPLAINTS RECEIVED BY THE FPSC REGARDING AQUA SERVICE?

A. The most frequent complaints for Aqua relate to billing issues. Sixty seven percent of Aqua's PSC complaints relate to billing issues, including High Bills (31%), Backbilling (18%), Other Billing (15%) and Estimated Bills (3%). In addition, 15% of the PSC complaints deal with Service issues and 11% deal with rates. A summary of the PSC complaints is found in my Exhibit No.__REP-3.

Q. WHAT DID YOUR REVIEW REVEAL REGARDING THE HIGH BILLS ISSUE?

A. Thirty one percent of all Aqua's PSC complaints deal with customer receipt of a bill that includes unusually high bills. Many of these cases can be tracked down to billing errors and meter read errors such as those found in the following complaints:

Cannon (Exhibit No.—REP-9, Pg. 29)

Berman (Exhibit No.—REP-6, Pg. 42)

Other billing errors can be traced to leaks at the customer premise. Where it can be determined that there was a leak at the customer premises and the customer pays to fix the leak, the company provides a leak adjustment to the bill and I have not faulted the company for a failure. The following cases are an example of how customer leaks on the customer's side of the meter are handled:

McGill (Exhibit No.__REP-7, Pg. 24)

White (Exhibit No.__REP-7, Pg. 27)

Finally, numerous High Bill complaints have been received by the Commission where the company is unable to identify the cause for the high bill. Aqua likes to pass these complaints off as "unexplained events" after they have checked the meter for accuracy and looked for evidence of leaks on the customer side of the meter. One of the reasons why this is such a problem for Aqua customers is the steep inclining rate structure that puts a customer in severe jeopardy when there is an event that actually causes increased usage, or some external event within the Aqua billing system that creates a high bill. Examples are as follows:

O'Neil (Exhibit No.—REP-7, Pg. 83)

Castro (Exhibit No. REP-7, Pg. 42)

Aqua does not appear to have any plan or procedure to deal with the High Bill issue other than to suggest that the customer check for leaks and make sure that the flapper in the toilet is operational, followed by an expensive meter check at the customer's premises. Since this is the most frequent of all Aqua complaints identified, it would seem that the Company should be devoting material resources toward resolving the underlying causes for these complaints. Aqua needs to reduce these complaints down to lower levels in order to reduce the considerable resources required by Aqua to respond to the complaints. Reduction of High Bill complaints would improve customer service while simultaneously reducing costs. I have found no evidence of any company plan to accomplish this goal.

II. BACKBILLING

Q. YOU MENTIONED BACKBILLING. IS THIS A PROBLEM?

A. Backbilling, in my opinion, is the most egregious problem that Aqua customers face and there is no evidence that I have reviewed to suggest that the company is doing anything meaningful to resolve this problem.

Q. PLEASE EXPLAIN WHAT THE BACKBILLING PROBLEM IS.

A. The new radio frequency meters installed by the company throughout Florida involve use of a transmitter (ERT) that reads the meter and allows a drive-by vehicle to capture the meter reading remotely without the need for a physical visit to the meter itself. When the ERT device fails, the drive-by meter reader receives no indication of usage and the subsequent bill mailed to the customer includes the flat rate Base Facility charge with no usage component. Eighteen percent of the total complaints received by the FPSC involved backbilling for usage not billed to the customer. My review of FPSC complaints started with complaints received after January 1, 2010. Backbilling should not be a serious problem in terms of volume today as a result of the installation of new RF meters that reduced estimated reads and eliminated human error from much of the meter reading process. However, complaints continue to be a significant problem that are, in my opinion, due to Aqua's improper handling of complaints and ineffective procedures.

Q. WHAT IS AN ERT?

A. The ERT is the transmitter located in the meter box that sends the reading on the meter itself to the drive by meter reader.

Q. WHAT SPECIFIC PROBLEMS HAVE YOU DISCOVERED WITH AQUA'S BACKBILLING?

A. My review of PSC complaints and the company responses to OPC discovery indicates that Aqua's major problems include (but are not limited to) the following:

- Aqua frequently backbills over 365 days in violation of PSC rules.
- Aqua corrects its backbilling to comply with PSC rules **after** receiving a complaint from the customer.
- Aqua has backbilled its customers as far back as 2007.
- Aqua has allowed customer accounts to continue to be billed as far back as 2008 due to faulty ERT's that register no usage.
- Although Aqua's 9-page report of backbilling (Exhibit No.__REP-12) shows that Aqua has never backbilled over one year, this is absolutely incorrect based on the PSC complaints in my exhibit. This report was obtained from Aqua in response to OPC POD #131.
- In addition, Aqua's 9-page report does not include all of the backbilling complaints that have been filed with the FPSC.

Q. PLEASE EXPLAIN THE 365 DAY BACKBILLING ISSUE.

A. The best way to explain it is to provide an actual example. The complaint of Chuluota customer Carol Edwards, filed on April 7, 2011, Exhibit No.—REP-10, page 54, is a good example. Ms. Edwards was billed $5,917 by Aqua on March 31, 2011, for unbilled usage starting April 19, 2010 through March 22, 2011. Ms.

Edwards complained on April 7, 2011. Six days later, Ms. Edwards was rebilled $1,378 for unbilled usage amounting to 184,300 gallons for 365 days in compliance with the PSC rules. Ms. Edwards, apparently, was never billed usage on her account dating back to September 12, 2008, due to a faulty ERT.

There are numerous flagrant errors in the handling of Ms. Edwards' account that the Commission should consider. First, the company allowed her account to be billed for 18 months without usage and never took action to correct it. That means Aqua apparently has no systematic review of its accounts to alert it to the absence of billing and the failure of the ERT, which has become a common problem.

Second, the first backbill was for $5,917 for 18 months of service in violation of the PSC rules, a bill that might have been paid, had Ms. Edwards not complained. This begs the question of what happened to those other customers who simply paid their backbills and never complained. How many customers have been erroneously overbilled in a like manner?

Third, Ms. Edwards was never billed for usage for the entire 18 months from the day she moved into her home. Since she was never billed timely, Ms. Edwards was denied knowledge of her usage, denied the ability to exercise control and conservation over her usage, which is the prime purpose of the tiered rate structure. It is important that customers receive prompt and accurate bills for their

water services due to the conservation rates approved by the Commission. Ms. Edwards' billing was neither prompt nor accurate.

Q. HOW MANY CUSTOMERS HAS AQUA BACKBILLED OVER THE PAST TWO YEARS?

A. I do not know. The Aqua report is insufficient and inadequate to identify the full scope of the backbill problem. However, that report alone includes 387 backbills between January, 2009 and March, 2011. Twenty seven of the backbills are for over $1000 and these 27 backbills amount to $100,463, for an average of $3,720. The highest backbill I found was over $20,000.

Customers who were billed for over one year of backbilling in violation of PSC Rule 25-30.340, F.A.C., include:

Morris (Exhibit No.__REP-5, Pg. 35)

Kroelinger (Exhibit No.__REP-6, Pg. 40)

Bennett (Exhibit No.__REP-6, Pg. 75)

Rieder (Exhibit No.__REP-6, Pg. 78)

Rovira (Exhibit No.__REP-7, Pg. 5)

Johns (Exhibit No.__REP-7, Pg. 56)

Vachon (Exhibit No.__REP-7, Pg. 64)

Peppin (Exhibit No.__REP-7, Pg. 70)

Hatch (Exhibit No.__REP-9, Pg. 55)

Fuertes (Exhibit No.__REP-9, Pg. 87)

Crackel (Exhibit No.__REP- 9 Pg. 98)

Casale (Exhibit. No.__REP-10, Pg. 9)

Peterson (Exhibit No.__REP-10, Pg. 40)

Sloan (Exhibit No.__REP-10, Pg. 44)

Edwards (Exhibit No.__REP-10, Pg. 54)

Rodriguez (Exhibit No.__REP-11, Pg. 28)

Q. ARE THERE OTHER EXAMPLES FROM THE PSC FILES WHERE THE COMPANY MADE ADJUSTMENTS ONLY AFTER RECEIPT OF A CUSTOMER COMPLAINT?

A. Yes. The PSC complaint files shows that customers Morris (REP-5, Pg. 55), Rovira (REP-7, Pg. 5), Vachon (REP-7, Pg. 64), Piccirilli (REP-9, Pg. 77), Peterson (REP-10, Pg. 40), Sloan (REP-10, Pg. 44), Edwards (REP-10, Pg. 54), Salamone (REP-11, Pg. 13) and Elmargie (REP-11, Pg. 32) are examples of where the company made adjustments in backbilling following receipt of a complaint.

Q. WHAT EXAMPLES DID YOU FIND OF EXTENDED BILLING WITHOUT USAGE?

A. The FPSC should recognize Aqua's poor performance in identifying customers who receive bills without usage coupled with the failure to do anything about it. Aqua loses money when it backbills for extended periods of time. Aqua also spends an inordinate amount of time in resolving billing issues that literally go back for years. It is important that customers have up to date billing data in order to know how much water they are using. Examples in the PSC complaint files

where customers were not billed usage on a current basis include the following customers: Morris for 2.3 years (REP-5, Pg. 35), Vachon for 400 days (REP-7, Pg. 64); Peppin for one year (REP-7, Pg. 70); Troesch for 18 months ((REP-8, Pg. 64), Wagner for 462 days (REP-9, Pg. 42); McAllpine for 14 months (REP-9, Pg. 52); Piccirilli for 22 months (REP-9, Pg. 80), Crackel for 18 months (REP-9, Pg. 98); Houlker for 12.5 months (REP-10, Pg. 18); Peterson for 12 months (REP-10, Pg. 40); Sloan 21 months (REP-10, Pg. 44), Edwards for 2.5 years (REP-10, Pg. 54); Rosser for 18 months (REP-10, Pg. 70), Rodriguez for 15 months (REP-11, Pg. 29; Elmargie for 2 years (REP-11, Pg. 32) and Cannady for 22 months (REP-11, Pg. 58).

Q. DO YOU HAVE A PROBLEM WITH AQUA'S RESPONSE TO OPC'S POD REGARDING BACKBILLING?

A. Aqua's backbill report in response to OPC's discovery (Exhibit No.__REP-12) is seriously inadequate. The report failed to include some backbilling that was identified in the PSC complaint files and the report does not reflect any violations of the PSC rule limiting backbilling to a maximum of 365 days, which is also not consistent with the PSC files. As a result, the responses to OPC's discovery fails to quantify the total number of backbilled customers and the total number of PSC violations that the company has committed in the past three years due to backbilling.

There appears to be no automated Aqua program in place that will stop backbilling in order to comply with the 12-month rule applicable in Florida.

Aqua needs a process in place to deal with RF meters that are not reporting usage in the first month that they do not receive a reading, rather than waiting around for a couple of years to see if the problem goes away. Effective and immediate action to identify and deal with defective meters would reduce customer complaints and eliminate the high cost of dealing with those complaints. This is another example where improved customer service could actually result in lower operational expenses for the company. There are other indications that Aqua does not calculate backbilling charges accurately, however there is no single document in the complaint files to confirm it because the calculation of the backbilled charges is not included in the company reports. There are 34 examples of backbilling in the PSC files, yet Aqua's response to OPC POD # 131 shows that there have been 387 Florida backbills from January 2009 to March 2011.

Q. WHAT RECOMMENDATIONS DO YOU HAVE REGARDING THE BACKBILLING ISSUE?

A. Because of Aqua's negligence in handling its backbilling problems and because the company has demonstrated it is consistently violating the FPSC backbilling rules, I recommend that you deny the company the opportunity to backbill customer usage due to non-functional meters until such time as the company develops an effective program to identify non-functional ERTs and correct the

problem in a timely manner. Last year, the City of Atlanta developed a program aimed at reducing the number customer calls due to meter problems. This is the type of approach that Aqua needs to take in resolving meter issues within the Aqua system.

Q. PLEASE DISCUSS THE CITY OF ATLANTA METER INVESTIGATION.

A. Attached is Exhibit No.__ REP-13 that describes the extensive activities of the City of Atlanta in dealing with the replacement of its old water meters with RF (radio frequency) meters, just as Aqua has done in Florida. The report is well written, and relevant to some of the issues facing Aqua today, as discussed below. I present this report to the Commission as an example of a thorough investigation by a professional organization that knows how to identify a problem and develop a comprehensive action plan to deal with it. Later in my testimony I will critique Aqua's failure to analyze its service quality and develop adequate plans to improve it.

The City of Atlanta project team recommendations are included in a 71-page report dated March 10, 2011. Atlanta Project Team identified multiple problems associated with meter reading, assigned responsibilities for implementation of operational changes needed to correct the problems and a time frame for corrective action. While it's impossible to simply transfer a corrective program from Atlanta to Aqua, it is the approach to the problem that should be carefully evaluated by the Commission and Aqua. I recommend the Commission order the

company to investigate and evaluate its problems of non-functional meters and other related meter reading issues and present a corrective program to the Commission.

When I read the Atlanta report and Aqua's Monitoring Program together, it would appear to me that Aqua lacks either the capability, or the motivation, to develop a comprehensive plan that will actually result in better service for its customers. In my opinion, Aqua has failed to identify its operational problems in Florida and come up with a comprehensive action plan for improvement.

III. WATER QUALITY

Q. PLEASE DESCRIBE THE COMPLAINTS YOU REVIEWED DEALING WITH WATER QUALITY.

A. The FPSC complaint files include only 12 complaints dealing with water quality (or 6% of the total PSC complaints). Based on my reviews of numerous customer meetings, review of correspondence and petitions to the Commission, the water quality issues raised by Aqua customers are real and are a continuing problem. Customers with the water quality issues could conceivably file a complaint every single day of the year. However, many Aqua customers that I have spoken to or heard from feel that they have been complaining for years and nothing ever changes.. Thus, it would not surprise me to see reduced attendance at customer hearings and fewer PSC letters and complaints, since I believe Aqua customers are tired of complaining without getting results.

Q. PLEASE DESCRIBE THE COMPLAINTS YOU REVIEWED DEALING WITH SERVICE.

A. PSC complaints regarding service issues amount to 15% of the total complaints summarized in Exhibit No.__REP-3. The service complaints involve all operations from initial installation to water main breaks. I have identified those instances where I find the company at fault, such as failure to provide prompt service or failure to show up for an appointment. The process is subjective, since customers generally say one thing and the company says something else. Where I have found no company error, I have shown that on the analysis and when it is impossible to identify fault, I have classified the fault as Unknown.

IV. AFFORDABILITY

Q. PLEASE EXPLAIN THE RELATIONSHIP BETWEEN FAIR AND REASONABLE RATES, COMPENSATORY REVENUES AND CUSTOMER SERVICE?

A. There is a direct relationship between setting fair, reasonable and compensatory rates and providing satisfactory customer product and service. In my opinion, this requires the Commission to look at the end product, the service that is delivered by the company, and the rates that it charges for its service or products, to determine that customers are receiving a fair value. The Commission must also determine that capital is prudently invested for services that are efficiently

delivered to the customers. It is not in the public interest for the Commission to authorize rates that are unaffordable to major segments of the customer body or to charge rates that are not fair and reasonable by definition. Therefore, the Commission should first look at affordability and value when it evaluates proposed rates in order to meet the requirement that rates should be fair and reasonable. While the statutes also ensure that stockholders should receive a fair return on their investments, that does not translate to providing excessive returns, compensating for inflated costs, or assuming that all corporate expenses should be automatically recovered through rates simply because the money was spent. There is significant testimony on the record to suggest that Aqua rates are not affordable. The company, therefore, should be required to show that it has taken every step it could possibly take to avoid an increase in rates through cost cutting and effective management. My review of the record shows that this company has failed to introduce sufficient evidence to support the efficiency of its operations other than the fact that it spent the money and it wants increased rates.

Q. WHAT EVIDENCE IS THERE THAT SUGGESTS AQUA RATES ARE UNAFFORDABLE?

A. As the Commission knows, this is not the first time Aqua has been before the Commission requesting a rate increase. For the past three years, we have participated, along with the Commission and its staff, in numerous customer hearings where customers objected because of high rates. Even before the last increase in 2010, customers were complaining about unaffordable rates that were

increased in 2010, and in 2011 and might possibly be increased again in 2012 if the company's petition in this docket is granted.

My review of the PSC Complaint files shows that 11% of the complaints that were received since January 1, 2010, were purely complaints about high rates. In addition, customers complain frequently about multiple problems, such as bad service, Call Centers not answering customer calls and high rates that are unaffordable.

Q. WHAT MAKES YOU AN EXPERT REGARDING AFFORDABILITY?

A. While a significant portion of my experience with Southern Bell, BellSouth and AT&T involves business office and call center operations, another major portion of my career was involved in ratemaking and pricing, that encompassed six different assignments, including serving as the General Rate and Tariff Supervisor for Southern Bell Headquarters. For the past 11 years, I have been a Staff Member of the Federal/State Joint Board for Universal Service that administers the $9 billion Universal Service Fund. The pricing of telecommunications services is woven tightly around the concept that basic service must be provided at rates that are non-discriminatory, fair, reasonable and affordable. Basic telephone service was considered to be a monopoly in years past with a single service provider that gave customers no options or choices. The same is true of water today. Aqua customers have no choice as to their water service provider, and Aqua is obligated to furnish those services at far, reasonable and affordable rates.

Q. WHAT HAVE THE CUSTOMERS SAID ABOUT AQUA RATES?

A. The customer hearings have not yet concluded as of the writing of this testimony. Therefore, all of the evidence and testimony has not yet been received on this subject. Public Counsel has an obligation to review all of the facts prior to taking a firm position on any of the issues in any of the dockets in which we participate. My assumption is that the customer's sworn testimony in this current docket will be consistent with the testimony we have heard during the past year regarding excessively high Aqua rates that customers cannot afford. The current economic environment in Florida makes the Aqua rate proposals in this docket even more troubling than they would normally be. While most Florida citizens are taking a big financial hit as a result of this current economic downturn, there is no evidence in this docket that Aqua is willing to trim its costs or reduce its rates.

Q. WHAT SPECIFICALLY HAVE CUSTOMERS SAID ABOUT RATES?

A. Following are some of the comments we have heard and I expect to have more when we have sufficient opportunity to review the transcripts of all customer hearings in this docket:

EUSTIS:

In the Eustis hearing, Mr. Cummings testified as to his "unreasonable bill". Jason Conrad testified that the water was a necessity, but he could not afford it. Mr. Janica testified he was on food stamps and could not afford the bill. Another customer complained that the rates were double those charged in Lake Worth.

SEBRING:

In the Sebring hearing one customer complained about a $1500 bill and a $1200 bill. Jim Brown of Breeze Hill complained that the development has 120 homes and the water rates discourage people from coming into his community. He noted declining home values because of high water rates and concluded that the prices are not reasonable. Other witnesses complained of $1,000 bills that they considered unreasonable. William Sills complained of unreasonable rates.

CHULUOTA:

In Chuluota, Susan Mortenson emphasized that a necessity such as water must be affordable. Nancy Booney complained about the loss in value to her home because of the water problems. Christin Castro complained about a $1423 bill. In Gainesville, Kimberly Odenbright noted that many of her neighbors are unemployed and cannot afford the water rates of Aqua. Eleanor Cummings complained that she could not afford any increase. Eugene Davis stated that neighbors are moving out because of their water bills. William Miller testified that he could not afford the increase. William Connelly stated that the Aqua rate increases have blighted his community. Jim Berg testified it was cheaper to go to the Laundromat than to use Aqua water and wash at home. Jason Conrad stated that the value of the homes in his community has dropped because customers cannot afford to water their lawns.

LEISURE LAKES:

Leisure Lakes customer Bernell Hanson, speaking on behalf of her neighbors maintained that Aqua water is not affordable and that it costs as much as electricity. Kathy Madden from Lake Josephine testified that most of the houses in Lake Josephine were empty and that the empty houses did not belong to snowbirds.

FAIRWAYS:

Michelle Minichino of the Fairways at Mt. Plymouth complained that Aqua rates are driving her neighbors out of the subdivision. Tim Clappes and Robert Minichino testified that the Aqua rates were not affordable.

After reviewing all of the sworn testimony from customers in this docket, it is my expectation that the inescapable conclusion will be that the rates of Aqua are not reasonable, not fair and are not affordable.

Q. IS THIS YEAR ANY DIFFERENT THAN THE OTHERS WHEN WE HAVE HAD RATE CASES INVOLVING AQUA?

A. This year is different. For perhaps the first time in my experience in Florida, we are receiving testimony that people are moving out of Aqua developments or unable to sell their existing properties because of the high Aqua rates. OPC and the Commission have received customer input stating that Aqua rates are contributing to a downward spiral in the number of occupied homes in

developments served by Aqua because of Aqua's high rates. Obviously, FlowFlorida did not spring up this year simply because their members had nothing to do. Something very unique caused FlowFlorida to get organized. It is my belief that the catalyst was the combination of Aqua's poor service and high rates.

Q. IS THERE SOMETHING SIGNIFICANT ABOUT THE TERMS "FAIR, REASONABLE AND AFFORDABLE"?

A. Definitely. While I am not an attorney, my early training in utility regulation started with the normal statutory obligation of a regulated utility to deliver quality service at fair, reasonable and affordable rates. As a Staff Member of the State/Federal Joint Board for Universal Service, our goal in managing the $9 Billion Universal Service Fund embody the concept that quality services should be universally provided at fair, reasonable and affordable rates. I have been working on the Joint Board since 1999. The fair, reasonable and affordable requirements for telecommunications services are clearly written into the Telecommunications Act of 1996. Those historic concepts impose obligations upon utility companies that provide monopoly services to their customers....just like Aqua.

In my opinion, fair and reasonable means that rates must be non-discriminatory and should be affordable within the budgets of the overwhelming majority of the customer body without unusual sacrifice. When we talk about affordable rates in connection with universal telephone service, we talk about two standard

deviations above and below the nationwide average. While this degree of precision is not required in normal water cases, there is no doubt that the Commission should be looking at comparative rates for all water companies that operate in Florida as a matter of practice.

Q. DO YOU BELIEVE THAT AQUA IS PROVIDING AN INFERIOR PRODUCT AND WHAT EVIDENCE DO YOU HAVE TO SUPPORT THAT STATEMENT?

A. The Commission need only to consider the latest round of customer hearings to reach a conclusion that Aqua service is unsatisfactory, the product is inferior and the rates are unaffordable. The sworn testimony of the customers carries the same weight as the testimony of Aqua witnesses regarding quality of service. I have reviewed some notes from those hearings and I will further clarify my thoughts in subsequent testimony. While I have read notes from some of those hearings it would be inappropriate at this point to make reach final conclusions until the transcripts from all of the hearings can be reviewed.

V. PHASE II MONITORING REPORT

Q, WHY DO YOU CONCLUDE THAT AQUA SERVICE IS UNSATISFACTORY IN LIGHT OF THE TESTIMONY OF AQUA WITNESSES REGARDING THEIR MONITORING PLAN AND IMPROVED SERVICE?

A. The "FINAL PHASE II QUALITY OF SERVICE MONITORING REPORT" which is an exhibit in two of the Aqua witness' testimony fails to pass muster if it was intended to demonstrate that Aqua service is satisfactory.

I urge you to take a close look at this 183-page report. The first 30 pages consist of a verbal public relations product that spells out all of the good work that Aqua has engaged in, over the past two years that was supposed to produce satisfactory service. The concluding statement states that "the information clearly shows that AUF has good customer service and consistently complies with environmental requirements." Based on customer testimony, I do not agree with that statement.

Exhibit A of this report is a one page report that provides the number of calls from Florida customers in June 2010 delineated by the primary subject matter of the call.

Exhibit B is a totally unrelated exhibit that is a two page excerpt from the web site of FlowFlorida, an organization that was formed by customers to oppose Aqua because of their continuing poor service and unaffordable rates.

Exhibit C is the Aqua Florida score card of Customer service, a one page document that deals solely with meter reading statistics, a historical problem that should have disappeared when Aqua replaced all of its old meters with radio frequency meters capable of being read remotely by a passing service vehicle.

While meter reading continues to be a problem because of Aqua's poor management, there is no good reason for meter reading to be a continuing problem on a going forward basis.

Exhibit D is another one page report that includes 10 months of national call center data that is only marginally related to Florida operations. Not only do I take issue with the conclusion that the national call center performance is fully satisfactory. I also take issue that those results are directly translatable to Florida operations. Aqua congratulates itself in the monitoring report for adopting call center goals without being ordered to do so by the Commission. However, it is my opinion that the goals they have embraced are unsatisfactory.

Exhibit E is another one page document charts Aqua's call center performance over a two year period starting with January 2008.

To summarize, as for the operational performance of Aqua that is described in the 183 pages of their exhibit, there are only four pages of actual data. This data fails to demonstrate to me that Aqua's service has improved.

The data provided by the company contains no historical tracking that OPC requested in its initial meetings that could be used to track improved operating performance over an extended period of time. The data is basically a snapshot of where the company is today on a number of measurements that Aqua declares to

be adequate to reach a determination of "Satisfactory" from the Commission. We have been given no in-depth analysis of problem areas that have been or are facing the company that would identify specific problems and show the development of specific programs and targets for improvement. We have been furnished voluminous data that is irrelevant to the issue of Satisfactory Customer Service.

Q. IN YOUR OPINION, HAS AQUA'S SERVICE QUALITY IMPROVED?

A. I believe you can look at some of the numbers and see improvement. However, if you look deeper, then the picture is not nearly as rosy as Aqua would suggest in its testimony. For instance, prior to 2010, Aqua had a tremendous problem with bad or non-existent meter reading and estimated bills. Customer complaints did not solve the problem and there was little evidence to suggest that the company even cared. Many customers were billed month after month with estimated bills and billing problems were pervasive or excessive, however you wish to characterize it. They solved that problem by getting rid of most of their meter readers and replacing existing meters with digital meters that could be read electronically from a passing vehicle. Meter reading complaints because of estimated bills has declined significantly. Those positive results are reflected in Aqua service quality reports.

Aqua reports also show improvements in Call Center performance. However, I would caution that Call Center reports can be deceiving. The company reports

show that less than 5% of Aqua's incoming callers drop off the line while holding to speak to a Customer Service Representative. That is a good number. Yet, I would warn against making an assumption that this is good service. Aqua makes no mention of customers who are blocked from even entering the call center queue due to insufficient numbers of incoming access lines. We have identified numerous customers who have said they cannot reach the company's call center **because they get a busy signal.** Aqua's testimony states that they have a 5% or less abandoned call rate after customers reach the queue. That says to me that those customers who receive busy signals may never get into the queue and are not part of the equation .I believe there is ample evidence to suggest that Aqua is juggling the Call Center results that they portray as proof that "things are getting better."

During this time period when Aqua had a significant number of rate cases in various stages throughout the country, call center performance should be the easiest problem to solve. It is basically a matter of scheduling and training. The company has multiple call centers. They are all connected, so that excess calling volume at one center overflows to another call center. The process achieves significant savings for the company which is unavailable to smaller operations. Florida customers should not be complaining that they are getting busy signals and unable to reach Aqua business offices based on the company's published results. However, the problem persists and customers continue to complain.

Aqua points with pride in its testimony that it is answering 80% of its calls within 90 seconds or less. This is not good service. That means that 20% of the customers have to wait 90 seconds or more to reach an Aqua customer service representative. Keith Goodman, a customer in the Fairways at Mt. Plymouth, spoke to the Commission at the Eustis customer hearing about this problem. In my telephone days, we staffed our telephone call centers to answer 95% of incoming calls in 30 seconds. I would urge you to remember that absent a rate case, that those Call Center performance numbers would not be provided to the Commission and there would be no oversight.

Q. IF AQUA PERFORMANCE REPORTS ARE NOT RELIABLE MEASURES OF CUSTOMER SATISFACTION, THEN WHAT IS?

A. The best way to find out if customers are satisfied is to ask them. My recommendation includes use of customer surveys to measure the quality of service provided by the company.

Q. WHAT IS IN THE REST OF THE REPORT?

A. The rest of the report consists of (1) water quality reports that Aqua was required to make to the DEP to get into compliance for its numerous environmental violations, and (2) extended documentation regarding the company's plan to "attack" the water quality issues on eight of its 83 systems in order to pacify the customers, OPC and this Commission. Based on my observations and those of Aqua's customers in the most recent service hearings, Aqua has failed in this

regard, even when it was dealing with only with eight customer systems out of the 83 systems that it operates in Florida.

Q. DID YOU REVIEW THE SECTION OF THE AQUA REPORT DEALING WITH WATER QUALITY VIOLATIONS?

A. Yes. I also met with DEP and subsequently reviewed the DEP's voluminous files dealing with water quality issues with all of the Aqua systems dating as far back as 2002. I also reviewed the Staff Recommendation dealing with water quality that was part of the original PAA proceeding in this docket.

Q. WHAT ARE YOUR CONLUSIONS ABOUT WATER QUALITY ISSUES THAT ARE COVERED IN THE PHASE II MONITORING REPORT?

A. Aqua has a rich history in the files of DEP regarding water quality issues. During the last case, despite the fact that Aqua had an active rate case in process, there were several water quality violations that were unresolved at the time of the hearings. Having had an additional year to "clean up its act' so to speak, Aqua appears to have resolved its existing formal violations that have been identified by DEP. We are told by DEP that the process of dealing with water quality violations begins first with verbal discussions and then moves forward to formal notification, if needed. We have no idea where Aqua stands regarding its current compliance that has not yet reached the formal stage. While the Phase II Monitoring Report includes extensive documentation of Aqua's activities in dealing with water quality issues, the actions of the company in resolving water quality violations identified by DEP was certainly not discretionary or voluntary. I would have

expected no less than full efforts to comply and fix any outstanding violations from a company that is before this Commission requesting increased rates.

VI. RECOMMENDATIONS

Q. WHAT ACTION ARE YOU RECOMMENDING THE COMMISSION TAKE IN THIS DOCKET AS IT RELATES TO CUSTOMER SERVICE?

A. Contrary to the testimony filed by Aqua's experts, the Office of Public Counsel continues to support Aqua customers who complain about high rates and bad service. It is my testimony and belief that Aqua's current level of service fails to clear the satisfactory service bar that the Commission must first require if a company is to increase its rates in Florida. Aqua's testimony suggests that the PSC should declare victory in its long battle with Aqua, to force the company to provide a drinkable product and satisfactory customer service. Public Counsel is asking the Commission to determine that the existing service quality provided by Aqua is unsatisfactory. We are asking this Commission to require its staff to continue to actively monitor Aqua's service quality and to require the company to provide prompt and comprehensive reporting of its efforts and progress in providing a drinkable, quality product.

Q. WOULDN'T A DETERMINATION BY THIS COMMISSION THAT THE COMPANY'S SERVICE QUALITY IS UNSATISFACTORY BE DETRIMENTAL TO ACTUALLY ACHIEVING GOOD SERVICE IN THE FUTURE?

A. Absolutely not. At the end of the day in this docket, the Commission will determine a revenue requirement that the company needs to achieve a fair and reasonable return on its investments in Florida. In so doing, the Commission will also establish a range above and below that revenue requirement that is deemed to also constitute a fair and reasonable return. We are not asking the Commission to set rates that fail to produce a fair and reasonable return for the company. We are simply asking this Commission to establish an appropriate incentive for Aqua to take positive steps to improve its service and its product in the future.

We recognize that not only does Aqua desire closure, customers also want improved service and a quality product now. Therefore, we recommend that the Commission require its staff to continue to monitor Aqua's progress. Our recommendation is that the Commission reduce company revenues to achieve a 100 basis points temporary incentive adjustment until such time as the Commission determines that Aqua service quality is satisfactory. The proposed adjustment in revenues should be designed to take Aqua's earnings to the lower end of its authorized range. Kim Dismukes, who is also testifying in this docket on behalf of Public Counsel, discusses this proposal more completely in her testimony.

Q. DO YOU AGREE WITH MS. DISMUKES CONCLUSION THAT AQUA CUSTOMER SERVICE IS UNSATISFACTORY?

A. Yes. I do. Ms. Dismukes' testimony includes substantial evidence from last year's Aqua customer hearings and customer correspondence that documents the company's shortcomings in delivering a quality product to its customers. Aqua's customers have provided compelling and comprehensive evidence to this Commission over the past three years that clearly justifies a determination that Aqua's customer service is unsatisfactory. Ms. Dismukes' recommendation is that the Commission should set rates to allow the company to earn at the low end of the authorized range by reducing ROE by 100 basis points.

Q. IS A 100 BASIS POINT REDUCTION THE RIGHT THING TO DO?

A. A 100 basis point incentive is, perhaps, the only choice this Commission has to deal with the problem. Some might call it a 100 basis point penalty. I prefer to think of it as a 100 basis point incentive to push Aqua forward with proper motivation to improve its service and product, as well as its operational efficiency.

My testimony supports the recommendations of Ms. Dismukes regarding customer service and setting rates to produce an ROE that is at the bottom of the allowable range.

Q. WHAT IS WRONG WITH SIMPLY ALLOWING THE COMPANY TO SET RATES AT THE MIDDLE OF THE AUTHORIZED ROE RANGE?

A. The short answer is that bad service should never be tolerated by the Florida Public Service Commission. Aqua has a rich history of bad service that it relies on to deliver an overpriced and undrinkable product. The customer testimony

proves that the quality of service provided by Aqua to its Florida customers continues to be unsatisfactory. The Commission is required to make a decision on this issue. If the decision is made that includes a finding of satisfactory quality of service, then the Commission would be rejecting the huge volume of evidence that has been compiled over the past three years to the contrary. If we fail to hold Aqua's "feet to the fire" in this docket, the Commission would also send the wrong signal at the wrong time to a company that is at the crossroads in its Florida operations.

Q. WHY IS THIS THE WRONG TIME TO DETERMINE THAT AQUA'S SERVICE QUALITY IS SATISFACTORY?

A. First, the Commission should look at the record and the testimony. Aqua declares that it provides satisfactory service while it continues to ignore major problems that cause me to question the company's ability to effectively manage its wide-spread organization. I have discussed many of the company's failures in my earlier testimony. A close reading of the company's handling of its complaints received by the FPSC clearly shows mistake after mistake where customers have received bad service. I see no evidence of any active involvement of Aqua's top management within the company to develop comprehensive plans to improve both its service and product. With the highest complaint rate of any FPSC regulated company in Florida, this company needs oversight and an incentive to improve.

Q. SO DO YOU SEE THE 100 BASIS POINT INCENTIVE AS BEING GOOD FOR CUSTOMERS AS WELL AS GOOD FOR THE COMPANY?

Absolutely. The Commission can impose a 100 basis point incentive to induce better performance in the future, while still allowing stockholders to receive a fair and reasonable return as required by the statutes. If the Commission imposes a 100 basis point incentive to induce better performance in the future, then all of the capital expenditures and O&M expenses proposed by the company that the Commission deems prudent will be fully funded. If the Commission imposes a 100 basis point incentive and an ongoing monitoring program, then the Commission will be fully aware of service quality improvements achieved by the company on a going forward basis that would support a finding that Aqua's quality of service is satisfactory.

If the Commission lets Aqua off the hook now, then the three-year old spotlight will be turned off. In my experience, organizations in the position of Aqua need incentives to improve performance. Since 2009, Aqua has been "under the spotlight" in Florida due to its filing of three separate rate cases before this Commission. There is no better incentive to improve customer service than pursuit of a rate case before a regulatory body such as the FPSC. My many years with BellSouth taught me that when a rate case is pending every single employee needs to know that their job is on the line if they allow a customer complaint to reach the Commission. It is naïve not to at least consider the possibility that every Company regulated by the FPSC, including Aqua, operates with the same mindset

of going to extreme lengths to keep customers from complaining to the PSC, especially when rate cases are pending. My review of Aqua PSC complaints demonstrates that the company has the capability and the propensity to make problems go away in the most expedient manner possible. Absent the glare of the spotlight, there would be nothing to prevent Aqua from returning to its draconian past that has been documented in the 2009, 2010 and 2011 customer hearings.

Q. PLEASE SUMMARIZE YOUR RECOMMENDATIONS.

A. First, the evidence is clear that Aqua needs continuing service improvement incentives to improve the quality of its product and its service. Closing this docket without an effective service improvement incentive as recommended by the Office of Public Counsel would put Aqua's entire Florida customer base at risk of abuse from a company that has a nationwide reputation for poor service. Ms. Dismukes' testimony includes specific examples of Aqua's problems in other states that should not be ignored by this Commission.

Second, in reviewing the complaints registered by Aqua customers with the Commission, it is apparent to me that Aqua has operational inefficiencies that are not only producing poor service but also higher costs. A service improvement that sets the starting point at the low end of the authorized ROE range sets the stage so that Aqua stockholders and its customers can benefit from improved customer service and for the adoption of more effective and efficient operational procedures. Public Counsel's proposals in this docket provide a framework for positive steps on a going forward basis that hold the promise of breaking the

downward spiral of Aqua's repetitive rate cases and increasing costs that are harmful to both ratepayers and the company.

Third, the Commission should not just close this docket and walk away from Aqua's customers who are seeking help and depending on the FPSC for protection. This Commission has a historic commitment and record of protecting Florida citizens. This Commission is recognized in regulatory circles across the nation as one of the most progressive and effective regulatory bodies in the country. My recommendation is that the FPSC accept Public Counsel's proposals, set rates at the bottom of the allowable range and impose continued monitoring.

Fourth, the monitoring program was recommended and by Public Counsel and adopted in the last rate case. I recommend that the Commission order the Commission Staff, Public Counsel and Aqua collectively develop and implement a monitoring program that includes measurement, benchmarks and programs that will improve Aqua's operational efficiencies and service quality. The Commission needs proof that service is actually improving, and the best way to obtain that proof is by asking customers.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes, it does.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was furnished by e-mail and U.S. Mail this 22nd day of September, 2011 to:

Ralph Jaeger
Caroline Klancke
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

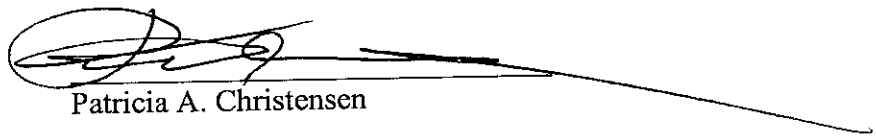
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Patricia A. Christensen

EARL POUCHER VITAE

1956	Customer Service Representative	Southern Bell--Jacksonville
1956	United States Marine Corps	USMC
1960	Business Office Supervisor	Southern Bell--Jacksonville
1961	Business Office Supervisor	Southern Bell--Orlando
1962	Business Office Manager	Southern Bell—Melbourne
1963	Business Office Manager	Southern Bell—Orlando
1964	Public Relations Supervisor	Southern Bell—Atlanta
1966	Rate and Tariff Supervisor	Southern Bell—Jacksonville
1968	Market & Service Plans Manager	AT&T—New York
1971-73	Private Business	
1973	District Manager—Rates & Tariffs	Southern Bell—Atlanta
1975	General Rate Administrator	Southern Bell—Atlanta
1978	General Commercial/Mktg. Supvr.	Southern Bell—Atlanta
1980	Business Services Division Manager	Southern Bell—Atlanta
1982	Business Services Profitability Manager	BellSouth—Atlanta/Birmingham
1983	District Manager—Repair & Installation	BellSouth--Florida Panhandle
1985	Lata Planning Manager	Bellsouth—Jacksonville
1986-1987	Forecast Manager	BellSouth--Gainesville
1988-1990	Retired	
1991	Legislative Analyst	Public Counsel—Tallahassee
1998	Senior Legislative Analyst	Public Counsel—Tallahassee
2002	Chief Legislative Analyst	Public Counsel—Tallahassee
2011-	Chief Legislative Analyst	Public Counsel--Tallahassee

TESTIMONY OF EARL POUCHER (Testimony Filed)

ON BEHALF OF	PROCEEDING	SUBJECT	DATE FILED
Southern Bell	Georgia Rate Case	Proposed Rates	1979
Southern Bell	N.C. Antitrust Dkt.	Pricing	1979
Public Counsel	Dkt. 920260--BellSouth	Operations	1992
Public Counsel	Dkt. 910163—Bellsouth	Repair	1992
Public Counsel	Dkt. 900960—BellSouth	Sales	1992
Public Counsel	Dkt. 910980—United Tel.	Rate Case Issues	1991
Public Counsel	Dkt. 910725—United Tel.	Depreciation	1991
Public Counsel	Dkt. 920188—United Tel.	Inside Wire	1992
Public Counsel	Dkt. 920188—GTE	Inside Wire	1992
Public Counsel	Dkt. 920385—BellSouth	Depreciation	1992
Public Counsel	Dkt. 950699—GTE	Depreciation	1995
Public Counsel	Dkt. 951123—Rulemaking	Disconnect Authority	1995
Public Counsel	Dkt. 978820—Rulemaking	Slamming	1997
Public Counsel	Dkt. 970109—I Don't Know	Certification	1997
Public Counsel	Dkt. 991378—BellSouth	Repair	1999
Public Counsel	Dkt. 991376—Verizon	Repair	1999
Public Counsel	Dkt. 990362—Verizon	Slamming	1999
Public Counsel	Dkt. 000824—FPC	Customer Service	2000
Public Counsel	Dkt. 080278—Verizon	Repair	2008
Public Counsel	Dkt. 080121—Aqua	Customer Service	2009

PUBLIC COUNSEL REVIE.. -AQUA PSC COMPLAINTS

Jan. 1, 2010-July 28, 2011

PAGES	001-101	101-201	202-303	304-401	402-502	503-604	605-700	701-769	TOTAL	PERCENT
COMPLAINT										
Backbill	3	3	4	4	1	7	8	7	37	18%
Hi Bill	9	6	10	14	8	8	6	4	65	31%
Billing	4	1	7	2	4	2	4	7	31	15%
Disconnect in Erro	2	2	3	1	2	1	1		12	5%
Notice/Boil Water	1	1		2					4	2%
Water Quality		2	1	2	3		4		12	6%
Service	4	5	2	2	7	7	1	4	32	15%
Estimated Bills		2			1	1	1	1	6	3%
Rates			1	2	1	6	2		12	6%
	23	22	28	29	27	32	27	23	210	100
COMPANY FAULT?										
YES	13	12	15	13	14	16	15	12	110	52%
NO	9	7	12	11	12	13	9	8	81	39%
UNKNOWN	1	3	1	4	4	2	3	3	19	9%

PUBLIC COUNSEL REVIEW--[illegible] COMPLAINTS--PAGES 1-100

Jan 4-Feb 22, 2010

DATE DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE	
10410	914582	Glasscock	Hi Bill	N		
10410	914591	Cumbie	Hi Bill	Y	Billing error (2)	
10510	915215	Howard	Hi Bill	Y	Billing error (3)	
10610	915529	Taylor	Billing	N		
10710	915594	Roberson	Disconnect in Error	Y	CSR Eroor. Service Delay. Disc. In error.	
10810	916152	Gaulrapp	Billing	Y	Delayed Response	
11110	916471	Smoak	Hi Bill	N		
11210	916719	Zuber	Backbilled	Y	Inc. Bill (12) MR Error. Delayed Bills.	
11910	918187	Benoit	Hi Bill	Y	Inc. Bill. MR Error.	
12510	919614	Norman	Hi Bill	Y	Improper Field Test	
12610	920293	Griffin	Boil Water	UNK		
12810	921050	Somerville	Backbilled	Y	BB 9 monthis. Disc. In Error--$578.60	
12910	921402	Nebergall	Hi Bill	N	Improper Handling of High Bill due to leak	
20210	921997	Ford	Service	Y	Incorrect Inf. By CSR	
20510	922859	Denmark	Disconnect in Error	Y	Disc. In Error. Tech Error. Billing Error. Rude.	
20810	923101	Fragoso	Billing	N		
21010	924149	Avedisian	Service	Y	CSR Improper Handling	
21010	924204	YES	Service	N		
21110	924272	Reader	Billing	y	MR Error.	
21210	924604	Brown	Hi Bill	Y	Billing Error.(6)	
21210	924606	Thordarson	Service	N		
21610	925213	Wright	Hi Bill	N		
22210	926511	Smith	Hi Bill	N		

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PSC Complaints Pages 1-100
Exhibit REP-4
Page 1 of 101

Request No. 0914582W Name GLASSCOCK ,ELAINE MS. Business Name

Consumer Information

Name: ELAINE GLASSCOCK

Business Name:

Svc Address: 34345 BLACK BASS CIR

County: Lake Phone:

City/Zip: Fruitland Park / 34731-

Account Number: 8968840639746

Caller's Name: ELAINE GLASSCOCK

Mailing Address: 34345 BLACK BASS CIR

City/Zip: FRUITLAND PARK ,FL 34731-

Can Be Reached: (352)-787-8559

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company: AQUA UTILITIES FLORIDA, INC.

Attn. Lesley Dix0914582W

Response Needed From Company? Y

Date Due: 01/26/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/25/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: LAL

Date: 01/04/10

Time: 11:09

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 414.00

Supmntl Rpt Req'd: 02/11/10

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 04/05/10

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $297.80, $447.04

What is the date of the bill? 10/14/09, 11/20/09

Why do you believe you have been billed improperly? Was away from the home and could not have had the amount of usage indicated.

Other Comments:

Customer was not at her home for a period of time and received very high bills from Aqua Utilities for the period she was away. The company states the meter tested accurately and the customer has had her plumbing and her sprinkler system checked and found to be working properly. The customer feels the bills are too

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Exhibit REP-4
Page 2 of 101

high and the usage could not be as indicated while she was away. Customer will provide copies of bills for review.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by LLugo

01/25/2010 - Company response received via e-mail. /EEstelle

1/27/2010 - Customer states that she has been contacted by Aqua utilities, and is not satisfied with the company's proposed resolution. The customer states the company offered to set her up on a payment arrangement, however the customer objects to this resolutions stating that she was not home at the time that these charges were made, and should not have to pay for water that she did not use. CMitchell

02/01/2010: Case reassigned to S. Stokes. RRoland

02-01-10 At 4:31 p.m., I called the customer's can be reached telephone number 352-787-8559. Ms. Glasscock stated that she was on another line, and asked if I can call her back within half an hour. I explained that I will not be here. I explained that I will call her back tomorrow. Shirley Stokes

02-02-10 Aqua Utilities Florida provided the following information in the January 25, 2010, report. See file for attachments.

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Page 3 of 101

COMPANY POSITION:
The customer's conusmption has fluctuated between 15,000 - 40,000 during the year 2009.

A company representative contacted the customer and discussed the consumption history.

The customer has an irrigation system that runs constantly. The customer admits that the only time she turns the irrigation off is when there is a rainy season. The irrigation systems runs even when she's away from home. The irrigation system has six zones and runs 45 minutes daily.

The customer turned the irrigation system off, during the week of 01/11/10. The consumption decreased to 1,400 gallons during this period.

It appears that the increased consumption is due to irrigation usage.
In order to decrease the consumption, the customer may consider reducing the irrigation usage.

On 12/22/09, Aqua granted a payment arrangement on the balance $612.55. The customer agreed to pay $51.05 per month towards arrears, plus all current charges as due, beginning 01/15/10.

Please see attachments.

02-02-10 At 8:32 a.m., 8:38 a.m., and 9:02 a.m., I called Ms. Glasscock's can be reached telephone number and spoke with her. I placed the second call since Ms. Glasscock indicated that the line was noisy, and third call to explain that I will follow up with the company. I explained that she was concerned about high bills. She also indicated that the company tested the meter. I explained that apparently the company performed a field test. (The company did not provide any information in the report regarding a meter test.) Ms. Glasscock stated that she was in the hospital having back surgery during the high bill period. I explained that I understand her concerns; however, the company is only responsible for making sure that the meter is registering properly. Ms. Glasscock indicates that no one was home when she was in the hospital, and indicated that something must have been wrong with the meter reading. I explained that I will follow up with the company to request information about the field test and request a bench test. Ms. Glasscock stated that she does not want to pay for a bench test. I explained that I (FPSC) will request the company to perform a bench test. As a result, she is not responsible for payment. I also explained that the company reported that payment arrangements were made with her, and we received a copy of the company's letter to her. Ms. Glasscock indicated that she received the letter and making payments. She stated that she has always been a good customer. However, she cannot understand what caused the high bill. Ms. Glasscock asked me to send her a letter. I explained that once I receive the final report with the meter test results, I will automatically send her a letter. Shirley Stokes

02-02-10 FAXED AND E-MAILED TO CO. VIA CATS. SUPPLEMENTAL REPORT REQUESTED BY FEBRUARY 11, 2010. Please perform a bench test on the meter serving Ms. Glasscock's residence. As a result of our request, the

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customer is not required to pay the bench meter test fee. Please provide a detailed written report along with the meter tests results. Along with the report, please attach copies of the actual bench meter test chart and field meter test chart (if a field test was previously performed). If additional time is needed, we must receive a report by the requested date providing information regarding the company's actions associated with this request and a date for the next report. See Florida Administrative Code 25-22.032(6)(e). THANKS. Shirley Stokes

02-02-10 I received the following automatic acknowledgment e-mail from the company:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Tuesday, February 02, 2010 9:47 AM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0914582W ELAINE GLASSCOCK

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

02-02-10 I sent a copy of the company's today's e-mail to the pscreply for archives. Shirley Stokes

02-02-10 AS NOTED ABOVE, SUPPLEMENTAL REPORT REQUESTED BY FEBRUARY 11, 2010. Shirley Stokes

02/09/2010 - Company response received via e-mail. /EEstelle

02-11-10 Aqua Utilities Florida provided the following information in the February 9, 2010, report:

REPORT SUMMARY

CUSTOMER DETAILS

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Customer First Name :ELAINE
Customer Last Name :GLASSCOCK
Account Number :0008968840639746
Service Address 1 :34345 BLACK BASS
Service Address 2 :
Service City :FRUITLAND PARK
Service State :FL
Service Zip :34731
Sent to Utility Date :1/5/2010
Current Bill Due Date :2/10/2010
Total Balance :555.9700
Rate :RESIDENTIAL
Prepared Date :1/25/2010 8:21:54 AM

COMPANY POSITION:
Follow-up response:

A field test of the meter was performed on 12/09/09. The technician performed three separate five gallon test. For each test, the meter accurately registered five gallons. Please see attachment for field test results.

The meter was removed on 02/08/10 for bench testing. The customer will not be responsible for paying a bench test fee. The meter was sent to an independent lab for testing. The results will be available within the next 30 days (1st week in March).

Aqua will forward a follow-up response, including bench test results, by 03/05/10.

Elaine Glasscock
0008968840639746
34345 Black Bass Cir
Fruitland Park, FL 34731-6303

Meter Field Test - Three five gallon tests were performed on 12/10/09. The technician reported that all test were accurate.

Start reading - 045272.0 - accurately measured five gallons
End reading - 045267.0

Start reading - 045267.0 - accurately measured five gallons
End reading - 045262.0

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Start reading - 045262.0 - accurately measured five gallons
End reading - 045257.0

02-11-10 As stated in the report, the company will provide a follow-up report by March 5, 2010. Shirley Stokes

03-12-10 FAXED AND E-MAILED TO CO. VIA CATS. We have not received the follow-up report with the bench meter test results as promised in your February 9, 2010, report. Please send us a report. THANKS. Shirley Stokes

03-16-10 FAXED AND E-MAILED TO CO. VIA CATS. We have not received the follow-up report with the bench meter test results as promised in your February 9, 2010, report. Please expedite a detailed written report to us with the meter test results. Also, please include a copy of the lab meter test sheet. THANKS. Shirley Stokes

03/17/2010 - Company response received via e-mail. /EEstelle

03-18-10 Aqua Utilities provided the following information in the March 17, 2010, report. The company also provided a copy of its March 17, 2010, letter to customer.

Original Message-----
From: cajohnson@aquaamerica.com [mailto:cajohnson@aquaamerica.com]
Sent: Thursday, March 18, 2010 7:47 AM
To: PSCREPLY
Subject: case #914582W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:ELAINE
Customer Last Name	:GLASSCOCK
Account Number	:0008968840639746
Service Address 1	:34345 BLACK BASS
Service Address 2	:
Service City	:FRUITLAND PARK
Service State	:FL
Service Zip	:34731
Sent to Utility Date	:1/5/2010
Current Bill Due Date	:3/10/2010

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Total Balance :408.4500
Rate :RESIDENTIAL
Prepared Date :3/17/2010

COMPANY POSITION:
Follow-up response:

Please see the attached Bench Test results and letter to the customer. The overall average of test results is 100.30% within accuracy range.

The total account balance is $408.25. There is an active payment arrangement on the account. The customer agreed to pay $51.05 per month towards arrears, plus all current charges as due, beginning 01/15/10.

Elaine Glasscock
34345 Black Bass Circle
Fruitland Park, FL 34731-6303

Meter Size		Serial #	Flow Rate	Reading	Unit/GAL	Reading	Volume	Percentage
Aqua Utility	5/8 "	56610922	15 GPM	462904.2	100	463004.6	100	100.40%
			2 GPM	463004.6	10	463014.5	9.87	100.30%
					10	463024.4	9.88	10

0.20%

March 17, 2010

Elaine Glasscock
34345 Black Bass Circle
Fruitland Park, FL

Re: Meter Bench Test Results: Meter Nbr: 56610922

Dear Customer:

Aqua has received the results from the independent testing company - MARS for the meter we replaced at your address. Based on the results we have received, the meter that was located at your home met the overall average accuracy limits for the three tests as set forth in the meter accuracy standards set by the Florida Public Service Commission (FPSC).

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In Accordance with the FSPC Rule 25-30.262, meters of this type must be tested at three flow rates and for meters to pass the meter test, they must fall within the range of accuracy listed below. Below are the results of the bench test:

	Flow Rate	Range of Accuracy	Test Results
"	Maximum Flow:	98.5 to 101.5%	100.40% - within the limit
"	Intermediate Flow:	98.5 to 101.5%	100.30% - within the limit
"	Minimum Flow:	95 to 101.5%	100.20% - within the limit

Overall Average of Test Results: 100.30% within Range of Accuracy

The results state that your meter tested accurately.

I hope this information meets with your satisfaction and thank you for being a customer of Aqua.

If you have further questions, please call our call center at 1-888-987-2782.

Respectfully,

Aqua Utilities Florida, Inc

C: file

03-18-10 At 10:40 a.m., I called the company's telephone number 877-239-8502 (51119). I reached Ms. Leslie Dix's voice mail message indicating that she was out of the office. I left a message acknowledging receipt of the company's March 17, 2010, report. However, I explained that I also requested a copy of the actual bench test lab meter test sheets. I provided my direct telephone number 850-413-6125 for a return call. Shirley Stokes

03-18-10 FAXED AND E-MAILED TO CO. VIA CATS. Please see my above notes regarding my telephone call to the company today. Please expedite a copy of the actual lab meter test sheets from MARS, independent testing company. THANKS. Shirley Stokes

03-18-10 Although I requested the actual lab meter test sheets for our files, I am sending the customer a letter. Shirley Stokes

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03-18-10 PROPOSED RESOLUTION LETTER TO CUSTOMER AS FOLLOWS:

March 18, 2010

Ms. Elaine Glasscock
34345 Black Bass Circle
Fruitland Park, FL 34731

RE: FPSC Request No. 914582W

Dear Ms. Glasscock:

Thank you for contacting the Florida Public Service Commission (FPSC or Commission) about Aqua Utilities Florida, Inc., (Aqua or company).

You were concerned about high bills for October 2009 and November 2009 for $297.80 and $447.04, respectively. You also indicated that you were in the hospital during both billing periods. We contacted the company regarding your concerns.

Aqua reported that you have an irrigation system with six zones. The company also indicated that the system runs 45 minutes on daily basis, and is also on when you are not home. Furthermore, Aqua stated that you told the company that the system is turned off only during the "rainy season."

During our telephone conversation on February 2, 2010, I explained that I was going to ask the company to have a bench test performed on the meter serving your residence. Aqua's report indicated that the bench meter test results show that the meter was registering at an average accuracy of 100.30 percent. That percentage falls within the accuracy limits as established in the Florida Administrative Code 25-30.262. We also received a copy of the attached March 17, 2010, letter from Aqua to you with the meter test results and accuracy percentages for the three water flow rates.

Although we understand your concerns about the high usage, neither the FPSC nor the company can tell customers exactly how the water was used at their premises. To require a utility to adjust a bill, the Commission must have conclusive proof that the meter malfunctioned or the company applied improper rates. To do other otherwise, one customer will have an unfair advantage over all the other utility customers.

As Aqua reported and you acknowledged, the company established payment arrangements for you to pay the account balance. We have also attached a copy of Aqua's December 22, 2009, letter to you regarding the payment arrangements for your easy reference.

If you have any questions or concerns, please contact us before April 5, 2010. Otherwise, we will

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consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552 or toll-free fax at 1-800-511-0809.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

Attachments

03-18-10 If no disagreement, this file can be closed on April 5, 2010. Shirley Stokes

03-19-10 At 2:05 p.m., Ms. Dix, Aqua, returned my call from yesterday. However, she wanted to understand my request. I explained that we received the company's report. However, I also requested a copy of the actual report that Aqua received from the lab company about the meter test results. She said okay. Shirley Stokes

03/19/2010 - Company response received via e-mail. /EEstelle

03-22-10 In the March 19, 2010, report, Aqua sent the FPSC a copy of the meter test certification sheet from the meter testing company, MARS Company, as previously requested. That sheet shows that the meter was registering within the accuracy limits (98.5-101.5). I added that document to the file. Shirley Stokes

03-22-10 As noted above, this file can be closed on April 5, 2010, if no disagreement, . Shirley Stokes

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Request No. 0914591W Name CUMBIE ,ELIZABETH MS. Business Name

Consumer Information

Name: ELIZABETH CUMBIE

Business Name:

Svc Address: 11575 W. CR 675

County: Sumter Phone: (352)-303-1429

City/Zip: Webster / 33597-

Account Number:

Caller's Name: ELIZABETH CUMBIE

Mailing Address: 11575 W. CR 675

City/Zip: WEBSTER ,FL 33597-

Can Be Reached:

E-Tracking Number: 22955

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS768

Company:

Attn. Lesley Dix0914591W

Response Needed From Company? Y

Date Due: 01/26/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/20/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 01/04/10

Time: 11:14

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 100.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 04/14/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, January 01, 2010 1:51 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 22955

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

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Name: elizabeth cumbie
Telephone: 352 303 1429
Email:
Address: 11575w cr675 webster 33597

BUSINESS INFORMATION

Business Account Name: elizabeth cumbie
Account Number:
Address: 11575w cr675 webster Florida 33597

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
my service was disconnected in October due to and outrages bill in December i recieved a bill for addition 100.00 for the month of November i would like to know why they can charge the rates they due and continue to charge them for services we no longer recieve? i live on a fixed income and my water bill exceeds my monthly moregage something is not right "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

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Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/20/2010 - Company response received via e-mail. /EEstelle

01/21/10- Reviewed Company Response:
On 9/10/09, Aqua issued a 10 day shut-off notice due to a past due balance: $230.27. The service was disconnected on 10/5/09 due to non-payment. If the service is not reconnected, company practice is to schedule an appointment to re-read the meter. If there is no reported consumption, the account is made inactive and a final bill is issued.

On 12/7/09, a meter reader visited the property and obtained an actual reading of 1185. The reported consumption was zero; therefore, the account was made inactive and a final bill was issued.

The service should have been made inactive effective 10/5/2009 instead of 12/7/2009. The account was updated to reflect the corrected date and a revised bill was issued. The revised final bill includes a credit of $214.61, this amount eliminates charges billed during 9/8/09-12/7/09. The account was rebilled for time period of 9/8/09-10/5/09. A letter was mailed to customer advising of resolution. Vfaria

02/09/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

2/9/2010- ATTN AQUA UTILITIES: CASE RE-OPENED, OBJECTION FILED: PLEASE SEE NOTATIONS BELOW:

- Call transferred from upstairs: Customer stated she received a letter from Aqua advising that the account was adjusted to the effective end date of 10/5/2009. Customer received a call from Aqua today and a billing advising that $423.46 needed to be paid. Customer did pay the bill to have services restored.

The bill was charging her for November 2009, December 2009 and January 2010 base facility charges and sewer charges that equaled about the same as the adjusted credit amount.

Customer was told that after services are restored, the new bill will also have base facility and sewer charges for the past three months again.

1. Please advise the PSC what did Aqua advise of customer today.
2. Copy of current bill with due date of 2/11/2010.
3. Basis for charges after account was closed effective date 10/5/2010.

Response due by February 18, 2010. Vfaria

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02/09/2009: Case reopened. RRoland

02/10/2010 - Company response received via e-mail. /EEstelle

2/11/10- Reviewed Company Response:
Aqua advised customer that in error they billed the account usage for November and December. Aqua cancelled the bills and issued a revised billing statement on 1/20/10 that included charges of $144.57 for the period of 9/8/09 - 10/5/09, plus the previous past due balance $378.89.

Customer has paid the balance in full and is subject to be reconnected as of 2/10/10 but will be billed for base facility charges from October 2009 - current. The charges cover the cost of constructing, replacing and maintaining pipes and wells in the area, whether or not service is being used. Vfaria

2/11/10- ATTN AQUA: SUPPLEMENTAL REQUEST:
1. Please provide the reason for two separate sewer charges on the revised billing.
2. Please provide the PSC the math calculation on each sewer charge.

Response due February 22, 2010. Vfaria

2/18/10- SUPPLEMENTAL REQUEST: IT APPEARS THE PSC FAILED TO SEND THE REQUEST ON THE DATE NOTED: Please review the notations below and provide the PSC a response by March 4, 2010:

1. Please provide the reason for two separate sewer charges on the revised billing.
2. Please provide the PSC the math calculation on each sewer charge.

03/03/2010 - Company response received via e-mail. /EEstelle

03/10/10- Reviewed Company Response:
Aqua determined that the sewer charge was over billed from 9/2009 to 12/2009. Aqua has credited the account the charges billed of $38.33. Vfaria

3/10/10- I called the number on file but it appears to not be in service. I will send customer a letter advising of the final resolution to her objection. Vfaria

04/14/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0915215W Name HOWARD ,CRYSTAL MS. Business Name

Consumer Information

Name: CRYSTAL HOWARD

Business Name:

Svc Address: 31738 BLANTON LANE

County: Lake Phone:

City/Zip: Tavares / 32778-

Account Number:

Caller's Name: CRYSTAL HOWARD

Mailing Address: 31738 BLANTON LANE

City/Zip: TAVARES ,FL 32778-

Can Be Reached: (407)-427-9109

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix0915215W
Response Needed From Company? Y
Date Due: 01/27/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 01/20/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: CSM
Date: 01/05/10
Time: 16:57
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 460.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 02/09/10
Closeout Type: GI-25
Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? The caller states that she has been billed approximately $500 for the past two months.

What is the date of the bill? November and December of 2009

Why do you believe you have been billed improperly? The caller states that she has not used enough water to warrant her bill being in access of approximately $70. The caller states that she has had a plumber come out and check for leaks and a technician from the company came out and checked for leaks and both found that there were no leaks. The caller states that no one is home at her residence until after 5 pm, therefore no water is being used in the daytime.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Cierra S. Mitchell

01/20/2010 - Company response received via e-mail. /EEstelle

1/21/2010- Reviewed Company Correspondence: Aqua was requesting any additional information pertaining to customer contacting PSC and was requesting PSC contact customer and advise customer to contact Aqua Utilities.

1/21/10- ATTN AQUA: INFORMATION BELOW PERTAINING TO YOUR REQUEST:

In regard to contacting customer to contact Aqua Utilities. The best option Aqua has is to just respond per the Complaint Rule. If customer is not returning your calls, provide customer a resolution in writing and attach information to the PSC report. Since the customer's concern is high usage billed, please verify that meter has been tested and checked and also provide the PSC a 12 month usage history for customers account. As you stated in your response, a final report is not due until January 27, 2010. Thank you. Vfaria

01/25/2010 - Company response received via e-mail. /EEstelle

2/2/2010- Reviewed Company Response:
Ms. Howard contacted Aqua on 10/8/09 inquiring if the account was established. As a result of the inquiry,

customer service obtained a lease from Ms. Howard. Per the lease effective date 8/31/09, account was established and a field test was scheduled for 10/9/09. On that date field representative visited property and took a reading (1777). The first billing statement issued 10/20/09 was for 46 days (8/31-10/20) for $70.84, bill was based on estimated reading.

- 11/24/09- bill statement for 27 days was a total of 27,200 gallons at $518.39: $442.55 current, $70.84 past due, $5 late fee.
12/7/09- bill statement for 32 days was a total of 19,600 gallons at $813.98: $295.59 current, $518.39 past due.

In review of the account it was found that the bill issued on 10/20/09 was billed on an incorrect reading; therefore, all billing statements were cancelled.
A revised bill was issued from 8/31/09 to 12/14/09 for 105 days with a total consumption of 45,500 bill totaling $559.45.

Aqua spoke to customer on 1/5/2010 and advised her that the review of the account found an incorrect billing and in order to correct the billing had to be cancelled and redone. To assist with the concern of usage, Aqua agreed to read the meter 3 consecutive weeks for comparison:
1. reading taken on 1/15/10 - 2197
2. reading taken on 1/22/10 - 2208
Total consumption for 7 days was 1100 gallons, which is about 157 gallons per day. Customer stated she would make minimum payments until account balance is resolved, to date no payments have been received.

Aqua attempted to contact customer verbally on 1/12/10, 1/13/10, 1/14/10, 1/15/10, 1/19/10, 1/20/10 and 1/25/10. Voice messages were left requesting a callback. A certified letter was sent on 1/25/10 providing response and requesting contact. Vfaria

02/09/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

- The owner of the home called stating that her tenant is still without service. I advsied the owner that accoring to the company report (Owner is not the person that filed the complaint) the customer of record was billed for the correct time frame and she never paid the bill. Unless customer pays the bill the water will not be restored.
The owner will have to decide if she wishes to assist the tenant or remove the tenant to gain services. Vfaria
5/26/10 Property owner called on behalf of the customer. Caller transferred to Violet. NHollinhead

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Request No. 0915529W Name TAYLOR ,TWILA MRS Business Name

Consumer Information

Name: TWILA TAYLOR

Business Name:

Svc Address: 7117 SW ARCHER ROAD
LOT #3

County: Alachua Phone:

City/Zip: Gainesville / 32608-

Account Number: 00014847520649326

Caller's Name: TWILA TAYLOR

Mailing Address: 7117 SW ARCHER ROAD
LOT #3

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-375-2657

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0915529W

Response Needed From Company? Y

Date Due: 01/28/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/25/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: LUCILLE ALFORD

Entered By: LKA

Date: 01/06/10

Time: 16:01

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: LKA

Date: 02/16/10

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: **Customer seeks same-day (today) reconnection due to medical needs **

Customer said her service was disconnected today for non-payment of about $140.00. The customer said this was an oversight on her part, as she and her husband are both ill. The customer said that "medical needs and conditions" in the home preclude this premise from being without water for any longer than 24-48 hours. She said she paid the past due amount in full, and per today's directive from Aqua, provided a letter from her doctor regarding the need for water today (i.e. for same-day reconnection).

The customer said her doctor's letter was provided - by fax per company's instructions - but then office staff at her Aqua office location denied a same-day reconnect, citing that Aqua has its own medical form, and that was what needed to be filled out and returned in order to provide a same-day reconnect.

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The customer said that she and her husband cannot be without water until scheduled reconnection date of end-of-day tomorrow 01/07/10.

The customer shared that when she started her service with Aqua, she had a bill over $2000.00 due to company's error when she was billed under an incorrect account number. She said the improper billing matter was resolved, and she ended up with a 4-5 month credit. Her point, she said, is that when Aqua needed her to work with the company, she did -- now she does not understand why Aqua is not working with her. Or why the Medically Essential Service process was not properly presented to her today. She said she is particularly upset that field agent did not knock on her door prior to the disconnect this morning.

This customer is not satisfied and is seeking a reconnection today - or at least expedited reconnect to first thing tomorrow morning. Please contact the customer NOW to advise if an expedited reconnection is available.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by : LKAlford

01/25/2010 - Company response received via e-mail. /EEstelle

01/26/10 Company Response reviewed. The Medical Certificate requirements for same day reconnection are specifically outlined by Aqua. Aqua indicated that the information provided by the customer did not list the medical condition, medical reason or the duration of the illness - all required information by the company to

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be considered a valid reason for same day restoration, with payment arrangements. The medical certificate as provided by the customer was denied.

Aqua provided an account history as follows:

> 12/15/09 10 day termination notice was mailed ; payment due 12/28/09 for $137.21

> 01/06/10 service terminated for non-payment $137.21

> 01/06/10 customer called company and was advised that restoral of service required payment of past due $137.21, deposit fee of $50.00 and reconnection fee of $35.00 -- OR -- she could provide a medical certificate.

> 01/06/10 Payment made $225.41, confirmation #1154194 -- service scheduled for restoration 01/07/10

Aqua/AGreen contacted Mrs. Taylor 01/25/10 and discussed the service termination, as well as the specifics of an (approved) medical certificate. The customer's dissatisfaction with customer service was reviewed and that matter was to be referred to management.

Ms. Green indicated that the customer is known to her, that the customer's distress in discussing the matters related to the medical problem is understandable and therefore, Ms. Green provided an apology and a direct contact number to call if assistance was required in the future. Ms. Green also advised that the customer is known to her, and therefore she will monitor the customer's account for the next several months. LKAlford

02/16/10 There has been no furhter contact from the customer. This case is now closed. LKAlford

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Request No. 0915594W Name ROBERSON ,JENNIFER MS. Business Name

Consumer Information

Name: JENNIFER ROBERSON

Business Name:

Svc Address: 3670 NE 18TH COURT

County: Marion Phone: (352)-299-5695

City/Zip: Ocala / 34479-

Account Number:

Caller's Name: JENNIFER ROBERSON

Mailing Address: 3670 NE 18TH COURT

City/Zip: OCALA ,FL 34479-

Can Be Reached:

E-Tracking Number: 23012

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174
Company:
Attn. Lesley Dix0915594W
Response Needed From Company? Y
Date Due: 01/29/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 01/28/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 01/07/10
Time: 09:04
Via: E-FORM
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 02/11/10
Closeout Type: GI-28
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, January 06, 2010 2:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23012

Complaint filed with PSC

Select County: MARION
CUSTOMER INFORMATION

Name: Jennifer Roberson

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Telephone: 352-299-5695
Email: Gatorgirl0914@hotmail.com
Address: 3670 NE 18th Court Ocala 34479

BUSINESS INFORMATION

Business Account Name: Jennifer Roberson Account Number:
Address: 3670 NE 18th Court Ocala Florida 34479

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
On Dec. 1st, 2009 my husband & I moved into our new rental home. We were told by our landlord that we needed to contact Aqua Utilities to setup service. I planned on calling them the following day which would have been Dec. 2nd. When I came home from work on that day I found a yellow tag on my mailbox stating that water had been disconnected due to the bill not being paid. This bill was for the prior tenants who had vacated the property somewhere around the end of October to the beginning of November and hadn't?t paid for their prior 4-5 months worth of service.

When I called Aqua to let them know that the water was shut off and that we had just moved in, they stated that the bill would need to be paid of $116.00 and that we needed to go ahead and get the water transferred into our names for a new service connection. I told them that this was not my debt, I was not going to pay it and that I wanted the water turned back on immediately. They said that from the time I faxed the info to them it would be a 24-48 hour period before water can be restored at the home. I went ahead and sent them all the information they requested which was a copy of my Driver?s license and a copy of our lease agreement. Once I faxed this I received a phone call from Mr. Brown with Aqua stating that he received the fax and that the lease looked like it was forged or fraudulent. I explained to him that this was not fraudulent and that I would refax it. I resent the lease agreement and license to him again. The following day he called me and said that he spoke to his supervisor and they needed a copy of the lease agreement, mine and my husbands driver?s license, a notarized letter stating the date that we occupied the premises signed by my husband, myself, the property manager & the homeowner and also a copy of the tax bill for the home. I faxed all this info to them on Dec. 4th and followed up with a phone call to Mr. Brown. When I spoke to him he stated that everything looked good enough for our account to be setup and that the water should be back on by the following day. The water was turned back on Dec. 5th, 2009. In the meantime we had never had any contact from Aqua Utilities, no water disruptions and also, NO BILL.

When I came home from work yesterday Jan. 5th, 2010 I found another yellow tag on my mailbox stating that water has been disconnected due to account not being setup properly. I immediately got on the phone with Aqua to figure out what was going on with this account. I told them that I had spoken to Mr. Brown and that he was supposed to get everything with our account setup on Dec. 4th. They said that the notes stated that

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when he sent everything to the corporate office the driver?s license was too dark. Why hadn't?t they contacted me this whole time from Dec. 4th- Jan. 5th? They had my cell phone number, my husband?s cell phone number, our address and they could have also just put a yellow tag on the mailbox asking us to call before water was disconnected so that we could resolve this issue in a timely manner.

It is ridiculous how they handle issues with their customers and the length of time it takes to restore water services (24-48 hours) is way too long for a person or a family to have to wait. I am 5 ? months pregnant and have a young daughter in the house and not being able to use my shower, washing machine, dishwasher, toilets or sinks is just not right. There has got to be some sort of policy stating that they need to contact their customers and notify them 24-48 hours before shutting the water off or at least have someone on hand that can come to restore it once the issue is resolved so the customer can have water that same day.

Please respond back to this complaint. I hope that you are going to demand they make changes to how they handle these issues. I don?t think this is just affecting me, but my community and my neighbors. We have all had enough of Aqua Utilities and want the City of Ocala to handle our water from now on! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/28/2010 - Company response received via e-mail. /EEstelle

Request No. 0915594W Name ROBERSON ,JENNIFER MS. Business Name

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2/2/10- Reviewed Company Response:
Background Information

- 11/24/2009, Mrs. Roberson contacted the company stated she moved into the property a week ago. The company representative process the service order for 12/4/2009 to have the account established and to obtain a reading.
- 12/3/2009 Mrs. Roberson telephones the company stated there was a new tenant. She was advised to provide documentation, lease etc (3:54PM).
- 12/3/2009 Joshua Roberson telephones the company and stated that he moved into the property on 11/13/2009 (4:23PM).
- 12/4/2009 Mrs. Roberson telephoned (9:45AM) the company inquiring what time representative would be at the property. She was advised an all day appointment.
- 12/4/2009 company representative made an attempt to reach Mrs. Roberson to advise she would need to fax a copy of lease and or settlement papers and 2 forms of identification for herself and Mr. Roberson.
- 12/4/20009, Mrs. Roberson faxed first page of lease, no signature page. The document that was faxed appeared to be altered therefore; denied by the Collections department for processing.
- 12/4/2009 a company representative contacted Mrs. Roberson advising she would need to fax signature page and clear copy of identification before service could be established.
- 12/7/2009 Mrs. Roberson telephoned company requesting to speak with company representative and was advised an e-mail would be forward requesting a call back.

The previous tenant's account was terminated due to non-payment. Company standard procedure when a tenant's account has been terminated for non-payment and a new tenant request service. The procedure is to request lease and or settlement papers and two forms of identification. When the representative established the account she did not follow proper procedures by requesting documentation from Mrs. Roberson. The request was after Mrs. Roberson was told the account would be established. Due to this internal error of not following procedure, the service order that was created for 12/4/2009 was cancelled.

A company representative made an attempt to reach Mrs. Roberson to advise before the service could be placed in her name she would need to provide a lease and or settlement papers and 2 forms of identification for herself and Mr. Roberson.

Mrs. Roberson faxed partial lease and copy of drivers license which was too dark, not able to read therefore; the request to establish service was denied. A company representative made an attempt to reach Mrs. Roberson on 12/4/2009 however; was not successful and a voice message was left. Mrs. Roberson contacted the company on 12/7/2009 requesting to speak with the representative who she forwarded documentation. Mrs. Roberson was advised that she would receive a call back. There was no return call to Mrs. Roberson to clarify what additional documentation was needed. The service was terminated on 1/5/2010. It has been acknowledge that the representative should have follow-up with the customer. The service was restored on 1/6/2010.

On 1/28/2010, Aqua spoke with Mrs. Roberson regarding the complaint she filed. It was explained that due to

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the previous tenants account terminated for non-payment there were standard procedures that the representative should have followed. Acknowledging that the procedure was not followed and there was no follow-up when she contacted the company on 12/7/2009 which resulting in her service being terminated on 1/5/2010.

Billing was reviewed from 11/13/2009 through 1/15/2010 for period of 63 days of service total consumption 7300 gallons in the amount of $44.27. Mrs. Roberson insists that the start date should be 12/1/2009 however; the company has not received a valid lease with effective date of 12/1/2009.

An apology was extended and a $10.00 courtesy adjustment was placed on the account. Aqua advised that the adjustment would be a line item on next months' bill and the account balance due 2/11/2010 is $34.27. Mrs. Roberson thanked company for adjustment and the follow-up call regarding her complaint. Vfaria

02/11/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-28. VFaria

Request No. 0916152W Name GAULRAPP ,JOHN MR. Business Name

Consumer Information

Name: JOHN GAULRAPP

Business Name:

Svc Address: 11041 ARECA DRIVE

County: Pasco Phone:

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: JOHN GAULRAPP

Mailing Address: 11041 ARECA DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0916152W

Response Needed From Company? Y

Date Due: 02/01/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/02/10

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 01/08/10

Time: 14:12

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 2.56

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 02/16/10

Closeout Type: WB-49

Apparent Rule Violation: Y

Request No. 0915594W Name ROBERSON ,JENNIFER MS. Business Name

Please review the attached correspondence in which the customer reports the following:

Being billed for street lighting on my water bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

01/27/10 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe

02/01/2010- ATTN AQUA: Customer correspondence stated they have not been contacted about the complaint. Customer is being billed for a streetlight that he does not have. PLEASE CONTACT CUSTOMER ASAP. Vfaria

02/02/2010- ATTN AQUA UTILITIES: YOUR RESPONSE TO THE COMPLAINT IS PAST DUE: Please provide a response as soon as possible. Thank you. Vfaria

02/02/2010 - Company response received via e-mail. /EEstelle

2/2/10- Reviewed Company Response:
Customer was contacted and on 2/1/10, Aqua reviewed the 'Pass through Index' and the streetlight issue. Customer was not satisfied with the pass through index but understood that it was already approved.

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Additionally it was explained that the company was in the process of working with the County to discontinue billing for streetlights. Once completed, customer's would be informed. Vfaria

02/16/2010 - It appears the company may have violated PSC Rule 25-22.032(6) (b) - Failure to respond to Commission inquiry in 15 days. - Viol # 49. Complaint closed as WB-49. Vfaria

Request No. 0916471W Name SMOAK ,JOHN MR. Business Name

Consumer Information

Name: JOHN SMOAK

Business Name:

Svc Address: 7117 SW ARCHER ROAD
#2011

County: Alachua Phone: (352)-377-1835

City/Zip: Gainesville / 32608-

Account Number: 0009067540649107

Caller's Name: JOHN SMOAK

Mailing Address: 7117 SW ARCHER ROAD
#2011

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number: 23043

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0916471W
Response Needed From Company? Y
Date Due: 02/02/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/02/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 01/11/10
Time: 12:59
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 02/23/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0916152W Name GAULRAPP ,JOHN MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, January 09, 2010 6:31 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23043

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: John Smoak
Telephone: 352-377-1835
Email: jsmoak1@cox.net
Address: 7117 SW Archer Rd #2011 Gainesville 32608

BUSINESS INFORMATION

Business Account Name: John Smoak
Account Number: 0009067540649107
Address: 7117 SW Archer Rd #2011 Gainesville Florida 32608

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Water and sewer charges are very high. There is only two adults in the home. We go on vacation for a week and the bill turns out to be highter than when we were home. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem

b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

02/02/2010 - Company response received via e-mail. /EEstelle

2/4/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The customer's winter consumption fluctuates between 2,600 gallons and 3,800 gallons per month.
o The reported consumption, for the period December 2009 to January 2010, was 4,300 gallons.
o A technician visited the property on 2/1/10, to verify the meter information and check for a leak.
o The technician reported that there were no leaks found.
o He also verified that the meter serial number matches the meter serial number for which the customer is being billed.
o In addition, a meter reading of 113100 was obtained.
o The customer's actual consumption, from the last cycle meter reading on 1/11/10 through the re-read on 2/1/10, was 2,400 gallons for 21 days of service.
o The average daily consumption was 114 gallons and has decreased compared with the average daily consumption of 138 gallons reported in January 2010.
o Aqua has no explanation for the slight increase in consumption.
o The increase could be due to a change in household size, additional water usage for household cleaning, a leaky toilet (flapper stuck in open position until returned to original position by jiggling handle), irrigation usage, etc.
o Aqua was unable to reach the customer via telephone; therefore a letter was mailed to the service address.
Shonna McCray

2/23/10: This inquiry closed. Shonna McCray

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Request No. 0916719W Name ZUBER ,DANIEL MR. Business Name

Consumer Information

Name: DANIEL ZUBER

Business Name:

Svc Address: 24 EDGEWATER DRIVE WEST

County: Highlands Phone: (321)-202-6545

City/Zip: Lake Placid / 33852-

Account Number: 001537 340

Caller's Name: DAN ZUBER

Mailing Address: 11456 KENLEY CIRCLE

City/Zip: ORLANDO ,FL 32824

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880
Company:
Attn. Lesley Dix0916719W
Response Needed From Company? Y
Date Due: 02/03/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/01/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: SGW
Date: 01/12/10
Time: 08:39
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 314.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 02/23/10
Closeout Type: GI-25
Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $314.00.

What is the date of the bill? December 24,2009 due January 15,2010

Why do you believe you have been billed improperly? Per Aqua Water sources, customer states he was told that their electronic reader failed to take an accurate reading of the meter. Customer states his bill does not reflect an estimated reading. Customer states his bill should be running around $30-$35 per month. Customer states he paid the last bill to Aqua on December 4,2009 so this bill now reflects one month of usage. Customer states the house has been being prepared for sale and no one is living at the residence. Customer states his last bill was $32.43 at that house.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by _____

02/01/2010 - Company response received via e-mail. /EEstelle

2/2/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The customer was not billed for any usage for the one year period that he was in the home.
- Each month the customer would receive bills with just the customer charge for water and sewer.
- The water customer charge was $15.52 and the sewer water charge was $16.91.
- The customer's bill was started at an incorrect read.
- The customer's billed start read was 1400 when it was recorded from the Technician as 16450.
- The customer's final read was 23800 this is a difference of 5900 gallons.

Request No. 0916719W Name ZUBER ,DANIEL MR. Business Name

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o The customer paid total $352.34.
o If the customer had been billed correctly his balance would be $398.28.
o Subtracting the corrected balance from what the customer paid the balance would be $45.94.
o The customer's balance right now is $280.92, so the company will subtract 234.98 from the bill.
o The company will adjust the customer's account to reflect the new balance.
o The account is closed so a new bill cannot be generated.
o Richard Johnson spoke with Mr. Zuber and explained that the start read on the account was incorrect and that the account would be adjusted.
o He just wanted an email stating what his final bill amount would be emailed to danzuber@att.net.
o Customer provided with resolution via email.
Shonna McCray

2/23/10: This inquiry closed. Shonna McCray

Request No. 0918187W Name BENOIT ,JANICE MS. Business Name

Consumer Information

Name: JANICE BENOIT

Business Name:

Svc Address: 35115 DANNY DRIVE
LOT 123

County: Pasco Phone: (508)-496-5767

City/Zip: Zephyrhills / 33541-7

Account Number: 0015368350640259

Caller's Name: JANICE BENOIT

Mailing Address: 67 OLD BEDFORD ROAD

City/Zip: WESTPORT ,MA 02790

Can Be Reached:

E-Tracking Number: 23164

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0918187W
Response Needed From Company? Y
Date Due: 02/09/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/02/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 01/19/10
Time: 10:51
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 02/24/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0916719W Name ZUBER ,DANIEL MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following: Customer did not provide a disputed amount

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, January 18, 2010 12:14 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 23164

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Janice Benoit
Telephone: 508-496-5767
Email: matraveler3@aol.com
Address: 67 Old Bedford Road Westport 02790

BUSINESS INFORMATION

Business Account Name: Aqua Utilities Florida, Inc.
Account Number: 001536835 0640259
Address: 35115 Danny Dr. Lot 123 Zephyrhills Florida 33541-7339

COMPLAINT INFORMATION

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

My bill states that we used 13000 gals. of water in 9 days. we are in a 25 foot travler on a rented site. There is no way we used that much. We would like someone to come out and reread the meter. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

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a) the cause of the problem
b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850.

Case taken by Diane Hood

02/02/2010 - Company response received via e-mail. /EEstelle

2/1/10- Reviewed Company Response:
12/30/09- Customer had water turned on.
01/18/10- customer called for billing explanation.
02/01/10- Billing department confirmed that an incorrect reading was obtained due to a dial configuration issue. The dial configuration was corrected on the system and the account was rebilled. Vfaria

02/24/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0919614W Name NORMAN ,JOE MR. Business Name

Consumer Information

Name: JOE M NORMAN

Business Name:

Svc Address: 1217 LA SALITA WAY

County: Lake Phone: (352)-728-1208

City/Zip: Leesburg / 34748-

Account Number:

Caller's Name: ANNE MARIE NORMAN

Mailing Address: 1217 LA SALITA WAY

City/Zip: LEESBURG ,FL 34748-

Can Be Reached: (352)-742-6441

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0919614W

Response Needed From Company? Y

Date Due: 02/15/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/10/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 01/25/10

Time: 09:42

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO: ALAN HAYS

Disputed Amt: 0.00

Supmntl Rpt Req'd: 02/12/10

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 06/18/10

Closeout Type: GI-05

Apparent Rule Violation: N

See email as follows:

From: Norman, Anne-Marie [mailto:Anne-Marie.Norman@myfloridahouse.gov]
Sent: Monday, January 25, 2010 9:42 AM
To: Ellen Plendl
Subject: hi

I have received a bill from Aqua last month and this month which makes no sense

They tell me our daily average consumption has gone up to 100 Gallon and there are only 2 people in the house and we have had the plumber out to check for leeks twice since the last bill-

I can only conclude that there is a faulty meter- we have had no watering or anything outside - whom should I contact to check out their meter please?

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Anne Marie K. Norman
Representative D. Alan Hays

District 25
871 S. Central Ave, Umatilla, FL. 32784 phone 352-742-6441 / fax 352-742-6443

01/25/2010 FAX TO CO. See customer's email above regarding high bill.

1) Please provide 24 month account history.

2) Please offer field and bench meter tests and check for leaks. Provide results, if accepted.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Anne-Marie Norman at 352-742-6441 (work).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

Request No. 0919614W Name NORMAN ,JOE MR. Business Name

PAGE NO: 36

01/22/2010 Received email as follows:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Monday, January 25, 2010 9:45 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 0919614W JOE M NORMAN

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time 877.WTR.AQUA or 877.987.2782

01/22/2010 Email to the author as follows:

From: Ellen Plendl
Sent: Monday, January 25, 2010 9:46 AM
To: 'Norman, Anne-Marie'
Subject: Consumer Inquiry - Aqua Utilities

Ms. Anne Marie K. Norman
Anne-Marie.Norman@myfloridahouse.gov

Dear Ms. Norman:

Thank you for your email. I have sent an inquiry to Aqua Utilities Florida, Incorporated (Aqua Utilities) on your behalf. We appreciate the opportunity to assist you.

We have filed an inquiry with the company, and upon completion of the investigation, we will contact you. In the meantime, an Aqua Utilities representative will contact you. Please be advised that since this is a billing complaint, PSC staff may request account information from you or the company.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

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Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

01/27/2010 Received email as follows:

From: Norman, Anne-Marie [mailto:Anne-Marie.Norman@myfloridahouse.gov]
Sent: Wednesday, January 27, 2010 10:25 AM
To: Ellen Plendl
Subject: Aqua Utilities was supposed to come by today between 8 AM -10:00 AM/ my husband just called and they are a no show and no one called

The person who set this up was called Anica

She left no number

Anne Marie K. Norman
Representative D. Alan Hays

District 25
871 S. Central Ave, Umatilla, FL. 32784 phone 352-742-6441 / fax 352-742-6443

01/27/2010 FAX TO CO. See customer's January 27, 2010, email which indicated that Aqua Utilities representative missed the appointment.

Please contact the customer to reschedule the appointment.

A written report is due by February 15, 2010. eplendl

02/09/2010 Received email as follows:

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From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Tuesday, February 09, 2010 3:17 PM
To: Ellen Plendl
Subject: Mrs. Norman - Case#0919614W

Good Afternoon,

One of the Issue Resolution Specialist made an attempt to reach Mrs. Norman at 352-746-6441 which indicates her work number. The person (lady) who answered the telephone indicated that no by that name lives at the property. Can you confirm the work number for Mrs. Norman or have her contact Ms. Bellamy at 610-645-6310.

Thanks

Alice N. Greene, MBA
National Regulatory Compliance
Office: 877.239.8502 ext.54294
Fax: 877.780.8299
angreene@aquaamerica.com

02/09/2010 Email to Ms. Greene as follows:

From: Ellen Plendl [mailto:EPlendl@PSC.STATE.FL.US]
Sent: Tuesday, February 09, 2010 3:18 PM
To: Greene, Alice N.
Subject: RE: Mrs. Norman - Case#0919614W

Ms. Norman's daytime contact number is: 352-742-6441.

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

02/10/2010 - Company response received via e-mail. /EEstelle

02/11/2010 Reviewed report. Aqua advised that on January 27, 2010, the company conducted a field test at the customer's residence. Aqua reports that Mr. Norman observed the test. Aqua indicates that the field test

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results indicated a maximum flow of 98 percent, an intermediate flow of 100.2 percent, and a minimum flow of 100.8 percent.

The customer may contact Ms. Alice Green, Aqua Utilities National Regulatory Compliance and Control Analyst, toll-free at 1-877-239-8502, extension 54294, to request a bench test.

The customer stated that she does not believe the usage is correct or that the meter is registering properly. The company reports it found no leaks. eplendl

02/12/2010 FAX TO CO. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

Rate of Flow Accuracy Percentage
Maximum 98.5 - 101.5 percent
Intermediate 98.5 - 101.5 percent
Minimum 95.0 - 101.5 percent (if new meter) or 90.0 - 101.5 percent (if repaired meter)

Aqua reported to the PSC that the maximum flow during the January 27, 2010, field test was 98 percent, which is outside the F.A.C. limits.

It the meter is not registering properly during the field test, the company should replace the meter and conduct a bench test without cost to the customer.

1) Please confirm the maximum result or provide another plan of action to verify the meter accuracy.

2) Please provide another report by February 25, 2010. eplendl

02/16/2010 - Company response received via e-mail. /EEstelle

02/17/2010 Reviewed report. Aqua advised that the representative that conducted the field test incorrectly calculated the test results which were transferred into the customer information system.

An Aqua technician conducted a 5 gallon bucket test. For each interval, the result should have been divided by 5.

The corrected field test results are as follows:
Low flow 4.96 gallons = 99.2 percent
Medium flow 4.99 gallons = 99.8 percent
High flow 5.10 gallons = 102 percent

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02/17/2010 FAX TO CO. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

Rate of Flow Accuracy Percentage
Maximum 98.5 - 101.5 percent
Intermediate 98.5 - 101.5 percent
Minimum 95.0 - 101.5 percent (if new meter) or 90.0 - 101.5 percent (if repaired meter)

Aqua reported to the PSC that the maximum flow during the January 27, 2010, field test was 102 percent, which is outside the F.A.C. limits by ½ a percent.

It the meter is not registering properly during the field test, the company should replace the meter and conduct a bench test without cost to the customer.

1) Please confirm the maximum result or provide another plan of action to verify the meter accuracy.

2) Please provide another report by February 26, 2010. eplendl

02/25/2010 Company response received via email. DScott.

02/26/2010 Reviewed report. Aqua advised that the meter test results indicated a low flow at 99.2 percent, medium flow at 99.80 percent, high flow at 102 percent, with an average of 100.33 percent. The company plans to remove the meter on March 1, 2010 and install a new meter. The company will send the meter for a bench test and provide results to the customer and the PSC. The company explained that the meter test generally takes 30 days to receive the results.

A company representative contacted the customer to advise about the meter exchange and meter test. The representative also explained to the customer that the consumption had dropped from 2900 gallons to 2100 gallons over the past 30 days. The customer appeared satisfied with the action plan. eplendl

02/26/2010 FAX TO CO. Please provide another report by April 12, 2010, with the meter test results. eplendl

06/01/2010 FAX TO CO. Your report is past due. Please submit a final report immediately with the meter test results and any adjustment issued to the customer's account since February 26, 2010. eplendl

06/07/2010 FAX TO CO. Your report is past due. Please submit a final report immediately with the meter test results and any adjustment issued to the customer's account since February 26, 2010. eplendl

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06/09/2010 - Company response received via e-mail. /EEstelle

06/14/2010 Received report as follows:

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Monday, June 14, 2010 3:44 PM
To: Ellen Plendl
Subject: Mrs. Norman

Good Afternoon,

Sorry for the late e-mail. Here is an update on Mrs. Norman's account. After my series of questions, it is believed that the test results may not be correct. If you reference the meter test results the readings are "387065.7". The account history shows an out reading from old meter as "69500". It is believed that the incorrect data was sent for meter that was removed from Mrs. Norman's property. The meter was located at the local office and sent to Mars, independent vendor requesting a second bench test of the meter. If the field supervisor is correct the results for Mrs. Norman's meter were not documented correctly. I have stressed to local office that test results are needed asap. Mars was contacted requesting that the issue is address within next 24 to 48 hours. I will continue to push for an answer so this can get resolved. I have not contacted Mrs. Norman as of today. If I do not get an answer by Wednesday, I will contact her.

Alice N. Greene, MBA
National Operations and Compliance
Office - 877.239.8502 ext 54294
Fax - 1.866.780.8299

06/14/2010 Email to Ms. Greene as follows:

From: Ellen Plendl
Sent: Monday, June 14, 2010 4:01 PM
To: 'Greene, Alice N.'
Subject: RE: Mrs. Norman

Thank you for the information. I will look forward to your next report. If the meter test was not conducted, not able to be conducted, or the results are inaccurate, please let me know what proposed resolution you offer to Ms. Norman.

I'll look forward to the next report.

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Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

06/18/2010 Received report as follows:

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Friday, June 18, 2010 9:50 AM
To: Ellen Plendl
Cc: Greene, Alice N.
Subject: J. Norman - Case#0919614

Good Morning Ellen,

Please find test results for Mrs. Norman as an attachment. On behalf of the company I would like to apologize for the mix-up. The test results that were forwarded previously was associated with another property address. The meter that was removed from Mrs. Norman's property on March 10, 2010 was tested on June 17.

The overall average is 98.2%. It is my understanding that the accuracy parameters set by FPSC is 98.5%-101.5%. Results indicate that the meter was running slow. The flow rate of 15 GPM and 2GPM test results were within the acceptable standards. The flow rate .25 GPM "low" side failed however; it is in the customer's favor by not capturing all usage at the flow rate .25 gallons per minute. To calculate the average flow of 98.2% and 98.5% which is the accuracy pass level, there is little water loss on the company side. In response to Mrs. Norman's request to test the meter, test results support that the meter was registering slow this is to the benefit of the customer. This meter was exchanged on March 10, 2010.

Please let me know if you require additional information.

Alice N. Greene, MBA
National Operations and Compliance
Office - 877.239.8502 ext 54294
Fax - 1.866.780.8299

06/18/2010 Email to the company as follows:

From: Ellen Plendl

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Sent: Friday, June 18, 2010 12:42 PM
To: 'Greene, Alice N.'
Subject: RE: J. Norman - Case#0919614

Hello Alice,

There is still no indication that the company has proposed a resolution to the customer.

The customer should receive the information on the meter test results and the company's determination if credit adjustment would be issued for the high bills as originally reported to the customer.

Please let me know when the resolution is communicated to the customer, how communicated, exactly what information was presented, and if the customer appeared satisfied or not.

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

06/18/2010 Received email as follows:

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Friday, June 18, 2010 2:58 PM
To: Ellen Plendl
Subject: RE: J. Norman - Case#0919614

You are on it!

Mrs. Norman did not ask for a credit. When I mentioned that I would provide a onetime courtesy credit in the amount of $20 she stated that she was not aware that she could get one. I explained that it was courtesy credit since it is obvious that some event took place during timeframe however; not identified and because the usage is back to normal it does appear that there was a onetime event that triggered the spike.

I have placed the credit on the account today however; since the account is going through cycle billing (meter read 6/15) I am not sure if the credit will show on the June statement or July which can be contributed to timing. I am hoping it will be on the June billing statement.

I tried to explained that since the meter was running slow and it has already been exchanged out at the property at this point only action steps is to monitor usage going forward. She did sound positive in stating

that the usage is back to normal. Although I believe she was referring more to the dollar value verses the usage but I could be wrong.

06/18/2010 Received email as follows:

From: Ellen Plendl [mailto:EPlendl@PSC.STATE.FL.US]
Sent: Friday, June 18, 2010 2:35 PM
To: Greene, Alice N.
Subject: RE: J. Norman - Case#0919614

I don't understand the following:

"I advised onetime courtesy credit $20, she indicated if I wanted to give her an adjustment that was okay."

Did you offer and issue a credit? If so, what date issue and on what bill will it appear?

If she requested a credit, did you agree? If so, what date issue and on what bill will it appear?

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

06/18/2010 Received email as follows:

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Friday, June 18, 2010 2:34 PM
To: Ellen Plendl
Subject: RE: J. Norman - Case#0919614

I spoke to Mrs. Norman reviewed bench test results advise of slow register and advised that a copy was mailed should receive no later than Tuesday, she indicated that she will be away on vacation next week. We reviewed possible reasons why high usage (December-January). I asked if company during holiday indicated no. All plumbing fixtures are working well no chance of flapper being stuck etc... not even a possibility of someone turning on outside water. Unfortunately, can't identify why the spike in usage. Reviewed usage before and after and appears to be consistent just spiked during Dec & Jan. Interesting that during this time she indicated that the property was vacant for a few weeks, is it possible that there was a small drip or a stuck flapper, toilet running.

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She indicated that she has not noticed any changes in the last few months, again usage is back to normal. I suggested that she continue to monitor over the next few months.

I advised onetime courtesy credit $20, she indicated if I wanted to give her an adjustment that was okay. I provided my direct telephone number if she had any future questions.

Alice

06/18/2010 Closed by telephone conversation with the customer. Ms. Norman appeared satisfied with the credit adjustment, the meter test results, and the installation of a new meter. Customer appears satisfied. eplendl

Request No. 0920293W Name , Business Name JAGRIFFIN PROPERTIES, LLC

Consumer Information

Name:

Business Name: JAGRIFFIN PROPERTIES, LLC

Svc Address: 740 SWANN DRIVE

County: Polk Phone:

City/Zip: Lakeland / 33809-

Account Number:

Caller's Name: JERRY GRIFFIN

Mailing Address: 740 SWANN DRIVE

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0920293W
Response Needed From Company? Y
Date Due: 02/16/10
Fax: (866) 780-8299 B

Interim Report Received: / /
Reply Received: 02/12/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 01/26/10
Time: 14:47
Via: MAIL
Prelim Type: QUALITY OF
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 03/05/10
Closeout Type: GI-30
Apparent Rule Violation: N

Request No. 0919614W Name NORMAN ,JOE MR. Business Name

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Please review the attached correspondence in which the customer reports the following:

Did not receive the "You need to boil water" notice, but did receive the water notice that lets you know you do not have to boil water any more.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

02/12/2010 Company response received via email. DScott.

2/24/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- On 1/13/10, there was a main break in the Gibsonia Estates area.
- As a preventive measure, Aqua issued a boil water notice to residents during repairs.
- On 1/13/10, the notices were left at the residents' doors.
- On 1/15/10, after the repairs were completed, Aqua left a door notice informing the customers that the precautionary boil water notice was rescinded.
- An Aqua Representative contacted the customer and provided an explanation for the rates.
- The Representative also informed the customer that Aqua left boil water notices at the door of each customer.
- Regarding the ring in the customer's toilet, the customer has been unable to schedule an appointment to

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have a Representative visit the property.
o Aqua's Water Quality Specialist will contact the customer regarding the ring in the toilet.
Shonna McCray

03/02/10 - Customer correspondence received via interoffice from Office of the Attorney General; forwarded to SMcCray. /ewe

3/4/10: Correspondence received from the Attorney General's Office is duplicate of initial correspondence received from the customer; added to file. Shonna McCray

3/5/10: This inquiry closed. Shonna McCray

Request No. 0921050W Name SOMERVIILLE ,JOSEPHINE Business Name

Consumer Information

Name: JOSEPHINE SOMERVIILLE

Business Name:

Svc Address: 4613 NEWCOMB AVE

County: Pasco Phone:

City/Zip: Zephyrhills / 33541-

Account Number: 0009012950643959

Caller's Name: JOSEPHINE SOMERVIILLE

Mailing Address: 4613 NEWCOMB AVE

City/Zip: ZEPHYRHILLS ,FL 33541-

Can Be Reached: (813)-782-0183

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0921050W
Response Needed From Company? Y
Date Due: 02/18/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/15/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: LUCILLE ALFORD
Entered By: CSM
Date: 01/28/10
Time: 15:09
Via: PHONE
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: LKA
Date: 03/04/10
Closeout Type: GI-28
Apparent Rule Violation: N

Request No. 0920293W Name , Business Name JAGRIFFIN PROPERTIES, LLC

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Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? The customer states that her services were disconnected today (1/28/2010)

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? The customer states that she never received any notice from the company indicating that her services would be disconnected

Other Comments: The customer states that she has contacted the company however the company has failed to explain to her why her services were disconnected.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Cierra S. Mitchell

02/15/2010 Company response received via email. DScott.

03/04/10 Company Response reviewed. Aqua indicated that customer contacted the company 03/23/09 to request a seasonal move-out effective 03/30/09. A meter reader went to property 03/30/09 and obtained an actual meter reading, with account made inactive effective date 03/30/09, with water already turned off at the meter.

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Aqua has no record of customer contact to re-activate water upon her return.

On 01/25/10, a Filed Representative went to the property due to account reported as "inactive with consumption", and a notice to contact the company was left at the property. In the absence of customer contact, service was disconnected 01/28/10 (user without contract).

Customer called Aqua after the disconnection and reason for disconnection was explained. Service was restored 01/29/10, but was re-activated in customer's name effective back to 03/03/09. Although the customer was away from the property temporarily, she is responsible for monthly Base Facilities Charges.

On 02/08/10, Aqua provided to customer a billing explanation and account balance of $578.60. If the customer requires a payment arrangement, Aqua noted she should call Aqua Customer Service at 1-877-987-2782.

There has been no further contact from the customer. This case is now closed. LKAlford

Request No. 0921402W Name NEBERGALL ,STEVE MR. Business Name

Consumer Information

Name: STEVE NEBERGALL

Business Name:

Svc Address: 36721 SKYCREST BLVD

County: Lake Phone:

City/Zip: Fruitland Park / 34731-

Account Number: 0008983100641116

Caller's Name: THERESA MCPARLIN

Mailing Address: 36721 SKYCREST BLVD

City/Zip: FRUITLAND PARK ,FL 34731-

Can Be Reached: (352)-435-0238

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0921402W

Response Needed From Company? Y

Date Due: 02/19/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/16/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 01/29/10

Time: 16:56

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 3728.44

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/05/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0921050W Name SOMERVIILLE ,JOSEPHINE Business Name

PAGE NO: 50

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $3728.44

What is the date of the bill? 12/2009

Why do you believe you have been billed improperly? Caller states she feels the Company is charging her for way too much money.

Other Comments:

Caller states in 12/2009 she received a bill for $7504.04 that apparently was so high because there was a leak on one of her pipes. Caller states she recevied several estimated bills because of the broken pipe while it was being worked on. Caller states after she sent the Company all the repair costs and everything else the Company asked for they adjusted the balance to $3728.44. Caller states now she's received a final notice for the balance which is about 15,600 gallons of water used. Caller states there is no way that that much water could have gone through. Caller states there was a pipe that was broken but it was a very small leak.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Marcos Bermudez-Frau

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02/16/2010 - Company response received via e-mail. /EEstelle

2/19/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The customer's account was estimated once in the last two years.
o On 12/14/09, the meter reading was estimated due to Aqua's system being designed to automatically estimate a customer's bill when extremely high consumption is reported. Company practice is to estimate the usage based on past water consumption history and schedule an appointment to investigate the high consumption.
o The actual meter reading on 12/14/09, was 3555 and the reported consumption was 297,000 gallons, which is unusually high for this account.
o On 12/18/09, an Aqua Representative visited the property to investigate the high consumption.
o The Representative detected a leak on the customer's service line. The property was unoccupied at the time of the visit therefore; the Representative turned the water off from the outside and left a door tag notifying the customer of the leak.
o An actual meter reading of 4251 was obtained.
o On 12/28/09, the customer contacted the company regarding a leak adjustment.
o An Aqua Representative advised the customer to fax a copy of the plumbing repair receipt for consideration of a leak adjustment.
o On 1/12/10, Aqua received a copy of the plumbing repair receipt.
o The leak was repaired on 12/19/09.
o A leak adjustment, in the amount of $3,739.42 was applied to the customer's account on 1/12/10.
o A 10-day shut-off notice was issued on 1/21/09, for a past due balance of $3,728.44
o In reference to the customer's concern about the amount of water that passed the meter, a leak that runs 24 hours a day can waste thousands of gallons of water per month.
o A leak, as small as 1/16", can waste 5,310 gallons every three months.
o The 12/14/09 actual meter reading of 3555 shows that the customer's consumption increased from 3,700 gallons in November 2009, to 299,800 gallons during the period 11/12/09 to 12/14/09.
o An additional 69,600 gallons passed the meter in just four days during the period 12/14/09 to 12/18/09.
o The total account balance is $3,969.37.
o The customer is eligible for a payment arrangement.
o The customer should contact Aqua's Customer Service Department at 877-987-2782 to establish the payment arrangement.
o Aqua was unable to reach the customer via telephone; therefore, a letter was mailed to the service address.
Shonna McCray

02/24/10 - Ms Judy Stein calling on behalf of the customer transfered to Shonna McCray as requested. LLugo

2/24/10: Judy Stein and Theresa McParlin transferred by Luis. Asked for information regarding Steve Nebergall. Ms. McParlin advised that Mr. Nebergall is deceased; she faxed the necessary information to Aqua

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on Friday, 2/19/10, to change the name to hers. Ms. Stein explained that Ms. McParlin is a senior citizen on a limited income and cannot pay this bill. Confirmed with Ms. McParlin the leak was on her side of the meter; she indicated the leak was under the window. Explained the account was originally billed over $7,000.00, but Aqua issued a leak adjustment and reduced the bill to $3,728.44. Ms. Stein advised Ms. McParlin is unable to pay this amount or make arrangements to pay this amount. Explained I could not require the company to adjust the charges further but I would re-contact the company to see an additional adjustment could be issued as a courtesy. Advised I would re-contact her afterwards. Ms. Stein provided a can be reached number of 352-259-4848. Shonna McCray

2/24/10: 11:20 a.m. Contacted Alice Greene with Aqua. Reviewed above information regarding an additional adjustment; Alice will investigate further and re-contact me. Shonna McCray

2/25/10: Received return call from Alice. The local office will not issue any additional adjustments, but will accept payment arrangements. Alice is willing to accept payment arrangements of an additional $15.00 per month. Alice will contact the customer (Ms. Judy Stein on behalf of the customer). Shonna McCray

3/25/10: Response received via email. Shonna McCray

3/1/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
- An Aqua Representative spoke with Ms. McParlin on 2/25/2010.
- Ms. McParlin has advised that Mr. Nebergall has been deceased since 3/12/07.
- She has provided documentation to have the service transferred into her name.
- The Representative also discussed the billing and advised that at this time Aqua is unable to provide any additional credit however; she is eligible for a payment arrangement stressing that Aqua will work with her to address the balance.
- Ms. McParlin has agreed to pay all current bills as due, plus $40.00 each month toward arrears starting with April due date.

Shonna McCray

3/1/10: 9:48 a.m. Called Ms. Judy Stein on behalf of Ms. McParlin at 352-259-4848, to review Aqua's response. Ms. Stein advised that Ms. McParlin cannot afford to pay $40.00 each per month and she advised the Representative of this. She stated Ms. McParlin could pay $15.00 extra per month. I advised Ms. Stein I would re-contact the company to determine if it would be possible to pay an extra $15.00 per month and then re-contact her. Shonna McCray

3/1/10: Contacted Alice Greene with Aqua via email. Shonna McCray

3/1/10: Received response via email. Shonna McCray

3/1/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

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o Cara Johnson and Alice Greene both spoke with Ms. Stein and agreed that the account would be placed in Ms. McParlin's name and a payment arrangement will be put on the account.
o The terms are the customer will pay all current bills as due plus $15.00 each month toward the arrears starting with April due date.
o The suggestion would be to make a payment in March if able.

o In addition, Aqua understands that the customer is in the process of contacting community agencies for assistance.

o If the customer receives any assistance, the account would be updated to reflect.
Shonna McCray

3/1/10: 10:24 a.m. Called Ms. Judy Stein on behalf of Ms. McParlin at 352-259-4848 and provided the additional information. She will explain to Ms. McParlin she should pay the current bill each month plus the additional $15.00. Shonna McCray

3/5/10: This inquiry closed. Shonna McCray

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Request No. 0921997W Name FORD ,RENEE MS. Business Name

Consumer Information

Name: RENEE FORD

Business Name:

Svc Address: 7117 SW ARCHER ROAD

County: Alachua Phone: (352)-258-4790

City/Zip: Gainesville / 32608-

Account Number:

Caller's Name: RENEE FORD

Mailing Address: 7117 SW ARCHER ROAD

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0921997W
Response Needed From Company? Y
Date Due: 02/23/10
Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/16/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: LUCILLE ALFORD
Entered By: RWM
Date: 02/02/10
Time: 12:37
Via: PHONE
Prelim Type: DELAY IN
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: LKA
Date: 03/10/10
Closeout Type: GI-29
Apparent Rule Violation: N

Preclose Type - Delay in Reconnection

Are you currently without service? YES

Other comments: Customer said her service was disconnected today for nonpayment. She said she paid the bill after the disconnect and called Aqua after making payment. She was advised by the company it would take 24 to 48 hours to get her service reconnected. Customer said there are six people living in the home and she really needs to have the service reconnected. Customer said she was advised by Aqua to contact the PSC if she wanted to complain about the amount of time it takes to reconnect her service.
Please contact customer regarding reconnection of her service.
Provide the PSC with a report explaining the reason it takes the company 24 to 48 hours to reconnect the service after payment is made on past due bill. Include tariff on reconnections after disconnects. And the outcome of the contact with the customer regarding this complaint.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Ruth McHargue

02/02/10 - Customer wanted to speak with the person she spoke with earlier, Ruth McHargue, as she was under the impression she was going to get a call back. She states the company did call her but she does not want to speak to the company and asked to be speak to Ms McHargue again. Transferred her call as requested. LLugo.

2/02/10 - Customer said was just contacted by AQUA and was advised by the representative it take 24 to 48 hours to get the service reconnected. Customer has said she does not want to speak with Aqua again regarding her complaint. Customer said she was advised the company's policies could change monthly. rmchargue

2/2/10 - 3:16 Called Aqua and left a message for Leslie Dix to call me back today regarding this complaint. rmchargue

02/02/10 Per her request, customer's call transferred to RMcHargue. LKAlford

2/2/10 - Customer said she wanted to call me back to let me know she did not hang up on me earlier. I advised the customer I called Aqua and requested a call back regarding her account.

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2/2/10 - Leslie Dix called me. She said the customer service was scheduled to be reconnected tomorrow. She said it was Aqua's policy to reconnect the next business day after the service had been disconnected for nonpay. She said when Aqua contacted the customer she was advised that the service would be reconnected tomorrow however customer wanted a specific time it would be connected. She said Aqua could not give the customer a specific time. I asked her about the 24 to 48 hour reconnect policy and she said that was incorrect. She said she had spoken with the call center manager and advised this information needed to be corrected.
I called Ms. Ford and advised her service would be reconnected tomorrow and not 48 hours. I advised Aqua's policy was to reconnect the next business day after payment had been received. rmchargue

02/16/2010 - Company response received via e-mail. /EEstelle

02/19/10 Company Response reviewed. The following information was provided:

* A 10-day notice of termination was mailed 1/13/10 for 01/26/10. amount due $152.81

* Service was terminated 02/02/10, reading 24725

* On 02/02/10, customer provided confirmation of payment #1195099, amount $237.81 and customer service representative advised company has up to 48 hours to re-connect service

* Aqua noted that this is incorrect information and the reconnection time is 24 hours (not 48) from the time the customer notifies the company of payment

* Ms. Ford made payment on 02/02/10 and her service was restored on 02/03/10

*Aqua followed up with the customer 02/02/10 and reviewed the reason for a final notice, reviewed account

* Aqua verified the 24 hour reconnection time-line, but customer was upset that an exact time was not provided

* Aqua also advised customer that the incorrect reconnection time-line provided by the customer service representative was forwarded to management and training was recommended // lka

As there is an objection on this case, I attempted to call Ms. Ford today at 4:30 p.m., but the call was answered by an answering machine. I left a voice message asking Ms. Ford to please contact me. LKAlford

03/02/10 I had not received a call from Ms. Ford, so at 2:49 p.m, I called #352-258-4790 again and did speak with Ms. Ford. She said her service was restored, but not in a manner that is to her satisfaction. She declined to explain. I reviewed the company's response, the actions of the company to address the re-connection time frame misinformation she was given, and while Ms. Ford said she understood this, she still

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remains dissatisfied, adding that her office manager was addressing her complaint further with The Office of the Governor.

Case file forwarded to RMcHargue. LKAlford

03/03/10 Case file returned to me. It is noted that the customer indicated that she is dissatisfied with the company's response. However, at this time, there is no further action to be taken on this matter. LKAlford

03/10/10 There has been no further contact from the customer. This cse is now closed. LKAlford

Request No. 0922859W Name DENMARK ,JENNIFER MRS Business Name

Consumer Information

Name: JENNIFER DENMARK

Business Name:

Svc Address: 30601 PGA DRIVE

County: Lake Phone: (352)-735-2524

City/Zip: Sorrento / 32776-

Account Number: 001550601 1036501

Caller's Name: JACOB DENMARK

Mailing Address: 30601 PGA DRIVE

City/Zip: SORRENTO ,FL 32776-

Can Be Reached: (352)-735-2524

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0922859W

Response Needed From Company? Y

Date Due: 02/26/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/24/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: SS

Date: 02/05/10

Time: 11:10

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 03/15/10

Closeout Type: WS-12

Apparent Rule Violation: Y

Request No. 0921997W Name FORD ,RENEE MS. Business Name

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Preclose type - Improper Disconnect

Are you currently without service? No

When was the service disconnected? February 2, 2010

Did you receive a disconnect notice? No If so, what was the date of disconnection on the notice?

Other Comments: Mr. Demark says that the company disconnected his service without a notice. He also says that he had a credit balance on his account. When the problem was reported to the company on Tuesday, the company recognized that the company had made a mistake. The company promised to reconnected the service the same day. However, Mr. Demark says that the service was not reconnected until Wednesday morning. When he came home from work around 7 p.m., he found out that the company did not regulate the pressure after the water was reconnected. As a result, he says that it caused a problem with his backflow releasing water from around 9:57 a.m. until 7 p.m. He says that the company told him to call a plumber. Mr. Demark feels that the company is responsible for the problem since the company disconnected his service in error.

Per the Florida Administrative Code 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

   (a) the cause of the problem
   (b) actions taken to resolve the customer's complaint
   (c) the company's proposed resolution to the complaint
   (d) answers to any questions raised by staff in the complaint
   (e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC along with copies of all correspondence that the company sent to the customer to the following e-mail, fax, or physical address:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Boulevard

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Tallahassee, Florida 32399-0850

Case processed by Shirley Stokes

02-05-10 I received the following acknowledgment e-mail from the company:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Friday, February 05, 2010 11:31 AM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0922859W JENNIFER DENMARK

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

02-05-10 I forwarded a copy to the pscreply for archives. Shirley Stokes

02/24/2010 Company response received via email. DScott.

02-25-10 Aqua Utilities Florida provided the following information in the February 24, 2010, report:

-----Original Message-----
From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Wednesday, February 24, 2010 1:09 PM
To: PSCREPLY
Subject: Jennifer Denmark - Case# 0922859W

REPORT SUMMARY

CUSTOMER DETAILS

Request No. 0922859W Name DENMARK ,JENNIFER MRS Business Name

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Customer First Name	:JENNIFER
Customer Last Name	:DENMARK
Account Number	:0015506011036502
Service Address 1	:30601 PGA
Service Address 2	:
Service City	:SORRENTO
Service State	:FL
Service Zip	:32776
Sent to Utility Date	:2/5/2010
Current Bill Due Date	:1/15/2010
Total Balance	:238.6100
Rate	:RESIDENTIAL
Prepared Date	:2/17/2010 11:04:15 AM

COMPANY POSITION:
Background Information

- A 10-day termination notice was mailed to the property on 11/13/2009 for termination on 11/24/2009 for $263.51 for the irrigation meter.
- On 12/2/2009 there was a service order to shut off the irrigation meter for non-payment on 12/2/2009 in the amount of $263.51. The field service representative shut-off the irrigation meter however; in the CIS (customer information system) it was documented that the house meter was shut off for non-payment therefore; the account was closed and the customer was issued a final bill.
- The customer was issued a final bill from 10/13/2009 to 12/2/2009 which indicated that there was a credit balance of $14.80. In the bill message center on the billing statement it was documented final bill.
- On 2/2/2010 a field service representative was back at the property and shut off the house meter due to inactive with consumption status. This was trigger due to the account being terminated in error on 12/2/2009.
- When Mrs. Denmark contacted the company on 2/2/2010 stating her service had been terminated it discovered internally that in the system the house meter was terminated in error on 12/2/2009 in the customer information system however; the service was not terminated until 2/2/2010 due to inactive with consumption.

Mr. Denmark is correct that the service was terminated due to company error. When he spoke with a customer service representative on 2/1/2010 to have service restored, the representative did not process the service order correctly which delayed the service from being restored until Wednesday February 3, 2010, 9:57 AM.

- On 2/5/2010 a field service representative was at the property. The psi level was checked and recorded at 0.85 psi, no leaks were found.

Summary
On 2/17/2010 a company representative spoke with Mrs. Denmark regarding complaint filed. The representative shared that when the field service representative was at the property on 2/5/2010 no leak was found and the pressure level was within guidelines. Mrs. Denmark stated that there was still a leak at the property however; she would like for her husband to provide feedback and discuss the issue with the company representative. Mrs. Denmark provided a telephone number to reach Mr. Denmark however; the company representative was

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unsuccessful and left a voice message for a return call. On 2/24/2010 I made another attempt to reach Mr. and Mrs. Denmark, unsuccessful a voice message left for return call.
Mr. Denmark return called on 2/24/2010. I discussed the account and addressed the issue with the leak. Mr. Denmark indicated that the leak was located at the valve on the backflow that regulates the pressure. His point was there was no leak prior to when the service was terminated however; when the company restored service leak occurred. Mr. Denmark stated that there was no problem in repairing the leak he could purchase parts at Home Depot ($80 to $90) and replace himself he was more upset with the interaction with call center representative who would not acknowledge the events that occurred and listen to the customers dialogue.
Resolution
The company acknowledges the internal error and will be providing additional training to staff. The customer will not be back billed for services from 12/2/2009 through 2/2/2010 due to company error. This was shared with Mrs. Denmark and she was thankful realizing that her family used service for 2 months and was not billed.

In addition I have advised Mr. Denmark once he purchase parts to repair backflow to forward copy of receipt and I would provide credit on the account. An apology was extended to Mr. Denmark for poor customer service.

02-25-10 If no objection, this file can be closed on March 13, 2010. Shirley Stokes

03-15-10 CLOSED. Shirley Stokes

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Request No. 0923101W Name FRAGOSO ,MERCEDES MRS Business Name

Consumer Information

Name: MERCEDES FRAGOSO

Business Name:

Svc Address: 7117 SW ARCHER ROAD LOT #12

County: Alachua Phone: (352)-371-0507

City/Zip: Gainesville / 32608-

Account Number: 000906686

Caller's Name: MERCEDES FRAGOSO

Mailing Address: 7117 SW ARCHER ROAD LOT #12

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0923101W

Response Needed From Company? Y

Date Due: 03/01/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/23/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 02/08/10

Time: 09:33

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 32.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/18/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $32.00

What is the date of the bill? 02/04/2010

Why do you believe you have been billed improperly? Customer states her Aqua Utilities bill has been increasing each month. Customer states she lives alone on a fixed income and does not waste her water. Customer states her water usage remains the same. Customer states she feels that the company is overbilling it's customers because they have to have the water and have no choice but to pay what they charge.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 0923101W Name FRAGOSO ,MERCEDES MRS Business Name

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1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

02/23/2010 Company response received via email. DScott.

2/25/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The billing statement dated 2/4/10, was processed for service from 12/11/09 to 1/11/10, had a total consumption of 1,600 gallons; averaging 51 gallons per day.
- The customer's usage has been consistent.
- Alice Greene believes the increase the customer is referring to is related to the recent rate increase.
- On 8/29/09, Aqua filed its Notice of Intention with the PSC, a request for an index price increase for water and wastewater rates.
- The rates approved by the PSC became effective as of 10/29/09.
- The 2009 index pricing applies to the utility's operating costs.
- The purpose of the pass through adjustment is to pass on the increase costs in purchased water and property taxes.
- An Aqua Representative has been unsuccessful in reaching Ms. Fragoso; therefore a resolution letter has

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been sent.
Shonna McCray

3/18/10: The inquiry closed. Shonna McCray

Request No. 0924149W Name AVEDISIAN ,MARIE MS Business Name

Consumer Information

Name: MARIE AVEDISIAN

Business Name:

Svc Address: 834 MILLSHORE DRIVE

County: Seminole Phone: (407)-222-4299

City/Zip: Chuluota / 32766-

Account Number: 909460-651605

Caller's Name: MARIE NELSON

Mailing Address: 834 MILLSHORE DRIVE

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached:

E-Tracking Number: 23507

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0924149W

Response Needed From Company? Y

Date Due: 03/03/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/26/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 02/10/10

Time: 15:47

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 03/19/10

Closeout Type: GI-30

Apparent Rule Violation: N

Request No. 0923101W Name FRAGOSO ,MERCEDES MRS Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, February 10, 2010 11:32 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23507

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Marie Nelson
Telephone: 4072224299
Email: marieavedisian@yahoo.com
Address: 834 Millshore Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Marie Avedisian
Account Number: 909460-651605
Address: 834 Millshore Drive Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I am in the process of renovating and adding on to my house. I am having extreme difficulties obtaining documentation from Aqua Utilities that Seminole County requires to issue permits. My call log and notes are below:

12/21/09 1:37 pm, spoke with Andrea D. - I requested service disconnection (for 1/15/10) and letter that would meet the requirements for a demolition permit for Seminole County. I was told that they don't do letters like that and would need to wait for my last bill which could arrive up to 8 weeks after services were disconnected. I informed Andrea that I couldn't wait up to 2 months to get construction started. She asked me to fax in my request to the correspondence dept. 866.780.8301.

1/15/10 Service was disconnected but meter was not removed.

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1/21/10 11:41 am, spoke with Nicole - Although I asked for disconnection for demolition, the meter wasn't removed. I had to schedule another appointment to have the meter removed, further delaying my permitting process. I was told that the meter would be removed on 1/22/10.

1/22/10 Meter was removed.

1/25/10 9:57 am, spoke with Denise. I again requested a demolition letter. I've been told by Seminole County that this is a standard requirement and should not be anything new to Aqua Utilities. Denis informed me the correspondence dept would get to my request as soon as possible.

1/25/10 3:09pm, spoke with Jacinda. Jacinda recommended that I fax in a request and she informed me that I would have it by close of business on Wednesday. At 3:20pm I sent in a faxed request (this is now my 3rd request) for a demolition letter.

1/27/10 1:08 pm, did not have operator's name. I tried to follow up the status of my letter. The operator informed me it could take several weeks to get a letter because the correspondence dept is very backed up. They respond to requests in the order they are received.

2/1/10 10:17 am, spoke with Torrin. I still do not have a demolition letter. In addition, I've been informed by Seminole County permitting that I will also need a letter stating that Aqua Utilities will replace the meter and continue to service the above mentioned address when services need to resume. Torrin stated that I would receive a call back in a few hours. I did not receive a call back.

2/2/10 10:04 am, spoke with Glorida who then transferred me to Jermaine (ext. 53824) who is a supervisor. I explained to Jermaine that not only was I still waiting for the initial demolition letter, I now also need a letter for service reconnection to satisfy building permit requirements. He informed me he would look into it and call me back.

2/2/10 11:37 am, Jermaine called back with status. He said I should be getting both letters faxed today. I confirmed my fax number for him.

2/2/10 12:00 pm, fax received. The letter appears to be the one I requested stating that the meter would be reinstalled and service reconnected. However, the letter is too vague. It needs to contain additional information. I also still did not receive the letter about service disconnection.

2/2/10 12:01pm, spoke with Wakeelah. Informed her that the letter did not suffice and that I needed to speak with a supervisor. I still need the letter for service disconnection too. I was told that the person who processes these letters is out of the office until Monday, 2/8/10 and to call back then. I was not allowed to leave a voicemail for the person to call me back.

2/9/10, received service disconnection letter in the mail. This letter appears to suffice. However, I still

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need the letter regarding service reinstatement.

2/10/10 10:03 am, spoke with Melissa. I immediately requested to speak with Jermaine. I was told he was on another line and would call me back.

2/10/10 10:40 am, a faxed copy of the demolition letter I received on 2/9/10 has been sent to me. I still do not have the letter to satisfy the building permit.

2/10/10 10:47 am, spoke with Ebony. I immediately requested to speak with Jermaine. Ebony informed me that Jermaine was on another call and I would have to wait for a call back. I requested to hold the line until Jermaine could take my call. Ebony would not allow me tie up her line. I demanded to speak with another supervisor and was finally transferred to Mr. Brown. Mr. Brown informed me that he would follow up on my letters and I should have them by tomorrow if the weather didn't prevent the corporate office from being closed.

I feel like I've received the "run around" from Aqua Utilities. They are preventing me from moving forward in my building process and would like to see a corrective action made to prevent this from happening to someone else in the future. This is unfair and I won't allow it to continue. Your assistance would be greatly appreciated. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

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Case taken by Diane Hood

02/26/2010 Company response received via email. DScott.

3/1/2010- Reviewed Company Response:
Customer contacted company on 1/21/2010 requesting a letter stating the meter was going to be removed for renovations. Customer requested a letter stating the company would replace meter once renovations were complete. On 2/10/10, the company faxed customer the two letters.

Customer was contacted on 2/26/10 as a follow-up to make sure information was received. Vfaria

03/19/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 0924204W Name , Business Name YES COMMUNITIES

Consumer Information

Name:

Business Name: YES COMMUNITIES

Svc Address: 7117 SW ARCHER RD
OFFICE

County: Alachua Phone: (352)-373-3500

City/Zip: Gainesville / 32608-

Account Number:

Caller's Name: RON BOLTON

Mailing Address: 7117 SW ARCHER RD
OFFICE

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-262-8016

E-Tracking Number:

Florida Public Service Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0924204W
Response Needed From Company? Y
Date Due: 03/03/10
Fax: (866) 780-8299 B

Interim Report Received: / /
Reply Received: 03/03/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: RK
Date: 02/10/10
Time: 16:37
Via: PHONE
Prelim Type: SAFETY ISSUE
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 03/18/10
Closeout Type: GI-17
Apparent Rule Violation: N

Request No. 0924149W Name AVEDISIAN ,MARIE MS Business Name

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Preclose type - Safety Issues

Customer Comments: Caller states there's a pipe, big 8 inch white tube, coming out of the ground with water leaking out for the past 2 months. The pipe is located near the lot #2616.

Customer is complaining of the water waste and the smell from the sewer.

Customer states the complex has high water bills.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by _____

03/03/2010 - Company response received via e-mail. /EEstelle

3/4/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 2/24/10, a Field Service Representative was at 7117 SW Archer Road - Laundry facility; meet with the Maintenance Representative and advised there was no problem.
o On 2/24/10, Alice Greene spoke with Kelly, Manager and advised that the Field Service Representative meet

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with maintenance and tested meter at laundry facility and found no leaks.
o Kelly indicated that the leaks were near the office and unit #2416 and unit #2616.
o Ms. Greene agreed to have a Representative to stop by the Office so she could direct the Field Representative.
o On 2/25/10, Aqua scheduled a planned outage for Arredondo Farms water system to make a distribution repair on 3/2/10.
o The outage will be from 9:00 a.m. - 3:00 p.m.
o The customers were notified of the event on 2/26/10, via door hanger.
o On 2/26/10, an Aqua Representative was at 7117 SW Archer Rd - Laundry facility and performed field test.
o The Maintenance Representative witness test, meter tested 100% accurate and no leaks were found.
o In reviewing the billing statements, it does appear that there was some type of event that took place at the property.
o The usage increase effective 11/9/09 billing statement.
o A Representative was at the property meet with maintenance representative conducted field test and checked for leaks and none were found.
o The usage has decrease for current billing period from 1/11/10 to 2/8/10, total consumption 25,000 for a period of 28 days of service.
o On 3/3/10, as a follow-up Alice Greene spoke with Kelly, reviewed action steps the company has taken to address her complaint; scheduled outage on 3/2/10, to repair leaks on the property, field test performed for meter adjacent to laundry facility and billing/usage.
o Kelly was advised the meter tested accurate on 2/26/10, and no leaks were found.
o If she would like a bench test and the results concluded the meter is within state regulations, the cost would be billed to the customer however; if meter test inaccurate the company would pay for the bench test.
o Kelly stated she would discuss the account with the Regional Manager.
o Advised if she has additional questions or concerns she has the direct telephone number to call.
o Kelly mentioned that some of the tenants complained about high bills.
o She was advised that the tenants would have to contact Customer Service for assistance since they each have individual accounts.
o If the management at Yes Communities find that they have a leak and made repairs they must submit documentation repairs completed and the company will grant a one time leak adjustment.
Shonna McCray

3/18/10: The inquiry closed. Shonna McCray

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Request No. 0924272W Name READER ,STEVE MR. Business Name

Consumer Information

Name: STEVE READER

Business Name:

Svc Address: 4854 BAKER AVE

County: Pasco Phone: (315)-884-3732

City/Zip: Zephyrhills / 33541-

Account Number: 0009018860644521

Caller's Name: STEVE READER

Mailing Address: 2430 CLARKE ROAD

City/Zip: CANASTOTA ,NY 13032

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0924272W
Response Needed From Company? Y
Date Due: 03/04/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 03/05/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: ANGIE CALHOUN
Entered By: AC
Date: 02/11/10
Time: 10:41
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 506.31

Supmntl Rpt Req'd: 03/12/10
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: AC
Date: 03/19/10
Closeout Type: WB-49
Apparent Rule Violation: Y

Preclose Type - Improper Bills

Other Comments:

Customer disconnected service March 30, 2009, and restored service January 2010. Customer indicates that he received a bill for $416.00. Customer states that he called and was advised that the bill was incorrect and he would receive an adjusted bill of $506.31. Customer states that Aqua was unable to adequately explain why this billing is correct. Customer states that he is particularly upset regarding the sewer charges of $360.89. Customer states that the bill has 16 line items which makes the billing incomprehensible.

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been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

02/11/10 - Customer correspondence received via fax; forwarded to ACalhoun. /ewe

02/11/2010 Customer correspondence is a bill copy. The bill includes usage where the customer states there should be no usage. Faxing bill to company. ACalhoun

02/12/2010 ATTENTION AQUA UTILITIES: Customer provided bill copy.

In your report, please indicate information on the back billing on the customer's account. Please indicate how the company determined the usage. Customer states that he disconnected service and only reconnected service recently.

ACalhoun

03/05/2010 - Company response received via e-mail. /EEstelle

03/10/2010 Reviewed report:

Aqua indicates that the customer was billed per their tariff. The customer will be billed a standby charge equal to the base facility charge if the service is terminated and then reactivated for 12 months or less from the termination date. Company indicates that the customer was advised of the reason for the charges. Company provided copy of the tariff section 30.0.

03/12/2010 ATTENTION AQUA UTILITIES: SUPPLEMENTAL REPORT REQUIRED.

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There is not enough information to close this complaint.

What date was the customer's service disconnected in 2009. Provide a final reading.

What date was the customer's service reconnected in 2010. Provide an initial reading.

Provide a break down of the base facility charges for water and wastewater charged to the customer on the bill provided by the customer. Specifically the amounts billed for each month.

Why is the customer billed current water and wastewater charges and the old and current rates?

A response is due on March 23, 2010.

Angela Calhoun

03/15/2010 - Company response received via e-mail. /EEstelle

03/16/2010 Reviewed supplemental response.

Company indicates that the customer's account was disconnected on 4/3/09 with a reading of 8300. The service was reconnected on 1/28/10 with a reading of 10910.

The billing of 2/2/10 was canceled since the read at reconnection was incorrect, it should have been 8300. The readings were changed and the customer was billed for the period of 1/29/10 to 3/3/10.

Company indicates that the base facility water charge from 4/3/09 to 10/28/09 was $107.61, and from 10/29/09 to 3/3/10 is $65.98. Company billed the base wastewater charge from 04/03/09 to 10/28/10 was $242.39 and the base facility wastewater charge from 10/29/09 to 3/3/10 are $148.85.

Aqua states that it bills the base facility charges when the account is reactivated and it also billed for the water and base facility charges used as of 3/3/10.

Company states that the new billing was $72.51 and the customer paid the balance of the corrected bill.

Angela Calhoun

03/19/2010 No further contact from customer. Closing complaint as apparent infraction, WB-49 (Failure to respond to the PSC within 15 days.) ACalhoun

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Request No. 0924604W Name BROWN ,SABRINA MS. Business Name

Consumer Information

Name: SABRINA BROWN

Business Name:

Svc Address: 7117 SW ARCHER ROAD
LOT 2325

County: Alachua Phone: (352)-301-6059

City/Zip: Gainesville / 32608-

Account Number: 001543688 0649084

Caller's Name: SABRINA BROWN

Mailing Address: 7117 SW ARCHER ROAD
LOT 2325

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number: 23541

Florida Public Service Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0924604W

Response Needed From Company? Y

Date Due: 03/05/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/26/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 02/12/10

Time: 12:33

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 128.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 03/19/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, February 11, 2010 6:01 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 23541

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

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Name: Sabrina Brown
Telephone: 352-301-6059
Email:
Address: 7117 SW Archer Rd Lot 2325 Gainesville Florida

BUSINESS INFORMATION

Business Account Name: Sabrina Brown
Account Number: 001543688 0649084
Address: 7117 SW Archer Rd Lot 2325 Gainesville Florida Florida

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I will not and can believe that you all increasing people water bills every month Jan was in the $80's, feb was in $128.?? and now for March $906.05. This not possible for any one to have used this much water in a 2 bed 2 bath trailer with 1 adult and 1 child. I love my home but I am being forced to move out of it because Aqua can increase you every month just cause they can. "

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   c) the company's proposed resolution to the complaint
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   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

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Case taken by Diane Hood

02/26/2010 Company response received via email. DScott.

2/26/10- Reviewed Company Response:
Customer's usage has fluctuated, Dec09 bill was $86.51 for 1900 gallons, Jan10 bill was $128.94 for 4700 gallons, Feb10 her bill was $73.92. Customer's normal bill is about $70. The bills are correctly rendered. Customer was contacted and advised that she is carrying a balance.

- In regards to the $1002.82 billing. Customer's previous location: 7117 sw archer rd unit 158, Gainesville Fl., was opened 2/6/09 and customer closed account on 8/10/09. Company did not bill customer any usage during the time. The remote was not transmitting and company did not catch it. Company sent customer a catch up bill for the total amount of water used : 46,900 gallons. Customer was advised that amount has been cancelled and customer was billed for only 6 days of service at previous location. Aqua at the gallons not billed. Vfaria

03/19/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0924606W Name , Business Name PAMELA THORDARSON

Consumer Information

Name:

Business Name: PAMELA THORDARSON

Svc Address: 12355 SW CR 769

County: DeSoto Phone: (239)-246-7056

City/Zip: LAKE SUZY / 34269-

Account Number:

Caller's Name: MICHAEL STEWART, SR.

Mailing Address: 12355 SW CR 769

City/Zip: LAKE SUZY ,FL 34269-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS798

Company:

Attn. Lesley Dix0924606W

Response Needed From Company? Y

Date Due: 03/05/10

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 03/05/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ECR

Entered By: AC

Date: 02/12/10

Time: 12:35

Via: PHONE

Prelim Type: DELAY IN

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: 03/08/10

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RLH

Date: 02/03/11

Closeout Type: GI-28

Apparent Rule Violation: N

Preclose Type - Delay in Connection

Other comments:

Customer states that Aqua has delayed bringing service to the customer's building for fire supression system. Customers states that the company has not provided a solution to install service.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem

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b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

Customer requested an email acknowledgement letter; emailed letter to customer placing copy in the file. ACalhoun

02/23/10 - Caller has not been contacted and just wanted to know if company had responded to PSC yet. Informed they had not and provided the due date. LLugo

03/05/10 - Customer correspondence received via ACalhoun. /ewe

Anything new on this complaint as Friday, March 5, 2010 is the deadline and they didnot respond to me yet.

Thanks;
Michael Stewart Sr"

03/05/2010- Caller inquired about status. Caller states he still hasn't received Company response. Advised caller Company has until end of business today to respond. Caller states he'll call back later to see if response has been received. MBermudez

03/05/10: Customer called to see if the company has responded. I explained that the report is due today. He states that the company has not contacted him regarding the complaint. RRoland

03/05/2010 - Company response received via e-mail. /EEstelle

03/08/2010- Caller inquired if Company response has been received. Advised caller per above. Caller states he still hasn't received Company response. Caller request call back from case analyst when she has had a chance to review Company response. MBermudez

03/08/2010 Customer was transferred to Angela Calhoun. Rik Koeteeuw

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03/08/2010 Spoke with customer and advised that I had not reviewed the report at this time. Customer requested a copy of the response. I advised that I would be able to forward that to him. ACalhoun

03/08/2010 Reviewed report:

Company indicates the customer was advised in November 2009, that providing fire flow for high hazard buildings is not a requirement. Aqua utilities states it does not have adequate fire flow for Desoto County. Aqua representative met with the Fire Marshall and is working with the county to provide fire flow for residential customer's but high demand the customer is requesting, is not available and it is not able to provide this service.

Company indicates that it has met with the customer, emailed the customer and participated in conference calls up to the end of February 2010. Aqua states that the customer has been advised of the action he needs to take to get fire flow for this property. Company states that a letter will be mailed to the customer regarding all specifics.

03/08/2010 ATTENTION AQUA UTILITIES: SUPPLEMENTAL RESPONSE REQUESTED.

Your response does not include a copy of the letter sent to the customer. Customer also indicates that Aqua has not contacted him regarding this complaint. Has the customer been contacted regarding this complaint?

Provide the PSC with a copy of the letter you are sending to this customer.

Per PSC Rule 25-22.032(6), complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company. Specifically, "The company response shall also include letters or E-mails sent to the customer that contain the company's proposed resolution of the complaint or statement of position in addressing or resolving the complaint."

Provide information as to why fire flow cannot be provided to this customer. Your report indicates that you have advised him of specific action he may take. Provide this information in your supplemental response.

A supplemental report is due by Wednesday March 17, 2010.

Angela Calhoun

03/08/2010 Emailed copy of company response to customer. Called customer left a message. ACalhoun

03/08/2010 Customer called. Customer states that any letter should be sent to his email address. Advised that I would let Aqua Utilities know of his request. ACalhoun

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03/08/2010 ATTENTION AQUA UTILITIES: Customer advised that any letter should be sent via email to mikegl40@aol.com ACalhoun

03/10/2010- Customer called to speak to his analyst. Transferred caller to ACalhoun. SWilliams

03/10/2010 Customer correspondence received via email and added to file. ACalhoun
"Angela, this is not a specific response. Desoto County guarantees them 2000 GPM @ 20 lb residual and that is what we designed our system off of. I think Desoto county should make good on this after all, they said that they would assist Aqua Utilities (there sub franchise) in this effort to satisfy our fire flow, I have this on a voluntary recording back in February when we had a meeting of the minds between Peace River Water Authority, Desoto County Utilities, Atlas Engineering and myself.

I need to resolve this as life safety is at interest, the tenant will be forced to move after being there 14 yrs and the owner will have unrentable space under this NFPA standard 101 & NFPA 1. After all Desoto County adopted this ordinance, I think they should assist in the remedy.

Thanks;
Mike Stewart Sr.

-----Original Message-----
From: Williams, Patricia R. <PRWilliams@aquaamerica.com>
To: mikegl40@aol.com
Cc: Greene, Alice N. <ANGreene@aquaamerica.com>
Sent: Tue, Mar 9, 2010 5:23 pm
Subject: RE: 2:00 Pm , Wed , Feb 10 Conference Call

Michael Stewart Sr
Please find attached an update letter. I apologize for the delay; I was hoping to have the proposal from Kimley Horn, one of our consulting engineering firms, so I could provide better time estimates.
Thanks
Tricia
352-266-0608

From: mikegl40@aol.com [mailto:mikegl40@aol.com]
Sent: Friday, February 26, 2010 2:36 PM
To: Williams, Patricia R.
Subject: Re: 2:00 Pm , Wed , Feb 10 Conference Call

Trisha, Anything new on the finalized letter, or can you give me an update?

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Thanks;
Michael Stewart Sr

-----Original Message-----
From: Williams, Patricia R. <PRWilliams@aquaamerica.com>
To: mikegl40@aol.com; c.rogers@desotobocc.com; Mike@AtlasIncOnline.com; shochuli@regionalwater.org
Sent: Wed, Feb 10, 2010 9:29 am
Subject: RE: 2:00 Pm , Wed , Feb 10 Conference Call
Mr. Stewart.

Mr. Chris Rogers is drafting a letter to Aqua indicating that Desoto County will support the second interconnect to the Lake Suzy distribution system. We hope the letter will be finalized by Friday February 19, 2010.

Simultaneously, I will be drafting a letter to you outlining the intentions of Aqua to provide the required fire protection for the Lake Suzy service area, including a construction schedule. Please be advised, the required fire protection for the Lake Suzy service territory (residential) may not be adequate to meet the fire flow requirements of Land and Sea (high hazard). It is my hope that this letter will be finalized by February 26, 2010.

Please note that Aqua will build the infrastructure needed to provide the required fire protection (residential) for the Lake Suzy service territory.
Once the hydraulic model is complete Aqua will contact the Engineer of Record to discuss if there is any viable options for increasing fire flow protection for Land and Sea. Please be advised any option selected must be in the best interest of all of the Lake Suzy customers.

I will be available at 2:00pm via telephone if you have any additional questions or concerns.

Thanks
Tricia
352-266-0608

From: mikegl40@aol.com [mailto:mikegl40@aol.com]
Sent: Tuesday, February 09, 2010 2:45 PM
To: c.rogers@desotobocc.com; Mike@AtlasIncOnline.com; Williams, Patricia R.; shochuli@regionalwater.org
Subject: 2:00 Pm , Wed , Feb 10 Conference Call

This e-mail is to confirm our conference call tomorrow for the Land N Sea Project.

Thanks;

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Mike Stewart Sr"

03/10/2010 Spoke with Mr. Stewart regarding his email. I advised him that I could not make a determination at this time, since the supplemental sent to Aqua is due on 3/17/10. He expressed his concerns regarding the current tenant in the building and the owner of the property not being able to resign the tenant. He states that the law is requiring him to add this service, and that he would be requesting that Desoto county provide him with additional time. Customer will also provide an email with details of the availability of water service in his area. ACalhoun

03/11/10 - Customer correspondence received via e-mail; forwarded to ACalhoun. /ewe

Angela,

We had a pre-construction meeting on January 20,2010 @ 2:00 about the water source to be provided to 12355 SW CR 769, Lake Suzy, Fl. At that meeting was discussed of the possible tap options that could be created for the best possible cost effective ways for all parties to solve the solution of adequate water fire flow.

The possible options were, (1) 1- twenty inch pipe was available In front of the property
(2) 1 -12" inch water line some 220' away from the property (off site)
(3) 1 -8" addition line in front of the property
(4) 1- 8" line that currently services the bldg

At that meeting it was discussed that they would need approximately 2 weeks to fiqure out which line or combination of lines would best be available for the tap.

I have a recorded minutes of that meeting that all present knew was being recorded that confirms these statements.

Present parties were;

Peace River Water Authority
Desoto County Utilities
Aqua America Utilities
Atlas Engineering
Mike Stewart Sr. (myself)

Desoto County said they would generate a " Letter of Support " to Aqua utilities in order to assist them in any way they could, and I would get a copy. I never did get that copy, and wish to. Desoto County stated it was they have a contractual obligation to supply their utility franchise (Aqua Utilites) of 2000 GPM with a

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20 lb risidual.

Any questions please call 239.246.7056

Thanks;
Mike Stewart Sr (Owner Rep)

03/11/2010- Caller request to speak with Case Analyst. Transferred to Voicemail. MBermudez

03/11/2010 Mr. Stewart left a message indicating that he had sent his correspondence which has been noted above. ACalhoun

03/12/2010 - Company response received via e-mail. /EEstelle

03/16/2010 Reviewed report:

Company response indicates that the customer has been contacted regarding this complaint since 11/09. Aqua's engineering department has been in communication with the customer. Company sent a copy of the letter emailed to the customer as to why fire flow cannot be provided to the customer.

Aqua letter indicates that it is building infrastructure to provide required fire protection for residential service, however, it cannot provide fire flow for high hazard buildings. Aqua states that once the hydraulic model is completed, it will contact the Engineer to review options for increasing fire flow for high hazard service.

03/17/2010 Customer called and was transferred to me by LLugo. Customer concerns are that he wants specifics regarding the fireflow that Aqua can provide in PSI and GPM. Customer states that he can provide additional flow to what ever they can provide with the new system with his engineers. Customer states that he wants to know how long it will be until there is sufficient flow. Customer is requesting information from the company, but has not received any information. Customer states that engineering has not responded to his request. Advised Mr. Stewart that the case has been forwarded for review. Customer asked that I send him an email advising of this action. Emailed customer. ACalhoun

3/18/2010 - Case filed e-mailed to technical for review. rmchargue

03/18/10 - Customer correspondence received via e-mail; forwarded to ACalhoun. /ewe

"Angela, further down you will see the 12" line that could be availible for proper fire flow. That is the line that Aqua America said they would charge 75,000 for us to conenct into.

Thanks;

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Mike Stewart Sr.

-----Original Message-----
From: Williams, Patricia R. <PRWilliams@aquaamerica.com>
To: Chris Rogers <c.rogers@desotobocc.com>
Cc: Joe Walker <j.walker@desotobocc.com>; Ronald Hay <r.hay@desotobocc.com>; mikegl40@aol.com; Lihvarcik, John M. <JMLihvarcik@aquaamerica.com>; Susan Hochuli <SHochuli@regionalwater.org>; Nancy Stuparich <n.stuparich@desotobocc.com>
Sent: Fri, Jan 8, 2010 1:57 pm
Subject: RE: Lake Suzy Fire Flow Issues

I can come down to Bradenton the afternoon of the 20th of January.
Please let me know if that will work for all of you?
Thanks
Tricia

Tricia Williams
352-266-0608 cell

From: Chris Rogers [mailto:c.rogers@desotobocc.com]
Sent: Thursday, January 07, 2010 12:28 PM
To: Williams, Patricia R.
Cc: Joe Walker; Ronald Hay; mikegl40@aol.com; Lihvarcik, John M.; Susan Hochuli; Nancy Stuparich
Subject: Lake Suzy Fire Flow Issues

Ms. Williams,

I am requesting some available dates for a meeting between Aqua Utilities, DeSoto County, Peace River Authority and Mr. Michael Stewart who represents the owner of the building in the DeSoto County-Lake Suzy Franchise service area currently occupied by Land and Sea.

I was recently contacted by Mr. Stewart who has expressed an immediate need to resolve issues of fire flow requirements to his clients building. He has provided me with a general background of his efforts thus far, and I explained that I would make the necessary efforts to establish a personal meeting between all parties that will be at play in this specific situation. Since DeSoto County is only the water supplier to the franchise, that by agreement with DeSoto County, it is the responsibility of Lake Suzy Utilities to provide water service including rectifying all fire flow issues within the franchise territory.

My understanding is that at some point in his previous dealings, it was suggested to connect to the existing 12" WM nearest his building's location to resolve the deficient fire flow requirements. Although this may be an option, this would require certain permissions from The Peace River Authority is the owner of such line,

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and through DeSoto County as the member customer of the Authority.

Yesterday, I had a preliminary conversation with staff at the Authority who are willing to meet to further discuss this issue. Please provide several possible dates/times that you and/or appropriate Aqua Utilities staff are available to meet with the specific parties as necessary to resolve this issue.

Thank you,

Chris M. Rogers
DeSoto County
Utilities Director
(863) 491-7500

This message states that Aqua Utilities will give me proper fire flow for $7500.00 with an addition option of $20,000.

Thanks;
Mike Stewart Sr
-----Original Message-----
From: Williams, Patricia R. <PRWilliams@aquaamerica.com>
To: Mike Stewart <Mike@AtlasIncOnline.com>
Cc: mikegl40@aol.com; Cspelman <cspelman@spelmanengineering.com>; J. Chris Fessler <chrisfessler1@earthlink.net>; Smith, Carl D. <CDSmith2@aquaamerica.com>; eystein2@comcast.net
Sent: Wed, Dec 2, 2009 2:19 pm
Subject: RE: Land N Sea

I will need to do a model to determine if I can supply the water. The first option would cost your client approximately $20,000 this is a very ball park figure. If the first option isn't viable the second option will cost $75,000 again this is a very ball park estimate.
The back flow devise must be reduced pressure zone

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 1:55 PM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'; Smith, Carl D.; eystein2@comcast.net
Subject: RE: Land N Sea

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Trisha, sorry for the miscommunication earlier. Just to reiterate for the record what we discussed moments ago on the phone:

You will be able to provide the flow we require within six months to the Land N Sea Building in Lake Suzy, Florida. Please confirm or deny this via a response to this email, or on your letterhead if you like.

Also, do you have a specific backflow preventer that we are required to use. After I receive a confirmation of the conversation in regards to the flow and the backflow preventer specification, we will leave you alone.

Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432
Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

From: Williams, Patricia R. [mailto:PRWilliams@aquaamerica.com]
Sent: Wednesday, December 02, 2009 1:18 PM
To: Mike Stewart
Cc: mikegl40@aol.com; Cspelman; J. Chris Fessler; Smith, Carl D.
Subject: RE: Land N Sea

mikegl40@aol.com

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 1:06 PM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'; Smith, Carl D.
Subject: RE: Land N Sea
Do you have his contact info?

Thank you,

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Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432
Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

From: Williams, Patricia R. [mailto:PRWilliams@aquaamerica.com]
Sent: Wednesday, December 02, 2009 1:06 PM
To: Mike Stewart
Cc: mikegl40@aol.com; Cspelman; J. Chris Fessler; Smith, Carl D.
Subject: RE: Land N Sea

Please contact the Engineer of Record for status updates

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 9:53 AM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'
Subject: Land N Sea
Hello Patricia, we have still been trying to contact you with no success, this project is reaching a critical stage where we need to proceed with the design because the warehouse is shutdown for two weeks for the holidays, the tenant has another warehouse lined up and if this work is not completed soon, the fire marshal is going to shut the building down anyways. We would greatly appreciate a phone call or email with at least a status update of what's happening on your end.

Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432

Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

Mike did you mean to type $75,000.00?

From: mikegl40@aol.com [mailto:mikegl40@aol.com]
Sent: Thursday, March 18, 2010 2:03 PM
To: Contact@PSC.STATE.FL.US
Cc: pthordarson1@comcast.net; Mike@AtlasIncOnline.com; gunnar@4psi.net
Subject: Fwd: Land N Sea Complaint # 0924606W

This message states that Aqua Utilities will give me proper fire flow for $7500.00 with an addition option of $20,000.

Thanks;

Mike Stewart Sr
-----Original Message-----
From: Williams, Patricia R. <PRWilliams@aquaamerica.com>
To: Mike Stewart <Mike@AtlasIncOnline.com>
Cc: mikegl40@aol.com; Cspelman <cspelman@spelmanengineering.com>; J. Chris Fessler <chrisfessler1@earthlink.net>; Smith, Carl D. <CDSmith2@aquaamerica.com>; eystein2@comcast.net
Sent: Wed, Dec 2, 2009 2:19 pm
Subject: RE: Land N Sea

I will need to do a model to determine if I can supply the water. The first option would cost your client approximately $20,000 this is a very ball park figure. If the first option isn't viable the second option will cost $75,000 again this is a very ball park estimate.

The back flow devise must be reduced pressure zone

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 1:55 PM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'; Smith, Carl D.; eystein2@comcast.net
Subject: RE: Land N Sea

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Trisha, sorry for the miscommunication earlier. Just to reiterate for the record what we discussed moments ago on the phone:

You will be able to provide the flow we require within six months to the Land N Sea Building in Lake Suzy, Florida. Please confirm or deny this via a response to this email, or on your letterhead if you like.

Also, do you have a specific backflow preventer that we are required to use. After I receive a confirmation of the conversation in regards to the flow and the backflow preventer specification, we will leave you alone.

Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432
Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

From: Williams, Patricia R. [mailto:PRWilliams@aquaamerica.com]
Sent: Wednesday, December 02, 2009 1:18 PM
To: Mike Stewart
Cc: mikegl40@aol.com; Cspelman; J. Chris Fessler; Smith, Carl D.
Subject: RE: Land N Sea

mikegl40@aol.com

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 1:06 PM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'; Smith, Carl D.
Subject: RE: Land N Sea

Do you have his contact info?

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Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
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Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

From: Williams, Patricia R. [mailto:PRWilliams@aquaamerica.com]
Sent: Wednesday, December 02, 2009 1:06 PM
To: Mike Stewart
Cc: mikegl40@aol.com; Cspelman; J. Chris Fessler; Smith, Carl D.
Subject: RE: Land N Sea

Please contact the Engineer of Record for status updates

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 9:53 AM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'
Subject: Land N Sea

Hello Patricia, we have still been trying to contact you with no success, this project is reaching a critical stage where we need to proceed with the design because the warehouse is shutdown for two weeks for the holidays, the tenant has another warehouse lined up and if this work is not completed soon, the fire marshal is going to shut the building down anyways. We would greatly appreciate a phone call or email with at least a status update of what's happening on your end.

Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional

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12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432
Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

Typo $75,000.00

Thanks

-----Original Message-----
From: mikegl40@aol.com
To: gunnar@4psi.net
Sent: Thu, Mar 18, 2010 5:34 pm
Subject: Re: Land N Sea Complaint # 0924606W

Yes, that was an option from Aqua Utilities on Dec 2, 2009 and I can get the work done for $13,000.00 and save a $28,000.00 water pump and a $20,00.00 elect service for the pump. Today see tell the Public Srevice commission that she cannot provide the proper fire flow but, in december she could. Read Below correspondence.

Thanks

-----Original Message-----
From: Gunnar Thordarson <gunnar@4psi.net>
To: mikegl40@aol.com; Contact@PSC.STATE.FL.US
Cc: pthordarson1@comcast.net; Mike@AtlasIncOnline.com
Sent: Thu, Mar 18, 2010 5:13 pm
Subject: RE: Land N Sea Complaint # 0924606W

Mike did you mean to type $75,000.00?

From: mikegl40@aol.com [mailto:mikegl40@aol.com]
Sent: Thursday, March 18, 2010 2:03 PM
To: Contact@PSC.STATE.FL.US
Cc: pthordarson1@comcast.net; Mike@AtlasIncOnline.com; gunnar@4psi.net
Subject: Fwd: Land N Sea Complaint # 0924606W

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This message states that Aqua Utilities will give me proper fire flow for $75,000.00 with an addition option of $20,000.

Thanks;
Mike Stewart Sr

-----Original Message-----
From: Williams, Patricia R. <PRWilliams@aquaamerica.com>
To: Mike Stewart <Mike@AtlasIncOnline.com>
Cc: mikegl40@aol.com; Cspelman <cspelman@spelmanengineering.com>; J. Chris Fessler <chrisfessler1@earthlink.net>; Smith, Carl D. <CDSmith2@aquaamerica.com>; eystein2@comcast.net
Sent: Wed, Dec 2, 2009 2:19 pm
Subject: RE: Land N Sea
I will need to do a model to determine if I can supply the water. The first option would cost your client approximately $20,000 this is a very ball park figure. If the first option isn't viable the second option will cost $75,000 again this is a very ball park estimate.
The back flow devise must be reduced pressure zone

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 1:55 PM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'; Smith, Carl D.; eystein2@comcast.net
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Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.

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LEED® Accredited Design Professional
12800 University Dr. Ste. 420
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From: Williams, Patricia R. [mailto:PRWilliams@aquaamerica.com]
Sent: Wednesday, December 02, 2009 1:18 PM
To: Mike Stewart
Cc: mikegl40@aol.com; Cspelman; J. Chris Fessler; Smith, Carl D.
Subject: RE: Land N Sea

mikegl40@aol.com

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 1:06 PM
To: Williams, Patricia R.
Cc: mikegl40@aol.com; 'Cspelman'; 'J. Chris Fessler'; Smith, Carl D.
Subject: RE: Land N Sea
Do you have his contact info?

Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432
Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com

From: Williams, Patricia R. [mailto:PRWilliams@aquaamerica.com]
Sent: Wednesday, December 02, 2009 1:06 PM

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To: Mike Stewart
Cc: mikeg140@aol.com; Cspelman; J. Chris Fessler; Smith, Carl D.
Subject: RE: Land N Sea

Please contact the Engineer of Record for status updates

Tricia Williams
352-266-0608 cell

From: Mike Stewart [mailto:Mike@AtlasIncOnline.com]
Sent: Wednesday, December 02, 2009 9:53 AM
To: Williams, Patricia R.
Cc: mikeg140@aol.com; 'Cspelman'; 'J. Chris Fessler'
Subject: Land N Sea
Hello Patricia, we have still been trying to contact you with no success, this project is reaching a critical stage where we need to proceed with the design because the warehouse is shutdown for two weeks for the holidays, the tenant has another warehouse lined up and if this work is not completed soon, the fire marshal is going to shut the building down anyways. We would greatly appreciate a phone call or email with at least a status update of what's happening on your end.

Thank you,

Mike Stewart
President, Atlas Design & Engineering, Inc.
LEED® Accredited Design Professional
12800 University Dr. Ste. 420
Fort Myers, FL 33907
Phone: 239-267-7432
Fax: 239-267-8704
Cell: 239-292-7670
Email: Mike@AtlasIncOnline.com"

03/19/10 - Customer transferred to Angela Calhoun as requested. LLugo

3/19/10 Customer called to confirm that we had received his email correspondence. ACalhoun

3/23/2010- Customer called back and transferred to ACalhoun. CMitchell

03/23/2010 Customer called to see if the case had been forwarded. I advised that it had been forwarded and he would probably hear from me regarding additional information. ACalhoun

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04/06/2010 Copy of letter to Aqua Engineer, Tricia Williams, from TWalden (ECR) added to file. ACalhoun

05/06/2010 Copy of letter to Mr. Stewart from TWalden (ECR) addet to file. ACalhoun

05/07/10: Per request from T. Walden. Reassigned case to ECR. RRoland

05/13/10 - Case assigned to Patti Daniel.

03/10/11 - Cased closed per attached emails. TWaldon

Request No. 0925213W Name WRIGHT ,JERRY MS. Business Name

Consumer Information

Name: JERRY WRIGHT

Business Name:

Svc Address: 7811 BIRCHWOOD DRIVE

County: Pasco Phone:

City/Zip: Port Richey / 34668-

Account Number: 0009085070650702

Caller's Name: JERRY WRIGHT

Mailing Address: 7811 BIRCHWOOD DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-869-5168

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0925213W

Response Needed From Company? Y

Date Due: 03/09/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/09/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: LUCILLE ALFORD

Entered By: LKA

Date: 02/16/10

Time: 13:25

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: LKA

Date: 03/25/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0924606W Name , Business Name PAMELA THORDARSON

PAGE NO: 96

Preclose Type - Improper Bills

What is the amount of the bill in dispute? Not disputing any amount - this is a High Bill concern

What is the date of the bill? 02/05/2010

Why do you believe you have been billed improperly? High Bills

Other Comments: Customer said despite her frugal ways, she still has what she considers to be a high use. This past month was 4900 gallons. SHe said she did have some visitors, and expected a slightly higher bill -- but overall, she uses laundry 1 x per week, takes fast showers, and believes her toilets are low flush and that her shower heads are water-savers.

She would like a HBI (High Bill Inquiry), to look at her usage over last 12-18 months. She said she sees no evidence of leaks, but would like the meter connection to be checked and for the meter to be tested for accuracy.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by : LKAlford

03/09/2010 - Company response received via e-mail. /EEstelle

03/12/10 Company Response reviewed. Aqua provided the following information :

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* 12/04/09 to 01/06/10, 33 service days, usage was 4,000 gallons or average use 121 gallons/day ($111.39)

* 01/06/10 to 02/03/10, 28 service days, usage 4,900 gallons or average use 175 gallons/day ($124.37)

* 02/03/10 to 03/02/10, 28 service days usage was 3,100 gallons or average use 110gallons/day ($98.41)

On 03/02/10, Aqua called Mrs. Wright and explained that her usage was up a bit, but she had also used 4,800 gallons in 08/09 during a 30 day bill period. Aqua's recent rate increases were discussed, especially how this would impact monthly bills. Mrs. Wright shared that she had had her daughters in the home for a few weeks, and Aqua explained that additional persons in a household can typical increase average consumption per day by 80 to 100 gallons.

A field Test was done 03/08/10 and results indicated the meter tested 100% accurate at low, medium and high flow, no leaks were found.

Aqua followed up with the customer 03/09/10 and reviewed the meter test results and noted that usage decrease by 1800 gallons between 02/03/10 to 03/03/10, which resulted in a $25.96 decrease billed amount. Mrs. Wright indicated she could see how the number of persons in a house can affect the amount of the billing, but she also expressed her concerns about the rate increase. The customer was advised that when rate increases are requested by the company, consumers can call the FPSC to voice their opinion. LKAlford

03/25/10 There has been no further contact from the customers. This case can now be closed. LKAlford

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Request No. 0926511W Name , Business Name SMITH EQUIPMENT AND SUPPLY COMPANY

Consumer Information

Name:

Business Name: SMITH EQUIPMENT AND SUPPLY COMPANY

Svc Address: 3825 MAINE AVE

County: Polk Phone:

City/Zip: Lakeland / 33801-

Account Number: 0008989410641706

Caller's Name: KAREY SMITH

Mailing Address: 3825 MAINE AVE

City/Zip: LAKELAND ,FL 33801-

Can Be Reached: (863)-665-4904

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0926511W

Response Needed From Company? Y

Date Due: 03/15/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/09/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 02/22/10

Time: 14:40

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1104.66

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/31/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1380.82

What is the date of the bill? 02/05/2010

Why do you believe you have been billed improperly? Caller states he feels the Company keep putting an extra "0" of the meter reading so it's showing as he's used more than he actually has.

Other Comments:

Caller states his bill show's he was charged for 17,900 gallons of water. Caller states he's notice that his bills have been pretty high with the Company for a while now, at least a few months so he's started reading the meter on his own. Caller states from what he can see on his meter it looks like he's used about 1,790 gallons. Caller states he's wondering where the Company is getting the extra 16,110 gallons. Caller states

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he's been using about 50-70 gallons daily but the Company is stating he's using about 639 gallons daily. Caller states he feels it's very likely that he's been improperly billed for the past 10 years.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

03/09/2010 - Company response received via e-mail. /EEstelle

3/11/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- Aqua reviewed the billing and determined the customer is being billed accurately.
- Additional digits are not being added to the meter readings.
- Instructions for "How to Read Your Meter" was faxed to the customer for review.
- An appointment has been scheduled to field test the meter.
- The results of the field test will be forwarded once available.

Shonna McCray

3/31/10: This inquiry closed. Shonna McCray

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PUBLIC COUNSEL REVIEW--P_ _ COMPLAINTS--PAGES 101-201

FEB. 23-APRIL 12, 2010

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
22310	926858	BEACH VILLAS III	Backbilling	y	Backbilling--No explanation)Late Response
30210	928376	Irovando	Water Quality	UNK	Dirty. Smelly. Not drinkable.
30410	928954	Pomfred	Hi Bill.	N	
30810	929684	Skipper	Disc. In error	Y	CSR Error.
30810	929720	Justus	Estimated bills (3)	Y	Delayed Repair. Failed to replace meter.
30910	930049	Kegel	Estimated bills (3)	N	
31010	930186	Bartfield	Water Quality	Y	Low pressure when flushing
31510	931184	Keegan	Hi Bill	N	
31710	931747	Russell	Billing	y	Late Response.Backbilled incorrectly.
31710	931758	Burleson	Disconnect in Error	y	Disc. In Error. CSR error pg. 33)
31810	932088	Morris	Backbilling	y	Billing Error.
32210	932421	Salomon	Hi Bill	Y	Failed to return calls.
32310	932937	Swiatek	Hi Bill	Unk	
32610	933664	Lindsey	Service	N	Extended Outage
32610	933707	Cabana	Service	N	Unable to reach company
32910	933972	Riverbend Condo	Backbilling	y	Faulty Meter Not Repaired. Overbilling.
33010	934134	Howe	Notice Boil Water	Y	Company Failed to Notify Customers--No ans.
40610	935791	Straughan	Hi Bill.	N	
40710	935908	Biedinger	Service	N	Main Break
40910	936477	Methvin	Service	Y	Main Break
41210	936669	Levasseur	Hi Bill	UNK	CSRs Rude. CSR Hang up.
41210	936909	Spalding	Service	Y	Missed Appointment. Late response.

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Request No. 0926858W Name , Business Name BEACH VILLAS III CONDO

Consumer Information

Name:

Business Name: BEACH VILLAS III CONDO

Svc Address: 5400 PLANTATION RD

County: Lee Phone:

City/Zip: Captiva / 33924-

Account Number: 0009100390652144

Caller's Name: CHARLES CAPPS

Mailing Address: PO BOX 100

City/Zip: SANIBEL ,FL 33957

Can Be Reached: (239)-336-6219

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: SU821

Company:

Attn. Lesley Dix0926858W

Response Needed From Company? Y

Date Due: 04/09/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/19/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ECR

Entered By: MAB

Date: 02/23/10

Time: 15:20

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 82162.90

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: KSB

Date: 03/03/11

Closeout Type: GI-99

Apparent Rule Violation: N

2.90Preclose Type - Improper Bills

What is the amount of the bill in dispute? $82,162.90

What is the date of the bill? 01/28/2010

Why do you believe you have been billed improperly? Caller states Company is back billing the Customer but isn't provided the info on where the Company got the figures to determine what was owed.

Other Comments:

Caller is the attorney to the Customer which is a Condo. Caller states the Company is back billing for the past 463 days because they found that the Water Utility, Island Water, had been estimating there bills so the Company did an audit. Caller states the Condo gets charged by different Companies for the water and the

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waste water. Caller states the Customer has requested the info that the Company used to determine the back billed amount but hasn't been provided with any information, only the final balance. Caller states the Condo association will be sending letter to PSC with more information regarding complaint. Advised it would be noted.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

03/19/2010 Alice Green from Aqua called regarding the past due notification. She indicates that the case was not received by Aqua. It does not appear that the case was sent. Sent complaint with adjusted due date of 4/9/10. ACalhoun

04/06/2010 Company response received via email. DScott.

4/7/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A meeting was held on 3/29/10, with Beach Villa Condo's and Aqua Utilities management staff.
o Staff in attendance agreed to hold ongoing meetings after preliminary data has been gathered by Aqua Staff.
o Once the data has been complied reviewed and presented to Beach Villa management it is believed that an agreement will be reached for resolution.
o Alice Greene will provide a status report once information becomes available.
o It is not known how long the research process will take, company staff will make every effort to expedite the process.
Shonna McCray

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NOTE: Aqua also provided copy of letter sent to Marshall Willis (Division of Economic Regulation) indicating it is 9 customers disputing the same issues.

4/7/10: Response date removed as a resolution or proposed resolution or cause of problem was not been provided. Shonna McCray

4/7/10: Forwarding case to Supervisor for review and advise. Shonna McCray

04/19/2010 - Company response received via e-mail. /EEstelle

4/20/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Beach Villa Management Staff requested Aqua to provide billing data from 2006 through 2010, which was presented on 3/29/10.
o Aqua has agreed to provide such data which would include all calculations as to how each monthly bill was calculated.
o The tentative plan is for Beach Villa management along with Aqua staff to review and analyze the data and come to an agreement.
o After an agreement has been reached, Aqua will established payment arrangements if needed.
o Aqua management staff is accommodating the customer in a joint effort to resolve all billing concerns.
o A series of meetings will be held to review data and bring resolution to the complaint.
o Alice Greene advised that Rhonda Hicks has been made aware of the work in progress that is being done to bring resolution to the complaint.
Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 15 days.
Shonna McCray

05/19/10: Forwarding case file to R. Hicks for transfer to ECR. RRoland

5/24/10 - Case assigned to Andrew Maurey.

2/10/11 - Case assigned to Curt Mouring (per Bart Fletcher)

3/3/11 - See attached emails closing the complaint. CMourning

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Request No. 0928376W Name IROVANDO ,DOROTHY MS. Business Name

Consumer Information

Name: DOROTHY IROVANDO

Business Name:

Svc Address: 4942 BRITNI WAY

County: Pasco Phone:

City/Zip: Zephyrhills / 33541-

Account Number:

Caller's Name: DOROTHY IROVANDO

Mailing Address: 4942 BRITNI WAY

City/Zip: ZEPHYRHILLS ,FL 33541-

Can Be Reached: (203)-980-9285

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0928376W

Response Needed From Company? Y

Date Due: 03/23/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/12/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: CSM

Date: 03/02/10

Time: 15:15

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/08/10

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: The customer states that the quality of water issued by Aqua Utilities is unacceptable. The customer states that the water is dirty, smells badly, and is not drinkable.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

Request No. 0928376W Name IROVANDO ,DOROTHY MS. Business Name

d) answers to any questions raised by staff in the complaint
e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Cierra S. Mitchell

03/12/2010 - Company response received via e-mail. /EEstelle

3/17/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative was at the property on 3/11/10, to check water quality.
o It was explained to the customer filters should be changed at least every two weeks.
o The Representative explained that the company plans for future flushing of the lines.
o Current schedule every second Tuesday of month.
o Alice Greene spoke with Mrs. Irovando on 3/12/10, as a follow-up to the field visit.
o She indicated that she did speak with the Representative regarding flushing of lines and that the home association does post when the company is on property for flushing.
o She was advised to continue to replace filters and if she has further problems to contact Customer Service for a field visit.
Shonna McCray

4/8/10: This inquiry closed. Shonna McCray

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Request No. 0928954W Name POMFRED ,JEANNE MRS Business Name

Consumer Information

Name: JEANNE M POMFRED

Business Name:

Svc Address: 7117 SW ARCHER ROAD LOT 65

County: Alachua Phone: (352)-373-4522

City/Zip: Gainesville / 32608-4

Account Number:

Caller's Name: JEANNE M POMFRED

Mailing Address: 7117 SW ARCHER ROAD LOT 65

City/Zip: GAINESVILLE ,FL 32608-4677

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0928954W

Response Needed From Company? Y

Date Due: 03/25/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/17/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SDM

Date: 03/04/10

Time: 12:41

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/08/10

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:
Customer states the water has to be boiled before she can drink. The customer states the water comes out in spurts as if it has air in the line.

Customer states her bills are too high.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:

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a) the cause of the problem
b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Shonna McCray

03/17/2010 - Company response received via e-mail. /EEstelle

3/18/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 3/2/10, there was a scheduled outage from 9:00 a.m. to 3:00 p.m. due to a distribution repair.
o Customers received door hangers advising of "Boil Water Notice" as a precautionary in accordance with state regulations.
o The notice was lifted after 3:00 p.m.
o In reviewing customer's account history, the usage is consistent however; the current bill from 2/8/10 to 3/12/10, for 32 days of service, total consumption 5,600 gallons shows an increase from previous months.
o It is possible that the customer has an internal leak at the property.
o Prior to the current bill, the increase the customer is referring to is due to recent rate increases and not usage.
o To address Ms. Pomfred's billing concern; Aqua Representatives have made several attempts to reach Ms. Pomfred via telephone on 3/11/10 and 3/15/10.
o A voice message was left on both occasions requesting the customer to return the call to the Business Office.
o On 3/17/10, a Field Technician was at the property to investigate the meter and check for leaks.
o Ms. Pomfred and Mr. Hughes were on site to speak with the Representative and he shared that there was a leak.
o Alice Greene spoke directly with Ms. Pomfred and Mr. Hughes.
o They both indicated that they were aware of the leak and their intentions were to purchase the part that is needed to complete the repairs by 3/18/10.
o Ms. Greene explained that the company offers one time leak adjustment.
o Once the repairs are completed if the customer provides a written correspondence along with receipt of

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materials purchased and submit to the company an adjustment will be given.
Shonna McCray

4/8/10: This inquiry closed. Shonna McCray

Request No. 0929684W Name SKIPPER ,ERICKA MRS Business Name

Consumer Information

Name: ERICKA SKIPPER

Business Name:

Svc Address: 11440 COUNTY RD 675 W

County: Sumter Phone:

City/Zip: Webster / 33597-

Account Number: 0008851130628624

Caller's Name: RONNIE SKIPPER

Mailing Address: 11440 COUNTY RD 675 W

City/Zip: WEBSTER ,FL 33597-

Can Be Reached: (352)-793-4326

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS768
Company:
Attn. Lesley Dix0929684W
Response Needed From Company? Y
Date Due: 03/29/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 03/19/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: CSM
Date: 03/08/10
Time: 15:41
Via: PHONE
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 04/19/10
Closeout Type: WS-12
Apparent Rule Violation: Y

Request No. 0928954W Name POMFRED ,JEANNE MRS Business Name

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Preclose type - Improper Disconnect

Are you currently without service? No

When was the service disconnected? The caller states that he was disconnected on March 8, 2010 at approximately 4:00.

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? No the customer did not receive a notice of disconnection

Other Comments: The customer states that his services were mistakenly disconnected by Aqua Utilities. The customer states that when the technician came to his residence to disconnect his services he informed the technician that it was a mistake, and asked that the technician verify that he was scheduled to be disconnected. The customer states that the technician refused, and proceeded to disconnect his services. The customer states that he then called the company and was told that it was a mistake and the technician was sent back out to restore services. The customer states that he believes the company should verify all disconnections before disconnecting a consumer's services.

The customer would also like to add that when a new sewer pipe was placed across the road from his home, and during the process his property marker was misplaced. The customer states that he has spoken with several representatives from the company but has not received any response concerning the property marker.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Cierra S. Mitchell

Docket No. 100330-WS
PSC Complaints 101-201
Exhibit REP-5
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03/19/2010 - Company response received via e-mail. /EEstelle

03/23/2010 - Company response received via e-mail. /EEstelle

3/23/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Ericka Skipper was mailed a 10-day shut off notice on 2/16/10, requesting payment of $110.12 by 3/1/10, to avoid termination of service.
o The notice was sent to the P. O. Box that the customer requested to have the mail sent.
o On 2/24/10, Aqua records show that their 3rd party vendor attempted to contact customer regarding the account.
o On 3/4/10, the customer contacted Aqua and made the requested payment of $110.12.
o The Representative did not close the disconnection work order; therefore, the service was disconnected on 3/8/10.
o This issue has been escalated to the Customer Service Supervisor for training purposes.
o Aqua does not require their Technicians to contact or discuss the work orders that they have been assigned.
o Once a work order is sent to a Technician's hand held device he is responsible to complete that order.
o Any changes that should be made to a work order, should be completed by Customer Service or the Division, before it is sent to the Technician.
o Aqua has been made aware that the property marker was not replaced in the correct location.
o The Division has confirmed that they are sending a technician to the property to place the market in the correct position.
o Aqua apologizes for the delay in addressing the matter concerning his property marker.
o Aqua has removed the $35.00 reconnection fee that the customer was charged.
Shonna McCray

3/29/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Ericka Skipper was mailed a 10-day shut off notice on 2/16/10, requesting payment of $110.12 by 3/1/10, to avoid termination of service.
o The notice was sent to the P. O. Box that the customer requested to have the mail sent.
o On 2/24/10, Aqua records show that their 3rd party vendor attempted to contact customer regarding the account.
o On 3/4/10, the customer contacted Aqua and made the requested payment of $110.12.
o The Representative did not close the disconnection work order; therefore, the service was disconnected on 3/8/10.
o This issue has been escalated to the Customer Service Supervisor for training purposes.

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o Aqua does not require their Technicians to contact or discuss the work orders that they have been assigned.
o Once a work order is sent to a Technician's hand held device he is responsible to complete that order.
o Any changes that should be made to a work order, should be completed by Customer Service or the Division, before it is sent to the Technician.
o Aqua has been made aware that the property marker was not replaced in the correct location.
o The Division has confirmed that they are sending a Technician to the property to place the marker in the correct position.
o Aqua apologizes for the delay in addressing the matter concerning his property marker.
o Aqua has removed the $35.00 reconnection fee that the customer was charged.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper disconnect. Shonna McCray

4/19/10: This inquiry closed. It appears the company has violated PSC rules---improper disconnect. Shonna McCray

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Request No. 0929720W Name JUSTUS ,FREDY MS. Business Name

Consumer Information

Name: FREDY JUSTUS

Business Name:

Svc Address: 1728 SENTINEL POINT ROAD

County: Highlands Phone: (863)-655-0372

City/Zip: Sebring / 33875-

Account Number: 0008893780632659

Caller's Name: FREDY JUSTUS

Mailing Address: 1728 SENTINEL POINT ROAD

City/Zip: SEBRING ,FL 33875-

Can Be Reached:

E-Tracking Number: 23843

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix0929720W

Response Needed From Company? Y

Date Due: 03/29/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/18/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 03/08/10

Time: 16:33

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 200.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/19/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, March 08, 2010 1:54 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 23843

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Fredy Justus

Docket No. 100330-WS
PSC Complaints 101-201
Exhibit REP-5
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Telephone: 8636550372
Email: fjustus1728@aol.com
Address: 1728 Sentinel Pt Rd Sebring 33875

BUSINESS INFORMATION

Business Account Name: Fredy Justus
Account Number: 0008893780632659
Address: 1728 Sentinel Pt Rd Sebring Florida 33875

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I received a bill for December usage of zero gallons. I called Aqua & gave them the reading that I got off the meter. They sent a corrected bill with my reading. I then received another bill that was estimated & was over $200.00. I called Aqua again & gave them the meter reading which was thousands of gallons less than the estimated. They assured me my meter would not be estimated again. For Feburary I again received an estimated bill for over $200.00. I read the meter again & called Aqua with the reading. They assured me again I would not get an estimated bill. I just got another estimated bill for over $200. I am tired of having to read my own meter & calling Aqua only to get a corrected bill & then an estimated bill with an incorrect usage amount. I told them the last time I would send a complaint to PSC if this happened again. There is no reason for this to occur month after month, especially with the high rates approved by PSC. Please get this straightened out. Thank you, Fredy Justus. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/18/2010 - Company response received via e-mail. /EEstelle

3/19/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mr. Justus received estimated billing statements.
o Mr. Justus has provided actual readings to the company, which were used to re-bill the account.
o On 3/5/10, an Aqua Technician visited the property and reported that the remote reading device was not transmitting the read from the meter which resulted in the estimated readings.
o The remote reading device was replaced and a reading of 3760 was obtained.
o On 3/17/10, an Aqua Representative made an attempt to reach Mr. Justus to review the account and to inform him of the problem with the remote device and that it was repaired.
o Mr. Justus was not at home a voice message was left.
o The account has been corrected for the estimated billing statements that were issued 1/6/10, 2/3/10 and 3/3/10.
o Revised billing statements were issued from 12/11/09 to 1/18/10 for 38 days of service, 1/18/10 to 2/12/10 for 25 days of service and 2/12/10 to 3/15/10 for 21 days of service.
o On 3/18/10, an Aqua Representative spoke to customer and explained the cause and resolution and answered customer's questions.
o The customer was satisfied.
Shonna McCray

4/19/10: This inquiry closed. Shonna McCray

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PSC Complaints 101-201
Exhibit REP-5
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Request No. 0930049W Name KEGEL ,JANUARY MRS Business Name

Consumer Information

Name: JANUARY KEGEL

Business Name:

Svc Address: 7330 RHINEBECK DRIVE

County: Pasco Phone: (727)-243-9945

City/Zip: Port Richey / 34668-

Account Number: 000907370-0649654

Caller's Name: DON KEGEL

Mailing Address: 7330 RHINEBECK DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: ( )- -

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0930049W

Response Needed From Company? Y

Date Due: 03/30/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/23/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 03/09/10

Time: 15:52

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/19/10

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: Customer states he got a high bill from Aqua Utilities in Pasco County. Customer states the bill he got stated " Actual Read" but when customer went out to review his meter it did not reflect the usage shown on the bill, being much less. Customer contacted the company and questioned the meter itself and was told that it was an ESTIMATED read. Customer states his bill, which he still has, informed it was an actual read.
Aqua sent out a meter reader and customer was issued a new bill that was correct which he paid.

Customer fears that Aqua Utilities of Pasco County is practicing unfair business principals by overcharging others in his neighborhood and within the county. Customer states that water purchased from Pasco County water system is 5 times less than what Aqua charges. Customer states his neighbor on Pasco County water used 5,500 gallons costing $32.00. Customer used 3,300 gallons for $145.00. Customer believes Aqua is price-gouging customers and wants the Commission to review their pricing index.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

03/23/2010 - Company response received via e-mail. /EEstelle

3/29/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The customer does not have a bill that was canceled and re-billed due to an estimated bill showing as a actual bill.
- The customer contacted the company on 1/15/10, and said that the bill is too high.
- The 1/8/10 bill was $97.25 which was only $1.72 higher than the previous bill.
- The water usage was 3,100 gallons for 33 days.
- The water portion of the 1/8/10 bill was $38.37.
- The customer is billed for $57.48 for sewer and $2.56 for street light maintenance.
- The rates that the customer is charged are
  $7.31 per 1,000 gallons for water
  $15.71 for customer charge for water,
  $7.11 per 1,000 gallons for sewer

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PSC Complaints 101-201
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$35.44 for customer charge for sewer
$2.56 for street lights base rate
o A letter will be sent providing resolution.
Shonna McCray

4/19/10: This inquiry closed. Shonna McCray

Request No. 0930186W Name BARTFIELD ,JEFFREY & JOELL Business Name

Consumer Information

Name: JEFFREY & JOELL BARTFIELD

Business Name:

Svc Address: 2939 OAK BEACH BLVD.

County: Highlands Phone: (863)-446-2688

City/Zip: Sebring / 33875-

Account Number: 0008944160637387

Caller's Name: JEFFREY BARTFIELD

Mailing Address: 2939 OAK BEACH BLVD.

City/Zip: SEBRING ,FL 33875-

Can Be Reached:

E-Tracking Number: 23865

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix0930186W

Response Needed From Company? Y

Date Due: 03/31/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/23/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 03/10/10

Time: 11:28

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 04/14/10

Closeout Type: GI-15

Apparent Rule Violation: N

Request No. 0930049W Name KEGEL ,JANUARY MRS Business Name

Docket No. 100330-WS
PSC Complaints 101-201
Exhibit REP-5
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, March 09, 2010 7:04 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23865

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Jeffrey Bartfield
Telephone: 863-446-2688
Email: samschnauz96@aol.com
Address: 2939 Oak Beach Blvd Sebring 33875

BUSINESS INFORMATION

Business Account Name: Jeffrey & Joelle Bartfield Account Number: 000894416 0637387
Address: 2939 Oak Beach Blvd. Sebring Florida 33875

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Many time when the water lines are being flushed out I cannot use my bathroom as my toilet has no water to flush because of low pressure. This usually lasts for a few hours. On March 7th the lines were being flushed and they ran for well over 15 hours before I complained about not being able to use the bathroom. I was unable to flush a toilet or shower in the morning etc. A young man came and turned off the water pump that is located right to the side of my property and I was then able to use the bathroom again. He stated that there was a problem with the pump and that it had to be replaced. Now on March 9th I am experiencing the same issue. This time I was called back by a man and I explained what I was told yesterday and he is said that there were problem at the facility and they have to do what they have to do. This is very unsanitary and very UNACCEPTABLE in the year 2010 there must be a better way of providing clean water. I have lived in many states and in many cities in Florida and have never be subjected to this. At the TOP DOLLAR prices I am paying I expect to be able to use my toilet any time I please. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/23/2010 - Company response received via e-mail. /EEstelle

03/24/10- Reviewed Company Response:
Customer was contacted on 3/22/10 and the low pressure was discussed. Customer's property is located at the end of the distribution system, which is next to a 2inch blow off. The blow off is set at 80psi and should deliver 70psi at the property.

What was found is that when the blow off is activated, customer only receives 35psi because of the location. Aqua has made some adjustments on that system to increase the output. Customer was contacted and advised of the information above and told customer that Aqua will adjust the GPM flow, reset the blow off and measure the psi. This should assist customer. Vfaria

04/14/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

Request No. 0931184W Name KEEGAN ,KENNETH MR. Business Name

Consumer Information

Name: KENNETH J KEEGAN

Business Name:

Svc Address: 7615 TYSON DR

County: Pasco Phone: (727)-359-6589

City/Zip: Port Richey / 34668-

Account Number: 0650263

Caller's Name: KENNETH J KEEGAN

Mailing Address: 7615 TYSON DR

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0931184W

Response Needed From Company? Y

Date Due: 04/05/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/05/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ANGIE CALHOUN

Entered By: RK

Date: 03/15/10

Time: 14:28

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 755.44

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AC

Date: 04/19/10

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $755.44

What is the date of the bill? Mar 5, 2010

Why do you believe you have been billed improperly? Customer has been billed a very high bill for a combined total of $755.44. Customer states the company is saying that he used 24,000 gallons in one month with an average 857 gallons per day.

Other Comments: Customer states last year he used only 100 gallons per day last March 2009. Customer states the company says customer is using 857 gallons per day. Customer states he had a bucket test performed in November when the bill first spiked and the meter tested fine. Customer contacted his landlord. A technician from Aqua Utilities came out today and stated that there was no leak because the meter is not showing a leak.

Request No. 0931184W Name KEEGAN ,KENNETH MR. Business Name

Customer would like his water meter to go to an independent testing lab to be witnessed by a representative from the FPSC.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

04/05/2010 - Company response received via e-mail. /EEstelle

06/07/10 I received the following email, copy and pasted between marks " " below, with copy added to file:

"From: Clayton Lewis
Sent: Thursday, April 08, 2010 11:16 AM
To: Lucille Alford
Cc: Paul Vickery
Subject: FW: Kenneth Keegan - 7615 Tyson Drive, Port Richey (Case# 0931184W)

FYI

From: Jim Colby
Sent: Thursday, April 08, 2010 9:10 AM
To: Clayton Lewis
Cc: Paul Vickery
Subject: RE: Kenneth Keegan - 7615 Tyson Drive, Port Richey (Case# 0931184W)

I met with Aqua, manager Carl and technician Santo at 10:00 a.m. on April 7th, 2010 at 7615 Tyson Dr in Port Richey.

They removed the old meter, and placed a calibrated meter and the customer's meter in series for three tests.

The customer's meter had a reading of 012197.0. The transducer number is 56623588, and the meter also had the number 26359868.

The customer's meter showed no leaks in the house.

63 PSI is normal for that area, and no estimated readings in this neighborhood.

The customer presented a bill that shows 857 gallons a day usage.

Two adults, and two children reside in the house. They have a high efficiency wash machine and two bathrooms. They do not use the sprinkler system. No pool.

A slow test (.3 gpm) started at .2, that is, 012197.2, and ran until the calibrated meter read 5 gallons.

Customer's meter read 5.05 gallons used.

The medium test (4.9 gpm) started at .9, that is, 012197.9, and ran until the calibrated meter read 5 gallons.

Customer's meter read 5.00 gallons used.

The fast test (7.9 gpm) started at .7, and ran until the calibrated meter read 5 gallons.

Customer's meter read 4.9 gallons used.

Customer watched most of the tests, and seemed to understand his meter is accurate. Aqua manager could not determine why Mr. Keegan has high usage.

The test was concluded, and his meter was re-installed. No leaks detected after installation.

Please let me know if I could be of further assistance.

Jim Colby

Request No. 0931184W Name KEEGAN ,KENNETH MR. Business Name

From: Clayton Lewis
Sent: Tue 3/23/2010 2:03 PM
To: 'Greene, Alice N.'
Cc: Paul Vickery; Jim Colby
Subject: RE: Kenneth Keegan - 7615 Tyson Drive, Port Richey (Case# 0931184W)

Hello Alice,

Per our conversation, I have spoken with Mr. Jim Colby and he will contact you early next week. Jim will work with you to arrange a time to observe a potential meter test.

Clayton Lewis
Engineer Specialist IV, FPSC
(850) 413-6578
(850) 413-6579 fax

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Tuesday, March 23, 2010 1:30 PM
To: Clayton Lewis
Subject: Kenneth Keegan - 7615 Tyson Drive, Port Richey (Case# 0931184W)

Good Afternoon Clayton,

I am forwarding this e-mail as a follow-up to the voice message I left this morning. The above customer has filed a complaint with FLPSC. In the complaint the customer has requested to have the meter at the property tested by independent testing lab and witnessed by a representative from FLPSC. I was referred to you as a contact to setup the appointment. At your convenience please give me a call so we can discuss the account. If you are not the person who sets up the appointments can you please provide me with a name and telephone number.

Thank you in advance.

Alice N. Greene, MBA

National Regulatory Compliance

Office: 877.239.8502 ext.54294

Fax: 877.780.8299

angreene@aquaamerica.com " // entered by LKAlford

04/08/40 Company Response reviewed, in addition to the information provided in email above. Aqua indicated that:

* Customer received invoice 03/05/10 for $755.44 or balance forward $283.24, plus current charges $472.00 for 28 days of service for 24,000 gallons

* Account review showed usage increase during billing period 10/05/09 through 11/04/09 for 15,200 gallons

* Then usage decreased to a normal usage the next month

* Next, usage started to increase again for billing period 12/04/09 through 01/06/10 as well as for months 02/10 and 03/10

* A Field Representative was at the location 03/15/10 to verify meter number, to check for leaks and to perform a field test on the meter and the ERT (encoder receiver transmitter)
> The meter tested accurate, with no leaks found
> test results were reviewed with the customer
> reading on 03/15/10 was 1198
>compared to reading 1180 obtained 03/10/10 for normal monthly reading, usage was 1800 gallons over 12 days, or 150 gallons/day

*Aqua shared that a field test was done previously 08/26/09, with meter found to be accurate, no leaks found

* On 03/23/10, Aqua spoke with Mr. Keegan, who expressed his belief that the meter was registering incorrectly and he asked to have the meter removed for a bench test. (*NOTE* When he filed complaint, however, case notes read " Customer would like his water meter to go to an independent testing lab to be witnessed by a representative from the FPSC.")

* 04/02/10 -- Aqua again spoke with the customer and he was advised meter could be exchanged... and it appears from response that Aqua quoted $128.00 up-front costs to be paid directly to Aqua's local office for a.) management to be at the site for testing, b.) travel and site time and c.) vehicle and mileage expenses. The breakdown is:
> Labor $98.00
> Test cost $30.00
> TOTAL $128.00

Aqua noted that with test costs paid upfront to Aqua, in the event of a failed test, Aqua will reimburse the customer. Due to the requirement for costs to be paid upfront, Mr. Keegan agreed to a second field test.

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Aqua noted its understanding that the test is certified and approved by the FPSC, as well as the customer's understanding that a representative from Aqua, and a representative from the FPSC (Jim Colby) will be present. The test was scheduled for 04/07/10 between 10 am and 12 pm, with Aqua to follow-up both with the FPSC and with the customer once the test results were received. LKAlford

04/14/2010 - Company response received via e-mail. /EEstelle

04/16/2010 Reviewed aqua report.

Aqua indicates that a representative from the company and PSC met with the customer at his home. A field test was conducted and an explanation of each step of the test was provided to the customer. Aqua found that the leak indicator was not moving and there were no leaks on the customer or company side of the meter. .

There were three tests conducted with 0.3 gallons per minute (GPM) with an accuracy of 101%, 5 GPM with an accuracy of 98%, and 10 GPM with an accuracy of 98%. Company states that the meter tested with an overall average accuracy of 99.16%.

An Aqua representative reviewed the current bill with the customer and discussed possible causes of his high bill. Company states the customer requested a new meter. Customer was advised by the PSC representative that the meter was not the cause of the problems, and that the customer should check the home for possible problems. Company indicates that the customer then decided to leave the current meter in place and set up payment arrangements. Company has attempted to reach the customer by phone regarding a payment arrangement, but the customer has not returned the calls. Company states it will provide a $50.00 courtesy credit to the customer.

Aqua has billed the customer on actual readings and the meter is registering accurately. A review of the billing and payment history indicates that the customer has been carrying a balance since 5/19/2008. The actual high bill was $472.20 with an additional balance carried over from previous the months of $283.24. It does not appear that that Aqua has violated PSC rules or it's tariff in the handling of this account. ACalhoun

04/19/2010 No further contact from customer. Closing complaint GI-05 High Bill. ACalhoun

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Request No. 0931747W Name RUSSELL ,KRISTINA MRS Business Name

Consumer Information

Name: KRISTINA M RUSSELL

Business Name:

Svc Address: 7621 BIRCHWOOD DR

County: Pasco Phone: (727)-819-2049

City/Zip: Port Richey / 34668-

Account Number: 0009080010650284

Caller's Name: DANNY L RUSSELL

Mailing Address: 7621 BIRCHWOOD DR

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-919-4449

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0931747W

Response Needed From Company? Y

Date Due: 04/07/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ANGIE CALHOUN

Entered By: RK

Date: 03/17/10

Time: 12:57

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 169.88

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AC

Date: 04/23/10

Closeout Type: WB-50

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $169.88

What is the date of the bill? Mar 5, 2010

Why do you believe you have been billed improperly? Customer is the landlord who is being back billed since the last tenant lived there. Customer's tenant moved out during the month of December. Tenant had the water turned off on Dec 11, 2009.

Other Comments: Customer states that the company is holding the landlord responsible for the water used from Dec 11, 2009 until reconnection on February 20th, 2010. Customer states the company is charging him for base water, base sewer and streetlights since December 11, 2009.

Request No. 0931747W Name RUSSELL ,KRISTINA MRS Business Name

Customer states the company is charging a flat fee for service, but customer/landlord is not being charged for the actual usage for that time period.

Customer and landlord are the same person.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

03/29/2010 - Company response received via e-mail. /EEstelle

04/05/10 Company Response reviewed. Aqua reported the following:

* Ms. Russell's tenant called in 12/09/09 to discontinue service 12/11/09
* Final meter reading obtained 12/14/10 at 514, and water turned off
* Even though meter reader reported water as OFF, it was not completely shut-off
* 02/03/10 - water was reported as inactive with consumption
* Notice left at property for new customer to apply for service
* Kristina Russell contacted Aqua 02/17/10 and requested service effective in her name as of 12/11/10 -- account established as requested
* 03/12/10, Ms. Russell asked about 03/08/10 billing $169.88
* Aqua explained billing as inclusive usage charge and base facility charge for 82 days of service
* Total account balance is $176.37 for a previous account in name Kristina Russell, plus billing from 12/11/09 at rental address

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Aqua was unable to reach customer by telephone, but did leave a message // lka

**AQUA ** A voicemail or voice message does not comply with the direct customer contexts provision of Consumer Complaint Rule 25-22.032. Please make sure this customer is directly contacted and if any correspondence is sent, be sure to include copies of same with a Supplemental Response, due no later than April 14, 2010. Re-sent to Aqua. LKAlford

04/15/2010- Caller states this matter is still not resolved. Caller states he's played phone tag with the Company for a while but nothing has been resolved at all. Transferred call to Case Analyst. MBermudez

04/15/10 I spoke to Mr. Danny Russell and he said he has been playing "phone tag" with Aqua and has not yet received an acceptable response. He said he can be hard to reach due to his erratic work schedule, so he would like Aqua to provide a response by telephone, as well as a written response, with a billing breakdown.

AQUA I do not find that my request for a Supplemental Response was sent 04/05/10 - so it is now requested again, but the due date for the Supplemental is April 26, 2010.

**********Additional Question**********
Mr. Russell said he has another issue that he would like Aqua to address when he is contacted - it pertains to sewer charges if he was to sink a well. I advised Mr. Russell that the sewer matter is separate from his billing complaint, and that Aqua may choose to not address it within the context of the billing complaint. Mr. Russell said he understood this, but is frustrated by his inability to determine what the sewer billing protocol would be in his area if he was on a well.

Resent to Aqua at 2:34 pm. LKAlford

04/21/2010 - Company response received via e-mail. /EEstelle

04/23/2010 Reviewed report:

Company indicates that the customer was contacted and provided a explanation of the billing. Customer advised that the property was vacant from 12/11/09 to 2/16/10. Company issued a credit of $35.08 for 67 days of service, which leaves a total account balance of $80.63 with a due date of 4/29/10.

Company advised the customer that if a well was installed at the property, he would be billed for street lighting until another vendor took over the street lighting billing. Aqua advised the customer to contact Pasco County, his local municipal codes, the county health department, and the Florida Water Management regarding the well and if he could use a well for potable water. Aqua indicates that the customer may be required to take water from the centralized system per code or law, but may be able to install a well for irrigation purposes. Company advised the customer if he was allowed a well, he would have to install a back flow preventer. ACalhoun

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04/23/2010 Closing complaint. No further contact from customer. Closing complaint with apparent infraction, WB-50 "Failure to provide response to customer in 15 working days". Customer was provided a credit of $35.08. ACalhoun

Request No. 0931758W Name BURLESON, JR ,BRYAN MR. Business Name

Consumer Information

Name: BRYAN BURLESON, JR

Business Name:

Svc Address: 6171 SE 143RD PLACE

County: Marion Phone: (352)-347-8865

City/Zip: Summerfield / 34491-

Account Number:

Caller's Name: MELISSA BURLESON

Mailing Address: 6171 SE 143RD PLACE

City/Zip: SUMMERFIELD ,FL 34491-

Can Be Reached: (352)-653-5226

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0931758W

Response Needed From Company? Y

Date Due: 04/07/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/31/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: LKA

Date: 03/17/10

Time: 13:26

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 230.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/26/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0931747W Name RUSSELL ,KRISTINA MRS Business Name

Preclose type - Improper Disconnect

Are you currently without service? YES

When was the service disconnected? TODAY

Did you receive a disconnect notice? NO
If so, what was the date of disconnection on the notice?

Amount in dispute: $230.00 Service fee $50.00, $60.00 reconnect fee and the $120.00 already paid (how was $120.00 applied to account?)

Other Comments: **CUSTOMER HAS NO SERVICE ** THREE CHILDREN IN HOME ** NO DISCONNECT NOTICE**

Caller said she had an astronomical bill ($210.00) 11/09 and she had to repeatedly call Aqua for a meter re-read; this was eventually done and she was told she owed the bill, no explanation. The customer denies any leaks inside or out, no hung toilets, no irrigation system on the property. She said several years ago a similar, unusual high bill was investigated and she said Aqua was in error and she was refunded. (see case #770034W 02/29/08, credits and adjustments totalled $1,112.43)
> Was the meter tested after the 11/09 high bill $210.00? If so, please provide those results. If not, please test the meter and provide those results to the PSC.

Customer said her bills are higher than all other neighbors in the development, including families of 5 like hers.
>What size meter does the customer have?

Currently, the unexpected $210.00 amount was put on a payment plan that was established in 01/10 and she paid $60.20 by phone at that time, which she believed brought her account current.

Customer said she was advised she would receive, and she expected to receive, paperwork showing the payment plan for $40.00/month, payments listed by due date, as the payment plan due date was different from her actual monthly bill due date. The payment plan was to start in 02/10.
She said she did not receive any paperwork on payment plan.
> AQUA - please verify that this was mailed to customer and provide FPSC with a copy.

Customer said in the absence of expected paperwork on the payment plan, she has been sending money to Aqua every week or so, and as of today, $120.00 has been sent since 01/10, which is in addition to the $60.20 payment in 01/10. She listed those payments as:

* 02/02/10 $45.00
* 03/05/10 $40.00

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* 03/16/10 $35.00

The customer said amounts that she has paid to Aqua should have covered both her 02/10 payment plan amount, plus 02/10 regular bill. She has not yet received the 03/10 bill. Therefore, she did not expect to be disconnected today, as she did not receive a final notice.
> Aqua - please provide a copy of the final notice

The customer said her dealings today with Aqua customer service were highly unsatisfactory. She was advised that the payment plan had defaulted. She said she does not see how a default occurred and Aqua would not explain this. She said she was unable to have her call escalated to a supervisor, and she was advised to pay $83.00 past due, current bill, service fee $50; and a $60.00 reconnect fee... and if she paid those charges, maybe her water would be turned on by Friday 03/19/10.

The customer was not happy with this suggestion, so she asked her husband to call Aqua. He did so, posted $140.00 payment by debit card, was granted a 2-week extension and advised that if that remainder amount of about $140.00 was not paid on time, the service fee $50.00 would apply, and since there would also be a disconnect, the $60.00 fee for reconnection would apply. Only after the payment of $140.00 made was he advised that service likely will be restored tomorrow.. but customer said her husband believed the offer to pay $140.00 was made more like "a deal" to get a service reconnection today.

The customer said neither she nor her husband finds Aqua to have been very helpful.
> Are there now two payment plans in effect?
> What is the origin of the $83.00 past due?
> How have the last 5 payments to account been applied, as It appears there has been $140.00 debit card payment today, plus another $120.00 in 3 payments since 02/02/10, plus $60.20 in 01/10.

The customer said she is quite upset and the current disconnect is a serious inconvenience. If possible, she would like her service reconnected today, while this complaint is under investigation. If that is not possible, she would like Aqua's Corporate Office to call her today to review this matter.

***NOTE *** ADDITIONAL ISSUE *** The customer said that during the cold weather in January 2010, there were repeated outages due to a frozen well. She said she never was advised of a Boil Water notice, and at no time was a courtesy credit issued for the repeated inconvenience caused by the outages.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:

a) the cause of the problem
b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by : LKAlford

03/18/10 - Customer transferred to LKAlford as requested. LLugo

03/18/10 Mrs. Burleson called and said Aqua Corporate called her last night and advised an emergency turn-on was scheduled for 7:30 a.m. today. Customer said as of 8.:32 this a.m., she has not be reconnected and has not had any call or contact from her local Aqua water company.

AQUA - WILL THIS CUSTOMER'S SERVICE BE RESTORED THIS A.M. ??? Resent to Aqua. LKAlford

03/18/2010- Customer called to speak to her analyst. Transferred caller to LAlford. SWilliams

03/18/10 When Ms. Burleson called earlier, her water was not on. At 11:05 am I called the customer and she said her water is NOT on, no further contact from Aqua. I called Alice Greene/Aqua at #877-239-8502 x54294 and left a voice message asking her to call me at 850-413-6489 to provide me with an update on this matter. LKAlford

03/18/10 11:40 am Alice Green called me back and said Ms. Burleson's water will be back on as soon as possible, but at this time the technician is addressing an emergency, a sewer line break in the Gainesville area. Alice will call the customer now to advise. LKAlford

03/18/10 11:45 am - Ms. Burleson called me and I advised Aqua was trying to call her now. I will monitor this matter throughout the day. LKAlford

03/31/2010 - Company response received via e-mail. /EEstelle

04/07/10 Company Response reviewed. Aqua provided the following information :

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* Customer's service was restored 03/18/10, before 1:00 pm

* The customer was contacted 03/17/10, 03/18/10 and again on 03/31/10 as a follow-up

* The high bill from 10/09 was reviewed with customer, as was the field test done 10/28/09

* The field test was accurate at all levels (low, medium and high at 99.9%, 100& and 100%), and no leaks were found

* The customer also reported she found no leaks internally, no hung toilets

* Unexplained high use was followed by a return to normal use, so Aqua adjusted the account $63.74

* Should any leak be identified going forward, customer will have to provide proof of repair before any adjustment would be issued

* Due to delay in restoring customer's service (due to other company emergencies), the $35.00 restoral fee was waived

* Total credit adjustments issued for $98.74, which left customer's account with a credit balance $69.11

* * The adjustment will display on the 04/10 billing

Aqua also provided a detailed attachment that detailed the account history, usage patterns that were found to be consistent, payment arrangement terms, a copy of the 10 day shit off notice dated 02/24/10 and a copy of the payment arrangement letter dated 01/07/10. The customer defaulted on her payment arrangement of $32.78 due 02/15/10.

Aqua found that during the customer's recorded call, the Aqua Customer Service Representative (CSR) should have explained the defaulted payment and company protocol in more detail. Aqua noted that a Supervisor was requested to review that call with the CSR as a coaching opportunity.

I do not find that there was an Improper Disconnect - but rather an issue with a Payment Arrangement.

04/16/10: Reassigned to S. McCray. RRoland

4/26/10: This inquiry closed. Shonna McCray

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Request No. 0932088W Name MORRIS ,MITTIE MS. Business Name

Consumer Information

Name: MITTIE MORRIS

Business Name:

Svc Address: 671 CHAMBERLIAN BLVD

County: Hardee Phone:

City/Zip: Wauchula / 33873-

Account Number:

Caller's Name: MITTIE MORRIS

Mailing Address: PO BOX 92

City/Zip: WAUCHULA ,FL 33873

Can Be Reached: (863)-773-0722

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS938

Company:

Attn. Lesley Dix0932088W

Response Needed From Company? Y

Date Due: 04/08/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/31/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ANGIE CALHOUN

Entered By: LKA

Date: 03/18/10

Time: 15:13

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AC

Date: 04/22/10

Closeout Type: WB-19

Apparent Rule Violation: Y

Preclose type - Quality of Service

Customer Comments: ** Customer correspondence is attached to case file. Case file will be handfaxed to company **

Ms. Morris said she is waiting for a 'bill resume' (account history?) from Aqua. Her concern is over-billing, and incorrect bill processing. She said all questions she has asked of company have had conflicting answers. Aqua advised her that no bills were issued since 10/07, but customer said she pays electronically every month, with an occasional late pay that she gets caught up in a single payment.

She said her sister Sherry Morris, and herself Mittie Morris, are the customers at physical address 671 Chamberlain Blvd, Wauchula, FL. She said Aqua has advised that a field tech will come out tomorrow 03/09/10 and she has been advised that she will be disconnected. However, she said no amount has been provided to her other than current bill due 03/25/10.

Request No. 0932088W Name MORRIS ,MITTIE MS. Business Name

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AQUA - was this customer disconnected?

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by: LKAlford

03/31/2010 - Company response received via e-mail. /EEstelle

04/06/10 Company Response reviewed. Aqua explained that customer called in 03/09/10 to review payment history. While reviewing the account, the company's representative noticed no consumption had been charged since 2007. An premise appointment was scheduled 03/11/10 to have meter equipment inspected and to obtain an actual reading. The Aqua representative advised customer a backbill would be received for the time period when zero consumption was billed.

The Field Service Representative (FSR) inspected meter equipment 03/11/10 and found the outside meter reading device had malfunctioned. The FSR exchanged the electronic reading device and obtained an actual meter reading of 1729.

The account was updated with meter reading 1729, with a revised bill issued for 374 days of service; reported consumption was 154,500 gallons an included usage from 11/13/07 to 03/01/10. To reduce the consumption, a credit was issued for $1,715.44. Aqua did not speak directly with the customer, but left a voice message with a direct contact number // lka

**ATTENTION AQUA ** There is not enough information in the company response to close this case. A

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Supplemental Response is now required **

1.) It does not appear that direct customer contact occurred, either by telephone or in writing, AFTER the complaint was filed. This is required per Consumer Complaint Rule 25-22.032. Please ensure that direct customer contact is made and include that information with your Supplemental Response, plus any copies of correspondence provided to customer.

2.) Please review the Rule for backbilling (F.A.C. 25-30.350) - it does not appear Aqua is in compliance at this time:
"F.A.C. 25-30.350 Backbilling. A utility may not backbill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake. The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the underbilling occurred or some other mutually agreeable time period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision.
"

AQUA - please review reported backbill for 374 days and

> amend backbill to no more than 365 days
> verify the information provided to the customer about how the backbill would be issued
> provide last actual meter reading from 2007
> explain all revisions to account, to billing
> explain what amount was determined as final backbill and explain how that determination was made
> provide PSC with a copy of that backbill, showing all charges
> was the customer offered a payment plan? Terms of same?
> explain credit of $1,715.44

AQUA - Your Supplemental Response is due no later than April 15, 2010. Re-sent to company. LKAlford

04/13/2010 - Company response received via e-mail. /EEstelle

04/16/2010 Reviewed report:

Aqua indicates that the back bill of 3/21/10 included a credit adjustment of 2321.50 which consisted of a $606.06 credit for the cancellation of the zero usage billing from 4/2009 to 3/2010 and a $1715.44 credit to reduce the back billing. The consumption billed at 154,500 gallons for usage from 11/13/07 to 3/11/10, 849 days of service.

Aqua calculated the usage at 181 gallons per day, by dividing 849 days into 154500 gallons. Aqua then multiplied 181 gallons per day by 374 days to get the consumption of 67,694 and amount of $1519.57. The current charge of $2304.33 was credited the $1519.57, leaving a total of $784.77 credit amount applied to the

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back bill. Aqua also included an additional credit of $930.67 to reduce the backbilling. An additional credit of $36.30 was applied to the account for the additional 9 days of back billing, billed in error. This credit was applied to the account on 4/13/10 and will appear on the 5/2010 statement. The account balance is $43.87, and is due on 4/27/10.

Aqua indicates that a representative contacted the customer and provided a billing explanation.

It appears that Aqua improperly backbilled this customer, in an apparent infraction of FAC 25-30.340 Adjustment of Bills for Meter Error:
"(3) Slow meters.
(a) Except as provided by this paragraph, a utility may backbill in the event that a meter is found to be slow, non-registering or partially registering. A utility may not backbill for any period greater than twelve (12) months from the date it notifies a customer that his or her meter is slow, non-registering or partially registering. If it can be ascertained that the meter was slow, non-registering or partially registering for less than twelve (12) months prior to notification, then the utility may backbill only for the lesser period of time. In any event, the customer may extend the payments of the backbill over the same amount of time for which the utility issued the backbill. Nothing in this subsection shall be construed to limit the application of subsection (5) of this rule."

ACalhoun

04/22/2010 No further contact from customer. Closing complaint as an apparent infraction WB-19 "Improper backbilling (slow meter) 25-30.340(3)(a)." It appears that the company has provided the customer with proper credits for the initial improper back billing. ACalhoun

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Request No. 0932421W Name SALOMON ,TERI MS. Business Name

Consumer Information

Name: TERI SALOMON

Business Name:

Svc Address: 5002 SW 63RD BLVD.

County: Charlotte Phone: (941)-626-8348

City/Zip: Port Charlotte / 33952-

Account Number: 000902179 0644801

Caller's Name: TERI SALOMON

Mailing Address: 22369 LAIKA AVENUE

City/Zip: PORT CHARLOTTE ,FL 33952

Can Be Reached:

E-Tracking Number: 23994

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0932421W
Response Needed From Company? Y
Date Due: 04/12/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 04/06/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES
Entered By: DH
Date: 03/22/10
Time: 09:20
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 1246.01

Supmntl Rpt Req'd: 05/27/10
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SS
Date: 06/04/10
Closeout Type: WB-49
Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, March 20, 2010 2:46 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 23994

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Teri Salomon

Request No. 0932421W Name SALOMON ,TERI MS. Business Name

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Telephone: 941-626-8348
Email: terihatesemail@yahoo.com
Address: 22369 Laika Ave Pt. Charlotte 33952

BUSINESS INFORMATION

Business Account Name: Teri Salomon
Account Number: 000902179 0644801
Address: 5002 SW 63rd Blvd Gainesville FL 33952

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
Feb 10, 2010 rec. a bill for $811.72: usage 41,000 gal. We were told we had a leak. Called in a plumber 2 times: both times plumber said there is NO LEAK.
Aqua said they sent a reader 3 times but only 2 call tags left at hour house, one of which had no date. Plumber did observe that meter seemed to be running backwards at one time as reading on second trip were less than his first trip. Aqua continues to say "our bill is on hold and they will call us back." They NEVER return calls. Mar. 20 rec. a bill for $1246.01: $811.72 plus additional $434.29: usage 24,400 gal. Yesterday we were told to fax the plumbers bill to "Emily" @ 352-787-6333. I called to speak with Emily to ask what would happen then, but I was never allowed to speak with anyone except the cust. serv. clerk, who only repeated to fax the bill but would never respond to what Aqua would do when they received it. Aqua only repeats "you have a leak" by they did complain that they "couldn't keep sending someone to read our meter", even through their own meter readings in the first week showed no leaks and no excessive usage. They will not call us back, even though they say they will. We have asked to make arangments to meet with their agent/reader at the house to resolve this. They say this "is not possible." They apparently do have a office in Gainesville but we are 'NOT ALLOWED TO GO THERE"! Two times we have called out a plumber and have two bills to pay. The plumber is emphatic that we do not have a leak, he even checked the yard for water. Aqua is like speaking to a brick wall! One supervisor, Turena, said Aqua was aware they had a meter problem and she would call us back. That did not happen nor can we track down this woman on subsequent calls. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem

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b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
3/31/2010 Received returned acknowledgement letter to the customer, corrected mailing address. Need new acknowledgement letter to the customer sent out. DHood

03/31/10 - New acknowledgement letter mailed to customer with correct address. /ewe

04/06/2010 Company response received via email. DScott.

4/7/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- On 2/24/10, Aqua went to the property and read the meter at 134000.
- The Technician said that the meter is showing a leak on the customer's side.
- On 3/1/10, Aqua went to the property and read the meter at 139800.
- The Technician said that the meter is showing a leak on the customer's side.
- It looks like the Technician keyed this read in incorrectly.
- The customer was not billed on this read.
- The Technician said that the meter is showing a leak on the customer's side.
- On 3/2/10, Aqua went to the property and read the meter at 135810.
- The Technician left a door tag saying he had been there.
- On 3/12/10, Aqua received a normal route read off the meter of 136400; with a usage of 24,400 gallons.
- The read is only 600 gallons higher that the 3/2/10, read which would indicate that the leak was either fixed or remedied.
- The customer has called several times in reference to the bill.
- Trina (the Supervisor that the customer spoke with) was waiting on information from the office concerning the read received on 3/1/10.
- The customer called on 3/4/10, and was advised that Trina is still waiting on information.
- The customer called again on 3/8/10, and insisted that Trina call him today.
- The customer called again on 3/9/10, and was told that the Supervisor will call him back when she receives information from the Divisional Office.

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o The customer called on 3/18/10, the CSR called the Divisional Office; Emily (Representative) advised the CSR to tell the customer to fax the plumber's documentation to her attention.
o On 3/19/10, the customer called and wanted Emily's fax number.
o The company went out on 3 occasions, on 2 of those visits the Technician noted that there was a leak on the customer's side of the meter.
o In reviewing the customer's reads, the usage does a steady increase after the October 2009 billing.
o But the billing is correct as rendered.
o The customer had an episode at the property that caused his usage to rise.
o Aqua read the meter 3 times to rule the meter out as a problem.
o The customer may have a bad toilet flapper that may not have sealed properly therefore, causing the customer's toilet to run through excessive water.
o The customer may have left a hose running or someone was stealing the water.
o Although this is all inconclusive, the customer's usage did a steady rise during the period in question.
o Emily has not received any information regarding the leak.
o Richard Johnson spoke with the customer and had her fax him the documentation.
o The customer does not live here normally but her daughter does.
o Aqua will be going out to the property and bucket testing the meter.
Shonna McCray

4/13/10: Mr. Salomon called regarding the complaint. He advised the bucket test has not been done. He advised he has had 4 different plumbers checking the property for leaks, but they have not found any leaks. Customer states he ahs inccurred expenses in excess of $600.00 having the property checked for leaks. Mr. Salomon is requesting the meter be tested as promised and he be contacted regarding his concerns. Customer's objection noted. Shonna McCray

4/13/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
1) HAS THE METER BEEN TESTED? IF NOT, PLEASE TEST THE METER AND PROVIDE THE RESULTS TO THE CUSTOMER AND THE PSC.
2) HAVE ANY ADJUSTMENTS BEEN ISSUED TO THE ACCOUNT?
3) PLEASE CONTACT THE CUSTOMER TO DISCUSS HIS CONCERNS.
PLEASE PROVIDE RESPONSE TO PSC BY 4/22/10. Shonna McCray

04/14/10 - Customer transferred to Shonna McCray as requested. LLugo

4/14/10: Mr. Salomon transferred by Luis. He advised another plumber was at the property on 4/13/10, and has advised him there are NO leaks. Mr. Salomon states there is no way his daughter could have used 60,000 gallons of water (she lives alone). Explained to Mr. Salomon his complaint has been sent back to the company for additional information. Customer advised the billing went down on its own withouth them doing anything. Explained to Mr. Salomon the meter would be tested to ensure it is working properly. Mr. Salomon stated a

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bucket test will not prove there was something wrong with the meter. Explained to Mr. Salomon he could have the meter tested by an independent company at his expense and/or have a referred meter test. Mr. Salomon stated he has already spent at least $600.00 having the property checked for leaks, etc. After further discussion Mr. Salomon advised he wants to have a referred meter test done. Advised I would contact the appropriate personnel to advise of his request. Shonna McCray

4/14/10: ATTN COMPANY:
THE CUSTOMER IS REQUESTING TO HAVE A REFERRED METER TEST. PLEASE SCHEDULE. Shonna McCray

04/14/2010 - Company response received via e-mail. /EEstelle

04/14/10: Sent e-mail to Edward Mills regarding customer's request for a PSC-witness meter test. Ed responded back indicating to work with Lovedale Perterside. Fowarded Lovedale an e-mail providing him with Aqua's contact info. RRoland

4/16/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
- o On 4/12/10, the meter tested fine.
- o The Technician noted there is still a small leak on the customer's side of the meter.
- o There have been no adjustments made to the account.
- o On 4/16/10, Aqua will test the meter again.

Shonna McCray

4/16/10: Complaint pending meter test scheduled for 4/16/10. Shonna McCray

4/19/10: Received message from Diane Hood, advising the meter test was not done on 4/16/10. Message was left on Diane's voicemail. Shonna McCray

4/19/10: 11:05 a.m. Called Richard Johnson with Aqua regarding the meter test. Letf message requesting a return call from Richard. Shonna McCray

4/19/10: Received return call from Richard Johnson. The test has been rescheduled for Wednesday, 4/21/10. He advised he left the voicemail message on Diane's voicemail as he thought she was handling this complaint. Shonna McCray

04/21/2010- Caller states Company is supposed to be doing another test today. Caller states yesterday her received another bill from Company stating that he owes $35.00. Caller states non of the plumbers that have gone to his house have found any leaks. Caller states Company kept insisting he had a leak but if his current bill is for $35.00, the leak wouldn't have fixed itself. MBermudez

04/29/10: Reassigned to S. Stokes. RRoland

05-03-10 Based on Mrs. Shonna McCrary's April 14, 2010, notes regarding the customer's request for a referee meter test, I discussed that concern with Mr. Randy Roland. I did not see any information indicating that request was referred to the appropriate PSC staff. Mr. Roland also has the file. Shirley Stokes

05-03-10 Mr. Roland stated that he updated the CATS' form with the meter referee test request information. (See his April 14, 2010, note that he entered today.) Mr. Roland also sent me the following e-mail regarding this information. I sent the following e-mail to Mr. Lovedale:

From: Shirley Stokes
Sent: Monday, May 03, 2010 11:13 AM
To: Lovedale Peterside
Subject: FW: FL. PSC CATS NO: 0932421W TERI SALOMON

Please let us know the outcome of the referee meter test results. If the test has not been performed, please let us know the meter test schedule date. Thanks.

Shirley Stokes

From: Randy Roland
Sent: Monday, May 03, 2010 11:02 AM
To: Shirley Stokes
Subject: FW: FL. PSC CATS NO: 0932421W TERI SALOMON

FYI.

From: Randy Roland
Sent: Wednesday, April 14, 2010 1:26 PM
To: Lovedale Peterside
Cc: Edward Mills; Shonna McCray
Subject: FW: FL. PSC CATS NO: 0932421W TERI SALOMON

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Lovedale,

Ref the request for a PSC-witnessed water meter test.

The point of contact at Aqua is Lesley Dix. She can be reached at 877-239-8502 (ext 51119).

The customer info is provided below.

Thanks,

Randy

05-03-10 I received the following delivery status notification from today's e-mail that I sent to Mr. Lovedale peterside:

From: System Administrator
Sent: Monday, May 03, 2010 11:13 AM
To: Shirley Stokes
Subject: Delivered: FW: FL. PSC CATS NO: 0932421W TERI SALOMON

Your message

To: Lovedale Peterside
Subject: FW: FL. PSC CATS NO: 0932421W TERI SALOMON
Sent: 5/3/2010 11:13 AM

was delivered to the following recipient(s):

Lovedale Peterside on 5/3/2010 11:13 AM

05-04-10 I received the following e-mail from Mr. Lovedale Peterside, PSC staff, in response to my May 3, 2010, e-mail regarding the customer's meter referee test:

From: Lovedale Peterside
Sent: Monday, May 03, 2010 6:29 PM
To: Shirley Stokes

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Subject: RE: FL. PSC CATS NO: 0932421W TERI SALOMON

OK

05-04-10 Holding for meter referee test information. Shirley Stokes

05-10-10 I received the following e-mail from Mr. Peter Lovedale Peterside, and I forwarded the following e-mail to Mr. Roland since the file was not From: Shirley Stokes

From: Shirley Stokes
Sent: Monday, May 10, 2010 8:00 AM
To: Randy Roland
Subject: FW: FL. PSC CATS NO: 0932421W TERI SALOMON

???

From: Lovedale Peterside
Sent: Friday, May 07, 2010 5:03 PM
To: Shirley Stokes
Cc: Edward Mills; Randy Roland
Subject: RE: FL. PSC CATS NO: 0932421W TERI SALOMON

What type of water meter test, did you asked Aqua to conduct? Bucket test or computer testing or others? I am scheduling to be there on Tuesday May 11, 2010.

Lovedale Peterside

05/10/2010 Customer correspondence received via email, added to file, and forwarded to SStokes. ACalhoun
"Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Teri Salomon
Telephone: 941-626-8348

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Email: terihatesemail@yahooc.om
Address: 22369 Laika Ave Pt Charlotte 33952

BUSINESS INFORMATION

Business Account Name: OUR CASE NUMBER IS#0932421W Account Number:
Address: 5002 SW 63rd Blvd Gainesville FL 32608

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Update:Jan bill was for 41,000 gal; Feb bill was for 24,400 gal, Mar bill was for 2,300 gal (normal). We have called 4 plumbers: The last two were to First Choice Plumbing Solutions - Leak Dection Specialists. They did many tests over a 2 days period and the result: they said we HAVE NO LEAKS. The man (Steve) who reads the meter (with a scan gun) came to the house about 3 weeks ago- he was to do a test with the County present; but the County worker never showed up. Steve has worked in this neighborhood for many years and said sometimes meters "just do this" - give crazy readings that do not match the water flow. Steve said past owners of the water company have always given "leak adjustments". The last bill is a normal usage for us. What else can we do since now we have been told that is not uncommon for meters to malfunction for a time then right themselves. Out septic tank is only 1000 gal. A leak of this magnatude would have flooded both the lot and house (which never happened).

PSC was contacted previously"

05-10-10 I received the following e-mail from Mr. Randy Roland:

From: Randy Roland
Sent: Monday, May 10, 2010 10:15 AM
To: Lovedale Peterside
Cc: Edward Mills; Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0932421W TERI SALOMON

Can you coordinate with the customer (Teri Salomon) and Lesley Dix at Aqua regarding the type of test. Ms. Salomon did not specify the type of test to us. You may be in a better position to explain the different test to the customer than we are.

Teri Salomon and be reached at 941-626-8348 and Lesley Dix of Aqua can be reached at 877-239-8502 (ext 51119).

Thanks.

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05-10-10 At 1:14 p.m., I received a telephone call from Mr. Lovedale Peterside, PSC staff. He stated that Ms. Salomon would not be available tomorrow since she's in Charlotte County. He also asked if we received Ms. Salomon's e-mail from Friday. I explained that we recieved her e-mail regarding her complaint. I asked him if he's going to rescheduled date (for the meter test). Mr. Peterside stated that he's not changing the date. I told him to discuss the information with Randy, since he's the supervisor. He stated okay. Shirley Stokes

05-10-10 I received a copy of the following e-mail:

From: Lovedale Peterside
Sent: Monday, May 10, 2010 2:01 PM
To: Randy Roland; Edward Mills
Cc: Delores Reecy; Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0932421W TERI SALOMON

Randy,
The water meter testing has being scheduled for tomorrow 5/11/10 at 12 noon .Ms Teri Salomon indicated to me that she will not be able to make it to the property at Gainesville, because of the distance between Port Charlotte and Gainesville and her daughter who lives there will not be avaliable too. I told her that the testing will go on regardless, whether if she or her daughter could be there to witness the testing as my schedules is tight. I told her that the result of the water meter test will be send to her as soon as the report is completed and forwarded to Tallahassee.

Lovedale Peterside

05-17-10 I received the following e-mail from Mrs. Shonna McCray via Mr. Randy Roland:

From: Shonna McCray
Sent: Thursday, May 13, 2010 9:56 AM
To: Shirley Stokes
Subject: FW: AQUA UTILITIES METER TEST REPORT & PCTURES

From: Randy Roland
Sent: Thursday, May 13, 2010 8:03 AM
To: Shonna McCray
Subject: FW: AQUA UTILITIES METER TEST REPORT & PCTURES

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Review and add to file.

From: Lovedale Peterside
Sent: Wednesday, May 12, 2010 5:37 PM
To: Edward Mills; Randy Roland
Cc: Delores Reecy; Lovedale Peterside
Subject: AQUA UTILITIES METER TEST REPORT & PCTURES

DATE: May 12, 2010
TO: C.E. MILLS, CHIEF, BUREAU OF SAFETY, DIVISION OF SERVICE, SAFETY & CONSUMER ASSISTANCE, TALLAHASSEE
FROM: LOVEDALE C. PETERSIDE, UTILITY SYSTEMS ENGINEER, BUREAU OF SAFETY, DIVISION OF SERVICE, SAFETY & CONSUMER ASSISTANCE, TAMPA
RE: CONSUMER COMPLAINT FPSC CATS NO: 0932421W-TERI SALOMON VS. AQUA UTILITIES FLORIDA INC.-WATER METER TEST REPORT-GAINESVILLE

BRIEF

On May 11, 2010, staff referred a water meter test, to determine the cause of a high water bill complaint filed by Mrs. Teri Salomon of 5002 SW 63rd Boulevard , Gainesville, against Aqua Utilities (a water Utilities Company). She indicated that her water bill for January, February and March 2010, were higher than normal and that could be due to the malfunction equipment or meter error. She disputed the billing and requested for a referred meter test. But Aqua contended that her billing was accurate and that she probably has water leakage within the house(Mobile Home). According to her, a plumber was called in to investigate for a possible water leak at the home, but no leakage was found.

The field water meter test was conducted, using a SENSUS portable water meter test unit. The customer water meter was tested, by comparing it to a calibrated water meter. Both meters are digital in nature. Water was injected through the customer meter into the calibrated meter to determined accuracy. The velocity of water from the customer's meter propelled the calibrated meter movement and the accuracy of the meter being tested was computed for the flow. The fastness or slowness of the meter is determined by the computation. Upon conducting this test, the results indicated that the customer meter showed an average of 98.5 percent accurate and approximately 1.5 percent slower that the calibrated meter, which is within the acceptable limits of two percent(+/-2%) as prescribed by Chapter 25-7.065(2)FAC.

Additional point to note, is that the water meter had been tested prior to my visit, in the presence of the customer, according to Aqua personal. Also, Mrs. Salomon and Aqua personal informed me, that so far the meter have self adjusted itself to read normally and accurately. I was told that the meter read for April was accurate and nothing was done in terms of meter repairs or house leakage repairs to cause such an adjustment.

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An electronic sensing device is attached to every water meter in the area and a remote control electronic sensing device is used to collect data from each meter every month. This remote sensing device has a Reference number 57764335 which is attached to the water meter number 56584474.

PAGE TWO
CONSUMER COMPLAINT FPSC CATS NO: 0932421W-TERI SALOMON VS. AQUA UTILITIES FLORIDA INC.-WATER METER TEST REPORT-GAINESVILLE

RECOMMENDATION

1. That, either staff, Aqua personal nor Mrs. Salomon could actually determined the reason for the high water bill.
2. That Aqua Utilities should set aside the 8000, 41000 and 24400 gallons bills respectively and bill the Salomon family based on the average consumption rate for year 2009, since no evidence of water leakage or equipment failure was determined during this referred meter test and investigation. Furthermore, that Aqua should be more diligent when using the remote control electronic sensing equipment to read the water meters.

CONCULSION

At the conclusion of this investigation of High water bill, possible water leakage and referred meter test, staff did not find any meter error or malfunction of equipments. This information was communicated to Mr. Paul Thompson, Aqua field coordinator, David Haring, Aqua field supervisor and Steve Grisham, field technician. In addition, Staff, advised that Aqua should make all necessary billing adjustment in favor of Mrs. Teri Salomon, since there was no water leak or meter malfunction found.

CC: Randy Roland

05-17-10 I sent the following e-mail to Mr. Randy Roland:

From: Shirley Stokes
Sent: Monday, May 17, 2010 3:44 PM
To: Randy Roland
Subject: FW: AQUA UTILITIES METER TEST REPORT & PCTURES

Based on Mr. Peterside's conclusion noted on his May 13, 2010, Memo, how do we proceed from here? Although the meter test results indicated no problems with the meter, Mr. Peterside stated that he advised Aqua's field coordinator that Aqua should make the necessary adjustments in the cutomer's favor.
---
*note cutomer's should have been customer's--Shirley Stokes

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05-18-10 FAXED AND E-MAILED TO CO. SUPPLEMENTAL REPORT REQUESTED BY MAY 27, 2010. Please send us a final report regarding the outcome of this case. THANKS. Shirley Stokes

05-18-10 Note: Computer indicated that this case cannot be faxed. Shirley Stokes

05-27-10 I received the following e-mail from the company:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Thursday, May 27, 2010 9:29 AM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0932421W TERI SALOMON

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

06-03-10 E-MAILED TO CO. VIA CATS. Please see my May 18, 2010, note above requesting a supplemental report by May 27, 2010. Please expedite a report to the FPSC no later than tomorrow, June 4, 2010. THANKS. Shirley Stokes

06/04/2010 - Company response received via e-mail. /EEstelle

06-04-10 Aqua Utilities Florida provided the following response in the June 4, 2010, report:

"The company adjusted the account by $1222.13. The customer's average bill is $37.00 a month. The company took the three high bills and substracted the average bill amount and gave the customer the adjustment difference. Please see attached spreadsheet."

06-04-10 At 11:57 a.m., I called the customer's telephone number 941-626-8348 and spoke with Ms. Teri Salomon.

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I explained that although the meter test indicated that the meter was registering within the accuracy limits, the company reported that a $1,222.13 adjustment was issued on the account. Ms. Salomon indicated that she was aware of the adjustment, and also thanked me for following up with her. Shirley Stokes

06-04-10 CLOSED by today's telephone conversation with Ms. Salomon as noted above. Shirley Stokes

Request No. 0932937W Name SWIATEK ,MISTY MRS Business Name

Consumer Information

Name: MISTY L SWIATEK

Business Name:

Svc Address: 7117 SW ARCHER RD LOT 34

County: Alachua Phone: (352)-231-9061

City/Zip: Gainesville / 32608-

Account Number: 0015582920649331

Caller's Name: MISTY L SWIATEK

Mailing Address: 7117 SW ARCHER RD LOT 34

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-745-8116

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0932937W

Response Needed From Company? Y

Date Due: 04/13/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/12/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RK

Date: 03/23/10

Time: 14:10

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1229.52

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/29/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0932421W Name SALOMON ,TERI MS. Business Name

PAGE NO: 151

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1229.52

What is the date of the bill? March 16, 2010

Why do you believe you have been billed improperly? Customer states she is being billed for 55,500 gallons. Customer had a technician from the company come out, but no leaks were detected.

Other Comments: Customer suspects this is a billing error. Customer states her bills usually run around $130.00 - $170.00.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

04/12/2010 - Company response received via e-mail. /EEstelle

4/14/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The customer's usage has done a dramatic rise.
- On 3/23/10, an Aqua Representative went out to the property and received a read of 589700.
- The customer said she had a maintenance guy come out and look for leaks but not a plumber.
- On 4/9/10, an Aqua Representative went out to the property and field tested the meter and received a read of 595010.
- The meter tested fine and the reading was correct.

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o It would seem that the customer may have some kind of leak at the property that is causing her usage to rise.
o From 3/12/10 to 4/9/10 the meter has registered 14,050 gallons.
o The usage has gone down from the previous read but it is still substantially high.
o There may be a toilet leak or something left running that caused the dramatic increase.
o Aqua tried to contact the customer but the number says the customer is unavailable and does not allow you to leave a message.
o Customer provided with resolution letter via mail.
Shonna McCray

4/29/10: This inquiry closed. Shonna McCray

Request No. 0933664W Name LINDSEY ,JOE MR. Business Name

Consumer Information

Name: JOE LINDSEY

Business Name:

Svc Address: 11552 COUNTY RD 678

County: Sumter Phone:

City/Zip: Webster / 33597-

Account Number: 0008853090628805

Caller's Name: MARY LINDSEY

Mailing Address: 11552 COUNTY RD 678

City/Zip: WEBSTER ,FL 33597-

Can Be Reached: (352)-793-2166

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS768
Company:
Attn. Lesley Dix0933664W
Response Needed From Company? Y
Date Due: 04/16/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 04/09/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: LAL
Date: 03/26/10
Time: 11:29
Via: PHONE
Prelim Type: OUTAGES
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 05/12/10
Closeout Type: GI-15
Apparent Rule Violation: N

Request No. 0932937W Name SWIATEK ,MISTY MRS Business Name

PAGE NO: 153

Preclose type - Outages

What type of outage occurred? Extended

When did the outage occur? 03/24 - 03/25

What is the length of time you were without service? Ten hours

What are the approximate number of outages in the past 30 days? Just this one

Has the company provided a reason for the outage? Electrical problems

Other Comments:

Customer states the water service with Aqua Utilities was off for approximately 10 hours. The company told them it was due to electrical problems. The water has been restored but there is still a problem with water pressure. The customer wants this resolved and wants to know where the money is going that company received in the last rate increase as she is being told they don't have the necessary equipment to fix the problem.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by LLugo

03/26/2010 - Company response received via e-mail. /EEstelle

- Correspondence was not a response: it is the standard AQUA email acknowledging the delivery of the complaint. Vfaria

04/09/2010 - Company response received via e-mail. /EEstelle

4/12/10- Reviewed Company Response:
Water service was out due to power outage, it knocked out the main power and the emergency generator. The customer said that the pressure isn't bad but it fluctuates when the tech does flushing. Customer was given a number to call if her problem persists. Vfaria

05/12/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

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Request No. 0933707W Name CABANA ,JOSEPH MR. Business Name

Consumer Information

Name: JOSEPH CABANA

Business Name:

Svc Address: 3257 CR 676

County: Sumter Phone: (352)-793-5348

City/Zip: Webster / 33597-

Account Number:

Caller's Name: JOSEPH CABANA

Mailing Address: 3257 CR 676

City/Zip: WEBSTER ,FL 33597-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS768

Company:

Attn. Lesley Dix0933707W

Response Needed From Company? Y

Date Due: 04/16/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/15/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 03/26/10

Time: 13:23

Via: FAX

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/30/10

Closeout Type: GI-15

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

This to inform you we are still having problems with our water system. We had no water from 10:00 pm 3/24/2010 thru 9:30 am 3/25/2010 after being out for so long the tech informed us it was due to a power failure that is hooked to faulty equipement that they have failed to replace after months of knowing that they had faulty equipment, this also applies to the backwash system that does not work. This does not stop AQUA from overcharging us for new equipment that is clearly needed and they claimed to have installed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 0933707W Name CABANA ,JOSEPH MR. Business Name

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

Customer is also complaining about docket issue 080121, forwarded the docket information to the Clerk. DHood

04/15/2010 - Company response received via e-mail. /EEstelle

4/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The water service was out due to power outage, it knocked out the main power and the emergency generator.
- Aqua is taking steps to rectify the water quality problem in that area.
- Aqua is looking into this supposed piece of equipment that is said to be faulty.
- After Richard Johnson spoke with the customer he said that the Technician is not the one who told him about the equipment it was another customer.
- The customer said that he never calls the company because he can never get through.
- He hasn't called the company since 2007.
- He said he would never bother to call the company.

Shonna McCray

4/30/10: This inquiry closed. Shonna McCray

Request No. 0933972W Name / Business Name RIVERBEND CONDO ASSOCIATION

Consumer Information

Name:

Business Name:RIVERBEND CONDO ASSOCIATION

Svc Address: 179 BEECHERS POINT DR

County: Putnam Phone: (386)-467-2900

City/Zip: Welaka / 32193-

Account Number: 0008896960632961

Caller's Name: ELAINE W BRINSON

Mailing Address: PO BOX 190

City/Zip: WELAKA ,FL 32193

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0933972W

Response Needed From Company? Y

Date Due: 04/19/10

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 04/19/10

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: NEAL FORSMAN

Entered By: RK

Date: 03/29/10

Time: 13:11

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 30000.00

Supmntl Rpt Req'd: 10/05/10

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NEF

Date: 01/05/11

Closeout Type: GI-32

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $30,000.00

Why do you believe you have been billed improperly? Customer has been estimated since January 2009. Customer has had a similar issue in the past (June 14, 2006 Nace Guth from Aqua Utility helped her then. Customer had a refund $38,006.49 at that time.). Customer states the estimated disputes equal $24,000 from disputing approximately $2,000 each billing period.

Customer has a record of her bill copies she can provide if needed. Customer will fax a letter she has sent the company recently.

Other Comments: Customer states another issue her Association has: Company does not want to switch the Association from a 4 inch to a 3 inch compound meter.

Request No. 0933972W Name / Business Name RIVERBEND CONDO ASSOCIATION

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

03/29/2010 Reference old complaint #0740100W. Rik Koeteeuw

04/19/2010 - Company response received via e-mail. /EEstelle

4/20/10- Reviewed Company Response:
The account was corrected back in August 2007 and the customer received a refund check. Futher review indicate that during mid 2009 the account was billed on estimated readings.
Previous readings from June 11, 2009 to September 18, 2009 were based on estimated readings. The statements were cancelled and revised on 9/22/09 for services rendered from 5/2009-9/2009. Total amount $2360.26.

- Billing statement dated 11/25/09 to 12/18/09 were also cancelled : total rebill 10/18/09 to 12/21/09 totaling $1675.27. Currently the account balance is $4509.65 which is due 5/7/10

There is a 4inch compound meter currently at the property. Company representatives have been at the

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property several times (11/20/09,12/17/09,1/4/10,3/3/10,3/18/10 and 4/15/10). It was confirmed that the large flow of the meter is stuck. A new meter/head was been ordered. A decision will be made as to if the meter needs to be exchanged or just change the measuring element.

Aqua is reviewing all data regarding billing to determine if an additional resolution is needed due to the stuck meter. Regarding the downsizing of the meter from a 4inch to a 3inch, it was explained that in order to have a smaller size meter, River Bend would have to provide engineering designs and/or documentation from a contractor witch outline the layout of the property with supporting documentation that the set-up at the property can accommodate a 3inch meter. The documentation on file states the setup needs a 4inch meter.

On 4/15/10, field supervisor, Mr. Barnes spoke with Wendy and explained that company would be at property on 4/15/10 to perform flow test.

A supplemental report will follow. Vfaria

04/30/2010- Customer called to speak to her analyst. Transferred caller to VFaria. SWilliams

4/30/10- ATTN AQUA UTILITIES: SUPPLEMENTALS REQUEST:
Mrs. Brinson (customer) called the PSC today, 4/30/2010, and advised that they have not received a resolution to the complaint. Customer states that all they were advised was that Aqua would be replacing the meter that was stuck. Customer states the estimated bill issue has not been addressed, customer has not been advised if any adjustments are due because of the estimations and stuck meter. Customer is requesting a contact to discuss where the complaint process is at this time. Customer can be reached at #386-467-2900.

1. Please contact customer about her concerns
2. Please provide the PSC with an update on the billing data. Your previous response stated there would be an update and none has been received.

- Response due May 11, 2010. Vfaria

4/30/10- Customer has requested a copy of the response Aqua has sent to the PSC. One will be faxed to customer today (fax: 386-467-2020). Vfaria

05/12/10 - Customer tranferred to VFaria as requested. LLugo

5/12/2010- Customer called and stated that Aqua is working on the issue. The water company has been to the location and have put new parts on the meter and a strainer to assist with the issue that the meter is not working correctly. Company is still working on the matter to assist with the billing.

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Customer's secondary concern is that based on the survey that Aqua provided the lines/pipes that run into RiverBend are 3 inches yet the meter is 4 inches and the company does not want to downgrade. River Bend states they have the survey that show the lines are 3 inches, but wants to know what is the procedure/policy/reason that a 4 inch meter is needed instead of a 3 in meter. Vfaria

5/12/10- ATTN AQUA UTILITIES : Please provide a response to the Supplemental as soon as possible. Vfaria

05/12/2010 - Company response received via e-mail. /EEstelle

5/17/10- Reviewed Supplemental Response:
1. Aqua management decided to order new parts in an effort to rebuild the existing meter. All repairs were completed on 5/12/10. In additional to the new parts the company installed a strainer on the meter to prevent debris from getting inside and to avoid meter getting stuck. The reads will be captured electronically. Customer was contacted on 5/12/10 and advised of the meter repair and that the account is being reviewed for billing.

Customer raised an issue about changing the meter from 4inch to 3inch. Aqua's understanding is that the building was built to code which specifies 4inch meter. If customer would like a 3in meter installed, she would need to contact builder to access the property to confirm a 3inch meter would meet building code or contact local fire department. Company will follow-up with customer on 5/19/10. Vfaria

5/27/10- ATTN AQUA UTILITIES: PLEASE PROVIDE AN UPDATE.
- Your previous response states that an update would be provided by 5/19/2010 and no update has been received.
Please provide one by June 7, 2010. Vfaria

06/07/2010 Customer called to ask if Aqua Utilities has had a rate increase in the last year. Customer is trying to negotiate with company. Customer would like a call or email back at: riverbendcondos@bellsouth.net. Customer's CBR is 386-467-2900. Rik Koeteeuw

6/9/10- Spoke to customer about her request: Customer would like to request the rate for Putnam county. The pipe is 3in - and the residential line are 2 1/2 inch. Its a condo with five buildings: the main line is 3 in and the line to the units residential size 1/2 inch. Could they go smaller than 3 inch.

The main line is 4 Inch but the complex is 3 in that supplies water to the units is 1/2 inch. If company knows, there is a 3 in meter line then why can't the 4in be lowered. Customer has already verified with fire department that there is no issue, because they (fire department) would not use the line. Vfaria

6/9/10- ATTN AQUA: PLEASE PROVIDE THE UPDATE REQUESTED PRIOR AND ALSO PROVIDE THE FOLLOWING:

- Is this account on residential rate?

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- Provide price index for this location
- Your previous response states that an update would be provided by 5/19/2010 and no update has been received.
- Has the company provided customer a resolution on the amount to be adjusted on the account?
- has the company provided customer a resolution on the meter size issue. : Customer has a 4inch meter on an 3 inch line, will the company change the meter?

Please respond as soon as possible: this update was due on June 7, 2010. Vfaria

06/10/2010 - Company response received via e-mail. /EEstelle

6/10/10- Reviewed Company Response:
Customer received the price index for her location and the rates applied so that she could verify if the amount of the adjustment is correct. The account is billed under General Service and Multi-Family Rate. The billing statement dated 5/20/10 has been presented to RiverBend Management for review, customer is reviewing the billing.

As a follow-up to the meter size, a conference call was held on 6/9/10 with RB Management and Aqua. RB management has been advised by Aqua that they can accommodate the request to replace the 4" meter with a 3" meter; however, Aqua is requesting a certified letter from a Florida State certified Engineer stating that a 3" meter will accommodate the day to day usage at the site plus accommodate the flow necessary in the event of a fire. RB Management states the original building design supports a 3" meter and in addition RBM contacted the fire department and were advised that the fire department would not use the connetion at the site to fight a fire. RBM requested Aqua contact the building department for approval. Aqua Engineering will take lead in contacting the Building Department (Putnam County) to confirm a 3" meter will accommodate the day to day usage. Aqua contacted Putnam County on 6/9/10 and await a response. Vfaria

07/02/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

8/27/10- Ms. Elaine Brinson called and advised that Aqua finally addressed the billing issue and it has been resolved. Her concern is that the meter issue has not been resolved. She has provided Aqua with all the paperwork required and asked of her by Aqua that would verify that the Condo Association can and should be changed to a 3"meter. Aqua still has not assisted in making this change. Ms. Brinson would like further assistance with this matter.

- The original building desing supports a 3" meter and Aqua will not change the 4" meter to a 3" meter.
Vfaria

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Mrs. Brinson's CBR numbers are:
H- 912-264-4507
C- 912-506-4068

08/27/10 - Customer correspondence received via fax; forwarded to VFaria. /ewe

08/31/10: Reassigned to S. Stokes. RRoland

08-31-10 MANUALLY FAXED TO CO. SUPPLEMENTAL REPORT REQUESTED BY SEPTEMBER 10, 2010. Please see the attached customer's documents supporting her request for a meter change from 4 inches to 3 inches. Please follow up with the customer and the Commission by the requested date. THANKS. Shirley Stokes

08-31-10 E-MAILED TO CO. VIA CATS. Also, along with your supplemental report, please provide the Commisson with the amount of credit that was issued to the customer's account. THANKS. Shirley Stokes

08-31-10 I received the following automated e-mail from the company:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Tuesday, August 31, 2010 10:56 AM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0933972W

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

08-31-10 AS NOTED ABOVE, SUPPLEMENTAL REPORT REQUESTED BY SEPTEMBER 10, 2010. Shirley Stokes

09/02/2010 - Caller request to speak with Case Analyst. Case Analyst not available at time of call. Transferred to Voicemail. MBermudez

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09-02-10 I listened to Ms. Brinson's 3:48 p.m. voice mail message. Ms. Brinson stated that she has some questions, and asked me to call her at 912-264-4507. Shirley Stokes

09-02-10 I returned Ms. Brinson's call at 4:07 p.m. and spoke with her. Ms. Brinson says that she had asked to speak with Violet concerning the rates that she sent to her, but the man who she spoke with did not let her since her case had been reassigned to me. Ms. Brinson says that the rate information that Violet sent to her do not appear to be correct. She says that she really need the wastewater rates. I explained that I can get the company to send her a copy of the rates. Shirley Stokes

09-02-10 E-MAILED AND FAXED TO CO. Please send Ms. Brinson a copy of the water and wastewater tariffs for the rates that were and are applicable the disputed billing period. Also, along with your next report to the FPSC, please send us a copy of those rates. Mrs. Brinson's contact telephone is 912-264-4507. THANKS. Shirley Stokes

09-10-10 I received the following e-mail from the company:

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Friday, September 10, 2010 3:52 PM
To: Shirley Stokes
Cc: PSCREPLY
Subject: Riverbend Condo Association Case#0933972W

Good Afternoon Shirley,

In response to supplemental report due today, I am forwarding you the attachments and copied the pscreply mail box. The file was too large to be an attachment via ACES application. I also forwarded the information to Ms. Brinson via her e-mail address which is mebrinson@att.net.

Please let me know if you require additional information.

Alice N. Greene, MBA

National Operations and Compliance

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Office - 877.239.8502 ext 54294

Fax - 1.866.780.8299

09-10-10 E-MAILED AND FAXED TO CO. VIA CATS. At 4:26 p.m., I called the company's telephone number at 877-239-8502 and left a message on the answering device for Ms. Green. I thanked her for sending the rate schedule information. However, I explained that the customer is also very concerned about changing the meter from 4 inches to 3 inches. I asked her to expedite a report to us regarding that concern. Furthermore, as requested on August 31, 2010, please send us the total amount of credit that was issued on the customer's account along with the calculations that the company used to get that credit amount. After Ms. Brinson reviews the rate schedules, please follow up with her to determine if additional credits are due on her account. Also, please let us know the outcome of the company's follow up with Ms. Brinson. THANKS. Shirley Stokes

09-10-10 Note: Since the computer indicated that this case cannot be faxed, it was only e-mailed to the company. Shirley Stokes

09/10/2010 - Company response received via e-mail. /EEstelle

09-13-10 The report that Ms. Eyvonne Estelle noted on September 10, 2010, is the same report that I received on September 10, 2010. Shirley Stokes

09-13-10 E-MAILED TO CO. VIA CATS. Please provide a supplemental report with the additional infomation requested on September 10, 2010, as noted above by September 21, 2010. THANKS. Shirley Stokes

09/14/2010 Customer called requested analyst Shirley, transferred. tkemp

09-14-10 At 3:27 p.m., Ms. TeKeyshia Kemp transferred Ms. Elaine Brinson's call to me. Ms. Brinson says that the company sent her an e-mail requesting the president of the association to send a letter stating that the company will not be held responsible for problems if the meter is changed to three inches. I explained that the company is probably just trying to protect itself. Ms. Brinson asked me if we were going to order the company to put in the three-inch meter. I explained that we are investigating the complaint with the company. If we need to go further after the investigation, we will do that. I explained that she needs to follow up with the company regarding the request and do what she needs to do to get the meter change. Ms. Brinson asked for our e-mail address to send us a copy of the letter that will be sent to the company for our information. She also indicates that she's unable to meet with the president of the association until this Friday. I provided our e-mail address, contact@psc.state.fl.us. I also explained that I am trying to get the company to expedite a report to us. Shirley Stokes

09-14-10 AS NOTED ON SEPTEMBER 13, 2010, I REQUESTED A SUPPLEMENTAL REPORT BY SEPTEMBER 21, 2010. Shirley

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Stokes

09/21/2010 - Company response received via e-mail. /EEstelle

09-22-10 Aqua provided the following information in its September 22, 2010, report:

-----Original Message-----
From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Tuesday, September 21, 2010 4:30 PM
To: PSCREPLY
Subject: Riverbend Condo Association - Case#0933972W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:
Customer Last Name	:RIVERBEND CONDO ASSN
Account Number	:0008896960632961
Service Address 1	:179 BEECHERS POINT
Service Address 2	:
Service City	:WELAKA
Service State	:FL
Service Zip	:32193
Sent to Utility Date	:3/30/2010
Current Bill Due Date	:9/8/2010
Total Balance	:
Rate	:RESIDENTIAL
Prepared Date	:9/9/2010

COMPANY POSITION:
On September 3, 2010 I advised Mrs. Brinson that on August 27, 2010 a representative from Aqua Utilities forwarded an e-mail to Connie Newton, representative for River Bend Condo that additional correspondence was needed before the meter could be exchanged. The e-mail to Ms. Newton was to advise that the company was still waiting on correspondence from River Bend Condo relative to the association documenting a letter stating Aqua Utilities harmless in the event of any damages associated with Aqua's ability to provide fire flow and/or pressure as it relates to providing fire flow and/or potable water service to River Bend Condo. Mrs. Brinson advised me that this topic would be discussed at the board meeting on Friday, September 17, 2010. As of today, September 21, 2010 Aqua Utilities have not received correspondence. The company has already taken

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steps to order the equipment necessary for the meter exchange. Once the correspondence is received, the 4" meter will be removed and replaced with a 3" meter.
Attached for review is an account history with credits and adjustments applied to the account and billing statements with calculations.

09-22-10 At 4:35 p.m., I called the company's telephone number 610-645-1119. I left a message on Ms. Lesley Dix's answering device. I acknowledged receipt of today's report from company. I asked the company to give me the total amount of the credit that was issued on the customer's account. I explained that in fear of calculating the credits from the bills, I want to get the total amount of credit from the company. Shirley Stokes

09/23/10 - Customer correspondence received via e-mail; forwarded to SStokes. /ewe

Att: Shirley, Florida Public Service Commission

Case no# 933972W, River Bend Condominium Association, Inc. vs Aqua Utilities

This email is in response to Aqua Utilities requested statement from the Board of Directors at River Bend Condominium Association, Inc.
The attached letter is from the Board of Directors meeting September 17, 2010 after discussing Aqua Utilities requested statement.
Please let me know if I can be of any other help in this matter.

Thanks
Elaine Brinson, Secretary/Treasurer
River Bend Condominium Association, Inc.

From: Connie Newton <cbnewton@bellsouth.net>
To: "Smith, Carl D." <CDSmith2@aquaamerica.com>
Cc: Taylor & Marsha Douglas <ctdouglas@comcast.net>; Elaine & Mickey Brinson <mebrinson@att.net>; "Greene, Alice N." <ANGreene@aquaamerica.com>; "Barnes, Stacey L." <SLBarnes@aquaamerica.com>
Sent: Thu, September 23, 2010 10:31:44 AM
Subject: Re: River Bend Condo,179 Beechers Point Road, Welaka, FL

Mr. Smith,

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At its meeting on Friday September 17, 2010 the Board of Directors discussed your requested statement. The attached letter is the Board's response to your request. If you would like a signed original to be mailed, please let me know.
Connie Newton

From: "Smith, Carl D." <CDSmith2@aquaamerica.com>
To: "cbnewton@bellsouth.net" <cbnewton@bellsouth.net>
Cc: "Greene, Alice N." <ANGreene@aquaamerica.com>; "Barnes, Stacey L." <SLBarnes@aquaamerica.com>
Sent: Fri, August 27, 2010 7:26:02 AM
Subject: RE: River Bend Condo,179 Beechers Point Road, Welaka, FL

Connie,

What's left on our end is a letter (on your letterhead) not only what is included below but a statement holding Aqua Utilities harmless in the event of any damages associated with Aqua's ability to provide fire flow and/or pressure as it relates to providing fire flow and/or potable water service to River Bend Condo

This is the last item we will need.

If you wish, you could send an electronic copy signed to me with a follow up letter signed to:

Aqua Utilities Florida Inc.

P.O. Box 2480

Lady Lake, FL 32158-2480

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Once we receive this letter we will schedule to change out the meter.

From: Connie Newton [mailto:cbnewton@bellsouth.net]
Sent: Tuesday, August 24, 2010 5:09 PM
To: Greene, Alice N.
Cc: Elaine & Mickey Brinson; me
Subject: Re: River Bend Condo,179 Beechers Point Road, Welaka, FL

Alice,
Attached are letters from Putnam County Planning and Development and the Fire Marshal documenting neither have issues with our request to reduce the River Bend water meter to 3 inches.
Connie Newton

From: "Greene, Alice N." <ANGreene@aquaamerica.com>
To: Connie Newton <cbnewton@bellsouth.net>
Sent: Fri, June 25, 2010 12:25:05 PM
Subject: RE: River Bend Condo,179 Beechers Point Road, Welaka, FL

Hi Connie,

Thanks for the update. Can you provide the info outlined below in writing for company record. The letter should be addressed to Carl Smith, Director Aqua Utilities Florida, Inc. Copies to Stacey Barnes and Tricia Williams. Carl's mailing address is listed below.

Carl Smith

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Director, Aqua Utilities Florida, Inc

1100 Thomas Avenue

Leesburg, FL 34748-0310

Thanks

Alice

From: Connie Newton [mailto:cbnewton@bellsouth.net]
Sent: Thursday, June 24, 2010 9:13 AM
To: Greene, Alice N.
Cc: Elaine & Mickey Brinson; me
Subject: River Bend Condo,179 Beechers Point Road, Welaka, FL

Ms. Greene,
As requested by Stacey Barnes, I talked to Paul Meyer, Putnam County Building Department, on June 22nd concerning changing the water meter. He informed me that "If we are not changing anything on our side of the meter we do not need a building permit."
Connie Newton

09-23-10 MANUALLY FAXED TO CO. Please see the attached September 23, 2010, letter from Mr. Taylor Douglas, President, R.B. Condominium Association, Inc. Also, see my September 22, 2010, note regarding my telephone message. THANKS. Please provide me with another report ASAP. THANKS. Shirley Stokes

09/24/10 - Continuation of customer correspondence. /ewe

09-24-10 E-MAILED TO CO. VIA CATS. SUPPLEMENTAL REPORT REQUESTED BY OCTOBER 5, 2010. Please provide me with a report giving me the total amount of credit that was issued on the customer's account for the disputing bills. Also, please state Specifically whether Aqua will change the customer's meter from 4 inches to 3 inches as the customer requested if the customer does not provide the specific information regarding holding the company harmless if the meter is changed to 3 inches. If possible, please provide the report ASAP since

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this case as been ongoing since March 29, 2010. THANKS. Shirley Stokes

09/24/2010 - Caller request to speak with Case Analyst. Transferred call. MBermudez

09-24-10 At 2:12 p.m., Mr. Marcos Bermudez-Fran transferred Ms. Brinson's call to me. She was following up with her e-mails. I explained that I received her e-mails. I also explained that the company is requesting a specific statement in quotation marks in the e-mail to her about hold the company harmless if the meter is changed from 4 inches to 3 inches. And I know that she (Riverbend) does not want to provide that specific statement. However, I explained that the company is aware that I need a report by October 5. I explained that if the company maintains that the meter will not be changed from 4 inches to 3 inches without the requested statement about holding the company harmless, I will request that the complaint be sent to another area. However, after receipt of the final report from the company, I will follow up with her. Ms. Brinson also stated that she will follow up with me if something changes on her end. Shirley Stokes

10/05/2010 - Company response received via e-mail. /EEstelle

10-06-10 Aqua provided the following information in its October 4, 2010, report:

-----Original Message-----
From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Monday, October 04, 2010 4:13 PM
To: PSCREPLY
Subject: Riverbend Condo Association - Case# 0933972W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:
Customer Last Name	:RIVERBEND CONDO ASSN
Account Number	:0008896960632961
Service Address 1	:179 BEECHERS POINT
Service Address 2	:
Service City	:WELAKA
Service State	:FL
Service Zip	:32193
Sent to Utility Date	:3/30/2010
Current Bill Due Date	:10/8/2010
Total Balance	:1612.1000
Rate	:RESIDENTIAL
Prepared Date	:10/4/2010

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COMPANY POSITION:
Local management is still waiting for documentation from Riverbend Condo Association a letter stating that Riverbend Condo Association will hold Aqua Utilities harmless in the event of any damages associated with Aqua's ability to provide fire flow and/or pressure as it relates to providing fire flow and/or potable water service to River Bend Condo.

The company has taken steps to order the associated equipment to exchange the meter at the property.

Attached is a spreadsheet itemizing adjustments on monthly billing statements. Please keep in mind adjustments that are itemized on the billing statements included payments and cancelled bills. The adjustments relate to itemized adjustments on the account statement.

If you have any follow-up questions, please let me know.

10-06-10 I sent the following e-mail to the customer regarding the resolution of the complaint:

-----Original Message-----
From: Shirley Stokes
Sent: Wednesday, October 06, 2010 1:33 PM
To: 'mebrinson@att.net'
Subject: FW: Riverbend Condo Association - Case# 0933972W

Ms. Elaine Brinson
P.O. Box 190
Welaka, FL 32193

RE: FPSC Request No. 933972W

Dear Ms. Brinson:

Please see the attached report from Aqua Utilities Florida, Inc., regarding the resolution of your complaint regarding the billing and meter change concerns. On the last page of the attachment, Aqua provided a list of the adjustments issued on your account. The company also reports that it has taken steps to order the equipment for the meter change.

If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552.

Sincerely,

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Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance
Florida Public Service Commission

10-06-10 I received the following e-mail delivery notification from my e-mail to customer today:

-----Original Message-----
From: postmaster@PSC.STATE.FL.US [mailto:postmaster@PSC.STATE.FL.US]
Sent: Wednesday, October 06, 2010 1:33 PM
To: Shirley Stokes
Subject: Delivery Status Notification (Relay)

This is an automatically generated Delivery Status Notification.

Your message has been successfully relayed to the following recipients, but the requested delivery status notifications may not be generated by the destination.

mebrinson@att.net

10-06-10 If no disagreement, this file can be closed on October 22, 2010. Shirley Stokes

10-07-10 I received the following e-mail from the customer:

From: Elaine & Mickey [mailto:mebrinson@att.net]
Sent: Thursday, October 07, 2010 8:45 AM
To: Shirley Stokes
Subject: Re: Riverbend Condo Association - Case# 0933972W

Where do we go from here and we did email a letter (the same letter I email you.

Elaine

10-07-10 I sent the following response to the customer:

From: Shirley Stokes
Sent: Thursday, October 07, 2010 8:59 AM
To: 'Elaine & Mickey'
Subject: RE: Riverbend Condo Association - Case# 0933972W

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Ms. Brinson, I will give your complaint file to my supervisor, Mr. Randy Roland, for further handling.

Shirley Stokes

10-07-10 I received the following automatic e-mail delivery notification from my e-mail that was sent to the customer today

Original Message-----
From: postmaster@PSC.STATE.FL.US [mailto:postmaster@PSC.STATE.FL.US]
Sent: Thursday, October 07, 2010 8:59 AM
To: Shirley Stokes
Subject: Delivery Status Notification (Relay)

This is an automatically generated Delivery Status Notification.

Your message has been successfully relayed to the following recipients, but the requested delivery status notifications may not be generated by the destination.

mebrinson@att.net

10-07-10 I gave the file to Mr. Randy Roland for further handling. Shirley Stokes

10/07/2010 - Caller request to speak with SStokes. Transferred call. MBermudez

10-07-10 At 9:17 a.m., Mr. Marcos Bermudeztransferred Ms. Brinson's call to me. Ms. Brinson was following up with her e-mail to me. She acknowledged receipt of my e-mail this morning; however, she wanted to give me a call for a further explanation. I explained that her complaint was given to my supervisor for further handling. Ms. Brinson confirmed that the billing problem was resolved; however, she does not want to put the specific information that the company requested about holding the company harmless if the meter is changed to three inches as she requested. Ms. Brinson feels that the letter from the condominum association and the documents from the fire department should be sufficient. I explained that I understand her concerns, and someone else from another group will be following up with her. She wanted to know how long that process was going to take. I explained that I don't know; however, my supervisor will probably send it to another group today. Ms. Brinson also thanked me for my assistance. Shirley Stokes

10/07/10: Case file delivered to Process Review. RRoland

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Request No. 0934134W Name HOWE ,KENNETH MR. Business Name

Consumer Information

Name: KENNETH HOWE

Business Name:

Svc Address: 11220 NOME AVENUE

County: Pasco Phone: (727)-869-2635

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: KENNETH HOWE

Mailing Address: 11220 NOME AVENUE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 24101

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0934134W

Response Needed From Company? Y

Date Due: 04/20/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/16/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: DH

Date: 03/30/10

Time: 09:01

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 05/03/10

Closeout Type: GI-15

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, March 29, 2010 6:45 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 24101

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Request No. 0934134W Name HOWE ,KENNETH MR. Business Name

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Name: Kenneth Howe
Telephone: 727-869-2635
Email: pascoguy01@yahoo.com
Address: 11220 Nome Av Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Kenneth Howe
Account Number:
Address: 11220 Nome Av Port Richey FL 34668

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
3-29-10 I got home fm work this afternoon (5:45) and noticed I had no water. I called Aqua Utilities "24hr emergency number" to report this. I have no idea where I was calling, but I know as fact that Aqua does NOT have a customer service office OR an local emergency phone number here in Pasco County. The first TWO calls I was transferred by an automated service and was IMMEDIATELY disconnected. On the THIRD call I actually was transfered to a human. The lady immediatel put me on hold for about 5+ minutes. When she came back WITH AN ATTITUDE,she said there was a water main break and that it was fixed and system should be ready. During "PSC" rate increase meetings, Aqua has said they have done upgrades in my area (Palm Terrace). I have been here for over 12yrs and never have I seen any "Utility upgrade" work being done and today's water main break proves it. It is now 6:45 and I still have no water. I will call Aqua again and this time hope it does not take THREE calls to get to a human. With the outrages rates Aqua charges us here in "Palm Terrace" I would think there would be better customer service PLUS a local office AND a local emergency number for situations like this ..... Thank you KENNETH HOWE

And

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, March 29, 2010 8:37 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 24104

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

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Name: Kenneth Howe
Telephone: 727-869-2635
Email: pascoguy01@yahoo.com
Address: 11220 Nome AV Port Richey 34668

BUSINESS INFORMATION

Business Account Name: same as above
Account Number:
Address: same as above Port Richey FL 34668

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
3-29 This is a follow up on my original complaint with Aqua Utilities. Our water came back on with normal pressure at around 7pm. I decided to call Aqua to let them know and also ask if we should boil our water. This time I'm sure I got a different customer service agent, she was very polite. I told her the water was back on and asked if we should boil our water. She stated that she just got off the phone with the "Field Tech" and he did not mention anything about boiling water. I was curious as to where I was calling this time and the lady said she was in WISCONSIN! Funny thing is, she did not ask my name or other info but was just on the phone with the " Field Tech" in FLORIDA and told me the info. hmmmmmmmmmm I am NOT blaming her, but could this be one of Aqua's phone resopnse policies? thank you ..... Kennneth Howe

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following

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e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/07/10 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Kenneth Howe
Telephone: 727 869 2635
Email: pascoguy01@yahoo.com
Address: 11220 Nome AV Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Kenneth Howe
Account Number:
Address: 11220 Nome AV Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
When I got home fm work today (4/6), we have ANOTHER water outage. I called Aqua Utilities TWICE around 6:20pm to report this and each time I was IMMEDIATELY disconneced after I said "emergency". On the THIRD time the cust. service rep. (IN WISCONSIN) said there was a water main break and repairs should be completed in an hour. I saw the leak ... it was a 6" water line. It is now 9:30pm and still no water. I called AQUA FIVE times to find out the status of the repair and ALL FIVE times I was IMMEDIATELY disconnected after I said "emergency". My neighbor across the street called and was told to enter her zip code (automated recording). When she entered the zip code she was IMMEDIATELY disconnected (I witnessed this happening). On March 29 (I filed a PSC Complaint for that also) we had an outage (same reason given) and no "boil water notice" was issued. I even called Aqua and asked if we should and they said NO. Section III paragraphs B,C,D of the

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DEPARTMENT OF HEALTH DRINKING WATER PROGRAM,GUIDELINES FOR THE ISSUANCE OF PRECAUTIONARY BOIL WATER NOTICES states a boil water notice should have been issued for our Mar 29 outage . What happened? I am now curious if Aqua will issue a notice when our water finally is back on tonite before people go to work tomorrow morning. Highly doubful concidering the customer service I received today. Kenneth Howe

4/8/10: Customer correspondence being forwarded to company. Shonna McCray

4/8/10: ATTN COMPANY, PLEASE ADDRESS THE CUSTOMER'S CONCERNS REGARDING THE 4/6/10, OUTAGE. PLEASE PROVIDE RESPONSE BY 4/20/10. Shonna McCray

04/16/2010 - Company response received via e-mail. /EEstelle

04/19/10 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Kenneth Howe
Telephone: 727 869 2635
Email: pascoguy01@yahoo.com
Address: 11220 Nome AV Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Kenneth Howe
Account Number:
Address: 11220 Nome AV Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
I have a complaint on this during the week of 4/5/10 about the water outage and water boil notice. This is just a follow up. Aqua put a "boil water notice" on local news. However most of us here in Palm Terrace work

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and cannot stay glued to the TV to see if such notice was issued. Yes, there were a FEW small signs posted along roadways (not INSIDE our subdivision) about the notice but are hard to see while driving. In fact one sign was in the WRONG subdivision, I called Aqua to let them know, was told it will be moved (and it wasn't). Also, why couldn't Aqua put door to door tags about the notice the very next day so EVERYONE knows about the boil water notice? This past Friday (4/16) I got a call from a lady in Jasmine Lakes subdivision. (less than a mile south from my sub and serviced by AQUA) and she said they had a major water main break. She said Aqua left FIVE AUTOMATED PHONE MESSAGES on her phone advising Jasmine Lakes of a boil water notice and a recind notice call will be made also. WHY wasn't this done here in Palm Terrace for our TWO water main breaks we had the previous two weeks? Only one boil water notice was issued for our second water outage, none for the first water outage which lasted a few hours. As you can see, there is a definite problem with Aqua's customer services being offered, not to mention THREE water main breaks in THREE weeks in such small service areas. Thank you ..... K. Howe

PSC was contacted previously

4/20/10: Reviewed customer correspondence and noted objection. Shonna McCray

4/20/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o To address Mr. Howe's concerns regarding outage on 3/29/10, Aqua's Maintenance Department was in the area repairing a main.
o It was communicated that some customers may experience little to no pressure while repairs were being completed.
o The repair work started around 2:00 p.m.
o The repairs continued into the evening hours however; the company did not issue boil water notice due to the fact that the water was not off, pressure was low.
o On 4/6/10, there was a six-inch water main break on Areca Drive.
o Water service was shut-off for approximately 2 hours in order to complete repairs.
o Customers were asked to boil water for 5 minutes, and cool before drinking.
o Aqua will test water samples on 4/7/10, results will be available within 48 hours.
o The main break occurred after business hours.
o The company's policy is to post "Boil Water" notices at the customers' property and or on bulletin boards at community sites that are visible to all customers.
o Due to the hour of the emergency, the Public Relations Department notified the news media as a vehicle to communicate "Boil Water Notice" to customers.
o The local TV stations were provided a telecommunications bulletin.
o The thought was that customers would either hear the news cast during evening hours and or during the morning hours.
o On 4/9/10, lab results came back clean; customers no longer needed to boil their water.
o There was no contamination during the main break, which was communicated to customers.

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o To address Mr. Howe's concerns regarding contacting the call center after hours, in reviewing the course of events on the evening of 4/6/10, there were approximately 1,600 calls that came into the Aqua IVR system between the hours of 6:30 p.m. and 10:00 p.m.
o The calls were transferred to the Emergency Call Center however; due to the large volume most of the calls did not connect because of the system overload.
o Aqua management contacted the vendor NOVO1 to inquiry as to why customer calls were not being answered or in some cases the call was dropped.
o It was found that there was an internal problem within NOVO1's Call Center which caused customers calls from being answered.
o The issue has been addressed internally by management.
o Am Aqua Representative tried to contact Mr. Howe via telephone on 4/16/10, a voice message was left.
o A letter was mailed to respond to Mr. Howe's complaint.
Shonna McCray

4/20/10: Will prepare resolution letter. Shonna McCray

04/20/10 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Please send the customer an e-mail and request contact information so that we can file a complaint.

-----Original Message-----
From: Rhonda Hicks
Sent: Tuesday, April 20, 2010 12:41 PM
To: Ruth McHargue
Subject: FW: Aqua boil water notice or "lack of"

Sent from my Windows Mobile® phone.

Fyi - follow-up to customer complaint regarding Aqua. Please direct to the appropriate person. I'm not sure why Karen received this. Thanks.

-----Original Message-----
From: Karen Webb
Sent: Tuesday, April 20, 2010 12:56 AM
To: Mark Futrell
Subject: FW: Aqua boil water notice or "lack of"

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Hey Mark, I don't know who to send this to.

Still working on the stuff you asked for, but we'll have it soon.

Thank you!!

Karen

-----Original Message-----
From: Ken Howe [mailto:howeken4@tampabay.rr.com]
Sent: Sat 4/17/2010 5:43 PM
To: Karen Webb
Subject: Aqua boil water notice or "lack of"

I have a complaint to the PSC on this during the week of 4/5/10 about the water outage and water boil notice. This is just a follow up. Aqua put a "boil water notice" on local news. However most of us here in Palm Terrace work and cannot stay glued to the TV to see if such notice was issued. Yes, there were a FEW small signs posted along roadways (not INSIDE our subdivision) about the notice but are hard to see while driving. In fact, one sign was in the WRONG subdivision! I called Aqua to let them know, was told it will be moved (and it wasn't). Also, why couldn't Aqua put door to door tags about the notice the very next day so EVERYONE knows about the boil water notice? This past Friday (4/16) I got a call from a lady in Jasmine Lakes subdivision. (less than a mile south from my sub and serviced by AQUA) and she said they had a major water main break. She said Aqua left FIVE AUTOMATED PHONE MESSAGES on her phone advising Jasmine Lakes of a boil water notice and a recind notice call will be made also. WHY wasn't this done here in Palm Terrace for our TWO water main breaks we had the previous two weeks? Only one boil water notice was issued for our second water outage, none for the first water outage which lasted a few hours. As you can see, there is a definite problem with Aqua's customer services being offered, not to mention THREE water main breaks in THREE weeks in such small service areas. Also note section III paragraphs B-D of the DEPARTMENT OF HEALTH DRINKING WATER PROGRAM ...GUIDELINES FOR THE ISSUANCE OF PRECAUTIONARY BOIL WATER NOTICES. Our first water outage fell within the requirements and NO boil water notice was issued. In fact I called Aqua's after hours number (in WISCONSIN) and asked if we needed to boil our water and the person said "NONE NEEDED".

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4/23/10: Reviewed customer correspondence and added to file; will prepare resolution letter. Shonna McCray

04/29/10: Reassigned to S. Stokes. RRoland

05-03-10 I called the customer's telephone number 727-869-2635 at 1:07 p.m. I left a message on the answering device for Mr. Kenneth Howe. I explained that I was calling regarding his complaint against Aqua Utilities Florida. I provided our toll-free telephone number for a return call. I also explained that I would like to discuss the resolution of his complaint with him. Shirley Stokes

05-03-10 At 2:36 p.m., I called the customer's telephone number 727-869-2635. I left a message on the answering device that I am sending him a letter today regarding the resolution of his complaint. So, a call back today is not required. Shirley Stokes

05-03-10 PROPOSED RESOLUTION LETTER TO CUSTOMER AS FOLLOWS:

May 3, 2010

Mr. Kenneth Howe
11220 Nome Avenue
Port Richey, FL 34668

RE: FPSC Request No. 934134W

Dear Mr. Howe:

Thank you for contacting the Florida Public Service Commission (FPSC or Commission) about Aqua Utilities Florida, Inc., (Aqua or company).

You were concerned about service outages and boil water notices. We contacted the company regarding your concerns.

Regarding the March 29, 2010, outage, Aqua reported that its maintenance department was repairing a main in the service area. The company indicated that work could have caused some customers to experience "little to no [water] pressure." Aqua reported that no boil water notices were issued since the water was not turned off.

The company reported that the April 6, 2010, water outage was caused by a six-inch water main breakage on Areca Drive. Aqua stated the water was turned off for approximately two hours to complete the repairs. The

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company reported that since the breakage occurred after business hours, the news media was notified about the boil water notice. Aqua stated a telecommunications bulletin was sent to the local TV stations. That way, the company indicated that the customers could hear about the boil water notice during the evening and morning hours. Aqua also reported that there "was no contamination during the main break."

Although we understand your concerns about the boil water notices, water companies usually coordinate such notices with the Department of Environmental Protection and the local county health department. You may contact both agencies about such notices. On the other hand, the Commission has an ongoing investigation of Aqua's service quality issues under Docket Number 080121. You may review detailed information on our web site (listed below) regarding those concerns.

If you have any questions or concerns, please contact us by May 18 , 2010. Otherwise, we will consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552 or toll-free fax at 1-800-511-0809.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

05-03-10 CLOSED today's letter to customer as noted above. Shirley Stokes

5/11/2010 Customer correspondence received via U.S. mail, and forwarded to SStokes. DHood

05-11-10 In part, Mr. Howe expressed his same concerns about the water outages and boil water notices in his May 6, 2010, letter that we received today as noted above. He maintaines that he did not have any water on March 29, 2010. Mr. Howe also stated that Aqua should have issued a boil water notice according to the Department of Health guidelines. He stated that was a violation of the "Florida Dept. of Health guidelines. See following web link. http://www.doh.state.fl.us/environment/water/manual/boilnew.htm[.]" Mr. Howe also stated the April 6, 2010, water outage was closer to three hours instead of approximately two hours. He stated, "As you can see, Aqua has a lot of problems with customer services, water outages and giving out proper "boil water" notices to protect their customers here in Palm Terrace Gardens. Yet they have no problems with handing out the highest water bills in Pasco County. I do not fee this matter is resolved and the PSC should closely monitor Aqua until these probems are properly corrected."

05-11-10 FOLLOW-UP LETTER TO CUSTOMER AS FOLLOWS:

May 11, 2010

Docket No. 100330-WS
PSC Complaints 101-201
Exhibit REP-5
Page 85 of 102

Mr. Kenneth Howe
11220 Nome Avenue
Port Richey, FL 34668

RE: FPSC Request No. 0934134W

Dear Mr. Howe:

Thank you for your May 6, 2010, letter regarding my May 3, 2010, letter to you about Aqua Utilities Florida, Inc., (Aqua or company).

We understand your concerns about the water outages and boil water notice issues. As indicated in my letter, water companies usually coordinate boil water notices with the Department of Environmental Protection and the local county health department.

If Aqua violated the Florida Department of Health's guidelines for boil water notices as indicated in your letter, you may want to pursue such issues with that agency. The Florida Public Service Commission (FPSC or Commission) does not have authority over another state agency or your local health department. On the other hand and as I explained to you in my letter, we are pursuing customer service issues with Aqua. In other words, the Commission is still monitoring the company to make sure that the corrective actions are taken. Of course, that action is being monitored under Docket Number 080121. You can keep abreast of that action on our web site listed below.

Additionally, the FPSC monitors complaints very closely, and tracks any trends which indicate that there may be a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions. Complaints serve as a valuable source of information. And your comments have been added to your file.

If you have any questions or concerns, please let us know. You may reach us at our toll-free telephone number 1-800-342-3552 or toll-free fax at 1-800-511-0809.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

Request No. 0934134W Name HOWE ,KENNETH MR. Business Name

PAGE NO: 185

05-11-10 At present, this file remains closed. Shirley Stokes

Request No. 0935791W Name STRAUGHAN ,RANDALL MR. Business Name

Consumer Information

Name: RANDALL STRAUGHAN

Business Name:

Svc Address: 5240 PALM LANE

County: Lake Phone:

City/Zip: Mount Dora / 32757-

Account Number: 000903067 0645639

Caller's Name: JANEY L MCMICHAEL

Mailing Address: 1371 TURNER RD

City/Zip: CONCORD ,GA 30206

Can Be Reached: (770)-884-5706

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU882

Company:

Attn. Lesley Dix0935791W

Response Needed From Company? Y

Date Due: 04/27/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/16/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: RK

Date: 04/06/10

Time: 16:44

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 899.12

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/12/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0934134W Name HOWE ,KENNETH MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $899.12

What is the date of the bill? March 19, 2010 due April 12, 2010.

Why do you believe you have been billed improperly? Customer is concerned about a high bill. Customer states her bills normally run $20.00. She received a bill for $899.12. Customer states her consumption was for 129,900 gallons.

Other Comments: Customer states she has asked the company to come to the home and test the meter. Company has not been able to go to the home. Customer is trying to arrange a time for the company to meet up with her former husband: Mr Dwight Davis. His phone number is 352-383-5713. Customer has given permission to Mr Davis to help with the complaint.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

04/16/2010 - Company response received via e-mail. /EEstelle

4/21/10- Reviewed Company Response:
Customer received a bill on 3/15/10 for 139,900 gallons at $899.12. The company went out to the property on 4/6/10 to read and test the meter. The reading was 353200 and meter tested at 98.7%/ Meter showed no signs of leaks. But since the 3/15/10 reading 91,500 gallons have passed through the meter. It's possible that the

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customer did not use the water but the customer had an episode at the property that caused the usage to rise.

Company tested the meter and it tested accurately. At the time of the cycle read the customer was at 4,114 gallons per day, the customer was at 4,575 as of 4/6/10. Customer was contacted and a message left. Customer was advised in message that meter test results show accuracy, and that customer should contact a plumber to check her lines. Customer was contacted again, and she advised that the property is vacant and that there are workers there. Customer states the property has been vacant for a few years, AQUA advised that when Mr. Davis calls AQUA, he will be asked to go to the property and check for leaks. Vfaria

05/12/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0935908W Name BIEDINGER ,STEVE MR. Business Name

Consumer Information

Name: STEVE BIEDINGER

Business Name:

Svc Address: 7605 TYSON DRIVE

County: Pasco Phone: (727)-992-3068

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: STEVE BIEDINGER

Mailing Address: 7605 TYSON DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-992-3068

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0935908W

Response Needed From Company? Y

Date Due: 04/28/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/19/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: RR

Date: 04/07/10

Time: 11:33

Via: E-MAIL

Prelim Type: QUALITY OF

PO: MIKE FASANO

Disputed Amt: 0.00

Supmntl Rpt Req'd: 04/20/10

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 06/01/10

Closeout Type: GI-17

Apparent Rule Violation: N

Request No. 0935791W Name STRAUGHAN ,RANDALL MR. Business Name

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Mr. Biedinger expressed the following concerns:

(1) An outage due to a water main break occurred on Tuesday, April 6. Mr. Biedinger states that he contacted his local fire department and was advised that Aqua did not contact the fire department to advise them of the water main break as required by F.A.C. Rule 25-30.250(3).

(2) Unable to contact the company via phone to report outages.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R. Roland

04/19/2010 - Company response received via e-mail. /EEstelle

04/20/2010 Reviewed report. Aqua advised that the company shut off water for two hours to repair a 6-inch water main break on Areca Drive. The company notified customers of the boil water requirement via the news. The company has no record of contacting the fire department for notification about the water main break. The company tested water samples on the following day and the results were available. The company has no record ofan after hours telephone failure. The customer spoke with the after hours crew on April 6, 2010 at 7:59. The company representative that spoke with the customer agreed to pass his comments of dissatisfaction to upper management. eplend1

04/20/2010 FAX TO CO.

Request No. 0935908W Name BIEDINGER ,STEVE MR. Business Name

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1) Please confirm the date and time Aqua became aware of the six inch water main break.

2) Please indicate the actions taken to repair the break and restore service.

3) Please provide a copy of the press release and indicate which television and radio stations the company sent the press release to notify residents via 'the news'.

4) Please indicate the time the press release was issued.

5) Please indicate the date the company obtained the water test results.

6) Please indicate the manner in which the company rescinded the boil water notice. If a press release to the news, provide a copy of the press release and indicate which television and radio stations the company sent the press release to notify residents.

7) Please indicate the emergency contact numbers during business hours and after hours Aqua customers can call in Port Richey, Florida to report outages and other water related emergencies.

8) Please indicate the time that the customer spoke with a company representative (AM or PM?). Please indicate the nature of the calls as company records confirm.

9) Please indicate the comments that will be provided to upper management.

10) Please provide another report by April 27, 2010. eplendl

04/27/2010 Received report via email. eplendl

04/28/2010 Reviewed report. Aqua Utilities advised that on April 6, 2010, at 1:30 p.m., the company became aware of a six-inch water main break. After its responding crew dug the area around the water main, it was determined that the outage resulted from a broken one-inch service connection. The crew tried to make repairs while service was still active to neighborhood residents. When this action failed, the repair crew notified the operations manager that the water system required interruption to complete the repairs. Aqua Utilities repaired the facilities and restored water service at 10:00 p.m. the same day. Aqua Utilities confirmed that the company neglected to notify the fire department of the water service interruption.

On August 6, 2010, and August 7, 2010, Aqua Utilities sent a press release to television news stations including, Bay News 9, 10 Connects, Fox News, WFLA, WTSP, and WFTS. Aqua Utilities requested the news

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agencies communicate a boil water notice to affected residents in Port Richey and Tarpon Springs served by Aqua Utilities' Palm Terrace water system. On August 9, 2010, Aqua Utilities received test results from the environmental lab and lifted the boil water notice. The same day, Aqua Utilities sent a follow-up press release to the news agencies to notify viewers that the boil water notice had been lifted.

The customer also expressed a concern that the customer were unable to report the customer's water outage. Aqua Utilities' customers may report outages or emergencies by calling 1-877-987-2782. The company indicates that its telephone number is forwarded to after hours staff between 5:00 p.m. and 8:00 a.m. weekdays and all weekend long. Aqua Utilities confirmed that the company received the customer's outage report on April 6, 2010, at 7:59 p.m. eplendl

05/03/2010 A letter was sent to the customer. eplendl

05/03/2010 - Company response received via e-mail. /EEstelle

05/03/2010 Reviewed duplicate report. Aqua Utilities advised that on April 6, 2010, at 1:30 p.m., the company became aware of a six-inch water main break. After its responding crew dug the area around the water main, it was determined that the outage resulted from a broken one-inch service connection. The crew tried to make repairs while service was still active to neighborhood residents. When this action failed, the repair crew notified the operations manager that the water system required interruption to complete the repairs. Aqua Utilities repaired the facilities and restored water service at 10:00 p.m. the same day. Aqua Utilities confirmed that the company neglected to notify the fire department of the water service interruption.

On August 6, 2010, and August 7, 2010, Aqua Utilities sent a press release to television news stations including, Bay News 9, 10 Connects, Fox News, WFLA, WTSP, and WFTS. Aqua Utilities requested the news agencies communicate a boil water notice to affected residents in Port Richey and Tarpon Springs served by Aqua Utilities' Palm Terrace water system. On August 9, 2010, Aqua Utilities received test results from the environmental lab and lifted the boil water notice. The same day, Aqua Utilities sent a follow-up press release to the news agencies to notify viewers that the boil water notice had been lifted.

The customer also expressed a concern that the customer were unable to report the customer's water outage. Aqua Utilities' customers may report outages or emergencies by calling 1-877-987-2782. The company indicates that its telephone number is forwarded to after hours staff between 5:00 p.m. and 8:00 a.m. weekdays and all weekend long. Aqua Utilities confirmed that the company received the customer's outage report on April 6, 2010, at 7:59 p.m. eplendl

04/30/2010 A letter was sent to the customer. eplendl

06/01/2010 Closed. The PSC has no record of further customer contact. eplendl

Request No. 0936477W Name METHVIN ,LEE M. Business Name

Consumer Information

Name: LEE METHVIN

Business Name:

Svc Address: 5228 SW 67TH STREET

County: Alachua Phone: (352)-672-4768

City/Zip: Gainesville / 32608-

Account Number: 001617368 0645571

Caller's Name: LEE METHVIN

Mailing Address: 5228 SW 67TH STREET

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number: 24225

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0936477W

Response Needed From Company? Y

Date Due: 04/30/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/23/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 04/09/10

Time: 13:04

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/19/10

Closeout Type: GI-15

Apparent Rule Violation: N

Request No. 0935908W Name BIEDINGER ,STEVE MR. Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, April 09, 2010 12:02 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 24225

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Lee Methvin
Telephone: 352-672-4768
Email: lmethvin76@gmail.com
Address: 5228 SW 67th St Gainesville 32608

BUSINESS INFORMATION

Business Account Name: Lee Methvin
Account Number: 001617368 0645571
Address: 5228 SW 67th St Gainesville Florida 32608

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
We have had two separate outages fro my address since 4-7-2010 and a 48hr boil water alert was issued for our area. My complaint is that we were NOT notified either times about the outage or the alert. I have called 3 times requesting to be supplied the proper notifications of the alert and time frames of it, but here are my responses I have received so far:

1st call for first outage on the 7th: Woman notified me someone would come place a door hanger indicating the outage and boil water alert and one again when work was complete.

2nd call for second outage on the 8th: Woman did not know anything about either incident and said she would submit a work order and to call back for updates.

3rd call for both outages (I called today 4-9): Woman said that the plant is having work done and to watch the

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news for updates or call back intermittently. She also said we should have been notified of all outages and alerts by door hangers or neighborhood postings.

Main Complaint: We have NOT received any physical notification (door hanger, technician visit, neighborhood posting) of outages or safety alerts, even when I asked very specifically to be provided of them. Last two reps gave unacceptable answers of "call back" for updates, although, the 1st and 2nd rep did provide verbal notice of what had ALREADY transpired (a little too late since our safety had been compromised due to no notifications).

Rulings:

25-30.235 Safety.
Every public utility shall at all times use every reasonable effort properly to warn and protect the public from any danger, and shall exercise due care to reduce the hazards to which employees, customers, and the public may be subjected by reason of its equipment and facilities.

25-30.330 Information to Customers.
(2) Each utility shall provide its customers, upon request, with such other information and assistance as reasonably may be necessary to ensure that the customer receives safe, efficient service. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

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Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/23/2010 - Company response received via e-mail. /EEstelle

4/27/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The incident occurred on 4/7/10.
o The field personnel were contacted at approximately 3:15 p.m.
o The leak was a 1" service line on a 2-inch main.
o The duration of the event, after Aqua's personnel arrived on scene, was approximately 1 hour start to finish including excavation and backfill.
o The leak was repaired by reducing plant pressure to around 40 psi.
o No press release, boil water notice, or any other notification was necessary since no outage occurred.
o The customer called once on 4/7/10 (no water), twice on 4/8/10 (no water again and low pressure), and once on 4/9/10.
o Apparently told him that on 4/7/10, a contractor hit a main, boil order issued, and Aqua was making repairs at the plant.
o The boil water notice was never issued.
o The Representatives were stating this based on previous experience of shut downs and boil water notices being issued so they were anticipating the notice.
o On 4/8/10, Mr. Methvin called again claiming he had no water.
o On that day, a simple service line was repaired 'live'.
o Meaning no reduction of system pressure was necessary.
o When system pressure is adjusted in this manner, Customer Service is notified so they can answer questions if any calls come in.
o The Field Service Representative did not call the Customer Service person back to remove the anticipated Boil Water notice from the customer service tool.
o When he determined that he could make the repair under pressure he just completed the job.
o This caused the confusion when the customer called in and Customer Service relayed to the customer what they were told.
o The Representatives thought that the customer had access to the local media outlets but, this was not the case.
o So they asked the customer to check back for updates.
o Richard Johnson spoke with Mrs. Methvin and explained that the boil water notice was not issued.
o He I apologized for the inconvenience.
o She didn't have any way to write down Mr. Johnson's contact information at the time.
o Mr. Johnson advised her that he would note her account that they had spoken and that if her husband wanted to contact Mr. Johnson, he could call Customer Service and they will transfer him to Mr. Johnson.
Shonna McCray

5/19/10: This inquiry closed. Shonna McCray

Request No. 0936669W Name LEVASSEUR ,WENDY MS. Business Name

Consumer Information

Name: WENDY LEVASSEUR

Business Name:

Svc Address: 138 SHANNON DRIVE

County: Polk Phone: (863)-812-1751

City/Zip: Lakeland / 33809-

Account Number: 887486630866

Caller's Name: WENDY LEVASSEUR

Mailing Address: 138 SHANNON DRIVE

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number: 24244

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0936669W
Response Needed From Company? Y
Date Due: 05/05/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 05/03/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 04/12/10
Time: 10:57
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 145.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 05/25/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0936477W Name METHVIN ,LEE M. Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, April 11, 2010 11:20 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 24244

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: wendy levasseur
Telephone: 863-812-1751
Email: levwlf@aol.com
Address: 253 mary catherine ct lakeland 33809

BUSINESS INFORMATION

Business Account Name: wendy levasseur
Account Number: 887486630866
Address: 138 shannon dr lakeland fl 33809

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
My water bill was so high that i had to move,at one time it was over 300.00 dollars,this is for a 2 bedroom duplex,and there was 3 people in the home,Ive wrote to everyone,who said that they couldn't do anything for one reason or another.I had aqua water come see if i had a leak..they said meter running slow and left..what the hell does that mean..had the landlord come over to see if there was any leaks,he fixed the bathroom sink that had a minor drip and said everything else was good.I had a bill of over 700.00 dollars that i been paying,its finally at 145.00,because ive moved.my bill at my new place is 35.00 dollars,these people are ripping us off..and try to call the company,they are rude and one person hung up on me when i was trying to explain my account problem,I was pissed..This company shouldn't even be allowed in this state they are thieves!!!I moved 1 street over and i no longer have their service,I didnt want to move,ive lived there for 12 yrs.i just couldn't afford the water.THEY SUCK!! thank you "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
4/13/2010 Sent to incorrect company. Corrected the code and sent to the correct company. DH

05/03/2010 - Company response received via e-mail. /EEstelle

05/04/2010 - Company response received via e-mail. /EEstelle

5/5/10- Response received on 5/4/10 is a duplicate of 5/3/10: Reviewed Response:
A letter was sent to customer (dated 5/3/10) advising that on 7/14/2009 Aqua found a leak and a door-hanger was left notifying the findings.

8/12/09- customer called and was advised of the procedure for receiving a leak adjustment. At that time, it was explained that repairs had to be made then a receipt showing proof of payment is needed to be provided.

9/9/09- Aqua received customer leak adjustment request, however, no receipt accompanied the letter.
9/10/09- Aqua informed customer via correspondence that no consideration for an adjustment would be given without a receipt.

10/6/09- Aqua received email from customer and again Aqua advised customer of the adjustment procedure.

Account is currently inactive and if customer provides documentation showing leak was repaired then Aqua will make a determination as to the eligibility and appropriate adjustment. Vfaria

05/25/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0936909W Name SPALDING ,MATTHEW MR. Business Name

Consumer Information

Name: MATTHEW SPALDING

Business Name:

Svc Address: 55704 SAM STREET

County: Lake Phone: (352)-759-2628

City/Zip: Astor / 32102-

Account Number:

Caller's Name: MATTHEW SPALDING

Mailing Address: 55704 SAM STREET

City/Zip: ASTOR ,FL 32102-

Can Be Reached:

E-Tracking Number: 24254

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix0936909W
Response Needed From Company? Y
Date Due: 05/03/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 04/30/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 04/12/10
Time: 16:50
Via: E-FORM
Prelim Type: QUALITY OF
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 05/27/10
Closeout Type: GI-30
Apparent Rule Violation: N

Request No. 0936669W Name LEVASSEUR ,WENDY MS. Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, April 12, 2010 1:03 PM
To: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 24254

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Matthew Spalding
Telephone: 352-759-2628
Email: spaldo@mindspring.com
Address: 55704 Sam Street Astor 32102

BUSINESS INFORMATION

Business Account Name: Matthew Spalding
Account Number:
Address: 55704 Sam Street Astor Florida 32102

COMPLAINT INFORMATION

Complaint: Repairs against Aqua Utilities Florida, Inc.
Details:
Since our purchase in August of 2005 at 55704 Sam Street, Aqua Utilities has had to snake, rooter and even replace a section sewer pipe into the main sewer located at 55704 Sam Street. I have documented every time there has been an issue. The have reimbursed me for over $400 worth of line cleaning. The problem is not on our property and it still persists. I am very tired of the situation and have as of today sent an email to all of my neighbors to see if there is cause for a class action law suit. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/30/2010 - Company response received via e-mail. /EEstelle

5/2/10- Reviewed Company Response:
Customer was contacted on 4/26/10 regarding the problem at the property. Records indicate that maintenance department ws at property on 2/23/2007 and the last visit was 12/23/2009. The crew snaked out sewer line on company side. Customer indicated he himself performed the same work as well.

Customer's concern is that Aqua management has been made aware of the problem and the problem continues to persist. Company tells customer it is on his side of the line but customer disagrees.

Area Supervisor will visit the property the week of May 3, 2010 to inspect property and discuss situation. A follow up will be provided once the field results are made available.

(PSC will request update in 7 business days: 5/12/10)

5/13/10- ATTN AQUA: SUPPLEMENTAL REQUEST: Please provide an update on this case. You previous report advised that a supervisor would visit the property on the week of May 3, 2010.

05/18/2010 - Company response received via e-mail. /EEstelle

5/25/10- Reviewed Company Response:
On 5/11/10 Company was at the property along with contractors and met with customer about work completed. There was an open hole and it was refilled. Aqua followed up with customer on 5/12/10 and he advised he was

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PUBLIC COUNSEL REVIEW--PSC COMPLAINTS--PAGES 202-303

April 13-June 23, 2010

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
41310	937031	Parrino	Hi Bill	N	
41610	937759	Line	Rates	N	
41910	938078	Grace	Cust Service	Y	Customer Call Number Wrong. Bwn.
42010	938603	Farrar	Billing	Y	Failed to repair Pump timely. Billing error.
42310	939279	White	Back Billing	Y	Faulty Meter not repaired--11 months
42610	939580	Kreglo	Disc. In Error	Y	Disconnect in Error. Improper Collection
42710	939827	Bigelow	Hi Bill	Y	Commitment Not Met. Failure to Respond.
42810	940197	Belmont	Hi Bill	Y	Failed to contact customer.
50310	940808	Morey	Hi Bill	N	
50510	941454	Kroelinger	Backbilled	Y	Backbilled in 2010 for 2007 billing
50610	941874	Berman	Hi Bill	Y	Commitment Not Met. Technician Error.
50610	941929	Laugen	Disconnect in Error	Y	CSR Misinformation. Adv. 48 hrs to restore
50610	941966	McLaurin	Billing	Y	Commitment Not Met
51110	942619	Hutcherson	Disconnect in Error	Y	Company Error, pg. 34
51210	942825	Chase Homeowners	Billing	N	
51710	943872	Miller	Hi Bill	Y	CSR Misinformation pg 62
51710	943885	Clayton	Billing	N	
52410	945202	Grooms	Billing	Y	Commitment Not Met. Technician Error.
52510	945346	McCabe	Billing	Y	Failure to respond timely. Meter error.
52710	946063	Coffey	Service	N	
60210	946774	Bennett	Backbilled	Y	BB 282 days due to faulty ERT
61010	948510	Rieder	Hi Bill	UNK	BILLED BB $21,528
61510	949054	Gifford	Hi Bill	N	Faulty Meter Leaking
61610	949390	Morris	Billing	N	
61710	949763	Alexakos	Water Quality	N	
62210	950499	Northside Condos	Hi Bill	N	
62210	950539	Thomas	Hi Bill	N	
62310	950719	Sampson	Hi Bill	N	Faulty Meter--Ran Slow during bench test

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satisfied. Vfaria

05/27/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 0937031W Name PARRINO ,FRANCES MRS Business Name

Consumer Information

Name: FRANCES PARRINO

Business Name:

Svc Address: 7705 JUDITH CRECENT

County: Pasco Phone: (727)-868-4194

City/Zip: Port Richey / 34668-

Account Number: 0009082260650440

Caller's Name: FRANCES PARRINO

Mailing Address: 7705 JUDITH CRECENT

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0937031W

Response Needed From Company? Y

Date Due: 05/04/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/26/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 04/13/10

Time: 11:32

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 39.71

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/19/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0936909W Name SPALDING ,MATTHEW MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $39.71

What is the date of the bill? April 2010

Why do you believe you have been billed improperly? Customer states that she lives alone in her home and is very conservative. Customer states that her Pasco county Aqua Utility bill reflected that she used 900 gallons of water and came to $71.71. Customer states she could not have possibly used this much water as she does practice conservative water usage. Customer believes her consumption was more like 400 gallons and her bill should be around $32.00, leaving $39.71 of her bill in dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/14/2010- Customer called in attempt to file another complaint about Aqua but she was reminded that she had just filed a complaint on 04/13/2010 and she could not submit another one about the same issue at this time. SWilliams

04/26/2010 - Company response received via e-mail. /EEstelle

4/27/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

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- The customer is using 900 gallons a month.
- This equates to 28 gallons per day.
- The average customer consumes 80 to 100 gallons per day.
- The customer's water portion of the bill is $22.29.
- The customer's base rate alone is $53.71.
- For her to have a $32.00 bill is impossible.
- The 900 gallons actually cost $6.58 for water and $7.40 for sewer.
- Richard Johnson spoke with the customer and let her know that her rates are approved by the PSC.
- She was not happy and said the rest of her neighbors are complaining.

Shonna McCray

5/19/10: This inquiry closed. Shonna McCray

6/14/2010 - Customer called regarding a survey she received. Customer is upset about the rates she is being charged. I explained how rates are determined and that Aqua received a rate increase which was the reason for her high bill. rmchague

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Request No. 0937759W Name LINE ,NANCY / GEORGE MR. Business Name

Consumer Information

Name: NANCY / GEORGE LINE

Business Name:

Svc Address: 11425 ZIMMERMAN ROAD

County: Pasco Phone: (727)-863-3778

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: NANCY LINE

Mailing Address: 11425 ZIMMERMAN ROAD

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 24308

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0937759W

Response Needed From Company? Y

Date Due: 05/07/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/27/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 04/16/10

Time: 08:51

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 100.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/25/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, April 16, 2010 7:26 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 24308

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Nancy Line

Request No. 0937759W Name LINE ,NANCY / GEORGE MR. Business Name

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Telephone: 727-863-3778
Email: foxygrandma10@verizon.net
Address: 11425 Zimmerman Road Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Nancy Line/George Line Account Number:
Address: 11425 Zimmerman Road Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Why do I not get a monthly reading of my water? Why do you sometimes make me pay a water bill twice in one month? I do not like my water read 33 days. It should be 30 or 31 days.
I cannot understand your way of billing. I can never figure out how many gallons I am using if you do not read it monthly. My husband and i conserve as much as we can and you still charge us $100.00 or more a month. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

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Case taken by Diane Hood

04/27/2010 - Company response received via e-mail. /EEstelle

4/28/10- Reviewed Company Response:
Customer's meter is read monthly but not on a calendar month. The meter is read on a cycle between the 3rd and 6th of each month. Company has three days to read and bill the account. If the read date falls on a weekend then the billing period may be longer or shorter. Normal billing cycle is from 27-35 days.

Customer was contacted about the bill and the usage, customer was not happy with the full bill amount. Water was $41.30, sewer was $60.33. Customer feels she can no longer pay the bill. Customer was not happy that company would not decrease the rates. Vfaria

05/25/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0938078W Name GRACE, SR. ,KEVIN MR. Business Name

Consumer Information

Name: KEVIN J GRACE, SR.

Business Name:

Svc Address: 7410 DAUVIN COURT

County: Pasco Phone: (727)-863-0416

City/Zip: Port Richey / 34668-

Account Number: 0009075070649781

Caller's Name: KEVIN GRACE

Mailing Address: 7410 DAUVIN COURT

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 24320

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0938078W

Response Needed From Company? Y

Date Due: 05/10/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/03/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 04/19/10

Time: 10:10

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/25/10

Closeout Type: GI-15

Apparent Rule Violation: N

Request No. 0937759W Name LINE ,NANCY / GEORGE MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, April 17, 2010 11:51 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 24320

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Kevin Grace
Telephone: 727-863-0416
Email:
Address: 7410 Dauvin Court Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Kevin J. Grace Sr.
Account Number: 0009075070649781
Address: 7410 Dauvin Court Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
Water outages, customer service numbers do not work, you get cut off while waiting for service rep., they do not post "boil water" notices in a timely manner after water issues happen, price of water and sewer services are way too expensive, and the quality of the water is undrinkable. Why is there such an extreme difference in price of services between Pasco Water Utilities and Aqua Utilities??? "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/03/2010 - Company response received via e-mail. /EEstelle

5/5/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Aqua became aware of the Leak at approximately 1:30 p.m., and on site by 2:30 p.m., on 4/6/10.
o It was originally believed to be a 6" main break.
o However it turned out to be a service connection break on a 6" main.
o On 4/6/10, Aqua staff made several attempts through the day to dig out the problem area and make repairs under pressure.
o It was discovered that the 1" service connection was busted.
o When staff tried to isolate the leak at the point of connection, the service valve broke away from the saddle that was connected to the 6" main.
o Staff reviewed the prints and tried to isolate the street, so that a total shut down would not have to happen.
o They discovered that the system could not be isolated on this single street due to the system being looped and no shut off valve available for the one street.
o The crew continued to try to make repairs under pressure (while the water service was still on).
o When this failed, staff notified the Operations Manager at approximately 7:45 p.m.
o They informed him that the system will need to be shut down and assistance was needed to issue a boil water notice.
o The service line was repaired and back in operation at approximately 10:00 p.m. on 4/6/10.
o Aqua contacted the TV 9 via telephone to ask for their assistance with communicating the precautionary "Boil Water Notice" to the public.
o TV 9 staff informed Aqua to put the communication in an email. In addition, the staff placed multiple Boil Water notice signs at entrance ways to the neighborhood.

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o Due to the time of the shut down, news notification was the safest and most expedient manner in which to notify all parties.
o Aqua communicated the break and boil water notice at approximately 4:22 p.m., and again at 8:55 p.m., on 4/6/20.
o Test results were phoned into the field staff on Friday, 4/9/10, at approximately 4:15 p.m., from the Environmental Lab.
o Aqua lifted the boil water notice after receiving the test results back from the lab on 4/9/10.
o Due to the urgency to notify customers of the service line break on 4/6/10, there was not enough time to launch a phone campaign to notify customers of the boil water notice.
o At approximately 5:00 p.m. Aqua's Communication Department launched a phone campaign to communicate the lifting of the boil water notice in addition to sending an email to TV 9.
o Aqua customers are to call 877-987-2782 (this is the main customer service number) if they experience problems or emergencies. If it is after hours calls are forwarded to the after hours staff.
o The company is taking steps to improve the quality of the water but this will take some time.
o Aqua cannot comment on the business practices of Pasco Water, what their rates are and why their rates differ from Aqua's.
o Richard Johnson called the customer but got no answer.
Shonna McCray

5/5/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE CONFIRM RESOLUTION HAS BEEN PROVIDED TO THE CUSTOMER. PLEASE PROVIDE RESPONSE BY 5/14/10. Shonna McCray

05/14/2010 - Company response received via e-mail. /EEstelle

5/20/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A Representative spoke with the customer and explained the issues with the notices.
o Richard Johnson contacted dispatch and found the number that they were giving is incorrect (941-329-6511).
o The correct number is 262-544-8983.
o The customer was satisfied.
Shonna McCray

5/20/10: 11:34 a.m. Contacted Richard Johnson regarding the contact number. Customer's can also call Aqua's toll free Customer Service number. Shonna McCray

5/25/10: This inquiry closed. Shonna McCray

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Request No. 0938603W Name , Business Name LAND MANAGEMENT CONSULTANT

Consumer Information

Name:

Business Name: LAND MANAGEMENT CONSULTANT

Svc Address: 22190 FAIRMOUNT COURT

County: Lee Phone: (239)-580-8840

City/Zip: Estero / 33928-

Account Number: 0014652501062543

Caller's Name: BRIAN FARRAR

Mailing Address: 22190 FAIRMOUNT COURT

City/Zip: ESTERO ,FL 33928-

Can Be Reached: (239)-495-2435

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: SU821

Company:

Attn. Lesley Dix0938603W

Response Needed From Company? Y

Date Due: 05/11/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/11/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ECR

Entered By: DH

Date: 04/20/10

Time: 16:28

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 666.17

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: KSB

Date: 07/28/10

Closeout Type: GI-99

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: BRIAN FARRAR, Land Management Consultant [mailto:bffarrar@gmail.com]
Sent: Tuesday, April 20, 2010 9:48 AM
To: Consumer Contact
Subject: Aqua Utilities Irrigation Service Complaint - 22190 Fairmount Court, Estero, Florida 33928

Dear Sir or Ma'am, Please find below a short string of emails requests with regard to irrigation service by Aqua Utilities Florida, Inc., While I have tried to communicate initially by telephone and ultimately by email to preserve a record of my requests, I can no longer sit idly by. This company has forwarded erroneous billing, had disruptions of service or provided no service over the past 18 months, with which, when asked to correct billings or quantify the value of the lack of service have not provided either. I had hoped

Request No. 0938603W Name , Business Name LAND MANAGEMENT CONSULTANT

that this utility provider would conduct themselves professionally and respond to my request but to no avail. I have forwarded a response to a recent collection claim, but I believe that the bullying tactic will continue and have met with an attorney to seek damages. Therefore, I send this correspondence to you to ask for your help in resolving the issue and request that this information be added to your records regarding this company and their affiliates. As this is a poor business practice and on occasion they approach your commission for approval of other utility franchise, please keep this in mind in future considerations to protect Florida Consumers.

Sincerely,

Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o

---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>
Date: Mon, Oct 19, 2009 at 11:49 AM
Subject: Irrigation Service - 22190 Fairmount Court, Estero, Florida 33928
To: FLirrigation@aquaamerica.com
Cc: "Raymond L. Schumann" <rschumann@aswmpa.com>

Dear Customer Service and Accounting Dept,

While I have tried to be understanding of all the system issues that your business has incurred during this past year and hoped that communication with your various staff by telephone to address lack of service, erroneous billing, loss of landscaping and sod would be properly quantified and corrected, I can no longer continue to wait for the proverbial return phone call to address my concerns. I have received multiple offers of credits to my billing to address the lack of service through out this past year, which I have often responded to the caller that I would consider if they could confirm service, but I am still receiving billing statements which do not reflect those credits and as of late claims to end service. Therefore, I must assume that these offers by your staff by telephone are also erroneous. The inability of your company to communicate with your customers in a fair and equitable manner has caused me to be suspect to all operational issues that you put forth and therefore request that you respond in writing and via email to me in the future. In keeping with my previous statements and requests to your staff, I request that you provide me a copy of the service agreement for the Fountain Lakes Community, including the rate calculation and schedule for determining billing, as well a copy of all notifications that you have provided the community for service disruptions and delays in repairs to the system as well as a copy of the SFWMD Water Use Permit and the associated pumpage reports from the time of your acquisition of the operation to this

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month. I also request that the grass areas damaged by the lack of service within my property be replaced in like manner similar to other properties in fountain lakes and the erroneous billings be properly edited and re-issued. I have copied my attorney on this matter to ensure that if a miscommunication occurs he would have record of my email.
I await your response.

Sincerely,
Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o

---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>

Date: Mon, Nov 30, 2009 at 9:19 AM

Subject: Fwd: Irrigation Service - 22190 Fairmount Court, Estero, Florida 33928
To: FLirrigation@aquaamerica.com
Cc: "Raymond L. Schumann" <rschumann@aswmpa.com>

Dear Management Team, In an effort to communicate to your customer service and accounting department to address lack of service and past billing irregularities I offered the below email correspondence on 10.19.09. Given that it has been in excess of a month, (40+ days) since my correspondence has gone without a reply, I therefore have to assume as fact that the lack of service and erroneous billing issues can not be properly addressed and are unfounded. With that, I request a full credit for all past billing and restitution for the all losses as previously noted in the October 19th, 2009 correspondence.
I again await your response.

Sincerely,
Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o

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PSC Complaints - Pages 202-303
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---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>
Date: Thu, Dec 3, 2009 at 10:46 AM
Subject: Irrigation Service - 22190 Fairmount Court, Estero, Florida 33928
To: custserv@aquaamerica.com
Cc: "Raymond L. Schumann" <rschumann@aswmpa.com>

To whom it may concern, in furtherance to your recent correspondence, please let this email serve as a response to your offer of a credit, which I hereby decline. I again request that you review my earlier correspondence and provide the information previously noted. The continued avoidance of providing back up to the erroneous billing and late fees is not satisfactory. As of the time of this email, I have just spoken to one of your field technicians who is presently disconnecting the service meter. When I noted to him that we had finally received correspondence yesterday afternoon from your office and was responding to the request. He noted that as of about 30 minutes ago he received instructions to disconnect the meter and he had seen the emails and was doing what was requested. He also noted that it was being disconnected because no payment was received since last November. Yet another erroneous statement. I await your response.

Sincerely,
Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o "

Please note the attached correspondence from the customer.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint

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c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case was hand faxed to the company. Case taken by Diane Hood

05/11/2010 - Company response received via email. DScott.

5/13/10- Reviewed Company Response:
- Final bill issued from 12/28/09 to 1/15/10 for $344.10, that included a balance $368.08, total bill $712.20.
- Review of final bill show customer was charged incorrectly for the 18days. Since the account was closed, Aqua adjusted the full final bill $344.12 on 5/6/10. The account was turned off on 12/3/09; therefore, billing from 11/30/09 to 12/28/09 totaling $46.01 was also adjusted.

- Account was adjsuted $420.50 ($344.12 + $46.01), leaving a $291.68 balance.

Tropical Storms in 2008 passed by Aqua territory which resulted in company losing 3 pumps. Letters were sent to customer's advising irrigation and pumps were not running. In order to accommodate customer Aqua changed the irrigation timers. This information was provided to customer via letter advising of town hall meetings to discuss course of action.

During conversations with customer on 4/30/10, he stated he never received such information. Aqua has attached letter for customer to review. Back on 7/09, Aqua was at customer's property and he had water and his lawn was green.
On 9/25/09, field rep was at property and checked the irrigation system, all was working fine.
On 9/25/09, plant supervisor contacted customer and offered $122.34 in adjustment but customer wanted the full bill $289.06 waived, and then requested services to be shut off on 12/3/09.

During several conversations since 4/30/10, customer stated he had no water for over 18 months. In acknowledgement of customer's complaint it was recorded that on 4/24/2009 customer did call and state he had no water service for 4 months, customer's irrigation is next to the North pump that was down on repairs. He was advised company would review and a representitive would contact him. In 9/2009 he was offered $122.34

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credit but he refused. There was no other documented call since 4/2009 about not having water.

Company position was to review customer's inquiry that he was not receiving irrigation for some time. The offer of $122.34 was a result of the company investigation. Company found that customer's water increased for January, February an April 2009. The $122.34 discount was provided for the customer not receiving irrigation.

To date customer has recieved $572.54 in adjustments and no additional credits are due. Vfaria

05/27/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

06/18/10 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

Good afternoon, In furtherance to my correspondence of April 20, 2010, please find attached correspondence I received from Aqua Utilities on May 12,2010 regarding the above referenced Irrigation Service Complaint. As stated in the letter they have taken some steps in correcting the erroneous billing. However, as suggested in their correspondence, I made multiple attempts to contact the Director of Corporate Development for further clarification on the suggested open balance and finally received a return call on June 15, 2010. At which time, I asked for back up information which would confirm this billing to be provided and Aqua Representative, Mr. Carl Smith noted that I received all that they would be providing and that while they did not have information to confirm the service was provided they believed it was and therefore the outstanding balance was due. This conjecture that the service was provided is contrary to my contention that it was not and while I have asked for Aqua to provide some sort of reasonable or competent information or evidence which would affirm their claim, they can not do so, thus proving my claim that the service was not provided and the billing continues to be erroneous. With that, I again request your assistance in rectifying the situation and ask you to please keep this in mind in future considerations to protect Florida Consumers, as this is a improper way to conduct business and on occasion they approach your commission for approval of other utility franchises.

Sincerely,
Brian F. Farrar
President
BCF Management Group, LLC
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o
State of Florida CGC1517769
State of Florida QB68243
Brian@BCFMGMTGroup.com
www.bcfmgmtgroup.blogspot.com

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This communication constitutes an electronic communication as defined by the Federal Electronic Communication Privacy Act, 18 U.S.C. 2510 et. seq. and Florida Statute Chapter 934.03 (All parties must consent to the recording or disclosure of the contents of any wire or electronic communication in Florida). Any unauthorized interception or distribution of this communication is strictly prohibited by law. Disclosure of this communication is strictly limited to the recipient(s) intended by the sender of this message and thereby noted on the original communication. This communication may contain confidential and privileged material for the exclusive use of the intended recipient. Receipt by anyone other than the intended and clearly noted recipient does not constitute a loss of the confidential or privileged nature of the communication. Any review or distribution by or to others is strictly prohibited, If you are not the intended recipient, please contact the sender by return electronic mail and delete all copies of this communication. Unauthorized forwarding or possession of this communication may constitute a liability of actions and subject the sender to applicable penalties. Any attachment to this email falls under the same aforementioned criteria and the recipient shall hold harmless the original sender for any information or the context of attachments that may change or be modified without notice. Copyright applies to this email and its attachments. All Rights Reserved.

---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>
Date: Tue, Apr 20, 2010 at 9:48 AM
Subject: Aqua Utilities Irrigation Service Complaint - 22190 Fairmount Court, Estero, Florida 33928
To: contact@psc.state.fl.us

Dear Sir or Ma'am, Please find below a short string of emails requests with regard to irrigation service by Aqua Utilities Florida, Inc., While I have tried to communicate initially by telephone and ultimately by email to preserve a record of my requests, I can no longer sit idly by. This company has forwarded erroneous billing, had disruptions of service or provided no service over the past 18 months, with which, when asked to correct billings or quantify the value of the lack of service have not provided either. I had hoped that this utility provider would conduct themselves professionally and respond to my request but to no avail. I have forwarded a response to a recent collection claim, but I believe that the bullying tactic will continue and have met with an attorney to seek damages. Therefore, I send this correspondence to you to ask for your help in resolving the issue and request that this information be added to your records regarding this company and their affiliates. As this is a poor business practice and on occasion they approach your commission for approval of other utility franchise, please keep this in mind in future considerations to protect Florida Consumers.
Sincerely,

Request No. 0938603W Name , Business Name LAND MANAGEMENT CONSULTANT

PAGE NO: 217

Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o

---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>
Date: Mon, Oct 19, 2009 at 11:49 AM
Subject: Irrigation Service - 22190 Fairmount Court, Estero, Florida 33928
To: FLirrigation@aquaamerica.com
Cc: "Raymond L. Schumann" <rschumann@aswmpa.com>

Dear Customer Service and Accounting Dept,
While I have tried to be understanding of all the system issues that your business has incurred during this past year and hoped that communication with your various staff by telephone to address lack of service, erroneous billing, loss of landscaping and sod would be properly quantified and corrected, I can no longer continue to wait for the proverbial return phone call to address my concerns. I have received multiple offers of credits to my billing to address the lack of service through out this past year, which I have often responded to the caller that I would consider if they could confirm service, but I am still receiving billing statements which do not reflect those credits and as of late claims to end service. Therefore, I must assume that these offers by your staff by telephone are also erroneous. The inability of your company to communicate with your customers in a fair and equitable manner has caused me to be suspect to all operational issues that you put forth and therefore request that you respond in writing and via email to me in the future. In keeping with my previous statements and requests to your staff, I request that you provide me a copy of the service agreement for the Fountain Lakes Community, including the rate calculation and schedule for determining billing, as well a copy of all notifications that you have provided the community for service disruptions and delays in repairs to the system as well as a copy of the SFWMD Water Use Permit and the associated pumpage reports from the time of your acquisition of the operation to this month. I also request that the grass areas damaged by the lack of service within my property be replaced in like manner similar to other properties in fountain lakes and the erroneous billings be properly edited and re-issued. I have copied my attorney on this matter to ensure that if a miscommunication occurs he would have record of my email.
I await your response.

Sincerely,
Brian F. Farrar
22190 Fairmount Court

Request No. 0938603W Name , Business Name LAND MANAGEMENT CONSULTANT

PAGE NO: 218

Estero, Fl. 33928
239-580-8840c
239-495-2435o

---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>

Date: Mon, Nov 30, 2009 at 9:19 AM

Subject: Fwd: Irrigation Service - 22190 Fairmount Court, Estero, Florida 33928
To: FLirrigation@aquaamerica.com
Cc: "Raymond L. Schumann" <rschumann@aswmpa.com>

Dear Management Team, In an effort to communicate to your customer service and accounting department to address lack of service and past billing irregularities I offered the below email correspondence on 10.19.09. Given that it has been in excess of a month, (40+ days) since my correspondence has gone without a reply, I therefore have to assume as fact that the lack of service and erroneous billing issues can not be properly addressed and are unfounded. With that, I request a full credit for all past billing and restitution for the all losses as previously noted in the October 19th, 2009 correspondence.
I again await your response.

Sincerely,
Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o

---------- Forwarded message ----------
From: BRIAN FARRAR, Land Management Consultant <bffarrar@gmail.com>
Date: Thu, Dec 3, 2009 at 10:46 AM
Subject: Irrigation Service - 22190 Fairmount Court, Estero, Florida 33928
To: custserv@aquaamerica.com
Cc: "Raymond L. Schumann" <rschumann@aswmpa.com>

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Page 19 of 103

To whom it may concern, in furtherance to your recent correspondence, please let this email serve as a response to your offer of a credit, which I hereby decline. I again request that you review my earlier correspondence and provide the information previously noted. The continued avoidance of providing back up to the erroneous billing and late fees is not satisfactory. As of the time of this email, I have just spoken to one of your field technicians who is presently disconnecting the service meter. When I noted to him that we had finally received correspondence yesterday afternoon from your office and was responding to the request. He noted that as of about 30 minutes ago he received instructions to disconnect the meter and he had seen the emails and was doing what was requested. He also noted that it was being disconnected because no payment was received since last November. Yet another erroneous statement. I await your response.

Sincerely,
Brian F. Farrar
22190 Fairmount Court
Estero, Fl. 33928
239-580-8840c
239-495-2435o

06/21/10: Reopened and reassigned to S. Stokes. RRoland

06-22-10 In the company's correspondence to the customer, the company stated that the Fountain irrigation system is not regulated. I discussed this concern with Mr. Randy Roland. I suggest that the file be sent to technical to determine if the irrigation system is regulated or should be regulated. Shirley Stokes

06/22/10: Forwarding case file to R. Hicks for transfer to ECR. RRoland

06/23/10 - Case assigned to Connie Kummer.

7/28/10 - Letter sent to customer. Complaint closed.

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Request No. 0939279W Name WHITE ,ERICA MS. Business Name

Consumer Information

Name: ERICA WHITE

Business Name:

Svc Address: 5860 DAUGHTERY DOWNS LOOP

County: Polk Phone:

City/Zip: Lakeland / 33809-

Account Number: 0009051060647574

Caller's Name: ERICA WHITE

Mailing Address: 5860 DAUGHTERY DOWNS LOOP

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-859-5170

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0939279W

Response Needed From Company? Y

Date Due: 05/14/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/14/10

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: LAL

Date: 04/23/10

Time: 12:03

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/02/10

Closeout Type: WB-49

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? See comments

What is the date of the bill? See comments

Why do you believe you have been billed improperly? There is a problem with the meter and not being billed for usage.

Other Comments:

Customer states that approximately in June 2009 Aqua Utilities notified them that their billing had only included the taxes and other fees because there was a problem with the meter and the usage was not being billed. At that point the company said the meter issue was corrected and a payment arrangement was made to

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bring the account up to date for approximately $1,000.00 that was owed. After that point they stopped receiving bills altogether but continued to send payments of possibly $80.00 a month. In November 2009 the customer received another bill for approximately $866.00 and another payment arrangement was made to replace the previous one also for about $80.00 a month. They continued not receiving bills from the company until one was received in March 2010. The amount of the bill is unknown but the caller states they made a payment of about $305.00 in March 2010 which was applied to the arrangement that was in place. No bill has been recieved for April so the customer called and was told that they would send them another bill for April. Customer would like the meter repaired or replaced if something is wrong with it and they would like to receive regular monthly and accurate bills. Customer unable to provide copies of any documentation.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by LLugo

04/23/2010 - Company response received via e-mail. /EEstelle

Request No. 0939279W Name WHITE ,ERICA MS. Business Name

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4/27/10- Response received is not a response. It is the confirmation email Aqua send when a case if filed. Vfaria.

05/17/2010 - Company response received via e-mail. /EEstelle

5/25/10- Reviewed Company Response:
Customer's meter was not transmitting the read from the meter, this is when the customer received a bill for $886.06 on 11/09/09. The bill was for 30 days and was cancelled back to 6/3/09 (the last time the account was billed for usage). This is the reason customer received a $664.10 billing. The account wouldn't bill due to a system error. The company finally fixed the account and sent customer a bill from 6/3/2009 to 2/9/2010 of $1033.59. The meter was not transmitting the read, a new meter and remote had to be placed.

On 5/11/10 the company removed the meter and placed a new one. The old meter was removed at 216500. The new meter was set at 51800. Company received the last reading off the meter after the exchange. Customer has not received a new bill, but once she does, Aqua will provided arrangement on the balance due.

06/02/2010 - It appears the company may have violated PSC Rule 25-22.032(6) (b) - Failure to respond to Commission inquiry in 15 days. - Viol # 49. Complaint closed as WB-49. Vfaria

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Request No. 0939580W Name KREGLO ,JAMES MR. Business Name

Consumer Information

Name: JAMES R KREGLO

Business Name:

Svc Address: 27622 LOIS DR

County: Lake Phone: (352)-978-4432

City/Zip: Tavares / 32778-

Account Number:

Caller's Name: JAMES R KREGLO

Mailing Address: 11835 OCKLAWAHA DR

City/Zip: LEESBURG ,FL 34788

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0939580W

Response Needed From Company? Y

Date Due: 05/17/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/28/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RK

Date: 04/26/10

Time: 12:41

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 257.13

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 06/10/10

Closeout Type: GI-28

Apparent Rule Violation: N

Preclose type - Improper Disconnect

Are you currently without service? Yes, the water service has been turned off.

When was the service disconnected? April 22, 2010.

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? Yes, but customer states he never received a regular bill.

Other Comments: Customer states the company is billing customer for his tenants that were living there prior to him reestablishing ownership. The prior tenant (Michelle Woods) left in February. This backbilling dates back to September 2009. Customer states he never agreed to pay his tenant's water.

Customer asked for new service March 3, 2010. Customer was unaware of the previous tenants usage. Company has disconnected service for this prior usage.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

04/28/2010 - Company response received via e-mail. /EEstelle

4/30/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The account was closed under the name of Michelle Woods effective 12/29/09, and the customer was issued a final bill.
o On 2/23/10, Mr. Kreglo contacted the company stating that he was the owner and requested the account be placed in his name.
o Mr. Kreglo requested copies of the last 6 billing statements issued.
o An Aqua Representative requested that Mr. Kreglo forward a copy of tax bill and identification.
o The request was due to the fact that Ms. Woods has an outstanding balance.
o In processing the request to establish the account under Mr. Kreglo's name, the Aqua Representative place the service in Mr. Kreglo's name effective 9/29/09, referencing information on the tax bill.
o Due to this internal error, Mr. Kreglo was billed from 9/1/09 through 3/3/10, in the amount of $195.13.
o A 10-day termination notice was mailed on 4/7/10, for termination on 4/20/10.
o The service was terminated on 4/22/10.
o It was determined that the account was terminated in error and identified as an internal error during

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processing.
o This has been addressed by Management and the appropriate action has been taken to correct the error.
o The service was restored on 4/26/10.
o The account was established under Mr. Kreglo's name with an effective date of 3/1/10.
o The previous billing statement rendered has been canceled.
o A revised billing statement was issued from 3/1/10 through 4/15/10, in the amount of $48.52.
o Alice Greene spoke with Mr. Kreglo on 4/26/10, extending an apology on behalf of the company.
o Ms. Greene advised that the service would be restored on 4/26/10, and that a revised billing statement would be processed and mailed.
o Mr. Kreglo requested that all correspondence and billing be mailed to his home address 11835 Ocklawaha Drive, Leesburg Fl 34788.
o A follow-up call was placed on 4/28/10, advising Mr. Kreglo that the account has been updated and he would receive a revised billing statement in a few days.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper disconnect. Shonna McCray

05/21/2010 - Company response received via e-mail. /EEstelle

5/25/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o The billing statement issued from 4/15/10 to 5/13/10, is for 28 days of service; total consumption was 600 gallons.
o The total amount due is $19.69 by 6/11/10.
o A copy of the bill has been mailed to Mr. Kreglo at 11835 Ocklawaha Dr, Leesburg, FL.
Shonna McCray

6/10/10: This inquiry closed. Shonna McCray

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Request No. 0939827W Name BIGELOW ,TOWLES MR. Business Name

Consumer Information

Name: TOWLES BIGELOW

Business Name:

Svc Address: 2122 SE 50 TERR

County: Marion Phone:

City/Zip: Ocala / 34480-

Account Number: 000891391063449

Caller's Name: DIANE BIGELOW

Mailing Address: 2122 SE 50 TERR

City/Zip: OCALA ,FL 34480-

Can Be Reached: (352)-624-2394

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0939827W

Response Needed From Company? Y

Date Due: 05/18/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/13/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: LAL

Date: 04/27/10

Time: 10:35

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 360.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/03/10

Closeout Type: WB-51

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute?$479.62

What is the date of the bill? April 16, 2010

Why do you believe you have been billed improperly? (See comments)

Other Comments:

Customer states that the Aqua Utilities bill they received dated April 16, 2010 for $479.62 is about 5 times higher than the average for a monthly bill. The customer would like to dispute $360.00 of that bill. The situation was reported to the company twice and today a form was left on the door stating they had tested the meter and checked for leaks and everything was found to be in order. The customer doesn't know where the

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discrepancy is but would like to dispute this bill. A copy is provided for review.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by LLugo

05/13/2010 - Company response received via e-mail. /EEstelle

5/14/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The customer's usage does rise like this in the past history.
- The company went to the property and read the meter on 4/23/10.
- The read was 854770.
- The customer's usage reached 72,000 gallons in May 2006.
- The customer spoke with the Supervisor and said she wasn't disputing the usage because she was watering the lawn with a hose.
- The Supervisor advised that the meter can be bucket tested.
- The customer said she's not disputing the usage but the amount of the bill.

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o The Supervisor told the customer that the rates have gone up and offered a bench test.
o The customer said she will make a payment.
Shonna McCray

6/10/10: This inquiry closed. Shonna McCray

06/24/2010 Customer reports that if she doesn't make half of the payment today; her services will be disconnected tomorrow. Customer's bill has returned to normal paying $126.23. Customer would like a call back at 352-624-2394. Company closed the complaint and customer states she didn't get a chance to resolve the matter with the company. Rik Koeteeuw

6/24/10: 11:49 a.m. Called Richard Johnson with Aqua to determine the current balance and date last payment was received. Per Richard
Balance - $534.50
Past Due - $360.00
Payment of $126.23 was made on 6/11/10
Payment of $119.62 was made on 5/10/10
Customer can call Customer Service to establish payment arrangements. Shonna McCray

06/24/2010- Customer called to speak to her analyst. Transferred caller to SMcCray. SWilliams

6/24/10: Ms. Bigelow transferred by Suzelle. Customer states she was not contacted by the company and provided with a resolution to her complaint. Reviewed the response with Ms. Bigelow. She stated again she has not been contacted by the company. I advised I would have her complaint re-opened and send it back to the company for additional information. Noted customer's objection. Shonna McCray

06/24/10: Case reopened. RRoland

6/24/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
1. THE CUSTOMER STATES SHE WAS NOT CONTACTED AND PROVIDED WITH RESOLUTION TO HER CONCERNS.
2. THE CUSTOMER IS REQUESTING A BUCKET TEST BE CONDUCTED.
3. THE CUSTOMER IS REQUESTING PAYMENT ARRANGEMENTS.
PLEASE DO NOT INTERRUPT SERVICE WHILE THIS MATTER CONTINUES TO BE DISPUTED. PLEASE CONTACT THE CUSTOMER AS REQUIRED, PROVIDE RESOLUTION, AND PROVIDE RESPONSE TO PSC 7/6/10. Shonna McCray

06/25/2010 - Company response received via e-mail. /EEstelle

6/29/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

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- The customer spoke with the Call Center Supervisor on 4/23/10.
- At that time, the customer was offered a bench test.
- The customer stated at that time that she didn't think that the meter read was incorrect but that the bill was incorrect.
- The customer was looking for an adjustment to the bill.
- On 5/7/10, the customer called back and spoke with another Supervisor regarding the account and stated that she would make a payment.
- On 6/24/10, the customer called and stated that she would have to pay half the bill and needed an extension for the rest.
- On 6/25/10, Richard Johnson spoke with the customer and went over her past usage with her and she insisted that she's never gotten close to that kind of usage.
- Mr. Johnson pointed out that on several occasions her usage is quite high.
- She said she called and complained at those times as well.
- The customer stated that she waters her lawn every morning with a hose; her husband waters the flowers around the pool and washes down the pool area.
- But the only people that live there are her and her 70 year old husband. She doesn't wash a lot of clothes and doesn't take a lot of showers.
- Mr. Johnson explained to her if they are not doing a lot inside then the hose had to be left on.
- She denied leaving the hose on.
- Mr. Johnson scheduled the bucket test for 7/2/10, and once he got the results back he would call her.
- The customer has a history of high usage; that it didn't really affect her because the rates were lower.
- The account statement indicates high usage on the following dates:
  4/18/08 - 35,600 gallons
  5/20/08 - 59,000 gallons
  12/8/08 - 73,100 gallons
  1/9/09 - 54,100 gallons
  6/14/10 - 32,100 gallons
- Once the bucket test is done Mr. Johnson will send the results.
- The service will not be interrupted.

Shonna McCray

7/6/10- Customer states she received a call about a week and a half ago and stated a person would be out between 1-4 on 7/2/2010 to test the meter. Customer states no one showed up on 7/2/2010 (she was home all day). She advised representative during the call, that she was disputing the amount and therefore no arrangement would be accepted. Vfaria

7/6/10: ATTN COMPANY:
THE CUSTOMER INDICATES THE BENCH TEST WAS NOT CONDUCTED ON 7/2/10. PLEASE ADVISE AS TO WHY THE TEST WAS NOT DONE AND WHEN THE TEST WILL BE DONE. PLEASE PROVIDE RESPONSE BY 7/15/10. Shonna McCray

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07/21/2010 - Company response received via e-mail. /EEstelle

NOTE: It appears the company has violated PSC rules---failure to respond to staff request within 7 days.
Shonna McCray

7/22/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o The meter was bucket tested on 7/8/10.
o The meter passed at 98.11%.
o The reason why the meter wasn't tested on 7/2/10, was because the division has 7 days to complete a service order.
o It was not communicated to them that the service order needed to be completed that day.
Shonna McCray

7/22/10: 10:11 a.m. Called Mrs. Bigelow at 352-624-2394. Discussed the following with Mrs. Bigelow:
o Aqua tested the meter on 7/8/10, and the test indicates the meter is working properly.
o Due to a communication issue the meter test was not done on 7/2/10.
o Mrs. Bigelow advised nothing has changed in her home; therefore, she does not understand why the bill was so high for the month of April 2010.
o Usage history since 2007 indicates periodically the usage was high.
o Mrs. Bigelow does not want to pay for the water used during the meter test (10 gallons).
o Will request that the meter be changed.
o Mrs. Bigelow is requesting payment arrangements; requesting the company contact her.
o She also request that all late fees be waived.
o Mrs. Bigelow will re-contact me on 8/2/10, if she has not been contacted by Aqua.
Shonna McCray

7/22/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
1. PLEASE CHANGE THE METER AT THE BIGELOW'S RESIDENCE.
2. THE CUSTOMER IS REQUESTING THE ACCOUNT BE CREDITED FOR THE GALLONS USED DURING THE BUCKET TEST.
3. PLEASE CONSIDER WAIVING ALL LATE FEES.
4. PLEASE CONTACT THE CUSTOMER TO ESTABLISH PAYMENT ARRANGEMENTS.
PLEASE PROVIDE SUPPLEMENTAL RESPONSE TO THE PSC BY 8/2/10. Shonna McCray

7/22/10: ATTN COMPANY, ADDITIONAL REQUEST:
WAS AQUA WORKING IN THE CUSTOMER'S AREA DURING THE PERIOD OF THE DISPUTED CHARGES? PLEASE ADDRESS THIS ISSUE WHEN PROVIDING RESPONSE DUE ON 8/2/10. Shonna McCray

07/29/2010 - Company response received via email. DScott.

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8/2/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o The used 10 gallons of water to test the meter.
o The cost of 2,000 gallons of water is $10.00.
o The credit would be less than less than $0.25.
o Because 10 gallons would not register on the meter, Aqua will waive the late fee on the account in the amount of $5.00.
o The meter will be exchanged on 7/29/10.
Shonna McCray

Per gallon charge: $10.00 ÷ 2000 = $0.005
Cost for 10 gallons: $0.005 * 10 = $0.05

8/2/10: 10:30 a.m. Called Richard Johnson with Aqua to determine if Aqua was doing any work in the area during the billing period. Left message requesting a return call. Shonna McCray

8/2/10: 10:38 a.m. Called Mrs. Bigelow and discussed the above information. Mrs. Bigelow confirmed the meter was replaced. She advised the Technician informed her it would be sent for testing. Mrs. Bigelow is not completely satisfied but indicated she would accept payment arrangements. Mrs. Bigelow advised she will be going out of town soon for approximately 5 weeks. Advised Mrs. Bigelow I would ask Aqua to extend payment arrangements over a 12-month period. Shonna McCray

8/2/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE ESTABLISH PAYMENT ARRANGEMENTS OVER A 12-MONTH PERIOD FOR THE HIGH BILL. PLEASE ADVISE THE CUSTOMER AND PSC OF THE ACCEPTABLE PAYMENT ARRANGEMENT. PLEASE PROVIDE RESPONSE BY 8/11/10. Shonna McCray

08/02/2010 - Company response received via email. DScott.

8/3/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o Richard Johnson spoke with the customer and made payment arrangements for a 12-month period.
o The arrangement is $36.72 plus the current bill each month.
o Mr. Johnson suggested the customer pay $37.00 instead to eliminate her trying to remember the amount of the arrangement.
o The customer expressed concerns of being shut off indicating she does not trust the company's procedure of placing a hold on the account.
Shonna McCray

8/3/10: 11:40 a.m. Called Mrs. Bigelow at 352-624-2394 to discuss the payment arrangements. Mrs. Bigelow confirmed the payment arrangements. Shonna McCray

8/3/10: This inquiry closed. It appears the company has violated PSC rules---failure to respond to staff

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request within 7 days. Shonna McCray

Request No. 0940197W Name BELMONT ,DIANE MRS Business Name

Consumer Information

Name: DIANE BELMONT

Business Name:

Svc Address: 35210 CONDOMINIUM BLVD
LOT 23

County: Pasco Phone: (207)-351-6534

City/Zip: Zephyrhills / 33541-

Account Number:

Caller's Name: DIANE BELMONT

Mailing Address: 3 SNOWSHOE SPRING

City/Zip: YORK ,ME 03909

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0940197W

Response Needed From Company? Y

Date Due: 05/19/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/12/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: VF

Date: 04/28/10

Time: 13:24

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 617.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/22/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0939827W Name BIGELOW ,TOWLES MR. Business Name

PAGE NO: 233

Preclose Type - Improper Bills

Other Comments:

Customer is making a $75.00 payment today, which is the average amount of the billing. Customer received a bill stating she used 30,000 gallons of water at a mobile home. Customer states that is impossible. The most she has ever used is 1500 gallons.

Customer called Aqua company sent out two technicians : the first tech checked for leaks and second tech (4/26/10) did a field test: Please provide testing results.

Is this meter digital (ERT)? was that checked?

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Violet Faria

05/12/2010 - Company response received via email. DScott.

5/13/10- Reviewed Company Response:
Aqua visited property and reported no issues or leaks on 4/10/10. Reading obtained of 571.
On 4/26/10, Aqua tech visited property and found no issues. A reading of 577 was taken. A bucket test was performed and meter registered accurately. Tech verified that the remote reading device was working correctly. Vfaria

Request No. 0940197W Name BELMONT ,DIANE MRS Business Name

PAGE NO: 234

ATTN AQUA UTILITIES: SUPPLEMENTAL REQUEST:
1. Your report does not provide the results of test as we requested.
2. Your report does not verify that you contacted customer about the complaint.

This is not a valid response. Please provide a full response by the due date of May 19, 2010.

05/14/2010 - Company response received via e-mail. /EEstelle

05/24/2010 Customer called to report that the company has not contacted her. Customer did send in a check for $75.00 that has been cashed. Customer would like a call back. Rik Koeteeuw

5/26/10- Reviewed Company Response:
Aqua is still researching the matter to determine a cause. Aqua states they have not been able to contact customer and a letter was sent to customer. Mailing address used was the Florida address. It appears Aqua has sent the letter to the wrong location. I called customer (11:59am) and she advised that the company has contacted her and advised her that they will perform another bench test on the meter. Once the test results are in, customer will be contacted again. Customer states she has paid all current charges apart from the disputed amount.
- Customer states that the billing for last month was $82.00 for a time frame that she was there. Her dispute is the High billing for a month that she was not there.

- PSC will wait to hear from customer and/or company test results. Vfaria

6/1/10- Company sent an email stating meter would be retested this week and Aqua will send results once they are available. Vfaria

06/09/2010 - Company response received via e-mail. /EEstelle

6/10/10- Reviewed Company Response:
Company states that customer was informed of the new bench test on 5/24/10. The results of the bench test show:
10 gallons - tested at 96%
20 gallons - tested at 98%
30 gallons - tested at 100%

- Overall meter tested at 98% which means the meter was slow (reporting 98 gallons when 100 was used). Aqua will replace the meter today.
Company response states meter will be replaced due to it registering slow - Customer's issue is that she has a high bill during a time that she was not at the location. Company has provided meter readings and show all

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to be accurate. It appears there was no improper meter readings. Should customer continue the dispute, after discussion, case will be forwarded for further dispute. Vfaria

6/15/10- I spoke to customer and she still does not agree with her billing. I reviewed the meter test results and advised her that the bench test shows she had a slow registering meter and that the company has replaced the meter. Ms. Belmont advised that she has not received any contact from Aqua about the test results or their final resolution on the high bill in question. I advised Ms. Belmont that bench test results show the meter would not have overcharged her since it was registering slow and the company finds no improper billing. Ms. Belmont states she still is disputing the high bill in question. Vfaria

6/15/2010- ATTN AQUA: Please contact customer to discuss the bench test results and your final resolution on her high bill concern for the month the location was vacant. Provide an update/final response to PSC and customer by June 24, 2010. Vfaria

6/15/10- Customer called back requesting to speak to VFaria. Customer was transferred- NHollinhead

06/21/2010 - Company response received via e-mail. /EEstelle

6/21/10- Customer requested to speak to VFaria- NHollinhead

6/21/10- Ms. Belmont states company contacted her, reviewed her billing history, took an average of $71.00 and have decided to reduce the $617 bill down to an average based on her history. Customer accepted the resolution. Based on conversation customer's complaint is ready to be closed. Vfaria

6/22/10- Reviewed Company Response:
Aqua has taken an average of customer's usage for the past 12 months (averages $71.34) and has reduced the $617 billing to this amount. Customer was advised and accepted the adjustment. Vfaria

06/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0940808W Name MOREY ,THOMAS MR. Business Name

Consumer Information

Name: THOMAS MOREY

Business Name:

Svc Address: 2061 NE 43 ST

County: Marion Phone:

City/Zip: Ocala / 34479-

Account Number: 0008910370634158

Caller's Name: YVONDA AYERS

Mailing Address: 2061 NE 43 ST

City/Zip: OCALA ,FL 34479-

Can Be Reached: (352)-572-4027

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0940808W

Response Needed From Company? Y

Date Due: 05/24/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/21/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: LAL

Date: 05/03/10

Time: 08:22

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 60.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 06/10/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?$94.98

What is the date of the bill? April 16, 2010

Why do you believe you have been billed improperly? (See notes)

Other Comments:

Customer states that the latest bill from Aqua Utilities for $94.98 is too high based on average use. The average monthly use is approximately $28 - $30 a month. When the company was contacted they only offered a payment plan. Customer wants to dispute $60.00 of the current bill. A copy of the bill is provided for review.

Request No. 0940808W Name MOREY ,THOMAS MR. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by LLugo

05/21/2010 - Company response received via e-mail. /EEstelle

5/25/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Billing statement was issued dated 4/16/10, for services rendered 3/16/10 through 4/14/10, total consumption 19,700 gallons, total bill $94.98.
o Billing statement was issued dated 5/14/10, for services rendered 4/14/10 through 5/12/10, total consumption 33,000 gallons, bill amount $174.91 previous balance $59.98 total amount due $234.98.
o In reviewing the history on the account, it appears that the customer's usage is consistent.
o In comparing previous usage during period April through May for 2008 and 2009 usage increased in comparison to other months.
o During the period of 4/18/08 through 5/20/08, the total usage was 25,400 gallons.
o During the period of 4/7/09 through 5/7/09, the total usage was 22,900 gallons.

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- The usage from 3/23/10 through 4/27/10, was 13,100 gallons for 35 days of service and 4/27/10 through 5/30/10 , was 36,500 gallons for 33 days of service.
- The readings are consistent with previous readings.
- Alice Greene spoke to Ms. Ayers on 5/20/10, reviewed the account history shared that usage pattern for same time last year is consistent with this year's usage.
- During the period 3/6/09 through 4/7/09 total usage was 21,200 gallons and 4/7/09 to 5/7/09, total usage 22,900 gallons.
- Ms. Ayers stated that she understood that billing from April to May 2010 would be high due to watering lawn but could not understand why March to April 2010 usage was high.
- Ms. Greene advised that the usage pattern is consistent with the history on the account.
- A Field Representative will be out to the property week of 5/24/10, to perform a field test.
- Ms. Ayers indicated that she will be available to witness.
- Ms. Greene agreed to call a day in advance to confirm date.
- After the results of field test are received, will follow-up with Ms. Ayers to bring resolution to the complaint.

Shonna McCray

6/10/10: This inquiry closed. Shonna McCray

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Request No. 0941454W Name KROELINGER ,CORY MR. Business Name

Consumer Information

Name: CORY KROELINGER

Business Name:

Svc Address: 7414 DAUVIN COURT

County: Pasco Phone: (727)-741-1453

City/Zip: Port Richey / 34668-

Account Number: 907525-649797

Caller's Name: CORY KROELINGER

Mailing Address: 9620 OAK FORREST DRIVE

City/Zip: MOBILE ,AL 36695

Can Be Reached:

E-Tracking Number: 24488

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0941454W

Response Needed From Company? Y

Date Due: 05/26/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/20/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: AC

Date: 05/05/10

Time: 09:28

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 73.97

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/16/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Cory Kroelinger
Telephone: 727-741-1453
Email: threebanger@gmail.com
Address: 9620 Oak Forrest Dr. Mobile 36695

BUSINESS INFORMATION

Request No. 0941454W Name KROELINGER ,CORY MR. Business Name

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Business Account Name: Cory Kroelinger
Account Number: 907525-649797
Address: 7414 Dauvin Ct. Port Richey Fl 34668

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
To whom it may concern @ PSC,

I received a collections notice from Penn Credit Corporation in September 2009 stating I owed Aqua Utilities $73.97 for services in August of 2008 due by Sept. 21, 2009 for the address 7414 Dauvin Ct. Port Richey Fl, 34668. We have not lived at the residence listed since Jun. 30, 2007. I am active duty Coast Guard and was transferred from Air Station Clearwater, Fl. to Aviation Training Center Mobile, Al. on that date. We also received a credit from Aqua Utilities upon closing our account. I requested a validation of debt from the collection agency & did not receive such until April of 2010. The validation appears to show an itemized bill but there are several months missing & it is all after we had moved from the residence. The statement shows a balance of $0.00 on 18 December 2007 and no activity again until 13 August 2008 where there is a balance of $73.97 with no usage or meter readings. Aqua Utilities has stated it was a refund given to me in error but have sense changed it to a balance owed. I have an email for Aqua stating such for reference as well as a copy my dispute letter if needed. I thank you in advance for any assistance you could offer.

V/R,

AMT1 Cory Kroelinger"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

05/20/2010 - Company response received via e-mail. /EEstelle

5/25/10-Reviewed Company Response:
Customer was issued a final bill on 11/17/07 for service rendered from March to June 2007, which resulted in a credit balance and refund of $47.89. In review of the account it appears when the final bill was generated customer was billed for water only. The account is normally billed for water, sewer and lighting. Due to an internal billing error, the account was only billed for water. When the new tenant moved in, the system generated a back bill for Mr. Kroelinger for sewer and lighting. Customer will not be held responsible for company error. Customer's account has been zeroed out. The Creditor has been advised to remove the account from the records. Company contacted customer on 5/20 and advised him of the resolution. A confirmation letter was also sent to customer. Vfaria

06/16/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0941874W Name BERMAN ,COREY MR. Business Name

Consumer Information

Name: COREY BERMAN

Business Name:

Svc Address: 18 TWIN RIVERS DRIVE

County: Volusia Phone: (386)-566-8564

City/Zip: Ormond Beach / 32174-

Account Number: 00161 2570

Caller's Name: COREY BERMAN

Mailing Address: 4606 S CLYDEMOORS BLVD

City/Zip: DAYTONA BEACH ,FL 32129

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS887

Company:

Attn. Lesley Dix0941874W

Response Needed From Company? Y

Date Due: 05/27/10

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 05/19/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 05/06/10

Time: 12:06

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 5718.18

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/16/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $5718.18

What is the date of the bill? March & April 2010

Why do you believe you have been billed improperly? Customer states the bill is for an empty house where the water bill should run no more than $50 per month. The first month's bill came in at $2570.00 and the second bill was for $3138.18. Customer contacted Aqua water company serving Volusia county and was told that the bill was due to a running toilet. Customer states he was told the company read the meter in March and tagged the front door to alert for an excessive reading. Customer states he never saw the tag and was not aware of the issue until the 2nd bill was received in April for even more than the March bill. Customer had requested Aqua cut off the water after the first high bill was received but the company had no record of the request. Customer is disputing all but the $50/month that an empty house should be billed at. Customer is asking that if he pays this bill in it's entirety that if it is determined that he has been grossly overcharged that he be

Request No. 0941874W Name BERMAN ,COREY MR. Business Name

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refunded the entire disputed amount due.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

05/19/2010 - Company response received via e-mail. /EEstelle

5/25/10- Reviewed Company Response:
Previous tenant moved out on 12/17/09 and customer was issued a final bill effective 12/17.
On 1/5/10, a field representative was at the property because neighbor contacted company reporting a leak. The leak was due to a broken curb stop which was repaired.

Request No. 0941874W Name BERMAN ,COREY MR. Business Name

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On 2/4/10, a field rep was at the property due to the account inactive with consumption. The meter was spinning and the service was turned off. The property appeared vacant.
On 2/8/10, Mr. Berman contacted company stating service was shut off. Customer shared that he made settlement on 1/22/10 but failed to contact company to initiate services.
On 3/30/10, customer complained of HB and field rep found meter spinning, indicating a leak or water left on, and a door tag was left. On 4/9/10, meter was exchanged and sent to vendor for bench test.
Billing dated 2/17/10 was for services rendered 1/22/10 to 2/15/10, total consumption 128,600 gallons in the amount of $2570.53. Billing statement for 3/24/10 was for 155,700 gallons of consumption, totaling $3108.79: total due $5684.31.
It is believed that when the curb-stop was broken it could have contributed to the leak at the property. As a result of the internal procedures not being followed the account has been adjusted $5593.79. There is an account balance of $133.82, which is due 6/1/10. Customer was advised of the resolution on 5/19/10. Customer has requested service be taken out of his name effective 5/7/10. Vfaria

06/16/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0941929W Name LAUGEN ,GREGORY MR. Business Name

Consumer Information

Name: GREGORY LAUGEN

Business Name:

Svc Address: 8933 BUNKER ROAD

County: Lake Phone: (352)-728-5139

City/Zip: Leesburg / 34788-

Account Number: 0009099750652084

Caller's Name: GREGORY LAUGEN

Mailing Address: 8933 BUNKER ROAD

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number: 24506

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0941929W

Response Needed From Company? Y

Date Due: 05/27/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/25/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: AC

Date: 05/06/10

Time: 13:45

Via: E-FORM

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/16/10

Closeout Type: GI-28

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Gregory Laugen
Telephone: 352-728-5139
Email: GLaugen@aol.com
Address: 9833 Bunker Road Leesburg 34788

BUSINESS INFORMATION

Request No. 0941929W Name LAUGEN ,GREGORY MR. Business Name

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Business Account Name: Gregory Laugen
Account Number: 000909975 0652084
Address: 9833 Bunker Road Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
My water service was disconnected yesterday an I don't feel the utility was in compliance with rule 25-30.320 Refusal or Discontinuance of Service,which states that the utility may disconnect service "only after there has been a diligent attempt to have the customer comply, including at least 5 working days? written notice to the customers". Their door hanger has a notification line for "water service will be discontinued if payment is not received by_____" A notification of this type was not issued, so I believe that a diligent attempt to rectify the issue was not made. I immediately called and took care of the payment situation and payed the reconnect fee only to be told that the utility had up to 48 hrs to reconnect service. Is this the proper response time for them? I noticed in the rules that they are allowed 48 hrs after notification to make repair to an issue before having to credit the consumer for missing service, but under rules for start of service it does not list a specific time line. It is now 28 hrs later and I have no service. I have spoken with the utility and they informed me that they had been by to return service to my residence. I am now waiting for a return visit on their part.

Thank you for any assistance you may offer.

Greg Laugen"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the

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following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

05/25/2010 - Company response received via e-mail. /EEstelle

5/26/10- Reviewed Company Response:
A 10 day termination notice ws sent to customer on 4/20/10 for $144.73 with a due date of 5/3/10. Service at the property was terminated on 5/5/10 for the past due amount $144.73 and a door tag was left informing customer of termination for non-payment.

Customer contacted company on 5/5/10 and made two payment: $144.73 and $35.00. Service was restored on 5/6/10.

Customer was contacted on 5/25/10 and the account was reviewed. The termination notice was reviewed and customer was advised of the termination for non-payment policy. The $35.00 reconnection fee was waived due to when services were restored customer still did not have water because the valve was stuck. Customer appreciated the adjustment. Vfaria

06/16/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-28. VFaria

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Request No. 0941966W Name MCLAURIN ,MICHAEL MR. Business Name

Consumer Information

Name: MICHAEL MCLAURIN

Business Name:

Svc Address: 4 ROASLIE OAKS BLVD

County: Polk Phone: (407)-396-0101

City/Zip: Lake Wales / 33898-

Account Number: 0008995210642258

Caller's Name: JANET MCLAURIN

Mailing Address: 8200 SHELLY TRAIL

City/Zip: KISSIMMEE ,FL 34747

Can Be Reached:

E-Tracking Number: 24511

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0941966W

Response Needed From Company? Y

Date Due: 05/27/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/24/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: AC

Date: 05/06/10

Time: 14:51

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/22/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Janet McLaurin
Telephone: 407-396-0101
Email: janet.mclaurin@yahoo.com
Address: 8200 Shelley Trail Kissimmee 34747

BUSINESS INFORMATION

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Business Account Name: Michael McLaurin
Account Number: 000899521 0642258
Address: 4 Rosalie Oaks Blvd.. Lake Wales FL 33898

UNK

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Due to all of the problems we have had in the past since Aqua utilities purchased our treatment facility we constantly monitor our meter readings. A few weeks ago I contacted them by phone because when we read our meter upon leaving property and shut off water until we returned and turned back on at our mobile home, the meter jumped over 1500 gallons. When I phoned to explain the problem they said I could pay for a meter test, of course this upset me so I asked to speak to a higher up - the same person came back and said she was wrong and meter test would be done at no cost the following Friday, we waited all day no one came or called or ever left any kind of card or indication test was done. My average usage from last December has been between 200 to 800 gallons a month. I only use the property approx 3 days on weekends ever. I want someone to explain this overage to me and I want it corrected. My husband tested for leaks by looking at meter both with water on and shut off NO LEAKS. Last year we replaced all toilets to new one gallon to flush done everything we could do. Nothing has changed with this company they should NOT be operating in our state!
Please do something about this. Your commission had ample opportunity to address the thousands of complaints and all the media coverage this company has had for their dishonest practices! PLEASE

PSC was contacted previously"

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

05/17/10 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

Customer account 000899521 0642258

Received a bill today for 2,200 gallons for my April to May Bill. I phoned about noticing a meter reading error a few weeks ago. No one showed up as promised on that Friday and so I contacted florida psc. Today a man called said he was going to read & check meter, won't do any good the problem occured weeks ago. Now I need someone to explain to me when my average monthly usage is usually 400 to 800 gallons how is this possible with no leaks? I only spend 3 day a week at property, sometimes do not even was a load of clothes. You give me an explanation of how this could be possible, it's more water than I used since January 2010 in ONE MONTH. I await an explantion that makes sense!
Michael McLaurin
4 Rosalie Oaks Blvd.
Lake Wales, FL
407-396-0101

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Michael McLaurin
Telephone: 407-396-0101
Email: mclaurinmike22@yahoo.com
Address: 8200 Shelley Trail Florida 34747

BUSINESS INFORMATION

Business Account Name: Michael McLaurin
Account Number: 000899521 0642258
Address: 4 Rosalie Oaks Blvd.. Lake Wales FL 33898

COMPLAINT INFORMATION

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Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I sent a complaint last week and this is a follow up. Case ref.#0941966W. Finally today received a call that my meter would be read and checked. Today I also received the bill I knew would be over and above what it should have been since I read the meter myself everytime I come and go from property. I knew it had jumped over 1,800 gallons for no reason, but it took two weeks to get any response. This April 2 - May 4 bill is for 2,200 gallons. I only used 2,800 gallons total on my combined January, Feb. March and April bills. I am looking for an explanation to this it's just not even making common sense - does anyone in business have that anymore? Ever since Aqua assumed care for our water it's been continual problems and all the commission meetings we attended did nothing but left this company to continue it's unethical practices. Please I really do not want another form letter - can you not PLEASE get this resolved. I just want to pay my bills on time without constant hassle for what I do not owe but honest billings.

PSC was contacted previously

05/24/2010 - Company response received via e-mail. /EEstelle

5/25/10- AQUA : please see customers correspondence received on 5/17/2010: Please review and provide any additional response to the PSC by June 2, 2010. Vfaria

5/25/10- Reviewed Company Response:
Billing statement issued (4/2/10-5/4/10) total consumption of 2200 gallons for a period of 32 days for $84.16. A field test was performed on 5/17/10 and meter tested at 99.9% accurate. There were no leaks and reading taken was 198.

In comparing the reading taken on 5/17/10 of 198 and the one taken on 5/4/10 of 195, customer used 300 gallons in 13 days.

On 5/24/10 company representative spoke to customer regarding the usage and history. Customer was advised that his usage has increased during billing cycles February through May as far back as 2007. A courtesy credit of $27.63 was provided and customer again was advised that the history on the account support the increase in usage during this time of year. Customer states they would continue to monitor usage. Vfaria

06/02/2010 - Company response received via e-mail. /EEstelle

6/3/10- Reviewed Company Response:
During conversation with customer on 5/24/10, company advised that next step would be to have meter exchanged and sent for a bench test; however, if customer decided this the cost would be on her for the testing. Company suggest that since the monthly reading will occur on 6/4/10, there be a comparison of usage. If teh

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reading is consistant with May 2010 this would confirm that there was an event that took place at the property that has been corrected (use without customer knowledge). Once the June bill is processes a follow-up report will be forwarded to the PSC. Vfaria

06/11/2010 - Company response received via e-mail. /EEstelle

6/15/10- Reviewed Update:
The June 2010 has been rendered and its for 29days (5/4 - 6/2) for $53.12. Customer's usage has returned to normal. It is Aqua's belief that there was an event that took place. Customer was provided a courtesy adjustment of $27.63. A message was left for customer advising billing has returned to normal and a direct number was left. Vfaria

06/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0942619W Name HUTCHERSON ,MIKE Business Name

Consumer Information

Name: MIKE HUTCHERSON

Business Name:

Svc Address: 221 RIVER DR

County: Putnam Phone: (386)-546-0492

City/Zip: East Palatka / 32131-

Account Number: 000891780 0634872

Caller's Name: MIKE HUTCHERSON

Mailing Address: 221 RIVER DR

City/Zip: EAST PALATKA ,FL 32131-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885
Company:
Attn. Lesley Dix0942619W
Response Needed From Company? Y
Date Due: 06/02/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 05/14/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: RK
Date: 05/11/10
Time: 10:31
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 1350.61

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 06/25/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0941966W Name MCLAURIN ,MICHAEL MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1350.61

What is the date of the bill? Customer paid the bill 1/28/2010, paying with a credit card.

Why do you believe you have been billed improperly? Customer disputed the amount paid on his credit card and company shut his water off.

Other Comments: Company states now he has to pay $821.01 + $206.00 until balance of $578.00 is paid off. $578.00 is the adjusted amount from the original $1350.67.

Customer wants an explanation why the company is charging the additional $821.01 when the agreed adjusted price was $578.00.

Customer's original problem was due to a split in his pipe on his side of the meter. At his expense, the customer had the pipe repaired @$200.00. Customer states the company told him he would only have to pay $578.00 for the lost water.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

Request No. 0942619W Name HUTCHERSON ,MIKE Business Name

PAGE NO: 254

05/14/2010 - Company response received via e-mail. /EEstelle

5/21/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The high bill that Mr. Hutcherson received dated 11/23/09, in the amount of $1,360.09 was a result of a leak at the property on the customer's side of the meter.
o The usage that registered on the meter from 10/16/09 through 11/18/09 was during a period that the account was shut-off for non-payment (service shut off non-payment 11/4/09).
o Previous to the bill being issued, a 10-day termination notice was mailed to Mr. Hutcherson on 10/20/09, for termination on 11/2/09, in the amount of $137.00.
o The service was terminated on 11/4/09, reading obtained of 9954.
o A Representative was at the property on 12/7/09, and obtained reading of 10520 on an account status inactive with consumption.
o The account was closed due to no contact from the customer to make payment to have service restored.
o On 1/28/10, Mr. Hutcherson contacted the company made payment in the amount of $1,347.41 to have service re-established.
o The account was re-established effective 12/7/09.
o On 3/10/10, a leak adjustment in the amount of $578.72 was applied to the account as a one time courtesy.
o Mr. Hutcherson believes that the company should remove all charges.
o It was explained several times that the adjustment is a courtesy to assist customers for hardship of having to make repairs.
o Alice Greene spoke with Mr. Hutcherson on 5/13/10, reviewed the account and advised that due to the leak being on his side of the meter he was responsible for usage that registered on the meter.
o The credit adjustment of $578.72 was a courtesy given by Aqua to assist customer due to the burden of having to pay for the repairs to fix the leak.
o In reviewing the account there was no record of the customer being notified 5 days prior to termination.
o Due to this internal error the company was willing to restore service and place the customer on a payment arrangement starting June due date to pay all current bills as due plus $15.00 each month until arrears paid in full.
o Mr. Hutcherson declined the offer stating that he was not sure that he could make the payments in addition he wanted to speak with a lawyer.
o Although Mr. Hutcherson is disputing the high bill due to the leak at the property, the usage registered on the meter occurred during the time period that the meter was shut off by the company for non-payment on 11/4/10, therefore, there was unauthorized use of service from 11/4/09 through 12/7/09, at which time the account was closed.
o Currently the service remains off per Mr. Hutcherson's request.
o If Mr. Hutcherson decides to contact Aqua the offer of restoring service will still be honored in addition to setting payment arrangements on the account with the customer agreeing to pay all current bills as due plus $15.00 toward arrears each month starting with June due dates.
Shonna McCray

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5/21/10: NOTE: It appears the company violated PSC rules---service disconnected without proper notification. Shonna McCray

5/21/10: 1:18 p.m. Called Alice Greene with Aqua to clarify if the bill has been paid. The response indicates it was paid on 1/28/10, but then indicates payment arrangements were offered on 5/13/10. Left message requesting a return call. Shonna McCray

5/21/10: Received return call from Alice. She advised the customer reversed the credit card payment made on 1/28/10. Alice also advised the service was restored after interruption by someone other than an Aqua employee. Shonna McCray

6/25/10: This inquiry closed. Shonna McCray

Request No. 0942825W Name , Business Name S CHASE HOMEOWNERS ASSOC.

Consumer Information

Name:

Business Name: S CHASE HOMEOWNERS ASSOC.

Svc Address: 12430 SUMMIT CHASE DRIVE

County: Lake Phone: (352)-787-2700

City/Zip: Tavares / 32778-4

Account Number:

Caller's Name: DAVID MAGALSKI

Mailing Address: P O BOX 49228

City/Zip: LEESBURG ,FL 34749

Can Be Reached: (352)-787-2700 222

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0942825W

Response Needed From Company? Y

Date Due: 06/03/10

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 06/02/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SDM

Date: 05/12/10

Time: 08:54

Via: FAX

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 52788.54

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/11/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0942619W Name HUTCHERSON ,MIKE Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $52,788.54

What is the date of the bill? 3/22/10

Why do you believe you have been billed improperly?

Other Comments:
See correspondence for customer comments.

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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Shonna McCray

06/02/2010 - Company response received via e-mail. /EEstelle

06/07/10 - Transfer to Shonna McCray as requested. LLugo

6/7/10: Mr. Magalski transferred by Luis. He advised they will be meeting with Aqua regarding the outstanding bill in the next week to 10 days. Mr. Magalski asked what would should he do if he does not agree

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to what Aqua says. Advised Mr. Magalski to re-contact the PSC is he is not satisfied with the resolution provided by Aqua. Explained to Mr. Magalski that Aqua's response has been received but not reviewed. He requested the response be sent to him via fax at 352-787-2712. Shonna McCray

6/7/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE THE BILLING STATEMENTS FOR THIS ACCOUNT FOR THE PAST 24 MONTHS. PLEASE PROVIDE RESPONSE BY 6/16/10. Shonna McCray

6/7/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o S Chase Homeowners Association was issued a billing statement for service from 2/12/10 thru 3/11/10, for $2,240.80, total consumption 460,000, previous balance $50,547.74 total balance due $52,788.54.
o The total bill due covers billing from January 2009 through March 2010.
o The meter configuration at the property consist of 2 meters, a 6" meter which feeds the entire property and a 1 ½" deduct meter.
o The 6' meter measures the total amount of water being used by the premises and the deduct meter measures irrigation use by the HOA residents (59) for irrigation.
o In reviewing the account, it was found that the 1 ½" meter was stuck for a period of 6 months (October 2009 through April 2010) due to the screen on the meter being clogged with sand therefore; it did not register any flows.
o As a result estimated bills were issued.
o In an effort to correct the billing the HOA and Aqua Utilities Florida management met several times (4/6/10 and 5/4/10) to come up with a resolution.
o Management has developed a cost analysis and will be presenting the dollar value to the HOA, date to be determined.
o On 6/2/10, Alice Greene spoke with Lester Hamlin, advised that Aqua Utilities Florida management has addressed the billing issue and a staff member will call to schedule a meeting to discuss the cost analysis for the revised billing.
o The company understands the inconvenience however; encourages all customers when an account is being reviewed related to a billing dispute, the customer should make every effort to make payments on the account.
o S Chase Homeowners Association has not made a payment on the account since 2/24/09, in the amount of $134.78.
o Once the company and the HOA agree on a dollar value, the company will offer payment arrangements if needed.
o A supplement report will follow after Aqua Utilities Florida and HOA have meet and agree on revised billing.
Shonna McCray

6/7/10: Company response faxed to customer. Shonna McCray

06/18/2010 - Company response received via e-mail. /EEstelle

Request No. 0942825W Name , Business Name S CHASE HOMEOWNERS ASSOC.

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6/23/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response is the 5/8/09 thru 5/19/10, billing statements and an Account Statement. In reviewing the statements noticed no payments were made during this time period. Shonna McCray

6/23/10: 9:40 a.m. Called Alice Greene to determine if the customer has accepted the payment arrangements. Alice advised the case notes indicates that Margie Schloege (president of the Homeowners Association) indicated the customer would pay the current bill plus $1,000.00 monthly, but this arrangement has not been confirmed. Advised Alice I would attempt to reach the customer to regarding the resolution. Alice provided a contact number of 352-742-9395 for Ms. Schloege. Shonna McCray

6/23/10: 9:49 a.m. Called Mr. David Magalski at 352-787-2700 ext 222. He stated he was not in attendance at the meeting held with Aqua. He stated their attorney and another Representative attended the meeting, but Aqua was at least an hour late and did not provide any written correspondence regarding their concern. The Aqua Representative stated he would have to get back with them. Mr. Magalski request that Aqua refund the charges billed by the attorney for the time spent waiting. Mr. Magalski stated he is in the process of putting his concerns in writing and will send this to me in the next 5 to 7 days. Shonna McCray

6/23/10: NOTE: Explained to Mr. Magalski the Account Statement indicates the last payment received was on 2/20/09. Mr. Magalski confirmed they were not making payments on the account, due to discrepancy with the billing statements each month.

07/07/10 - Customer correspondence received via fax; forwarded to SMcCray. /ewe

7/7/10: NOTE: Information Request 946180 is regarding this same issue. Shonna McCray

7/7/10: Reviewed customer correspondence; will fax to company. Shonna McCray

7/7/10: FAX TO COMPANY: PLEASE REVIEW CUSTOMER CORRESPONDENCE AND PROVIDE A RESPONSE BY 7/19/10. Shonna McCray

07/19/2010 - Company response received via e-mail. /EEstelle

7/21/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
- o On 7/15/10, Alice Greene spoke with Marge Schoegel and discussed the account and confirmed what additional data the HOA was requesting.
- o There are 3 outstanding issues that HOA would like addressed in the next meeting with Aqua management.
- o HOA indicated that there are 60 units occupied and the local office only provided usage for 57 units.
- o The HOA is looking for the usage for the 3 units that were not included in the original data provided.

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Aqua has identified the 3 units that were not originally provided.
- It was identified that there were 3 meters that were not registering (stuck meters).
- Aqua will provide an average based on previous usage.
- Details will be provided at scheduled meeting.
- HOA stated that at the property there had a 2" meter installed for 25 years prior to May 2009.
- The HOA believes a 6" meter was installed in May 2009.
- Per Alice, there has always been a 6" meter at the property.
- In May 2009 Aqua installed a 6" compound meter.
- The meter configuration in the field did not match what was in the billing system.
- The changes made in the field were made so that the account could be billed correctly.
- This will be discussed in detail at the meeting as well.
- The HOA is looking for a credit adjustment.
- During the billing period from September 2009 through March 2010 there were several leaks on the system.
- The HOA was informed that they would receive a credit.
- Aqua has committed to providing a credit adjustment for the months of September 2009 and February 2010.
- An updated document will be provided with the adjustment amount.
- Aqua requested to meet with the HOA members on Wednesday, 7/21/10, at 11 a.m., but the HOA is not able to accommodate due to members not available.
- The meeting has been rescheduled for Wednesday, 7/28/10, at 11 a.m.

Shonna McCray

Customer called for assigned Analyst Ms. Mccray. TKemp

8/3/10: Mr. Magalski transferred by Tekeyshia. He confirmed they had a meeting with Aqua in the last few days and are still trying to resolve the matter. He has questions regarding the increases in the rates billed since February 2009. He advised they were billed as follows:

Feb 2009 - $0.00264
Mar 2009 - $0.00481
Apr 2009 - $0.00768
Mar 2010 - $00842

Advised Mr. Magalski I would get Aqua's current and canceled tariffs and re-contact him. Confirmed the customer's can be reached number. Shonna McCray

08/09/2010 Transferred caller to Ms. McCray. eplendl

8/9/10: Mr. Magalski transferred by Ellen. Discussed the information included Aqua's current and canceled tariffs regarding the rate per gallon. Mr. Magalski has question regarding back billing, estimated bills, etc. Discussed these issues in detail, payments were not being made monthly, and advised Mr. Magalski I would create a spreadsheet using the bills provided. Also explained I would review F.A.C. to ensure the customer was being billed correctly. Mr. Magalski will re-contact me the week of 8/16/10. Shonna McCray

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8/11/10: Created spreadsheet using billing statements provided by the customer and/or Aqua. Shonna McCray

8/238/10- Customer asked to speak with his case analyst. Customer was advised that his case analyst was on a call with a customer. Customer rejected transfer to Shonna's voice and said he'll call back later- NHollinhead

08/26/2010 - Customer was transferred to Shonna McCray. Rik Koeteeuw

8/26/10: Mr. Magalski transferred by Rik. Discussed the customer's concerns. Reviewed the spreadsheet I created with Mr. Magalski. He confirmed no payments were made. He requested that a copy of the spreadsheet be faxed to him at 352-787-2712. Shonna McCray

8/26/10: Spreadsheet forwarded to customer via fax. Shonna McCray

8/26/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
- WHY WAS THE CUSTOMER'S BILLS BEING ESTIMATED?
- PLEASE PROVIDE AN UPDATE ON THE STATUS OF THE MEETINGS WITH THE CUSTOMER?

PLEASE PROVIDE RESPONSE TO PSC BY 9/8/10. Shonna McCray

10/11/10: This inquiry closed. It appears the customer has been billed appropriately; the customer was not making payments monthly. Shonna McCray

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Request No. 0943872W Name MILLER ,HAROLD MR. Business Name

Consumer Information

Name: HAROLD F MILLER

Business Name:

Svc Address: 27942 TAMMI DR

County: Lake Phone: (352)-742-4670

City/Zip: Tavares / 32778-9

Account Number: 0008938970636884

Caller's Name: SUE MILLER

Mailing Address: 27942 TAMMI DR

City/Zip: TAVARES ,FL 32778-9641

Can Be Reached: ( )- -

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0943872W

Response Needed From Company? Y

Date Due: 06/08/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/08/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 05/17/10

Time: 15:58

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 07/02/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Customer states that her bill for the month of April bill in the amount of $66.72 for 4,400 gal was too high when compared with her March in the amount of $54.64 for 2,700 gal. Customer states that the water from her pool was pumped out by a sump pump onto their backyard and not down the sewer . Customer wants to know why her bill was high.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 0943872W Name MILLER ,HAROLD MR. Business Name

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

CSR

Case taken by Nusly Hollinhead

05/24/10 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe

06/08/2010 - Company response received via e-mail. /EEstelle

6/10/10- Customer's correspondence was a copy of a previous email conversation with Aqua about the sewer charges for refill of a pool.

6/10/10- Reviewed Company Response:
On 5/18/10, company representative spoke to customer about the request for an adjustment on the bill for work completed to her pool. Aqua reviewed situation and found that previous conversations (4/12/10 and 5/12/10) representatives did not provided customer with the correct information as to refunds. Customer was currently advised that Aqua does provided adjustments; however, customer must provide documentation to support the work that was completed for review and approval.

On 5/25/10, an Issue Resolution Specialist made attempts to contact customer; however, was unsuccessful. A message was left advising customer that her documentation was recieved and reviewed. It has been determined that an adjustment of $42.99 is due to customer. After the adjustment was provided there is a $20.37 balance. A letter was sent to customer. Vfaria

06/21/10 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe

6/22/10- In review of customers cc: response to Aqua, it appears customer has accepted the adjustment but

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would like Aqua to provide the calculations as to how they came up with the adjusted amount. Vfaria

6/23/10- ATTN AQUA: SUPPLEMENTAL REQUEST:
- In review of customer's correspondence it appears that customer has accepted your adjustment but would like more detail as to how Aqua came to conclude that $42.66 is the correct adjustment due.
1. Please provided the calculations used to explain how $42.66 is the amount that would be adjusted to customer. Was this based on usage, or average usage? How did you come up with the $42.66.

Response due July 2, 2010. Vfaria

06/30/2010 - Company response received via email. DScott.

7/2/10- Reviewed Company Response:
The average the customer used over 3 months was 10,500. Aqua divided the gallons by 3 months and got an average of 3,500. This was subtracted from the cap of 10,000 gallons for an adjustment of 6,500 gallons. The charge for 6,500 gallons of water would be $78.10, company removed the customer charge of $35.44 to get the balance of $42.66. Vfaria

I called Mrs. Miller and advised her that Aqua had provided the PSC with a breakdown of the refund. I advised Mrs. Miller that I would fax a copy of the response and the case file for her records. Vfaria

07/02/2010 Customer was returning Violet Faria's call and wanted to respond to the fax sent. Customer was transferred to Voicemail. Rik Koeteeuw
Customer's message was advising she recieved the fax and was thankful of the response.Vfaria

07/02/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0943885W Name CLAYTON ,ANNA Business Name

Consumer Information

Name: ANNA CLAYTON

Business Name:

Svc Address: 7117 SW ARCHER ROAD UNIT #2820

County: Alachua Phone: (352)-468-1437

City/Zip: Gainesville / 32608-

Account Number: 0009070000649311

Caller's Name: ANNA CLAYTON

Mailing Address: 7117 SW ARCHER ROAD UNIT #2820

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-215-7779

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0943885W

Response Needed From Company? Y

Date Due: 06/08/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/04/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 05/17/10

Time: 16:14

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 162.30

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 06/25/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $162.30

What is the date of the bill? May 2010

Why do you believe you have been billed improperly? Customer states she got a bill from Aqua water company that is much higher than her normal bills and wants to have her account reviewed for accuracy. Customer states her current bill was $287.30 and it usually ran around $125.00 per month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

Request No. 0943885W Name CLAYTON ,ANNA Business Name

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

06/04/2010 - Company response received via e-mail. /EEstelle

6/9/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A billing statement was issued for 4/12/10 to 5/10/10, for $427.68 ($278.03 current charges and $140.38 previous balance).
o The usage was higher than normal.
o On 5/20/10, a Field Representative was at the premise and checked the property for leaks, none were found.
o A reading of 2434 was obtained.
o The reading of taken on 5/10/10, of 2414 indicates was compared to the 5/20/10 reading and indicates 2,000 gallons had been used in 10 days, averaging 200 gallons per day.
o This usage is consistent except the May usage.
o On 5/28/10, Alice Greene spoke with Mrs. Clayton and reviewed the field results and account history.
o Mrs. Clayton advised her granddaughter is living at the property and had recently complained about the toilet leaking.

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o Alice advised Mrs. Clayton to have a plumber or maintenance person check the property and make repairs.
o After she gets the repairs done and forwards the receipt to Aqua, a one time leak adjustment would be applied to the account.
o On 6/4/10, Mrs. Clayton a receipt displaying parts purchase for repairs.
o A one time leak adjustment was applied to the account in the amount of $76.07, plus the $5.00 penalty was removed.
o The adjustments will appear on the next billing statement.
o On 6/4/10, a follow up call was made to the customer advising of the credit issued and providing Aqua's contact information.
Shonna McCray

6/25/10: This inquiry closed. Shonna McCray

Request No. 0945202W Name GROOMS ,JUDITH MS. Business Name

Consumer Information

Name: JUDITH K GROOMS

Business Name:

Svc Address: LOT 278
AMERICAN CONDO PARKS

County: Phone:

City/Zip: ZEPHYRHILLS /

Account Number:

Caller's Name: JUDITH K GROOMS

Mailing Address: 3080 VALACAMP AVENUE SOUTHEAST

City/Zip: WARREN ,OH 44484

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0945202W
Response Needed From Company? Y
Date Due: 06/15/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 06/08/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL
Entered By: MEP
Date: 05/24/10
Time: 14:06
Via: MAIL
Prelim Type: IMPROPER BILLS
PO: NANCY ARGENZIANO
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: MEP
Date: 07/09/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0943885W Name CLAYTON ,ANNA Business Name

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See attached correspondence in which Ms. Grooms reports the company did not turn on her water service. She states that an Aqua contractor replaced something in October 2008 and left the water on at the premise while she was living in Ohio. She states that the company did not turn off the water and billed her for 38,200 and 20,000 gallons respectively. Ms. Grooms states that a company representative advised her that the company would be issuing a $143.50 credit for the water, but no credit has been issued.

1) Please provide 24 month account consumption/billing chart.

2) Please indicate what action prompted the company's contractor at this residence in October 2008.

3) Please indicate if the contractor left the water on.

4) Please indicate if the company later turned the water off.

5) Please indicate the billing from October 2008 to January 2009.

6) Please indicate if the company will consider credit adjustment. If so, indicate date and amount of credit issued.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Judith Grooms at her mailing address in Ohio.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR

Request No. 0945202W Name GROOMS ,JUDITH MS. Business Name

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US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

06/08/2010 - Company response received via e-mail. /EEstelle

06/09/2010 Reviewed report. Aqua Utilities indicated that on October 16, 2008, the company installed a new water meter at the customer's residence located at 4817 Elwana Way in Zephryhills, Florida. Aqua Utilities indicated that the water may have been left on after the meter installation was complete. The company is unable to credit account 0009017730644413 because the account reflects a closed status. However, Aqua Utilities plans to send the customer a refund check in the amount of $348.63, which represents the adjustment due to the customer's account for the improper billing. The customer should receive this refund check by July 6, 2010. The customer may contact Ms. Alice Green, Aqua Utilities National Operations and Compliance Representative, toll-free at 1-877-239-8502, extension 4294, to discuss the credit. A letter was sent to the customer. eplendl

06/09/2010 A letter was sent to the customer. eplendl

07/09/2010 Closed. The PSC has no record of further customer contact. eplendl

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Request No. 0945346W Name MCCABE ,MAUREEN MS. Business Name

Consumer Information

Name: MAUREEN MCCABE

Business Name:

Svc Address: 102 VELVET ST

County: Putnam Phone:

City/Zip: Interlachen / 32148-

Account Number: 0014622320626125

Caller's Name: MAUREEN MCCABE

Mailing Address: 102 VELVET ST

City/Zip: INTERLACHEN ,FL 32148-

Can Be Reached: (386)-336-3186

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0945346W

Response Needed From Company? Y

Date Due: 06/16/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/14/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: LAL

Date: 05/25/10

Time: 09:45

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 1100.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 06/30/10

Closeout Type: WS-50

Apparent Rule Violation: Y

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? 05/25/10

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? Yes/Unknown

Other Comments:

Caller states that since December of 2009 she has been trying to dispute the amount of the bills received from Aqua Utilities. The last payment made was in November 2009 and starting with the December the bills started going up. In January 2010 the customer requested the meter be replaced and it was replaced but the problems continued with the readings. In February 2010 the customer hired a plumber to check her system and no leaks were found at that time. While this dispute was ongoing no payment was made and today the service was

Request No. 0945346W Name MCCABE ,MAUREEN MS. Business Name

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disconnected for non-payment. The customer wants the bill adjusted and service restored.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by LLugo

06/02/2010- Customer called back to state she just received a bill with a reading from Feb 9,2010- May 11,2010= 91 days. Customer states Aqua sends out a bill every month. Customer states the reading was 6300 gallons for the 91 days use with a bill of $82.18 for the entire billing period reflecting $27.40 per month which the customer states is her normal usage and normal bill. Customer states she requested a new meter in January 2010 and feels that the new meter made a big difference in her recorded usage and resulting bill. Customer is still disputing the bills from October, November and December 2009. SWilliams

06/14/2010 - Company response received via e-mail. /EEstelle

6/15/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
Per Consumer Complaint Rule 25-22.032, Complaint resolution should be provided to the customer via direct

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contact with the customer, either VERBALLY or IN WRITING within 15 working days after the complaint has been sent to the company. Leaving a message for the customer or sending a 'Call Me' letter does not satisfy this rule. Please confirm that resolution has been provided to the customer. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER? Please provide response to the PSC by 6/24/10. Shonna McCray

6/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The customer called in on 1/4/10, about the bill and the company sent a Technician to the property on 1/5/10.
- The company received a read of 179700.
- The company exchanged the meter on 1/12/10, the remove read was 184900 with usage of 25,200 gallons.
- On 4/30/10, the company replaced the remote with new remote number 19104604.
- The remote wasn't transmitting the read off the meter.
- The company received a read of 12870.
- The company tested the meter and it passed.
- The results are:
  High Flow - 99.11%
  Intermediate Flow - 99.80%
  Low Flow - 100.00%
  Overall Average - 99.63%
- The customer had to have an episode at the property that caused the usage to rise.
- The company read the meter and bench tested the meter to rule the meter out as a problem.
- The customer may have a bad toilet flapper that may not have seated properly therefore, causing the customer's toilet to run through excessive water.
- The customer may have left a hose running, this is all inconclusive.
- But the meter tested fine and the customer's usage dropped prior to the meter being removed.
- The customer's usage did a steady rise during the period in question.
- The customer paid the bill on 5/28/10, the water service was reconnected.

Shonna McCray

06/24/2010 - Company response received via e-mail. /EEstelle

6/25/10: REVIEWED COMPANY RESPONSE. Response is duplicate of previous response. Provided copy of resolution letter sent to customer. The letter is dated 6/24/10. Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide resolution to customer within 15 days. Shonna McCray

6/30/10: This inquiry closed. It appears the company has violated PSC rules---failure to provide response to

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customer within 15 days. Shonna McCray

Request No. 0946063W Name COFFEY ,KATHY MRS Business Name

Consumer Information

Name: KATHY COFFEY

Business Name:

Svc Address: 3801 PALM DR

County: Lake Phone: (352)-787-5160

City/Zip: Leesburg / 34748-

Account Number: 0008988570641624

Caller's Name: KATHY COFFEY

Mailing Address: 3801 PALM DR

City/Zip: LEESBURG ,FL 34748-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0946063W

Response Needed From Company? Y

Date Due: 06/18/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/10/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: RK

Date: 05/27/10

Time: 15:56

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 07/02/10

Closeout Type: GI-30

Apparent Rule Violation: N

Request No. 0945346W Name MCCABE ,MAUREEN MS. Business Name

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Preclose type - Quality of Service

Customer Comments:

Customer has reported a leaking water line at the entrance to Raven Wood. Customer states there's a holding tank. The leak is in-between the pump house and the holding tank. Company has come out to investigate the issue but the leak is still flooding the area.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

06/10/2010 - Company response received via e-mail. /EEstelle

6/11/10- Review Company Response:
Aqua's maintenance techs was on-site to replace the hydro tank. The blow off at the plant was running for 2 days to maintain 55PSI while the tank was being replaced. Company spoke to customer on 6/8/10 and advised that there was no leak, it was maintenance work. Vfaria

07/02/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

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Request No. 0946774W Name BENNETT ,DAWN MS. Business Name

Consumer Information

Name: DAWN BENNETT

Business Name:

Svc Address: 169 OSPREY LAKE CIR

County: Seminole Phone: (407)-542-3839

City/Zip: Chuluota / 32766-

Account Number: 0015743520632397

Caller's Name: DAWN BENNETT

Mailing Address: 169 OSPREY LAKE CIR

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached: (336)-749-2969

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0946774W

Response Needed From Company? Y

Date Due: 06/23/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/15/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 06/02/10

Time: 10:40

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1240.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/15/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1,240

What is the date of the bill? 5/20/10

Why do you believe you have been billed improperly? Customer states that this is an estimated bill that does not reflect her actual consumption of water.

Other Comments:

Customer states that she is being backbilled starting from the day the account was transferred to her name July 27, 2009. Customer states that when she moved into the house, the meter was not registering accurately.

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The company sent out someone to fix the meter but that this estimated bill she just received is not accurate. Customer is concerned that the new meter isn't working properly either. Customer states that she has been making her monthy payment of $45.00 wants the meter to be tested and investigated. NHollinhead

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by ___NHollinhead_____

06/15/2010 - Company response received via e-mail. /EEstelle
6/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The account was established under the name of Dawn Bennett with an effective date of 7/20/09.
o All monthly billing statements that were issued starting with meter reading date 7/20/09 through 4/19/10, was billed base facility charges only.
o On 5/5/10, a Field Representative was at the property and found the meter and electronic reading device not registering properly.
o The Representative was able to obtain a manual reading of 1615 while exchanging the meter.
o The meter was exchanged on 5/5/10.
o The customer received a revised billing statement from 7/27/09 through 5/5/10, 282 days total consumption 98,700 gallons for the old meter and 5/5/10 through 6/2/10, period of 28 days total consumption 17,600

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gallons on the new meter.
o Total amount of bill $1,092.21.
o Alice Greene spoke with Mrs. Bennett on 6/15/10, reviewed the revised billing statement.
o Mrs. Bennett's stated she understood that the company had to revise the bill and bill for usage however, she believed that the company should have been aware that for close to a year that her account was not being billed correctly.
o Considering Mrs. Bennett's comments and concern regarding the delay in billing, a 20% one time courtesy credit ($218.44) was applied to the account leaving a balance of $838.37.
o The customer was given a 12-month payment arrangement.
o Mrs. Bennett agreed to pay $69.86 each month toward revised bill starting 7/30/10, plus current bills as rendered.
o Mrs. Bennett accepted credit adjustment and payment arrangements.
o She was advised that the credit adjustment will be displayed on next monthly billing statement and she would receive a "Payment Arrangement Letter" providing details of the agreement.
Shonna McCray

7/15/10: This inquiry closed. Shonna McCray

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Request No. 0948510W Name RIEDER ,GENE MR. Business Name

Consumer Information

Name: GENE RIEDER

Business Name:

Svc Address: 208 WHITE POPLAR STREET

County: Highlands Phone: (239)-218-2625

City/Zip: Sebring / 33876-

Account Number:

Caller's Name: GENE RIEDER

Mailing Address: 208 WHITE POPLAR STREET

City/Zip: SEBRING ,FL 33876-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880
Company:
Attn. Lesley Dix0948510W
Response Needed From Company? Y
Date Due: 07/01/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 07/02/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: SGW
Date: 06/10/10
Time: 16:12
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 21528.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 07/15/10
Closeout Type: GI-25
Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $21,528.00

What is the date of the bill? June 2010

Why do you believe you have been billed improperly? The monthly usage in the mobile home park that the customer lives in is around $35 to $40 per month. Customer has been sending in around $100 every three months. Customer states he moved into his residence on 02/14/2010. Customer states his bill has increased drastically and registered much more usage than the customer has used. Customer has requested Aqua to come out and replace the water meter. Aqua sent out technicians who did a bucket test and ran 10 gallons thru the meter. Aqua is stating the meter is working correctly. Customer hired a plumber to check the residence for leaks and found none. Aqua offered to give customer a "leak adjustment " of $6,000.00 but customer refused as there were no leaks as verified by the plumber he hired to check. Customer states $6,000 off a $21,000 bill is still $16,000 and customer refused to sign a statement admitting to having a leak when he does not

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have one.
Customer has retained all copies of his bills and correspondence and can provide copies upon request.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

07/02/2010 - Company response received via e-mail. /EEstelle

7/6/10- Reviewed Company Response:
On 7/9/10 customer contacted Aqua stating he will be making a settlement on 7/10/10. The account was established with an effective date of 7/9/2009.

- bill dated 9/4/2009: 53 days of service (7/10/09-9/1/09) $7,598.58
- bill dated 10/5/09 : 30 days of service (9/1/09-10/1/09) $5,671.59
- bill dated 10/16/09: 6 days of service (10/1/09-10/7/09) $1,180.06
- bill dated 12/9/09 : 56 days of service (10/7/09-12/2/09) $7,021.98

From 12/2/2009 to 2/1/2010 there was no consumption registered on the meter. All billing statements after February register customer's usage average. Customer's usage from 3/1/2010 through 6/1/2010 averages 43

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gallons per day. In speaking with customer, he indicated 2 people live in the household.

Field Visits:
- 11/20/09 visit resulted in inactive with consumption - water hose running in front yard, water was turned off and tag was left on door, reading 115372.
- 12/16/2009 visit to terminate for non-payment, water is off and a lock was placed on meter reading 115373.
- 1/22/2010, meter checked for leaks, non found: water turned off again, tag left on door, reading 115372.
- 1/25/2010, customer having pipes repaired, company to check for leaks after repairs, reading 115372.
- 2/19/2010, field test, 10 gallons ran through meter at 3 intervals: meter tested at 103.0%: ERT replaced due to improper recording.
- 4/20/2010, terminated for non-payment, water turned off and door tag left, reading 115702.

Customer was contacted on 7/1/10 and the account was discussed. Customer stated his plumber did not find a leak , although the leak indicator on the meter was spinning. Aqua requested documentation from plumber that states no leak was found. Customer stated he would fax/email the documents.

On 7/2/10, Aqua contacted customer to discuss negotiations on the bill amount, company is still waiting for a return call. Based on preliminary findings, Aqua will exchange the meter on the location and review documentation to determine a fair amount for the customer to be billed. Aqua is still waiting for customer to callback. Vfaria

07/15/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0949054W Name GIFFORD ,WILL MR. Business Name

Consumer Information

Name: WILL R GIFFORD

Business Name:

Svc Address: 34017 S. HAINES CREEK ROAD

County: Lake Phone: (352)-343-9987

City/Zip: Leesburg / 34788-

Account Number: 001437091 0639364

Caller's Name: WILL R GIFFORD

Mailing Address: 34624 S. HAINES CREEK ROAD

City/Zip: LEESBURG ,FL 34788

Can Be Reached:

E-Tracking Number: 24959

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix0949054W
Response Needed From Company? Y
Date Due: 07/07/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 07/07/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 06/15/10
Time: 08:09
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 2400.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 07/28/10
Closeout Type: GI-25
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 14, 2010 3:57 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 24959

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Will Gifford

Request No. 0949054W Name GIFFORD ,WILL MR. Business Name

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Telephone: 352 343 9987
Email: willgifford@comcast.net
Address: 34624 S Haines Creek rd Leesburg 34788

BUSINESS INFORMATION

Business Account Name: Will R Gifford
Account Number: 001437091 0639364
Address: 34017 S Haines Creek Rd Leesburg Fl 34788

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
The valve at the street leaks.
The piping blew apart when no one was at home.
It ran up a bill of $2400++.
Aqua reduced the bill by half.
Does that mean that they consider themselves only half wrong?
Their valve continues to leak as we speak. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

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Tallahassee, Florida 32399-0850

Case taken by Diane Hood

07/07/2010 - Company response received via e-mail. /EEstelle

7/8/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The billing statement in dispute was dated 9/24/09; period 8/11/09 to 9/18/09, for a total of 38 days of service, total consumption 172,000 gallons total amount of bill $2,450.91.
o Field Service Representative was at the property on 9/18/09, found leak at property.
o The Representative reported that Mr. Gifford had already tried to turn valve off himself but the leak continued.
o The Representative attempted to shut the valve down and it indeed still leaked through, so he pulled the meter so that the customer could make repairs.
o The water that was going through the valve was a light trickle.
o The Representative provided Mr. Gifford with parts to assist with the repairs.
o Field Service Representative was at the property on 10/8/09, no leak was found checked meter #56599232 (ert 26023466 reading obtained 28597).
o The account was closed with a final reading date of 1/7/10.
o The final bill issued from 12/14/09 to 1/7/10, total of 14 days total amount $33.87; final bill issued in the amount of $1,397.95, which includes previous balance.
o When the Field Service Representative visited the property in September 2009, he found the valve on the company side of the meter leaking and a leak on the customer's side of the meter.
o Mr. Gifford requested that the water be turned off at the valve so he could repair the leak on his side of the meter.
o The Representative found that the valve would not completely stop the flow of water so he pulled the meter, in order for repairs to be completed.
o Mrs. Linda Gifford forwarded a copy of a receipt from Ruff Plumbing that repairs had been completed at the property, receipt dated on 10/22/09.
o As a one-time courtesy, Mr. Gifford was granted a leak adjustment credit in the amount of $1,208.59 which was applied to the account on 11/9/09.
o Alice Greene spoke with Mr. Gifford on 7/1/10, and discussed the account.
o He immediately shared that the meter was still leaking and he was using water from his well.
o Ms. Greene advised that him that Aqua's records indicate that the leak was repaired based on documentation forwarded by Mrs. Gifford and a field visit on 10/8/09.
o Ms. Greene advised Mr. Gifford that she would have a Representative at the property next week to check the meter with him on-site.
o On 7/7/10, an Aqua Representative was at the property along with Mr. Gifford.
o The Representative showed Mr. Gifford that the valve at the meter was not leaking.
o Mr. Gifford stated that he is no longer using water on Aqua system.
o He indicated that he was using his well for potable water.

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- The Representative removed the meter from the property.
- Ms. Greene made an attempt to reach Mr. Gifford as a follow-up on 7/7/10, but was unsuccessful.
- A certified letter will be mailed to Mr. Gifford summarizing the account.
- Mr. Gifford has only made 2 payments toward this account since the account was established on 7/9/09.
- The open balance on the account in the amount of $1,304.95 has been charged off to bad debt.
- Mr. Gifford will be notified by a third party collection agency in an attempt to collect the balance owed if he does not attempt to make arrangements by contacting Aqua's Customer Service Center.

Shonna McCray

7/28/10: This inquiry closed. Shonna McCray

Request No. 0949390W Name MORRIS ,SHERRY MS. Business Name

Consumer Information

Name: SHERRY MORRIS

Business Name:

Svc Address: 671 CHAMBERLIAN BLVD

County: Hardee Phone: (863)-773-6664

City/Zip: Wauchula / 33873-

Account Number:

Caller's Name: MITTIE MORRIS

Mailing Address: PO BOX 2473

City/Zip: WAUCHULA ,FL 33873

Can Be Reached: (863)-735-2300

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS938

Company:

Attn. Lesley Dix0949390W

Response Needed From Company? Y

Date Due: 07/08/10

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 06/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: RK

Date: 06/16/10

Time: 10:37

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 144.37

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 07/22/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0949054W Name GIFFORD ,WILL MR. Business Name

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $144.37

What is the date of the bill? June 3, 2010.

Why do you believe you have been billed improperly? Customer states her sister, Mittie, mailed a check for payment on June 8, 2010 in the amount $129.52. Customer will fax a copy of the cancelled check.

Other Comments: Customer states she is due for disconnect today: June 16, 2010. Customer states the company said it would be shutoff today.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by _____

06/29/2010 - Company response received via e-mail. /EEstelle

7/1/10- Reviewed Company Response:
Customer was issued a bill on 5/5/10, which covered 4/1-5/3 for 5,000 gallons totaling $129.52.
Customer was issued a bill on 6/3/10, which covered 5/3-6/3 for 8,400 gallons totaling $273.89 (included past).
Customer received a 10 day disconnect notice mailed on 6/4/10 with a 6/16/10 due date - $129.52.

Customer contacted Aqua on 6/15/10 and stated payment $129.52 was mailed. payment had not posted on the

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account and customer made a payment on the phone $129.52.
On 6/16/10, customer's mailed payment posted on account, eventhough customer stated she would tell the bank to stop payment.

Customer was contacted on 6/29/10 and a courtesy of $25 was provided for the stop payment. Vfaria.

07/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0949763W Name ALEXAKOS ,GUS MR. Business Name

Consumer Information

Name: GUS ALEXAKOS

Business Name:

Svc Address: 4625 WINDY LANE

County: Pasco Phone:

City/Zip: Zephyrhills / 33541-

Account Number: 0009013360643998

Caller's Name: GUS ALEXAKOS

Mailing Address: 4625 WINDY LANE

City/Zip: ZEPHYRHILLS ,FL 33541-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0949763W

Response Needed From Company? Y

Date Due: 07/09/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/08/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 06/17/10

Time: 15:08

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/28/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0949390W Name MORRIS ,SHERRY MS. Business Name

Please review the attached correspondence in which the customer reports the following:

Still waiting for the credit he was promised.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

07/08/2010 - Company response received via e-mail. /EEstelle

7/13/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative was at the property on 3/19/10, as a result of Mr. Alexakos contacting the company stating discolored water.
o On 3/19/10, no flushing was done thru the customer's meter, the line behind his house on main was flushed, and no credit is due the customer.
o On 6/24/10, Mr. Alexakos complained of discolored water in washer.
o Water at the outside faucet was clear with good CL.2.
o The Representative flushed the hot water tank to assist the customer.
o It is believed that the hot water tank is what is causing the problem.
o Mr. Alexakos has also stated that he has rusty water at times.
o The Representative observed yellow water in the washing machine.

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o The hot water heater was flushed and generally once the heater is flushed it clears up the problem.
o The Representative shared with Mr. Alexakos that he believes the problem is due to sediment build up in the hot water heater.
o Mr. Alexakos stated to the Representative that he does not use hot water and cannot understand how cold water going to washer can pull nasty water back from top of hot water heater after sediment builds up.
o The Representative made an attempt to explain to Mr. Alexakos that because there is no check valve on top of the hot water heater to keep cold water from pulling some of the bad water from the top of tank.
o In the past the company has granted a flushing credit when his lines were flushed however; on the dates specified in the complaint his lines were not flushed.
o Recent visits to the house confirmed that the water is clear at outside faucet with good CL2.
o The problem Mr. Alexakos is having is from his hot water heater which is the customer's responsibility.
o The Representative flushed the hot water heater as a courtesy to assist with the problem.
o As a one time courtesy adjustment the account was credited $9.14 which was applied to the account on 7/8/10.
o Customer provided with resolution via mail.
Shonna McCray

7/28/10: This inquiry closed. Shonna McCray

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Request No. 0950499W Name , Business Name NORTHSHORE CONDOS

Consumer Information

Name:

Business Name: NORTHSHORE CONDOS

Svc Address: 12144 SOUTHWEST EGRET CIRCLE
UNIT 12

County: DeSoto Phone: (239)-560-0524

City/Zip: LAKE SUZY / 34269-

Account Number:

Caller's Name: GERRY MALOUIN

Mailing Address: STAR MANAGEMENT
26530 MALLARD WAY

City/Zip: PUNTA GORDA ,FL 33950

Can Be Reached: (239)-560-0524

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS798

Company:

Attn. Lesley Dix0950499W

Response Needed From Company? Y

Date Due: 07/14/10

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 07/13/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: SS

Date: 06/22/10

Time: 13:38

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 559.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 08/06/10

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $559.00 of the $1,035 bill

What is the date of the bill? June 8, 2010

Why do you believe you have been billed improperly? Two people in the building and no signs of leakage inside or outside.

Other Comments: Mr. Malouin says the June 8, 2010, bill is too high. He says that the company performed a field test, and stated that no problems were found. Mr. Malouin emphasizes that no leaks were found inside or outside the building. He says that his previous bill was $476, which is the average bill. Mr. Malouin was notified that $559 is the disputed amount, and he must pay the $476 of the disputed bill pending the outcome of this investigation.

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(PLEASE VERIFY THE METER READING AND PERFORM A BENCH TEST OF THE METER. ALSO, PLEASE PROVIDE US WITH A 12-MONTH DETAILED BILLING HISTORY (INCLUDING MONTHLY METER READINGS) OR THE ACTUAL MONTHS OF BILLINGS IF LESS THAN 12 MONTHS. Along with the report, please provide us with a copy of the actual bench meter test sheet.) THANKS.

Per the Florida Administrative Code 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

(a) the cause of the problem
(b) actions taken to resolve the customer's complaint
(c) the company's proposed resolution to the complaint
(d) answers to any questions raised by staff in the complaint
(e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC along with copies of all correspondence that the company sent to the customer to the following e-mail, fax, or physical address:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Case processed by Shirley Stokes

07/13/2010 - Company response received via e-mail. /EEstelle

07-13-10 Aqua Utilities Florida provided the following information in the July 13, 2010, report:

COMPANY POSITION:

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A field representative visited the property on June 17, 2010, checked for leaks and obtain a reading (187), no leaks were found. The reading obtained on June 17, 2010 (187) in comparison to the reading taken on June 4, 2010 (167) the customer used 2000 gallons in thirteen days which averages to 153 gallons per day.

On June 28, 2010, the meter was exchanged at the property. The removal reading was (190). This reading taken on June 28, 2010 (190) comparing to the reading taken on June 17, 2010 (187) difference of 300 gallons averages to 27 gallons per day.

Attachments

The meter was exchanged at the property on June 28, 2010 and forwarded to outside vendor for bench test.

I spoke with Mr. Malouin on 6/23/2010 discussed high usage. Mr. Malouin stated he monitored readings in evening and again in the morning hour's usage still high. He stated the property was checked for leaks internal and external. Unit 12 is associated with 8 condo units which only 2 units are occupied. The individual units were checked for leaks. Advised will have a field representative at the property to exchange the meter to be forwarded for bench test.'

On July 13, 2010 I spoke with Mr. Malouin as a follow-up reviewed current bill that has meter exchanged. Shared that we would need to monitor the account and observe August statement to see if the usage has returned back to normal and wait for bench test results in order to determine if problem with meter. All data will be reviewed to determine if an adjustment is warranted. A follow-up call will be placed after August statement which will be after August 11th Mr. Malouin was in agreement.

A follow-up report will be forwarded once bench test results are received.

Attachments (3)

07-13-10 WAITING FOR BENCH METER TEST RESULTS. Shirley Stokes

08-04-10 FAXED AND E-MAILED TO CO. VIA CATS. Please send us a report regarding the outcome of the bench meter test results along with a copy of the actual meter test chart. THANKS. Shirley Stokes

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*The computer indicated the case cannot be sent by fax. Shirley Stokes

08-04-10 I received an automated e-mail from the company as follows:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Wednesday, August 04, 2010 4:06 PM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0950499W

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Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

08/05/2010 - Company response received via e-mail. /EEstelle

08-06-10 Aqua Utilities Florida provided the following information in the August 5, 2010, report. See file for attachments:

-----Original Message-----
From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Thursday, August 05, 2010 4:32 PM
To: PSCREPLY
Subject: North Shore Condo - Mr. Gerry Malouin Case# 0950499W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:
Customer Last Name	:NORTH SHORE CONDOS
Account Number	:0008861200629561
Service Address 1	:12144 EGRET
Service Address 2	:Unit 12
Service City	:LAKE SUZY
Service State	:FL
Service Zip	:34269
Sent to Utility Date	:6/22/2010
Current Bill Due Date	:8/2/2010

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Total Balance :1221.9200
Rate :RESIDENTIAL
Prepared Date :8/5/2010

COMPANY POSITION:
Contacted Mr. Malouin August 5, 2010 to review bench test results. Advised the meter tested accurate within state regulations. Mr. Malouin stated he would review documentation regarding bench test.

Attachments.

08-06-10 At 2:49 p.m. and 2:52 p.m., I called the company's telephone number 610-645-4202. I reached Ms. Carol Cubler's voice mail message indicating that she is out of the office. Shirley Stokes

08-06-10 E-MAILED TO CO. VIA CATS. Thank you for your report. However, in addition to the breakdown of the meter test results, please expedite a copy of the actual meter test sheet that Aqua received from the meter testing company. THANKS. Shirley Stokes

08-06-10 CLOSED. Although I requested a copy of the actual lab meter test sheet for our files, I am closing this file since no objection is noted on this case. At the flow rates of 50 GPM, 8 GPM, and 1.5 GPM; the bench meter test results indicated that the meter was registering within the accuracy limits of 98.99 percent, 98.96 percent, and 98.96 percent, respectively. Shirley Stokes

08/06/2010 - Company response received via e-mail. /EEstelle

08-10-10 I received a copy of the MARS Company Meter Test Certification as I requested on August 6, 2010. I put the document in the Add to File box along with the updated CATS form. Shirley Stokes

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Request No. 0950539W Name THOMAS ,SHEILA MS. Business Name

Consumer Information

Name: SHEILA THOMAS

Business Name:

Svc Address: 7117 SW ARCHER RD
LOT 98

County: Alachua Phone: (352)-222-3347

City/Zip: Gainesville / 32608-

Account Number: 0009070900649388

Caller's Name: SHEILA THOMAS

Mailing Address: 7117 SW ARCHER RD
LOT 98

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-374-5614

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0950539W

Response Needed From Company? Y

Date Due: 07/14/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/12/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 06/22/10

Time: 15:10

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/28/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $318.82

What is the date of the bill? 6/14/10

Why do you believe you have been billed improperly? She normally pays $89 a month for water

Other Comments:

Customer normally pays an average of $89-$90 monthly for her water. Customer states that the company is charging her for 15,000 gallons of use which is not possible for her. Customer lives in a mobile home and does not run the water because she's at work during the day and doesn't own a pool. Customer called the company and she was told that she might have a leak. Customer says she does not have a leak.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-085

Case taken by NHollinhead

7/13/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The company bucket tested the meter and it passed at 99.68%.
- The Technician left a door hanger at the property.
- The customer had to have an episode at the property that caused the usage to rise.
- The company read the meter and bucket tested the meter to rule the meter out as a problem.
- The customer may have a bad toilet flapper that may not have seated properly therefore, causing the customer's toilet to run through excessive water.
- The customer may have left a hose running, this is all inconclusive.
- But the meter tested fine.
- The read on the meter was 384440 this would equate to 7400 gallons in 22 days.
- The customer is currently at 336 gallons per day.
- With the read in question the customer was at 519 per day.
- The usage has dropped but it is still significantly higher.
- This is not the first time in the customer's history that the customer's usage has gotten this high.
- In 2008 the usage fluctuated and she reached over 10,000 on several occasion.
- The customer's 2008 bills were as follows:

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Jan 2008 - 15,800 gallons
Feb 2008 - 12,400 gallons
May 2008 - 14,100 gallons
Jun 2008 - 15,700 gallons
Jul 2008 - 11,900 gallons
Aug 2008 - 11,900 gallons
Sep 2008 - 12,500 gallons

- The account statement outlines the rest.
- Richard Johnson spoke with the customer and explained that the meter passed the test and the only thing Aqua could do in a case like this is give her an arrangement.
- The customer has been given an arrangement of $36.47 monthly plus current charges.
- She was fine with this.

Shonna McCray

7/28/10: This inquiry closed. Shonna McCray

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Request No. 0950719W Name SAMPSON ,EVA MS. Business Name

Consumer Information

Name: EVA SAMPSON

Business Name:

Svc Address: 120 MARRERO AVENUE

County: Highlands Phone: (863)-214-5210

City/Zip: Sebring / 33875-

Account Number: 0016013590629362

Caller's Name: EVA SAMPSON

Mailing Address: 120 MARRERO AVENUE

City/Zip: SEBRING ,FL 33875-

Can Be Reached: (863)-214-5210

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix0950719W

Response Needed From Company? Y

Date Due: 07/15/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/02/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: SS

Date: 06/23/10

Time: 13:39

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 159.11

Supmntl Rpt Req'd: 07/15/10

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 08/18/10

Closeout Type: WB-51

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $159.11 of the $219.11

What is the date of the bill? June 3, 2010

Why do you believe you have been billed improperly? Ms. Sampson says that her bills usually run between $30 to $60 with $60 being the highest amount.

Other Comments: Ms. Sampson says that the company responded to her call yesterday regarding her $219.11 high bill concerns, indicating that she was using 560 gallons of water a day. However, she says that the representative told her that he could not perform a bucket test yesterday, and promised to return today. Also, she says that the representative told her that she had a leak since the triangle was spinning. Ms. Sampson says that the triangle was turning because the representative turned on the water hose. Later,

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Ms. Sampson says that her father-in-law check her house for leaks, and told her that there were no leaks. She also says that her father-in-law does maintenance for the city of Avon Park, and his job includes checking leaks.

Ms. Sampson agreed to pay $60 of the disputed bill pending the outcome of this investigation. Thus, $159.11 is the disputed amount.

(Please perform a bench test on the meter serving Ms. Sampson residence. Along with your detailed written report including the customer's 12-month billing and water usage history, please send us a copy of the actual bench test sheet with the meter test results.)

Per the Florida Administrative Code 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

   (a) the cause of the problem
   (b) actions taken to resolve the customer's complaint
   (c) the company's proposed resolution to the complaint
   (d) answers to any questions raised by staff in the complaint
   (e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC along with copies of all correspondence that the company sent to the customer to the following e-mail, fax, or physical address:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Case processed by Shirley Stokes

06-23-10 I received the following acknowledgment e-mail from the company. I also forwarded a copy to pscreply for archives:

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From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Wednesday, June 23, 2010 2:03 PM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0950719W EVA SAMPSON

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

06-25-10 I listened to Ms. Sampson's 8:52 a.m. voice mail message. She provided telephone number 863-214-5210 for a return call.

06-25-10 At 9:31 a.m., I returned Ms. Sampson's call. She says that the company is refusing to perform a bucket test. I explained to Ms. Sampson that I asked the company to perform a bench test, which is more accurate. However, if she also wants a bucket test performed, the company can also do that test. She said okay. I also explained that the report's due date is July 15. Shirley Stokes

06-25-10 FAXED AND E-MAILED TO CO. VIA CATS. Please see the above note regarding my telephone conversation with Ms. Sampson's today. Shirley Stokes

06-25-10 Note: The computer's flash note indicates that the case cannot be sent by fax. Shirley Stokes

07/02/2010 - Company response received via e-mail. /EEstelle

07-02-10 Aqua Utilities provided the following information in the July 1, 2010, report:

From: rejohnson@aquaamerica.com [mailto:rejohnson@aquaamerica.com]
Sent: Thursday, July 01, 2010 6:05 PM
To: PSCREPLY

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Subject: 0950719W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:EVA
Customer Last Name	:SAMPSON
Account Number	:0016013590629362
Service Address 1	:120 MARRERO
Service Address 2	:
Service City	:SEBRING
Service State	:FL
Service Zip	:33875
Sent to Utility Date	:6/23/2010
Current Bill Due Date	:6/25/2010
Total Balance	:219.1100
Rate	:RESIDENTIAL
Prepared Date	:6/30/2010 5:45:34 PM

COMPANY POSITION:
The customer had to have an episode at the property that caused the usage to rise. The company went to the property on 6/22/2010 and was in the process of starting the bucket test. Before the representative turned on the hose he went to get the start read and noticed that the meter was moving. He did not conduct the test but took a read of 143600. The company went to the property today and field test the meter. The results are:
Slow Flow test passed 100%
Medium Flow test passed 100%
Fast Flow test passed 94%
The meter passed with an overall score of 98%

The customer had to have an episode at the property that caused the usage to rise. The company read the meter and field tested the meter to rule the meter out as a problem. The customer may have a bad toilet flapper that may not have seated properly therefore, causing the customer's toilet to run through excessive water. The customer may have left a hose running. Although, this is all inconclusive, the meter tested fine. I spoke with the customer and explained that the best we could do is a payment arrangement. She said she can pay the bill and they will just check the next bill. She said she will talk to her husbend to decide whether they want to send the meter out to be bench tested. I gave her my contact info.

07-02-10 E-MAILED TO CO. VIA CATS. SUPPLEMENTAL REPORT REQUESTED BY JULY 21, 2010. As noted above when the complaint was filed on June 23, 2010, we requested a bench test of the meter based on the customer's

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concerns. Please follow up with the FPSC regarding the outcome of the bench meter test. THANKS. Shirley Stokes

07-07-10 E-MAILED TO CO. VIA CATS. CORRECTION--SUPPLEMENTAL REPORT WITH THE BENCH TEST INFORMATION IS DUE BY THE ORIGINAL REPORT DUE DATE OF JULY 15, 2010. THANKS. Shirley Stokes

08-04-10 Upon my return to the office, I reviewed the following e-mail from the company:

From: Johnson, Richard [mailto:REJohnson@aquaamerica.com]
Sent: Tuesday, July 20, 2010 3:06 PM
To: Shirley Stokes
Cc: Dix, Lesley M.
Subject: RE: FL. PSC CATS NO: 0950719W EVA SAMPSON

Shirley,

Hi, I'm still waiting for information regarding this case. I will try to get it to you today.

08-04-10 E-MAILED TO CO. VIA CATS. Please expedite the report to us. THANKS. Shirley Stokes

08-06-10 I received the following e-mail response from the company:

From: Johnson, Richard [mailto:REJohnson@aquaamerica.com]
Sent: Friday, August 06, 2010 1:26 PM
To: Shirley Stokes
Subject: 0950719W EVA SAMPSON

Shirley,

The company that bench test our meters are backed up and I won't have the results until Wednesday.

Thanks,

Richard Johnson
National Regulatory Compliance and Control Analyst
Office:877.239.8502 ext.54253
Fax:866.780.8299
rejohnson@aquaamerica.com

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08-06-10 As noted in the report, the company will receive the bench meter test results by Wednesday, August 11, 2010. Shirley Stokes

08-17-10 At 3:35 p.m., Mr. Richard Johnson, Aqua, called regarding this case. He stated that he received the meter test results from MARS late. Mr. Johnson says that the meter was actually running slow, and will have to adjust the customer's account. Mr. Johnson asked if he will have to adjust one month's bill or other bills. I explained that the procedures are found in the Florida Administrative Code. I also explained that some companies may not issue adjustment as a courtesy. He will send me a report. Shirley Stokes

08-17-10 E-MAILED TO CO. Please make sure that the company also follows up with the customer regarding the outcome of the meter test. THANKS. Shirley Stokes

08/18/2010 - Company response received via e-mail. /EEstelle

08-18-10 Aqua provided the following information in the August 17, 2010, report:

From: rejohnson@aquaamerica.com [mailto:rejohnson@aquaamerica.com]
Sent: Tuesday, August 17, 2010 5:36 PM
To: PSCREPLY
Subject: 0950719W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:EVA
Customer Last Name	:SAMPSON
Account Number	:0016013590629362
Service Address 1	:120 MARRERO
Service Address 2	:
Service City	:SEBRING
Service State	:FL
Service Zip	:33875
Sent to Utility Date	:6/23/2010
Current Bill Due Date	:6/25/2010
Total Balance	:219.1100
Rate	:RESIDENTIAL
Prepared Date	:6/30/2010 5:45:34 PM

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COMPANY POSITION:
The bench test results have come back and the meter failed. The meter tested at 97.75% which means the meter was registering less water than she was actually using. But as a coutesy the company will adjust the customer's bill to reflect the customer's current usage. The bench test results are attached. According to 25-30.340 subsection 3 the company could back bill the customer. But, the company feels that the meter could have malfunctioned in that monthly period so as a good gesture the company will give the customer an adjustment. The customer is currently at 112.5 Gallons per day. That multiplied by 29 days equals 3262.5 or rounded to 3200 gallons. The 3200 gallons billed at 7.31 per 1,000 gallons would equal $39.10. Subtract the customer charge of $15.71 the difference is $23.39. The billing in question is $219.11. Subtract the customer charge of $15.71 the balance is $203.40. Subtract $203.40 from $23.39 the difference is $180.01. The company will place a credit on the customer's account. This was discussed with the customer but I had not done the calculations before the phone call.

08-18-10 I received the following e-mail from the company:

From: Johnson, Richard [mailto:REJohnson@aquaamerica.com]
Sent: Wednesday, August 18, 2010 10:29 AM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0950719W EVA SAMPSON

The results of the meter test were discussed with the customer, yesterday 8/17/10.

08-18-10 CLOSED. No objection is noted on this case. Shirley Stokes

09/13/2010- Customer called to speak to a Richard who had information regarding her meter. Advised SStokes was her analyst. Customer stated she would contact Aqua and call PSC back if she needed to speak to Ms. Stokes. SWilliams

09/13/2010 - Customer wanted to speak to SStokes. Transferred caller to analyst voicemail. SWilliams

0913-10 I listened to Ms. Eva Sampson's voice mail message. She provided her cell telephone number

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PUBLIC COUNSEL REVIEW--PSC COMPLAINTS--PAGES 304-401

June 24-Sep. 9, 2010

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
62410	950891	Vanmoerkerke	Hi Bill	N	Meter replaced
70910	953587	Rovira	Backbill	Y	Backbilled past 1 year. Incorrect final bill.
71410	954538	Catellier	Backbill	Y	Incorrect bill 3 times 1 month. Dirty water.
72010	955818	Davis	Water Quality	Unk	
72010	955825	Witt	Hi Bill	N	
72110	956136	American Condo	Billing	Y	Billing Error
72110	956272	Easter	Water Quality	Y	Smelly water. Installation problem.
72210	956397	Olson	Service	Y	Rude. Commitment not met. Emp. hung up.
72810	957718	McGill	Hi Bill	N	Customer side leak.
72910	955804	white	Hi Bill	N	Customer side leak.
73010	958213	Elkins	Service	Y	CSR Rude. Aqua failed to follow up.
80210	958414	Pallace	Hi Bill	Y	CSR Error.
80310	958831	Castro	Hi Bill	N	
80310	959008	Vogelpohl	Hi Bill	Unk	Bench test requested. Aqua broke meter.
80610	959787	Torrence	Hi Bill	N	
80610	959811	Johns	Backbill	Y	Backbilled 7 months. Meter not working.
80810	960531	York	Hi Bill	Unk	
81610	961413	Vachon	Backbill	Y	Co. Backbilled 13 months. Faulty meter.
81910	962215	Craft	Hi Bill	N	
82310	962795	Peppin	Backbill	Y	Not billed for usage 12 months. CSR Errors (2)
82410	963177	Collins	Disc. In Error	Y	Disc. In Error.Co. Error pg. 74
82510	963653	Kruse	Hi Bill	Y	Process Review Team
82710	964045	Kamphaus	Hi Bill	N	
83010	964466	O'Neil	Hi Bill	Unk	
83010	964574	Goethe	Hi Bill	N	
90810	966075	Lake Gibson Meth.	No Outage Notice	Y	Tech. Error. Co. caused outage.
90810	966077	Fox	No Outage Notice	Y	Tech. Error. Co. caused outage.
90810	966291	Krause	Rates	N	
90910	966389	Sudlow	Rates	N	

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863-214-5210 for a return call. Shirley Stokes

09-13-10 At 1:05 p.m., I returned Ms. Sampson's call to telephone number 863-214-5210. She says that a representative told her that the meter malfunctioned, and was going to issue a credit. I explained that the the meter test results indicated that the meter was actually registering slow. As a result, no credit is due on her account, although the company stated that it was going to issue a credit as a courtesy. I explained that she might want to follow up with the company regarding that concern since the Florida Public Service Commisson cannot order the company to issue a credit for a slow meter. Ms. Sampson stated that she will follow up with the company. Shirley Stokes

09-13-10 No further action is required on this case. Shirley Stokes

Request No. 0950891W Name VANMOERKERKE ,DORIS MRS Business Name

Consumer Information

Name: DORIS VANMOERKERKE

Business Name:

Svc Address: 126 QUIVER LEAF STREET

County: Highlands Phone: (863)-658-1046

City/Zip: Sebring / 33876-

Account Number: 0015253450627848

Caller's Name: DORIS VANMOERKERKE

Mailing Address: 126 QUIVER LEAF STREET

City/Zip: SEBRING ,FL 33876-

Can Be Reached: (863)-655-3085

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix0950891W

Response Needed From Company? Y

Date Due: 07/16/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/12/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 06/24/10

Time: 10:39

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 30.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/30/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0950719W Name SAMPSON ,EVA MS. Business Name

PAGE NO: 304

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $30.00

What is the date of the bill? June 2010

Why do you believe you have been billed improperly? Caller states her bill usually runs around $25-30 per month but lately it has been increasing to $55-60 per month. Customer has had her residence checked for leaks and has none. Customer has made several attempts to contact the company about this issue and feels that she is being charged for many more gallons than she is actually using.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

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07/12/2010 - Company response received via e-mail. /EEstelle

7/13/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A Staff Supervisor spoke with Mrs. Vanmoerkerke on several occasions starting on 6/17/10 through 7/1/10.
o The Representative reviewed the account and provided billing explanation.
o A Field Representative was at the property on 6/14/10, but did not find any leaks.
o On 6/21/10, a 10-gallon bucket test performed, 10 gallons ran through meter at 3 intervals low, medium and fast, meter tested accurate no leaks found.
o On 6/24/10, a field visit due to customer called in reading (310309) taken on 6/18/10, which was not consistent with reading (010884) taken on 6/11/10.
o On 6/28/10, the meter exchanged out reading was 10945.
o Due to the customer obtaining a reading that was not consistent with monthly cycle reading and the feedback that the meter was not working properly, the meter was exchanged on 6/28/10, and forwarded to outside vendor for bench test.
o Results should be available in 30 days at which time results will be forwarded.
o Mrs. Vanmoerkerke also stated that she had a plumber at the property that dug underground to check for leaks and did not find any.
o The field visits confirmed that there were no leaks at the property.
o This was also confirmed by the plumber that Mrs. Vanmoerkerke hired to check for leaks.
o It is not known if there was an internal plumbing problem that caused the increase in usage.
o Until the bench test results are provided it is unknown if there was a problem with the meter.
o The Staff Supervisor adjusted the account in the amount of $46.52 as a one time courtesy adjustment.
o Since the company does offer leak adjustments and acknowledging that Mrs. Vanmoerkerke incurred an expense of hiring a plumber.
o As a follow-up, spoke with Mrs. Vanmoerkerke on 7/12/10, to confirm that she was aware of the meter exchange and to review adjustment credit.
o Mrs. Vanmoerkerke was advised that she will need to pay July bill statement $28.14 due 7/30/10, and the credit adjustments would be displayed on July and August billing statements.
o Mrs. Vanmoerkerke stated that she was satisfied with her conversation with the Staff Supervisor.
Shonna McCray

7/30/10: This inquiry closed. Shonna McCray

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Request No. 0953587W Name ROVIRA ,JAVIER MR. Business Name

Consumer Information

Name: JAVIER ROVIRA

Business Name:

Svc Address: 7834 JASMINE BLVD

County: Pasco Phone: (561)-254-8282

City/Zip: Port Richey / 34668-

Account Number: 0009086770650862

Caller's Name: STACEY ROVIRA

Mailing Address: PO BOX 2486

City/Zip: PALM HARBOR ,FL 34682

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0953587W

Response Needed From Company? Y

Date Due: 07/30/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 07/09/10

Time: 08:19

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 73.82

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/20/10

Closeout Type: WB-01

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $73.82

What is the date of the bill? October 2,2009

Why do you believe you have been billed improperly? Customer had been with Aqua water in Pasco county in 2007. Customer had been living in a rental house during that time and states the bill was paid in full each month. Customer moved away from the residence and received final bill on October 4,2007 for $17.47 which was also paid in full. Customer has proof of all payments. Two years later in September 2009 customer received a letter from a collection agency for $73.82. Customer states Aqua never tried to contact them during the time but sent this bill straight to collections. Customer contacted Aqua on Sept 25,2009 and spoke to J. C. Customer states J.C. researched the bill and called her back and told her he would send a statement to explain the billed amount of $73.82. Customer received statement on 10/05/2009 showing a bill of $325.43

Request No. 0953587W Name ROVIRA ,JAVIER MR. Business Name

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with a credit of $266.94 and an adjustment of $71.76, a street lighting charge of $15.68 and garbage charges of $71.41 with amount due 10/26/2009 of $73.82. Customer says the bill states this is retroactive from February- April 2009.
Customer spoke with the collection agency who felt that the bill was another customer's bill with the Rovira's name and address and stopped calling. On June 26,2010 customer received another collection letter from a different agency and two rude calls regarding the bill. Customer called Aqua on 07/07/2010 and was told the account would be reviewed and she would be contacted. As of this date she has not been contacted back by the company. Customer states they do not owe this bill and wants the company to update her credit report to reflect that this was a mistake on Aqua's part.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

07/29/2010 - Company response received via email. DScott.

8/2/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 10/4/07, Mrs. Rovira contacted Aqua requesting the account to be closed effective 10/4/07.
o A final bill was issued from 9/24/07 to 10/4/07, for services rendered in the amount of $17.47 which was due 11/7/07.
o The customer paid the bill on 11/1/07, in the amount of $17.47.
o On 8/14/09, Mrs. Rovira contacted the company inquiry as to why after several years she received a call from a collection agency stating she owed a balance to Aqua when she paid the final bill.

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o Mrs. Rovira requested a letter and billing statement explaining charges.
o The billing statements that were received 10/5/09, indicating a credit balance of $266.94 and the bill date 10/26/09, indicating amount due $73.82 have been cancelled.
o The billing statements were generated and processed in an attempt to correct the account.
o There is no open balance and or credit balance.
o When the account was closed 10/4/07, the account was billed for 3 services; water, garbage and street lighting.
o The sewer service was not billed, this was an internal error.
o In an effort to correct the account the account was updated however; no billing statement should have been generated and processed due to the length of time the account had been closed.
o The statements were mailed to the customer in error.
o The account has a $0.00 balance.
o National Recovery Agency has been notified that the account was placed with them in error.
o Aqua has instructed National Recovery Agency to update their records and to delete this account from the national credit files.
o The final bill that was issued to the customer in the amount of $17.47 in October 2007 stands as the final bill.
o On 7/28/10, and 7/29/10, Alice Greene made an unsuccessful attempt to reach Mrs. Rovira; voice messages were left.
o Resolution provided via mail.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper billing. Shonna McCray

8/20/10: This inquiry closed. It appears the company has violated PSC rules---improper billing. Shonna McCray

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Request No. 0954538W Name CATELLIER ,AUTUMN MS. Business Name

Consumer Information

Name: AUTUMN CATELLIER

Business Name:

Svc Address: 7825 ILEX DRIVE

County: Pasco Phone: (727)-992-0996

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: AUTUMN CATELLIER

Mailing Address: 7825 ILEX DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0954538W

Response Needed From Company? Y

Date Due: 08/04/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/03/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 07/14/10

Time: 08:53

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/18/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: Webmaster
Sent: Tuesday, July 13, 2010 9:25 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, July 12, 2010 6:12 PM
To: Webmaster

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Cc: autcat@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Autumn Catellier
Company: Concerned Citizen
Primary Phone: 7279920996
Secondary Phone:
Email: autcat@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:
Please do something about Aqua Water company. The water is unsafe to drink and unsafe for the environment. It tastes like chemicals. I have to buy filtered water for my family to drink. I just bought this home in April and had I knows about this water company I never would have bought this home. They not only have dirty water, they also charge very high rates. If you want to see foreclosure rates go up, then do nothing about this water company and their quality and cost for their water. Then you will see more people lose their homes or simply walk away from them. I spoke with customer service and they told me my usage was not high. Seeing as I use collected rainwater for my few outdoor plants and a carwash for my car a few times a year I know this to be true. They told me it is the base rates that are so high. I told them the water isn't even drinkable and they were not concerned. They send 2 bills a month. I may lose my home at this rate. "

"From: Autumn C [mailto:autcat@yahoo.com]
Sent: Tuesday, July 13, 2010 6:00 PM
To: Consumer Contact
Subject: Re: Please do something about Aqua

I'm not sure what you mean by service. I am a concerned citizen who just purchased a home and was unfortunate enough to be under Aqua water company for water and wastewater. My mailing address is 7825 Ilex Drive Port Richey, FL 34668 My phone number is (727) 992-0996. I would appreciate any help you could provide. My neighbors also are looking for a solution, as are all of the customers of this terrible water company. Thank you
~Autumn Catellier"

Customer did not provide amount in dispute, complaint filed on basis of being billed twice a month.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/03/2010 - Company response received via e-mail. /EEstelle

8/4/10- Reviewed Company Response:
Account was established with an effective date of 3/31/10. There are three services with the property: water, sewer and street light.

The customer was issued a billing statement dated 5/7/10 for services from 3/31 to 5/5 for $85.71. The bill included charges for sewer, streetlight and turn-on fee. The bill was incorrect, customer was not billed for water; therefore, the statement was cancelled.

A statement was issued on 6/7/10 for sewer and streetlight only of $60.75, this bill was incorrect as well and was cancelled.

A bill was processed on 6/17/10, in an attempt to correct the account; however, due to an internal error the account was billed for water only and did not include the sewer and streetlight.

The July bill (7/8) was correct and all three services were billed. The date range was only from

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6/3/10-7/6/10. The statement should have been from 3/31 - 7/6. A corrected bill was issued on 7/19/10 and all payments previously received were applied to the account.

On 7/30/10, Aqua contacted customer and reviewed the account. Customer was upset that Aqua did not provide an explanation of the billing. Aqua was able to explain the billing and customer was advised that the rate schedule would be provided to customer and Aqua would waive the $22.00 turn on fee. A letter was sent to customer as a follow up. Vfaria

08/18/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0955818W Name DAVIS ,KATHLEEN MS. Business Name

Consumer Information

Name: KATHLEEN DAVIS

Business Name:

Svc Address: 359 WATER OAK LANE

County: Volusia Phone: (383)-383-7600

City/Zip: Ormond Beach / 32174-

Account Number:

Caller's Name: KATHLEEN DAVIS

Mailing Address: 359 WATER OAK LANE

City/Zip: ORMOND BEACH ,FL 32174-

Can Be Reached:

E-Tracking Number: 25437

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS887

Company:

Attn. Lesley Dix0955818W

Response Needed From Company? Y

Date Due: 08/10/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/30/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 07/20/10

Time: 10:51

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/24/10

Closeout Type: GI-15

Apparent Rule Violation: N

Request No. 0954538W Name CATELLIER ,AUTUMN MS. Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, July 19, 2010 11:23 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 25437

Complaint filed with PSC

Select County: VOLUSIA
CUSTOMER INFORMATION

Name: Kathleen Davis
Telephone: 383-383-7600
Email: katdavis359@bellsouth.net
Address: 359 Water Oak Lane Ormond Beach 32174

BUSINESS INFORMATION

Business Account Name: Kathleen Davis
Account Number:
Address: 359 Water Oak Lane Ormond Beach Florida 32174

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
I have contacted the PSC on several occasions regarding the business practices of Aqua Utilities and I have never received an adequate response or any assistance in getting my problems resolved I've had to do it all on my own and spend quite a bit of time on an issue your organization should be monitoring, especially with the excessive amounts of complaints against Aqua Utilities, but I am trying again for your help. This morning I called Aqua for service due to unusable quality of water and I was told that it would take 24 hours before I would even have someone call me back, to me hazardous water in my home should be something Aqua attends to right away. I have 2 small children in my home and it even concerns me to bathe them.
I know Aqua is also looking for another rate increase to add to the recent 400% one they got and I want to know how I can stay informed and be included in any hearings etc regarding Aqua Utilities.

PSC was contacted previously "

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   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Rate Protest to Docket 100330

07/30/2010 - Company response received via email. DScott.

8/2/10- Reviewed Company Response:
On 7/19/10, customer called regarding water quality: Aqua sent a representative out to respond to the water discoloration and odor. Rep did not find any discoloration or smell, however, the chlorine lever was lower than the residual at the blow-off, but still within the limits. Rep spoke to customer and customer advised that the problem was experienced early morning, they both agreed that whatever the problem was had gone away on its own.

On 7/20/10, around 5pm a call was received and customer indicated that the water had been clear until then. Customer was advised to flush the house once: He was instructed to turn on every sink, tub, ect for 15 minutes to clen the pipes. Customer was advised he would receive a flushing credit for 2,000 gallons. Customer was advised that if the flushing did not alleviate the problem a rep would visit the location, Customer has not contacted Aqua since 7/20/10.

Company Rep contacted customer on 7/30/10, customer was advised that the flushing credit ($14.62) was applied

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to the account. Customer had follow-up questions about the water quality. Customer was advised if hey experienced any additional problems a representative would visit the property. Vfaria

08/24/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

Request No. 0955825W Name WITT ,VIRGINIA MS. Business Name

Consumer Information

Name: VIRGINIA C WITT

Business Name:

Svc Address: 7117 S.W. ARCHER ROAD
LOT 2602

County: Alachua Phone: (352)-375-1213

City/Zip: Gainesville / 32608-

Account Number: 000906936 0649257

Caller's Name: VIRGINIA C WITT

Mailing Address: 7117 S.W. ARCHER ROAD
LOT 2602

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0955825W

Response Needed From Company? Y

Date Due: 08/10/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/10/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 07/20/10

Time: 10:57

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/25/10

Closeout Type: GI-05

Apparent Rule Violation: N

Request No. 0955818W Name DAVIS ,KATHLEEN MS. Business Name

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Please review the attached correspondence in which the customer reports the following:

Billing issue.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

08/10/2010 - Company response received via e-mail. /EEstelle

8/12/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mrs. Witt received a billing statement dated 6/14/10, for services rendered 5/10/10 to 6/10/10, total consumption 4,600 gallons in the amount of $122.42.
o The July billing statement dated 7/14/10, for services rendered J6/10/10 to 7/12/10, total consumption 2,700 gallons in the amount of $93.64.
o The usage has decreased for the current billing cycle.
o Alice Greene spoke with Mrs. Witt on 8/9/10, advising that I would need to schedule an appointment for a field visit. Mrs. Witt informed me that she would like to be present however; she was in the midst of scheduling doctor's appointment to have brain surgery.
o Alice advised that she could call back at a more convenient time.
o They agreed on a call back on 8/11/10.

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o In reviewing the usage it does appear that it spiked during the billing period 5/10/10 through 6/10/10, however; the customer's usage is sporadic.
o The billing from 5/1/08 to 6/3/08, the customer's usage was 7,100 for this billing period, fluctuating during throughout the history of the account.
o It is possible that a family member may stay with Mrs. Witt for a short period of which will reflect in monthly usage.
o Alice will inquire during the follow-up call.
o Mrs. Witt stated that the maintenance department at the complex checked the property for leaks however; did not find any.
o Although Mrs. Witt has stated that there is only one person in the household, the usage dictates that there is additional usage on occasions.
o Due to Mrs. Witt not able to schedule an appointment until after her doctor visits, Alice will advise Mrs. Witt if she is not able to be available during the field visit, Alice will schedule and provide her or a family member per her request the results.
o A follow-up report will follow after results of field visit.

Water Quality
o On 8/6/10, a Representative was at the property and flushed the hydrant by the house.
o Water quality found to be okay.
Shonna McCray

08/23/2010 - Company response received via e-mail. /Eestelle

8/25/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o On 8/17/10, a Field Representative was at the property.
o The meter and encoder receiver transmitter was checked for accuracy, a check reading of 1235 was obtained and the property was checked for leaks.
o The reading was in line with previous readings and there were no visible leaks found.
o The consumption for the current billing period 7/12/10 through 8/12/10, was 2,300 in 31 days.
o The average daily consumption is 74 gallons.
o In comparing the reading obtained on 8/17/10 (1235) and the reading obtained 1232 on 8/12/10, total consumption 300 gallons with a daily average of 60 gallons per day.
o In further review of the account history, it does appear that the usage does spike periodically dating back to calendar year 2008, billing period 5/1/08 to 6/3/08, total usage 7,100 gallons with a daily average of 215 gallons per day.
o Alice Greene has not had the opportunity to discuss the account with Ms. Witt in more detail however; she would like to mention that there could be several reasons that would contribute to the increase in usage such as; plumbing fixtures, watering lawn and or a family member visiting for a short period of time.
o When Ms. Greene spoke with Ms. Witt last she indicated that she was in the process of addressing some health issues which is probably the reason why Ms. Greene has not been able to reach her.

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o Ms. Greene provided the above information to Ms. Witt via mail and requested that Ms. Witt call her if she would like to discuss the account further.

This inquiry closed. Shonna McCray

Request No. 0956146W Name , Business Name AMERICAN CONDOMINIUM PARKS-ZEPHYRH

Consumer Information

Name:

Business Name: AMERICAN CONDOMINIUM PARKS-ZEPHYRH

Svc Address: 35136 CONDOMINIUM BLVD

County: Pasco Phone: (813)-783-7398

City/Zip: Zephyrhills / 33541-

Account Number: 0008977482

Caller's Name: ROBERT G SNYDER

Mailing Address: 35136 CONDOMINIUM BLVD

City/Zip: ZEPHYRHILLS ,FL 33541-

Can Be Reached: (813)-783-7398

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0956146W

Response Needed From Company? Y

Date Due: 08/11/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/11/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: RR

Date: 07/21/10

Time: 11:09

Via: MAIL

Prelim Type: IMPROPER BILLS

PO: NANCY ARGENZIANO

Disputed Amt: 1000.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 09/07/10

Closeout Type: WB-01

Apparent Rule Violation: Y

Request No. 0955825W Name WITT ,VIRGINIA MS. Business Name

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Please review the attached correspondence in which the customer reports concerns with the amount billed for the water/wastewater base facility charge. Customer is seeking a credit of $1000.00.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R. Roland

08/11/2010 - Company response received via e-mail. /EEstelle

08/12/2010 Reviewed report. Aqua advised that on January 21, 2010, the company completed the meter change from a 2-inch meter to a 1-inch meter at the request of American Condominium Parks. However, Aqua failed to update the billing records to reflect a 1-inch meter in its wastewater billing records. On July 29, 2010, Aqua cancelled the bills rendered from January 21, 2010, to July 6, 2010 and rebilled the account for wastewater service based on a 1-inch meter, which resulted in a $1,046.32 credit balance. The credit balance will remain on the American Condominium Parks' account until it is absorbed by future charges.

The customer appeared satisfied. eplend1

Request No. 0956146W Name , Business Name AMERICAN CONDOMINIUM PARKS-ZEPHYRH

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08/13/2010 Left message for the customer to call. eplendl

08/13/2010 A letter was sent to the customer. eplendl

08/16/2010 Mr. Snyder called. He appeared satisfied with the credit adjustment, but indicated if the customer service representatives had permitted him to speak with a billing representative at the outset of the complaint, he would not have needed to get the PSC involved in his concerns. I provided him with my contact information to report future utility concerns. eplendl

09/07/2010 Closed. The PSC has no record of further customer contact. eplendl

Request No. 0956272W Name EASTER ,SUE MS. Business Name

Consumer Information

Name: SUE EASTER

Business Name:

Svc Address: 522 OSPREY LAKES CIRCLE

County: Seminole Phone: (407)-971-5960

City/Zip: Chuluota / 32766-

Account Number: 0009029470645525

Caller's Name: SUE EASTER

Mailing Address: 522 OSPREY LAKES CIRCLE

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached:

E-Tracking Number: 25493

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0956272W

Response Needed From Company? Y

Date Due: 08/11/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/02/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 07/21/10

Time: 14:25

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/27/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0956146W Name , Business Name AMERICAN CONDOMINIUM PARKS-ZEPHYRH

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, July 21, 2010 1:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 25493

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: sue easter
Telephone: 407-971-5960
Email: wgeaster@bellsouth.net
Address: 522 osprey lakes circle chuluota 32766

BUSINESS INFORMATION

Business Account Name: sue easter
Account Number: 0009029470645525
Address: 522 osprey lakes circle chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
We have lived at the current address for about 8 years and throughout that time, we have had issues with our water: much higher bills than any of the neighboring communities, along with consistently poor water quality. There are 2 adults in our home, we water the allotted times of 2 times per week, and our bill runs at a minimum of $160.00/month. Because of the on-going high level of contaminants, we buy and drink only bottled water, adding an even greater expense to the cost of our water.

My current complaint, and this is a new one, is a STRONG DEAD FISH SMELL IN THE WATER. It is most noticeable in the shower and the washing machine, but very apparent whenever water is run. Yesterday, 7/20/10, Aqua sent someone out to flush the lines, but if anything, today the smell is worse.

Thank you for looking into this matter, and we are in hopes that a long-term solution that does not include Aqua Utilities will be implemented for Chuluota's water service.

Request No. 0956272W Name EASTER ,SUE MS. Business Name

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PSC was contacted previously "

Customer did not provide an total amount in dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/02/2010 - Company response received via email. DScott.

8/3/10- Reviewed Company Response:
Customer contacted Aqua on 7/20/10 to report a fishy smell. The reason for the smell is that Aqua experienced a problem with installation of new treatment system. Aqua has flushed the system and is currently working with the manufacturer to complete the set-up of the treatment to reproduce the results of the pilot studies.

Aqua did review customer's usage for the past two years and it was between 332-953 gallons per day. Customer states there are two adults in the property, a two person household normally uses 200 gallons per day (100 per person). Customer also stated that irrigation is run twice a week. Depending on the length of time the irrigation is run and the number of heads per zone, the increase in consumption could be due to irrigation usage.

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Customer was sent a letter advising that in order to determine if the increased consumption is due to irrigation usage, customer should obtain a meter reading both before and after running the irrigation. Vfaria

08/27/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0956397W Name OLSON ,DENISE MS. Business Name

Consumer Information

Name: DENISE OLSON

Business Name:

Svc Address: 276 ORGANZA PLACE

County: Seminole Phone: (407)-921-5815

City/Zip: Chuluota / 32766-

Account Number: 0014108290636777

Caller's Name: DENISE OLSON

Mailing Address: 2985 GRANDEVILLE CIRCLE
APT. 315

City/Zip: OVIEDO ,FL 32765

Can Be Reached:

E-Tracking Number: 25496

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0956397W

Response Needed From Company? Y

Date Due: 08/12/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/27/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 07/22/10

Time: 09:07

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 32.61

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/27/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0956272W Name EASTER ,SUE MS. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, July 21, 2010 3:01 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 25496

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Denise Olson
Telephone: 407-921-5815
Email:
Address: 2985 Grandeville Circle apt 315 Oviedo 32765

BUSINESS INFORMATION

Business Account Name: Denise Olson
Account Number: 0014108290636777
Address: 276 Organza Place Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I needed water turned on for one day. I was told if I paid my outstanding bill of over $300 they would turn on the water for the one day for the inspection. The water was turned on, but I received a bill for $32.00 with 0 gallons used. I called to compain about the bill on 7/12/10 and asked for a supervisor. I waited till 7/21/10 and called again, I spoke with a supervisor Mr. Brown and explained that i was told there would be no charges. He eventually hung up on me. I called back and spoke with a supervisor Mirum and was told that they could do nothing about the charges, at least she didn't hang up on me. I do not feel that the charges are fair, from day one i asked that the water be turned on for one day. it's not bad enought we had to short sell our house now the water company is charging me $32.61 for 0 gallons and one day. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

07/27/2010 - Company response received via e-mail. /EEstelle

7/28/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 6/17/10, Ms. Olson contacted the company requesting service be placed in her name for 1 day for purposes of selling the property.
o The Representative advised that she had a past due balance in the amount of $309.01, which needed to be paid in order to have service turned on at 276 Organza Place.
o On 6/17/10, Ms. Olson made payment of $309.01.
o The service was placed in the name of Denise Olson effective 6/21/10.
o The account was closed effective 6/22/10.
o On 7/27/10, Alice Greene spoke with Ms. Olson and explained when she contacted Aqua to establish service in her name the Representative did not explain that there is a turn on fee associated with re-establishing the account.
o The fee is $22.00.
o Alice apologized and as a courtesy adjusted the account by $11.00.
o Alice also apologized for the behavior Ms. Olson was subjected to and shared that management would be notified and coaching opportunities utilized.
o Ms. Olson advised she mailed payment of $32.61.
o Alice advised once the payment is posted and the credit adjustment of $11.00 is applied, the customer will receive a refund check within 3 to 4 weeks.

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o The refund check is estimated to be $20.44.
Shonna McCray

8/27/10: This inquiry closed. Shonna McCray

Request No. 0957718W Name MCGILL ,CLEVELAND MR. Business Name

Consumer Information

Name: CLEVELAND MCGILL

Business Name:

Svc Address: 7117 SW ARCHER RD. LOT#2319

County: Alachua Phone: (352)-328-1113

City/Zip: Gainesville / 32608-

Account Number:

Caller's Name: CLEVELAND MCGILL

Mailing Address: 7117 SW ARCHER RD. LOT#2319

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number: 25624

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0957718W
Response Needed From Company? Y
Date Due: 08/18/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 08/12/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: AC
Date: 07/28/10
Time: 13:12
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 09/02/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0956397W Name OLSON ,DENISE MS. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Cleveland McGill
Telephone: 3523281113
Email: cleveland.mcgill@us.army.mil
Address: 7117 SW Archer Rd. Lot 2319 Gainesville 32608

BUSINESS INFORMATION

Business Account Name: Cleveland McGill
Account Number:
Address: 7117 SW Archer Rd. Lot 2319 Gainesville Florida 32608

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
In the past several months my water bill has went from 200 to 400 dollars and i cannot understand why and how when i live alone i'm active duty military i'm home long enough to shower, cook, and wash clothes maybe once a week. I would really appreciate it if someone could look into this for me it would be greatly appreciated. Thanks iin advance.

PSC was contacted previously"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

08/12/2010 - Company response received via e-mail. /EEstelle

8/12/10- Reviewed Company Response:
Usage began to spike in November 2009 however, there is no notes that customer inquired about a high bill. Customer was contacted on 8/6/10 regarding high usage. Appointment was scheduled for 8/9/10 to check for leaks. Field report confirms that there is a leak- reading obtained 2198: door tag was left for customer.

A follow up call was placed on 8/10/10 and customer was advised he was eligible for a leak adjustment providing he forward documentation that the leak was repaired. Aqua received documentation and on 8/12/10 an adjustment of $652.21 was applied to the account. Vfaria

09/02/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0958046W Name WHITE ,GREGORY MR. Business Name

Consumer Information

Name: GREGORY D WHITE

Business Name:

Svc Address: 5741 BAUGHTERY DOWNS LOOP

County: Polk Phone: (863)-709-4064

City/Zip: Lakeland / 33809-

Account Number: 0009046670647160

Caller's Name: GREGORY D WHITE

Mailing Address: 5741 BAUGHTERY DOWNS LOOP

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-858-9404

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: SU821

Company:

Attn. Lesley Dix0958046W

Response Needed From Company? Y

Date Due: 08/19/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/19/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 07/29/10

Time: 14:53

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 09/15/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 249.00

What is the date of the bill? N/A

Why do you believe you have been billed improperly? Customer has received abnormally high bills for the last two months. June's bill was $148.51 and July's bill is $249.00. Customer would like a meter check and an explanation for the recently high bills. Customer states he did not receive an itemized bill for July only a final notice.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

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verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

08/19/2010 - Company response received via e-mail. /EEstelle

8/20/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 7/8/10, a billing statement was issued for services rendered 6/3/10 to 7/6/10, total consumption 17,200 gallons in the amount of $244.28.
o June's billing statement dated 6/7/10, for services rendered 5/5/10 to 6/3/10, total consumption 17,300 gallons in the amount of $240.54.
o Mr. White contacted Aqua's Customer Call Center on 7/28/10, inquiring about high bills he received.
o He stated to the Representative that he did not use his sprinkler system because it had a leak and water was shooting everywhere.
o When asked when he detected a leak in the system, he indicated at the beginning of the month when he turned the system off.
o On 8/3/10, Mr. White spoke with a company representative and agreed to payment arrangements to pay $61.07 on 8/3/10, and $81.42 each month by the 30th of the month toward the arrears balance.
o On 8/6/10, a Representative spoke with Mr. White and he admitted to having a leak in his sprinkler system.

o The Representative advised that if he faxed in a copy of repairs completed he would be eligible for a one-time leak adjustment.
o On 8/18/10, a Field Representative was at the property confirmed meter #56623107, ert# 2620773, obtained reading (2300) and checked the property for leaks, none were found.
o In comparing the reading of 2287 obtained on 8/4/10, and the reading on 8/18/10, total usage for 14 days was 1300 gallons averaging 92 gallons per day.
o In reviewing the history of the account, the usage pattern does support that there was some type of event

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(leak) that took place at the property.
o Mr. White admitting that there was a leak in the sprinkler system supports the high usage.
o To assist with the high bill, Mr. White needs to submit documentation that the leak in the sprinkler system was repaired.
o Once documentation is received and reviewed, staff can determine if adjustment is warranted.
o The customer was granted a 3-month payment arrangement to pay all current bills as due plus $81.43 each month toward arrears starting with August due date.
o There is a total account balance of $306.46.
o To address Mr. White's comments regarding receiving a final notice. Aqua has not received any notification from the post office of return mailed.
o The assumption is when correspondence and or billing statements are mailed the customer receives unless the company is notified.
o The customer was mailed monthly billing statements and a payment arrangement letter.
o There is no record of documentation (final notice) that was mailed to the customer regarding termination.
Shonna McCray

9/15/10: This inquiry closed. Shonna McCray

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Request No. 0958213W Name MAURO ,DIANE MRS Business Name

Consumer Information

Name: DIANE MAURO

Business Name:

Svc Address: 7830 IRONBARK DRIVE

County: Pasco Phone: (727)-277-6169

City/Zip: Port Richey / 34668-

Account Number: 0016 12907

Caller's Name: DIANE MAURO

Mailing Address: 7830 IRONBARK DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0958213W

Response Needed From Company? Y

Date Due: 08/20/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/20/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 07/30/10

Time: 11:42

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 11/10/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? none

What is the date of the bill? July 2010

Why do you believe you have been billed improperly? Customer believes she is being charged more than what she is actually using. Customer lives in a rental house and has discussed the matter with her landlord who has assured her there are no leaks. Customer wants her meter checked for accuracy and her account reviewed to make sure she has not been overcharged.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

08/20/2010 - Company response received via e-mail. /EEstelle

8/24/10- Reviewed Company Response:
Customer's usage patterns fluctuates from month to month.
The June bill was 220 gallons a day
The July bill was 233 gallons a day
The Aug bill was 127 gallons a day

On 8/5/10, a field rep was at the property and confirmed meter and ert numbers, obtained a reading of 1006. The meter test shows that it is accurate 99.63%.

Customer was contacted on 8/13/10 about the test results, and history of usage.
A reading was taken on 8/20/10 of 1026. The comparison of 8/5 reading and the 8/20 reading, customer used an additional 2000 gallons in 15 days. It does appear that the usage has decreased, but field results and meter test show customer has been billed correctly. Vfaria

09/03/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

9/21/10- Customer states that she was contacted by Ms. Alice Green in August; customer was unable to speak at the time and asked to call representative at a later time. Customer has since left numerous messages for the representative to call her back. Customer has still to here from the company- NHollinhead

0924/10: Case reopened. RRoland

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9/27/2010- ATTN AQUA UTILITIES: CASE HAS BEEN RE-OPENED: PLEASE SEE CUSTOMER NOTATIONS ABOVE. Customer states she never received a callback from Ms. Alice Green about her complaint. Please contact customer, review your response to her complaint with her and provide the PSC with verification of that contact.
Response due October 6, 2010. Vfaria

9/28/10- Customer was contacted by Tameka from Aqua Utilities. Customer was advised that the meter reading was correct and because of that the company will not go back to investigate the matter. Customer states that the company advised her that they will disconnect her services if the bill is not payed. I advised the customer to make an attempt to work with the company to pay at least a portion of the bill, as she did not provide a disputed amount in the original complaint. Customer states she is disputing $385.00 which includes a $45.00 reconnect fee.

Customer was also advised to call back 10/07/10, if she doesn't hear from her case analyst.

10/06/2010 - Company response received via e-mail. /EEstelle

10/07/2010- Customer wants a callback from her analyst. Requested VFaria call customer back by email. Customer chose not to leave a voicemail message. SWilliams

10/8/10- (9:20am) I called customer and requested a callback. Vfaria

10/12/2010 - Caller request to speak with Case Analyst. Transferred to Voicemail. MBermudez

10/13/10- Called customer back and reviewed the company response. Customer understands that the meter tested correctly but her issue is that the people who read the meter are reading it incorrectly. Customer states it is not a coincidence that once she filed a complaint her usage decreased. Customer called Aqua four times about the bill and Aqua never investigated until she filed a complaint. I read the company report and customer does not agree with the information Aqua is providing. Customer states she spoke to Ms. Dix (Aqua) on 9/28/10 and was offered $132.00, which she did not accept because Aqua failed to investigate her issue. Customer states Ms. Dix never called back and she was never offered the amount that Aqua reported on the response ($162.15). Customer states she has documentation from two Aqua meter readers that show her daily usage as less than what she was previously billed. Customer has not changed anything and now her bills are less. She still disputes that the company has complied with her request for an investigation on the meter reading practices. Customer will mail in the documentation and billing for further review. Vfaria

11/2/10- I called customer and recevied a recording that states 'the caller cannot receives calls at this time' and the line disconnected. A letter will be sent to customer advising that the case is closed until further documentation is provided to proceed with the complaint. Vfaria

11/8/10- I called Ms. Mauro again and received a recording stating that "the subscriber you have called

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cannot receive calls at this time". There was no option to leave a message. Vfaria

11/9/10- A letter was sent to customer advising that the case is closed. Should customer continue to need assistance, she will have to contact the PSC with the additional documentation needed for further review. Vfaria

11/10/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

11/23/2010- Customer called to state her information had been sent back to her in the mail due to a bad zip code. Customer states she could not contact the agency before this time as her cell phone became damaged and inoperable. Customer wanted correct mailing address for PSC as she wanted to provide her documentation regarding her complaint. SWilliams

Request No. 0958414W Name ELKINS ,JEFFERY MR. Business Name

Consumer Information

Name: JEFFERY ELKINS

Business Name:

Svc Address: 2530 SE 50TH TERRACE

County: Marion Phone: (352)-694-6255

City/Zip: Ocala / 34480-

Account Number: 0008931360636156

Caller's Name: JEFFERY ELKINS

Mailing Address: 2530 SE 50TH TERRACE

City/Zip: OCALA ,FL 34480-

Can Be Reached:

E-Tracking Number: 25687

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174
Company:
Attn. Lesley Dix0958414W
Response Needed From Company? Y
Date Due: 08/23/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 08/23/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 08/02/10
Time: 09:15
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 244.03

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 10/22/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0958213W Name MAURO ,DIANE MRS Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, August 01, 2010 8:44 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 25687

Complaint filed with PSC

Select County: MARION
CUSTOMER INFORMATION

Name: Jeffery Elkins
Telephone: 352-694-6255
Email: jeffelkins@gmail.com
Address: 2530 SE 50th Terrace Ocala 34480

BUSINESS INFORMATION

Business Account Name: Jeffery Elkins
Account Number: 0008931360636156
Address: 2530 SE 50th Terrace Ocala Florida 34480

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I'm writing to complain about Aqua Utilities FL, my water provider in Marion County. We have just paid an outrageous water bill of $244.03. This amount has my wife and I using 1348 gallons of water daily or 44,500 gallons a month.

We have no leaks. Our sprinkler system was checked and maintained several weeks prior to our meter being read. We rarely water our lawn. All our toilets are functional. No faucets drip. We did not fill our pool. And somehow, magically, our water usage dropped to 10,000 gallons for the next month.

When we initially called Aqua, we were blown off by the billing clerk. On July 1, I called Bob Foreacre of the County Commissioner's office who was kind enough to put me in contact with Flip Mellinger, who manages water services for Marion County. He explained that unfortunately, our county has no control over private water companies, but said he would call Aqua and see if someone other than a front line billing clerk could

call and assist us.

Aqua did indeed call twice. The first call on July 02, was supervisor Pam, to tell me that supervisor Mirriam would call July 6th. However, Pam called again on the 6th and told us that the bill is still being looked into and to expect a follow-up call from her or another supervisor "soon."

That is the last we have heard from Aqua Utilities FL. I hope the Commission will investigate these blatant rip-offs of senior citizens by out-of-state private utilities.

Thank You
Jeffery & Kathleen Elkins "

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1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/18/10 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

Complaint filed with PSC

Select County: MARION

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CUSTOMER INFORMATION

Name: Jeffery Elkins
Telephone: 352-694-6255
Email: jeffelkins@gmail.com
Address: 2530 SE 50th Terrace Ocala 34480

BUSINESS INFORMATION

Business Account Name: Jeffery Elkins
Account Number:
Address: 2530 SE 50th Terrace Ocala Florida 34480

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
REFERENCE NUMBER: 0958414W

I was contacted by Aqua and unfortunately, they offered no resolution to my billing issue.

Jeff Elkins

PSC was contacted previously

8/18/10- Per customer's correspondence, an objection has been filed. Vfaria

08/23/2010 - Company response received via e-mail. /Eestelle

8/25/10- Reviewed Company Response:
In review of the history on the account, for the past few years the usage would spike during the spring months leading to summer (April through July) dating as far back as 2006.

A field representative was on the property on 7/1/10 and obtained a reading of 4269, checked for leaks and checked meter and ert for accuracy. There were no leaks found and the meter/ert were found to be working as designed. In comparison of the 7/1/10 reading to the monthly reading on 7/14/10 (4281) the total consumption used in 13 days was 1200 gallons.

Company representative spoke with Mr. Wlkins on 8/13/10 and discussed the account. Customer was advised that

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the usage is in line with amount used the previous year. Customer was also advised that based on the historical usage, his usage increase during the early spring leading to summer.

Aqua stated that what the customer is observing may be the impact of the tier rate structure. A follow-up test of the meter is scheduled for 8/23/10 and once results are received a follow-up report will be forwarded.

9/13/10- ATTN AQUA UTILITIES: Update request.
Your previous report stated that a meter test was scheduled for 8/23/2010 and the PSC would receive the results. It is 9/16/2010 and no response has been received. Please provide a final response by 9/27/10. Vfaria

9/29/2010- ATTN AQUA: YOUR UPDATE IS PAST DUE: YOU ADVISED THE PSC THAT METER TEST RESULTS WOULD BE PROVIDED AND THE TEST WAS SCHEDULED FOR 8/23/2010. IT HAS BEEN ONE MONTH SINCE THE TEST, WHERE ARE THE RESULTS? PLEASE PROVIDE IMMEDIATELY. Vfaria

10/04/2010 - Company response received via e-mail. /EEstelle

10/5/10- Reviewed Company Response:
Due to a technical error in processing the meter did not get tested until October 1, 2010. During testing customer was present. Ten gallons were run through the meter at 3 (three) intervals: low 10.1= 99.0%, medium 10.7= 100.1%, high 10.1= 99%. Overall meter tested 99% accurate. The September billing shows consumption 3600 gallons, which is in line with customer's normal billing. Company states customer was satisfied with the results. Vfaria

- In review of customer's complaint a resolution letter will be sent advising customer of meter test results and F.A.C. Rule on meter tolerance requirements. Vfaria

10/6/10- A resolution letter was sent to customer in response to his objection. Vfaria

10/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0958809W Name PALLACE ,DIANE MS Business Name

Consumer Information

Name: DIANE PALLACE

Business Name:

Svc Address: 7535 GREYBIRCH TERRACE

County: Pasco Phone: (727)-947-4362

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: CONSTANCE BATTERSBY

Mailing Address: 7535 GREYBIRCH TERRACE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 25703

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0958809W
Response Needed From Company? Y
Date Due: 08/24/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 08/24/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 08/03/10
Time: 09:08
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 284.13

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 09/15/10
Closeout Type: GI-25
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, August 02, 2010 1:09 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 25703

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Request No. 0958809W Name PALLACE ,DIANE MS Business Name

Name: Constance Battersby
Telephone: 727 947 4362
Email: connbatt@yahoo.com
Address: 1003 Spoontail Ct Tarpon Springs 34689

BUSINESS INFORMATION

Business Account Name: Diane Pallace
Account Number:
Address: 7535 Greybirch Terrace Port Richey Fl 34668

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
The previous owner had an outstanding bill and when the water was turned off, the technician said in order for the water to be turned back on that bill would have to be paid. I obtained ownership on June7 2010. This house was previously owned by Diane Pallace (who is my 55 yr. old daughter in county custody). After I became the legal owner through "a deed in lieu of foreclosure" I had all the utilities put into my name. The bills that were due were for service when she was owner(April&May). I should not have been told to pay her bills. My daughter , in custody, did not instruct me to pay her bill but rather the technician. Aqua Utilities Fl has had me fax them a copy of my deed, a copy of my drivers licence etc. Now they are saying that they refuse to refund me the $284.14 that I paid eronously. I have called numerous times and the last person, "a supervisor" Miriam Odeneal said that they refuse to give me this money back and to get it from my daughter. I am not legally responsible for her debts and I am a senior living on a fixed income and need this money back. Mrs Odeneal also said that the money owed would have had to be paid anyway before service was put on at that address. That is untrue and just because the money was owed by my daughter(the previous owner) Mrs Odeneal said I paid it for her. That also is untrue as I cannot speak to my daughter who I have stated is in jail. When I called the company about the bill I told the operator that I now owned the home. I was then told again that the money owed would have to be paid.for service to be turned on. The company says since I diliberately paid the bill they refuse to refund me or credit my new account. "

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3. The response should include the following:
   a) the cause of the problem

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b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/12/2010 Caller requests a call back at 727-947-4362. Caller's name is Constance Battersby. Rik Koeteeuw

8/12/10: 12:21 p.m. Returned call to Ms. Battersby at 727-947-4362. Explained the response is due on 8/24/10, and that I am unable to determine who the complaint is assigned to at this time. Shonna McCray

08/24/2010 - Company response received via e-mail. /EEstelle

8/26/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The account was established under the name of Diane Pallace effective 5/23/08.
o On 6/28/10, Mrs. Constance Battersby contacted the company explaining that her daughter Diane Pallace was incarcerated and the house was signed over to her.
o Mrs. Battersby forwarded a copy of the Warranty Deed which is dated 6/1/10, with a process date of 6/7/10, stamped by Paula S. O'Neil, Ph. D Pasco Clerk & Controller.
o In addition to the deed Mrs. Battersby provide a copy of her driver's license which has her current address 1003 Spoontail Court. Tarpon Springs, FL.
o An account was established under the name of Constance Battersby effective 6/29/10.
o On 6/28/10, Mrs. Battersby paid $280.94 on the account however; she used the account number (001468368-0650094) which was the account number associated with her daughter Diane Pallace account at 7535 Greybirch Ter, Port Richey FL.
o On 7/7/10, Mrs. Battersby contacted the company requesting that the payment of $280.94 be transferred to her account that was established at 7535 Greybirch Terrace account number -001663803-0650094.
o The Representative advised the money could not be transferred believing that Mrs. Battersby is liable for the account balance under the name of Diane Pallace.
o In reviewing the account, Mrs. Battersby has provided the necessary documentation that supports that she was not living at the property prior to 6/1/10, therefore; she is not liable for the bill in her daughter's

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name.
o The payment that was posted to Diane Pallace's account (0014683680650094) on 6/28/10, in the amount of $280.94 has been transferred to Mrs. Constance Battersby's account (0016638030650094) in the amount of $280.94.
o There is currently a credit balance in the amount of $43.35.
o Alice Greene spoke with Mrs. Battersby on 8/3/10, advised that she would be reviewing documents that were faxed (deed/license).
o Will have account adjusted to reflect deed effective date 6/1/10.
o A revised bill was issued from 6/1/10 to 8/4/10 for $237.59.
o The payment of $280.94 was applied to the account on 8/23/10 leaving a credit balance of $43.35.
o The adjustment will appear on the next month's billing statement.
o A follow-up call was placed on 8/24/10, providing the customer an update advising payment of $280.94 was transferred to the account on 8/23/10, leaving a credit balance of $43.35.
o Also advised the adjustment will display on next month's billing statement.
Shonna McCray

9/15/10: This inquiry closed. Shonna McCray

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Request No. 0958831W Name CASTRO ,CHRISTEN M. Business Name

Consumer Information

Name: CHRISTEN CASTRO

Business Name:

Svc Address: 416 EMPRESS LANE

County: Seminole Phone: (407)-366-0049

City/Zip: Chuluota / 32766-

Account Number: 0009807510642956

Caller's Name: CHRISTEN CASTRO

Mailing Address: 416 EMPRESS LANE

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached:

E-Tracking Number: 25710

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0958831W

Response Needed From Company? Y

Date Due: 08/24/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/24/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 08/03/10

Time: 09:26

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 230.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 11/12/10

Closeout Type: GI-05

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, August 02, 2010 3:50 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 25710

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Christen Castro

Request No. 0958831W Name CASTRO ,CHRISTEN M. Business Name

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Telephone: 4073660049
Email: darby929@aol.com
Address: 416 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Christen Castro
Account Number: 0009807510642956
Address: 416 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
Received a bill for over $230.00 for claimed average daily use of 975 gallons for the month of June. Our entire family was OUT OF THE COUNTRY (proof can be provided)for 9 days out of the month. How in THE WORLD CAN THIS BE??? If anything our water consumption should be LESS as we have had NO grass in the back yeard either(again, proof can be provided as to when it was sprayed and killed). I can assure you that there are NO leaks, etc. as my husband works in the industry. I am demanding furhter explanation of these charges! We've had numerous billing issues with Aqua in the past - including a $2k water bill??!!! This needs to be investigated. I await your response. Thank you.
407-366-0049

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/24/2010 - Company response received via e-mail. /EEstelle

8/26/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Billing statements have been issued based on actual readings.
o A field test was performed on 8/6/10.
o Ten gallons ran through the meter at 3 intervals slow, medium and fast.
o The meter tested 100.0% accurate.
o The reading obtained was 2964.
o The monthly cycle reading obtained on 8/19/10, was 3034.
o In comparing the readings the total consumption used for 13 days was 7,000 gallons with a daily average of 538 gallons per day.
o The current billing period from July 19, 2010 to August 19, 2010 total consumption 29,200 gallons with a daily average of 941 gallons per day.
o An Aqua Representative made an attempt to reach Mrs. Castro on 8/20/10; a voice message was left requesting a return call.
o Mrs. Castro returned the call on 8/24/10.
o Mrs. Castro stated that her pool is filled by a pump she would not elaborate if the pool was filled for the current season.
o Mrs. Castro stated that she has not used her irrigation system however; she is going to check with her husband since he services the irrigation system if there were any leaks in the system.
o It is her belief that there are no leaks at the property.
o She indicated that she would provide documentation that the property was checked for leaks.
o For the past 2 billing periods the usage has been consistent with high usage.
o Mrs. Castro was advised that the meter tested accurate and the usage for the billing periods 6/16/10 to 7/19/10, total consumption was 32,200 gallons and billing period from 7/19/10 to 8/19/10, total consumption was 29,200 gallons are consistent.
o Mrs. Castro indicated that she would contact the Billing Office if she has additional information after speaking with her husband.
Shonna McCray

9/15/10: This inquiry closed. Shonna McCray

11/08/10: Case reopened (customer survey). RRoland

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11/10/10 Resolution letter prepared. Shonna McCray

11/10/10: Resolution letter prepared. Shonna McCray

11/12/10: Resolution letter mailed. Shonna McCray

11/12/10: this inquiry closed. Shonna McCray

Request No. 0959008W Name VOGELPOHL ,GENEVIEVE MRS Business Name

Consumer Information

Name: GENEVIEVE VOGELPOHL

Business Name:

Svc Address: 110 OAKGROVE STREET

County: Highlands Phone: (863)-465-6825

City/Zip: Lake Placid / 33852-

Account Number: 0008840320627586

Caller's Name: RICHARD & JEAN FOLSOM

Mailing Address: 44 LAKE JUNE IN WINTER DRIVE

City/Zip: LAKE PLACID ,FL 33852-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix0959008W

Response Needed From Company? Y

Date Due: 08/24/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/24/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ANGIE CALHOUN

Entered By: AC

Date: 08/03/10

Time: 13:53

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 560.32

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AC

Date: 02/09/11

Closeout Type: GI-05

Apparent Rule Violation: N

Request No. 0958831W Name CASTRO ,CHRISTEN M. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $560.32

What is the date of the bill? July 7, 2010

Other Comments:

Mr. & Mrs. Folsom are calling on behalf of her mother, Mrs. Vogelpohl. Mrs. Folsom indicates that they are Customer indicates that the bill of 30,200 gallons was received and disputed. Aqua sent a technician to test the meter via field test. Customer states that the bucket test came back accurately. Customer states that a plumber was contacted and found no leaks in the home, under the slab, or in the service line to the home. Customer installed a meter on their end of the home and found that the meter reading differed 90 gallons in 4 days.

Customer states that Aqua performed a flow test at the home and advised that the meter tested with 98% accuracy. Customer is not satisfied with this answer. Her mother lives that the home alone, and uses well water to water the lawn, and does not have a pool.

Customer states that her bills were between $60.00 to $90.00 per month which is high for her area.

Customer is requesting a PSC witnessed meter test.

Please include in your response, a 24 month billing history.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Request No. 0959008W Name VOGELPOHL ,GENEVIEVE MRS Business Name

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Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

08/23/2010- Customer called for case status and was told nothing had been added as of yet. Customer states she has not heard from Aqua Utilities as of this date. Customer was told the company had until 08/24/2010. SWilliams

08/24/2010 - Company response received via e-mail. /EEstelle

08/26/2010 Reviewed report:

Aqua Utilities indicates that all readings for this customer have been actual reading. Aqua indicates that it investigated the high billing concern and conducted a field test of the meter on August 2, 12010. Aqua indicates it found that the meter tested with 98.6% accuracy.

Aqua state that obtained meter readings of 1201 on 7/1/10 and 1269 on 7/27/10 with a difference of 6,800 gallons, an average of 261 per day. Aqua obtained a meter reading of 1274 on 8/2/10, which reflected 500 gallons in 6 days, or 83 gallons per day average.

Aqua indicates that the total consumption from 7/1/10 to 8/2/10 is 7,300 gallons, or an average of 228 gallons per day. Company states that the usage is high in relation to the account history. Aqua has visited the property on 7/1/10, 7/27/10, and 8/2/10, and found no visible leaks. Aqua states that the usage has returned to normal but has no explanation of the cause of the higher usage from 6/1/10 to 7/1/10. Aqua states it's records reflect an average usage of 2,650 gallons per month over the previous 12 months on this account.

An Aqua representative contacted Mr. Folsom on 7/30/10 and advised that the readings are consistent and correct. On 8/24/10, Aqua contacted Mr. Folsom to advise of the scheduled witnessed meter test on 8/26/10 with Jim Colby of the PSC observing.

Aqua will provide a follow-up report of the meter test.

ACalhoun

08/30/2010 Email from Jim Colby (SSC) regarding witnessed meter test. ACalhoun
" I witnessed the water meter test, on 8/27/2010 at approximately 11:30 AM. The meter read 012914 at the beginning of the test. The technician did a slow, medium and fast tests. The residence's meter was determined to be 99.3% accurate.

Mrs. Vogelpohl apparently used 36,000 gallons in one month. There is no water softener in this house. Mrs. Vogelpohl is elderly, and needs the assistance of a walker to move about her house. A plumber from C & C

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Plumbing found there are no leaks in or around the house.

PSC Engineer

Jim Colby"

08/31/2010 Received two emails from JColby (SSC) that were sent to him by Aqua Utilities. Adding these emails to the file. ACalhoun

"----------

From: Jim Colby
Sent: Monday, August 30, 2010 10:57 AM
To: Angie Calhoun
Cc: Paul Vickery
Subject: FW: Geneviev Vogelpohl - 110 Oak Grove - Lake Placid, FL

From: Greene, Alice N. [mailto:ANGreene@aquaamerica.com]
Sent: Mon 8/30/2010 9:01 AM
To: Jim Colby
Cc: Smith, Carl D.; Barnes, Stacey L.; Link, Lucas J.
Subject: Geneviev Vogelpohl - 110 Oak Grove - Lake Placid, FL

Good Morning Jim,

Please find meter test results from Friday, August 27th for the above address. Let me know if you need additional information.

Thanks Again

Alice

From: Smith, Carl D.
Sent: Monday, August 30, 2010 8:12 AM
To: Greene, Alice N.
Cc: Barnes, Stacey L.
Subject: FW: 110 Oak Grove - Lake Placid, FL

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Alice - here are the results of the meter test that the FPSC was in attendance.

Stacey, please update Banner with the results

From: Link, Lucas J.
Sent: Monday, August 30, 2010 8:08 AM
To: Barnes, Stacey L.
Cc: Smith, Carl D.
Subject: 110 Oak Grove - Lake Placid, FL

Good Morning,

Below please find the results for the accuracy test that was performed at the said address on 08/27/2010.

TEST	GPM RATE	YOUR METER
LOW FLOW	5.6	4.95
MEDIUM FLOW	11.8	4.99
HIGH FLOW	12.2	4.95

TESTING METER

Request No. 0959008W Name VOGELPOHL ,GENEVIEVE MRS Business Name

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5.00
5.00
5.00

YOUR METER ACC
99%
99.8%
99%

RESULTS
PASSED AT 99.3%

I am not sure who else needed to be copied on this e-mail, so if you would please forward this to anyone that you know who may need to be included. I am also supposed to send a copy to the PUC guy, but I left his card at home today, so I will forward this to him as well unless one of you has an address for him.

Thanks,

Lucas

PS - the customer indicated that they would like the meter to be pulled and sent out for a bench test. We told them they needed to call up for that because that was an issue of a higher command and had to come down the ladder to us. Also we figured you needed to hear that directly from them and that leaves a paper trail for our records. "

"Hi Angie,

I will be on vacation for two weeks, starting tomorrow.

The questions Mr. Smith is asking, were not really discussed at the site. As I am unfamiliar with water regulations, I am not prepared to answer. If these questions were presented to me, before the test, I may have been able to help.

Jim Colby

From: Smith, Carl D. [mailto:CDSmith2@aquaamerica.com]
Sent: Mon 8/30/2010 12:19 PM
To: Jim Colby
Cc: Greene, Alice N.

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Subject: 110 Oak Grove - Lake Placid, FL Customer Issue - Meter Accuracy

Jim,

From the correspondence I have seen, you received the accuracy results from the meter test you witnessed last week in Lake Placid.

I would like some information from you regarding what the customer is stating with regards to "their" meter results versus ours. From what I have heard, the customer is stating their meter is registering less water than ours. Do you know the facts associated with this statement?

- Exact gallonage
- Over what time frame
- Type of meter they are using and the configuration regarding the "dead" zero.
- Age of their meter
- Distance from their meter and ours (could the length account for water contained in the pipes and what they are stating?

I also understand even though we used our certified meter testing kit the customer wants a new meter. Given the tariff, we are bound to do this and the results should take about 2 - 3 weeks depending on the back load of MARS.

Depending on the accuracy of their meter and ours this could answer as to why the meters register differently. If their meter registers 5% slower than ours and they use 3500 a month, this could account for 177 gallons (what I heard was the difference the customer stated). This is just an example of how different meters can register water usage.

Carl Smith

Corporate Development and Customer Service
Aqua Utilities Florida, Inc.
1100 Thomas Ave.
Leesburg, FL 34748
D: 352 435 4024
F: 352 787 6333"

Request No. 0959008W Name VOGELPOHL ,GENEVIEVE MRS Business Name

PAGE NO: 354

09/20/10 - Customer correspondence received via U.S. mail; forwarded to ACalhoun. /ewe

09/22/2010 - Company response received via e-mail. /EEstelle

09/22/2010 Reviewed report:

Company report indicates that although the customer was present at the PSC witnessed meter test, she still belived that the meter was inaccurate. Aqua sent the meter to an outside vendor via FedEx to have the meter tested, however when the meter arrived at the outside vendor, the glass on the meter was broken during shipping. Company indictes that a bench test could not be performed to provide accurate results. Company issued a credit of $496.12.

Company contacted the customer's daughter Mrs. Vogelphol regarding the credit and the meter testing issues. Company indicates that the customer accepted the adjustment.

02/09/2011 Closing complaint without apparent infraction, GI-05 High Bill. ACalhoun

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Request No. 0959787W Name TORRENCE ,DEBBIE MS. Business Name

Consumer Information

Name: DEBBIE TORRENCE

Business Name:

Svc Address: 7117 SW ARCHER ROAD, LOT 2611

County: Alachua Phone: (352)-220-9270

City/Zip: Gainesville / 32608-

Account Number: 0016600070649266

Caller's Name: DEBBIE TORRENCE

Mailing Address: 7117 SW ARCHER ROAD, LOT 2611

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0959787W

Response Needed From Company? Y

Date Due: 08/27/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/25/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ANGIE CALHOUN

Entered By: AC

Date: 08/06/10

Time: 13:41

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 616.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AC

Date: 09/10/10

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 616.00

Other Comments:

Customer states that her first water bill was too high 28,000. Customer states that she has her home checked for leaks by a plumber and there were no leaks found. Customer states that they do not use this much water. Customer states that they do not water the lawn, nor wash cars, and there are only 4 people in the home. Customer states Aqua utilities was contacted regarding the high bill and their technician came to reread the meter and check for leaks. Customer states that the technician denied any problem with the meter and also found no leaks on her side. Customer states that ground around the meter was wet. Customer states that the technician advised that the customer had used 6,030 gallons in three weeks. Customer is disputing the meter accuracy.

Request No. 0959787W Name TORRENCE ,DEBBIE MS. Business Name

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Please indicate the results any meter testing. Please indicate the initial reading and end reading for this meter for this customer.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

08/25/2010 - Company response received via e-mail. /EEstelle

08/26/2010 Reviewed report:

Aqua records indicate service was established on 6/10/10. The first bill for service was issued 7/14/10 for $616.24, 28,000 gallons for service from 6/11/10 to 7/12/10 or 31 days of usage. The 8/16/2010 billing statement billed for 31 days of service, with 21,000 gallons of usage, in the amount of $435.00.

The customer advised Aqua utilities that her landlord had checked the property for leaks and none were found. Aqua states that the landlord repaired a faucet and replaced a toilet flapper in the bathroom. Company advised the customer that the repairs could explain the high bill and that the next bill had dropped 7,000 gallons in usage.

Company field tested the meter on 7/29/10 and found that the meter tested with 99.0% accuracy. A reading of 2060 was obtained and compared to the reading taken 7/12/10 and found that the total usage was 11,800 gallons for 17 days. This reflects a average daily consumption of 649.

Aqua representative indicated that the customer may be able to get a one time leak adjustment if the customer

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could provide documentation that the landlord made repairs. Customer was provided a payment arrangement, for $200.00 on 9/7/10 and $100.00 with each current bill. Customer requested that the account be monitored for two months to verify the usage is decreasing.

Reviewed billing history. Aqua obtained an opening reading on 6/10/10 and all billing appear to be based on actual readings.

ACalhoun

09/10/2010 No further contact from customer. Closing complaint as a high bill concern, GI-05. ACalhoun

Request No. 0959811W Name JOHNS ,SHIRLEY MS. Business Name

Consumer Information

Name: SHIRLEY JOHNS

Business Name:

Svc Address: 2468 KINGSWOOD DR

County: Brevard Phone:

City/Zip: Mims / 32754-

Account Number: 0008929240635949

Caller's Name: SHIRLEY JOHNS

Mailing Address: 2468 KINGSWOOD DR

City/Zip: MIMS ,FL 32754-

Can Be Reached: (321)-403-8685

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: SU821

Company:

Attn. Lesley Dix0959811W

Response Needed From Company? Y

Date Due: 08/27/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/27/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: TK

Date: 08/06/10

Time: 14:33

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 165.22

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 09/22/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0959787W Name TORRENCE ,DEBBIE MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $165.22

What is the date of the bill? July 21, 2010

Why do you believe you have been billed improperly?
Customer has been living at her home for 20 years and bills usually range between $15-$18.00. Customer recently received a bill for $307.99. Customer states Aqua Utilities claims her meter hasn't been working properly since November 2009 and that is why they are backbilling her for $307.99 (they later adjusted it down to $165.22). Customer does not agree with this statement based on her average bills from 1991 to currently. Customer is a senior that lives alone and states her home does not have any leakage issues.

Other Comments: Utility company has offered to spread that balance over 9 months for the customer to pay.

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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

08/26/2010- Customer called to speak to SMcCray . Transferred to analyst. SWilliams

8/26/10: Ms. Shirley Johns transferred by Suzelle. Ms. Johns advised she was contacted by an Aqua Representative and they agreed to reduce the charges to $165.22 and accept payment arrangements of $18.36 per month plus the current bill. Ms. Johns states she made the payment of $18.36 as promised. Her most

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recent bill indicates she used 1,900 gallons, $29.60 ($15.71 bfc + $13.89 water usage). Customer disputes using this amount of water. She advised she does not wash clothes at home, lives alone, and uses a very small amount of water. The company has not checked for leaks or performed a meter test. Advised Ms. Johns Aqua's response is due on 8/27/10, but I would re-contact Aqua and request the meter be tested and her residence checked for leaks. Discussed the conditions of backbilling due to defective equipment with Ms. Johns. Customer's objection noted. Shonna McCray

8/26/10: ATTN COMPANY, REQUEST FOR ADDITIONAL INFORMATION:
PLEASE CHECK FOR LEAKS AND TEST THE METER. PLEASE PROVIDE INITIAL RESPONSE BY 8/27/10, AND ADDITIONAL RESPONSE BY 9/8/10. Shonna McCray

08/27/2010 - Company response received via e-mail. /EEstelle

9/2/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mrs. Johns was issued a bill dated 7/29/10, for services rendered from 10/14/09 to 7/19/10, 278 days, total consumption 20,200 gallons in the amount of $165.22 after adjustments and payments applied to the account.
o Previously, Mrs. Johns was issued monthly billing statements starting with billing statement dated 11/20/09 through 6/22/10, for base facility charges only due to zero usage registering on the meter.
o As a result of a field visit on 7/12/10, it was found that the ERT (encoder receiver transmitter) device was not working properly (cable wire cut between meter and ert).
o The wire and ert was repaired and replaced.
o The Field Representative obtained a reading from the meter.
o The account was corrected and a revised billing statement dated 7/29/10, for period 10/14/09 through 7/19/10, for a period of 278 days was issued.
o Mrs. Johns was offered a payment arrangement for 9 months since this was the timeframe that it took the company to provide a revised bill and to be in accordance with state guidelines for back billing the account.
o The company acknowledges that this billing error should have been addressed in a timely manner and has been discussed with the Field Supervisor.
o I made an attempt to reach Mrs. Johns on 8/26/10, unsuccessful left a voice message.
o A follow-up call was placed 8/27/10.
o Alice Greene spoke with Mrs. Johns explained that there was equipment failure due to cable wire cut between meter and ERT which resulted in the account not being billed for usage from 10/14/10 through 7/19/10.
o Ms. Greene further explaining that the revised bill capture usage for the specified time 10/14/09 through 7/19/10.
o Mrs. Johns was concerned that she would not be able to pay the bill going forward.
o Ms. Greene explained the 9-month payment arrangement that she has agreed to can be adjusted if needed.
o Currently she has agreed to pay all current bills as due plus $18.36 each month toward arrears balance.
o Next schedule payments due, current bill $29.20 due 9/14/10, and payment arrangement $18.36 due 9/32/010.

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o Ms. Greene has provided her direct telephone number it Mrs. Johns need to adjust monthly payment arrangement.
Shonna McCray

9/2/10: 11:40 a.m. Called Aqua to determine if the meter has been checked for leaks and tested. Left message requesting a return call. Shonna McCray

9/2/10: Received return call from Alice Greene. The meter has not been tested. Advised Alice I would re-send the complaint requesting this information, as the previous request (8/26/10) was not sent. Shonna McCray

9/2/10: ATTN COMPANY, REQUEST FOR ADDITIONAL INFORMATION:
PLEASE CHECK FOR LEAKS AND TEST THE METER. PLEASE PROVIDE RESPONSE BY 9/14/10. Shonna McCray

09/09/2010 - Company response received via e-mail. /EEstelle

9/13/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 9/8/10, an Aqua Representative went to the property to perform field test and check for leaks.
o The meter tested 100.0 % accurate; reading obtained was 693; and no leaks were found.
o In comparing the reading of 684 obtained on 8/19/10, and current reading of 693 obtained on 9/8/10, the customer used 900 gallons in 20 days with an average of 45 gallons per day.
o Mrs. Johns was on-site during the testing process and was provided verbal results by the Field Representative.
o Mrs. Johns is currently on a payment arrangement to pay all current bills as due plus $18.36 each month toward arrears.
o Current bill is due 9/14/10, in the amount of $29.60 next payment arrangement due 9/30/10, in the amount of $18.36.
o The total account balance is $176.46.
Shonna McCray

09/21/10: Case reassigned to S. Stokes. RRoland

09-22-10 At 1:21 p.m., I called the customer's can be reached telephone number 321-403-8685. I explained that I was following up with her complaint regarding Aqua Utilities Florida. I explained that her complaint was reassigned to me, and I have reviewed her file. I also explained that the file shows that Mrs. Shonna McCray, a Public Service Commission staff member, discussed her backbilling concerns with her on August 26, 2010. I explained that the company reported that a cable wire was cut that prevent the company from getting a meter reading for the water usage. As a result, her account was only billed for the base facility charges. I explained that she was only paying for the base facility charges and not for the water that she was using. As a result, the company had to backbilled her account $165.22 for the expensive associated with

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the water usage from October 14, 2009, through July 19, 2010. I explained that the company made payment arrangements for her to pay $18.36 for nine months to pay the backbilled amount. I explained that the company followed the proper procedures for allowing her to pay the backbilled amount over the same number of months as the backbilling. Ms. Johns says that she has been paying $18.36 monthly toward the backbilling. I also explained that during her telephone conversation with Mrs. McCray on August 26, 2010, she was concerned about a high bill for $29.60. I explained that Mrs. McCray asked the company to test the meter. I explained that the meter test results indicated that the company properly billed her account. Ms. Johns confirmed that the company came to the residence to test the meter. I explained that she should keep paying her monthly bills and the $18.36 charge for the backbilled amount. Shirley Stokes

09-22-10 CLOSED by today's telephone conversation with Ms. Johns as noted above. Shirley Stokes

Request No. 0960531W Name YORK ,COLLIN MR. Business Name

Consumer Information

Name: COLLIN YORK

Business Name:

Svc Address: 10103 BUNKER RD

County: Lake Phone:

City/Zip: Leesburg / 34788-

Account Number: 000882293062596

Caller's Name: COLLIN YORK

Mailing Address: 10103 BUNKER RD

City/Zip: LEESBURG ,FL 34788-

Can Be Reached: (407)-298-1234

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: SU821

Company:

Attn. Lesley Dix0960531W

Response Needed From Company? Y

Date Due: 08/31/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/31/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 08/10/10

Time: 15:47

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 620.83

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 09/15/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0959811W Name JOHNS ,SHIRLEY MS. Business Name

PAGE NO: 362

Preclose Type - Improper Bills

What is the amount of the bill in dispute?620.83

What is the date of the bill? June 22, 2010

Why do you believe you have been billed improperly? Customer states meter reader has been misreading his old meter up until they installed the new digital meter. States on the old meter the Aqua representative was leaving off the 100,000 designator so that the bills show a range like: 80,000 - 90,000. Now that the new digital meter is in play his meter is correctly showing he is actually now into the 200,000 range. In billing this has translated from 99100 (the last inaccurate read manually) beginning usage to 212400 (end usage) the accurate range it should be in.

Other Comments: Customer has attached copy of bills showing the error and a summary of the issue in his own words.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

08/31/2010 - Company response received via e-mail. /EEstelle

9/9/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A radio frequency unit was installed at the property on 3/6/08, due to company initiative to replace all manual meters with radio frequency units throughout the system.

Request No. 0960531W Name YORK ,COLLIN MR. Business Name

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o All readings that have been obtained since the radio frequency unit was installed have been actual readings and all billing has been based on actual readings.
o 7/7/10, an Aqua Representative met with Mr. Collin.
o A Bucket/field test performed, meter tested 100% accurate.
o There is a 1" meter, 6 moveable dials and a stationary zero.
o Field test performed on meter, meter tested accurate, no leaks were found; the reading was 21475.
o On 8/20/10, the meter was test using a SENUS portable water meter test unit.
o The meter was tested, by comparing it to a calibrated water meter.
o Both meters are digital in nature.
o Water was injected through the customer meter into the calibrated meter to determine accuracy.
o The velocity of water from the customer's meter propelled the calibrated meter movement and the accuracy of the meter being tested was computed for the flow.
o Upon computing the test results, the meter accuracy tested to be 99.9% accurate which is within the acceptable limits of two percent (+/-2%) documented in Chapter 25-7.065(2)F.A.C.
o Mr. Collin was not present for meter test; a door tag was left displaying meter tested 99.9% accuracy in customer favor on low flow applications.
o GPM - Ran 10 gallons customer meter read 9.9 gallons
o 3.5 GPM - Ran 10 gallons customer meter read 9.9 gallons
o 6.4 GPM - Ran 10 gallons customer meter read 10 gallons
o 8 GPM - Ran 10 gallons customer meter read 10 gallons
o 9.1 GPM - Ran 10 gallons customer meter read 10 gallons
o On 8/27/10, an Aqua Representative was at the property to take pictures of the meter to confirm meter dial setup.
o The meter setup in the field confirms that the configuration in the billing system is correct.
o An Aqua Representative has attempted several times to reach Mr. Collin (8/26/10 and 8/31/10) after receiving a voice message from Mr. Collin.
o As a result of voice messages being left by Mr. Collin, a letter was mailed requesting that the customer contact the Business Office.
o A direct telephone number was provided.
o Understanding that the high bill was unexpected, if Mr. and Mrs. Collin become aware of any plumbing issues that may have contributed to the increase in usage, and can provide documentation that repairs have been made, the customer may be eligible for a one time leak adjustment.
o The customer is also eligible for a payment arrangement.
o Resolution provided via mail.
Shonna McCray

9/15/10: This inquiry closed. Shonna McCray

09/15/2010 - Company response received via e-mail. /EEstelle

Request No. 0960531W Name YORK ,COLLIN MR. Business Name

PAGE NO: 364

9/21/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- An Aqua Representative placed a follow-up call to Mr. York on 9/13/10.
- The Representative addressed the meter test results.
- The meter tested 100% accurate, PSC staff Jim Colby was on-site along with customer.
- To address Mr. York's concern that the meter rolled over it was explained that a meter exchange took place at the property on 3/6/08, with a start reading of zero (0).
- Based on all information gathered the company is unable to conclude that the meter turned over.
- Mrs. York, shared that they were preparing the property for rental and they used the power washer during the billing period in question.
- Using the power washer alone would not generate such a high bill however; it would contribute to the usage being higher than normal.
- In resolving the high bill issue, it has been determine that there had to be an event that caused the increase in usage however; the customer nor the company can identify the reason.
- Aqua has offered Mr. York a one time leak adjustment in the amount of $339.35 which Mr. York has accepted.

- There is a credit balance in the amount of $290.64 on the account.
- Mr. York has requested that a refund check be mailed.
- He was advised that a check will be process and he should received within 3 to 4 weeks.
- Mr. York indicated that he appreciated the final results.

Shonna McCray

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Request No. 0961413W Name VACHON ,PAUL MR. Business Name

Consumer Information

Name: PAUL VACHON

Business Name:

Svc Address: 4251 NE 18TH TERRACE

County: Marion Phone: (352)-402-0743

City/Zip: Ocala / 34479-

Account Number: 0009004810643181

Caller's Name: PAUL VACHON

Mailing Address: 4251 NE 18TH TERRACE

City/Zip: OCALA ,FL 34479-

Can Be Reached: (352)-266-9499

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0961413W

Response Needed From Company? Y

Date Due: 09/07/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/07/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RWM

Date: 08/16/10

Time: 10:58

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 857.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/06/10

Closeout Type: WB-19

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $857.00

What is the date of the bill? April 2010

Why do you believe you have been billed improperly? See below comments

Other Comments: Customer said he received a bill in April or May of 2010 for $1,400. He said Aqua told him he had not been billed for water usage for over a year and that was the reason for the high bill. He said Aqua reduced the amount to $857 and set up payment arrangements of $55 to be paid on the 15th of every month. Customer said his bills are usually due on 9th of each month. When he did not receive a bill for this month, his wife called on the 10th to find out why. She was told because they did not pay the regular bill by the due date the payment arrangements on the back bill were in default and now the monthly bill plus 50% of the back bill was due or their service would be disconnected. Customer said he did not receive a bill this month

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nor a disconnect notice.
Customer disputes the amount of the back bill because his monthly bills are around $35 a week as are his neighbor's bills. Customer said he has been paying his bills each month plus the $55 backbill.

Include in your report to the commission, the reason the customer was not billed for water usage, a billing history for the past 24 months, and the calculations used for the back bill. Also include why the customer was told he had to pay %50 of the back bill immediately when according to the FAC code customers should be given payment arrangements on a back bill when the cause is the company's mistake. Also has the problem with the billing corrected?

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Ruth McHargue

09/07/2010 - Company response received via e-mail. /EEstelle

9/10/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Billing statement dated 3/18/10, was issued for services rendered from 2/10/10 to 3/16/10, total consumption 208,000 in the amount of $1,356.67.
o This billing statement was cancelled.
o A revised billing statement dated 3/29/10, was issued for services rendered from 2/9/09 to 3/16/10, for a

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total of 400 days of service total consumption 219,700 gallons in the amount of $820.24.
o The account was billed for base facility charges from the 2/9/09 reading date through 1/13/10 reading date.
o On 3/16/10, it was found that the wire that connects the ert (encoder receiver transmitter) to the meter was cut.
o On 3/16/10, a manual reading was obtained from the meter in order to bill the account.
o The ert was repaired and is functioning as designed.
o A Field Service Representative was at the property for a follow-up visit on 5/3/10.
o A field test was performed, meter tested 100.6% accurate.
o The ert was tested reported working properly reading; obtained reading of 4501.
o All billing statements issued from 2/9/09 to 3/16/10, were cancelled.
o A revised bill was issued from 2/9/09 through 3/16/10, for a total of 400 days.
o Total consumption on meter was 219,700 gallons, billed amount $820.24.
o On 3/30/10, a Customer Service Representative spoke with Mrs. Vachon and advised that she would receive an adjustment for $14.15 as a result of the account being billed over 365 days per tariff not allowed to back bill more than 365 days.
o The adjustment of $14.15 was incorrect.
o The customer should have received a credit adjustment for $115.48.
o An additional credit adjustment of $101.33 ($115.48 - $14.15 = $101.33) was applied to the account on 9/7/10, leaving an account balance of $677.02.

Calculations:

219,700 gallons / 400 days = 549 gallons per day

549 X 35 days = 19,215 X 0.00601 = $115.48

o On 8/12/10, the Customer Service Representative provided incorrect information to the customer when requesting the customer to pay 50% of the back bill immediately.
o When a customer is back billed for a period of time, the customer is given the amount of time that it took the company to correct the bill.
o In this case, the customer will be granted 12 months to pay the back bill.
o This has been discussed with the Customer Service Representative as a coaching opportunity.
o The company acknowledges the error in not providing an actual bill for the period 2/9/09 through 3/16/10, and extends an apology to the customer for the inconvenience.
o An updated payment arrangement will be documented on the account once Mr. or Mrs. Vachon contacts the company.
o An Aqua representative has made an attempt to reach Mr. or Mrs. Vachon however; they have been unsuccessful.
o A voice message was left requesting a return call to the Business Office.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper backbilling and failure to provide response to customer within 15 days. Shonna McCray

Request No. 0961413W Name VACHON ,PAUL MR. Business Name

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9/10/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
Per Consumer Complaint Rule 25-22.032, Complaint resolution should be provided to the customer via direct contact with the customer, either VERBALLY or IN WRITING within 15 working days after the complaint has been sent to the company. Leaving a message for the customer or sending a 'Call Me' letter does not satisfy this rule. Please confirm that resolution has been provided to the customer. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER? Please provide response to the PSC by 9/21/10. Shonna McCray

10/5/10: NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 7 days. Shonna McCray

10/5/10: ATTN COMPANY:
YOUR RESPONSE IS PAST DUE, PLEASE PROVIDE RESPONSE BY 10/14/10. Shonna McCray

10/5/10: Received call from Alice. The resolution letter was attached to the original response. Confirmed. Shonna McCray

10/5/10: Response received via email. Shonna McCray

10/6/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o Mr. Vachon was mailed a letter dated 9/7/10, outlining events that took place on the account regarding the account being back billed for 400 days.
o It was explained that the company was out of compliance for back billing over allotted timeframe 365 days for correcting the account.
o As a resulted, the customer received a credit adjustment in the amount of $115.48.
o It was requested in the letter that the customer contact the Business Office if interested in a payment arrangement or if he had additional questions regarding the account.
o On 9/10/10, Mrs. Vachon contacted an Issues Resolution Specialist to discuss the account.
o The revised billing was explained in detail along with explanation of credit adjustment.
o Mrs. Vachon agreed to payment arrangement to pay $34.67 on 9/10/10, and $23.99 each month toward arrears due the 15th of each month plus all current bills as render.
o The current balance on the account is $571.93

This inquiry closed. It appears the company has violated PSC rules---improper back billing. Shonna McCray

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Request No. 0962215W Name CRAFT ,ARTHUR MR. Business Name

Consumer Information

Name: ARTHUR CRAFT

Business Name:

Svc Address: 7615 BIRCHWOOD DR

County: Pasco Phone:

City/Zip: Port Richey / 34668-

Account Number: 001633698065025

Caller's Name: ARTHUR CRAFT

Mailing Address: 7615 BIRCHWOOD DR

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-378-4021

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0962215W

Response Needed From Company? Y

Date Due: 09/10/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/10/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 08/19/10

Time: 08:31

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 100.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 09/27/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?250.52

What is the date of the bill? August 6,2010

Why do you believe you have been billed improperly?
Customer states his bill is consistently $130.00 are higher per month. He believes his bill is not accurate based on him being the sole occupant of his home and using little water on the premises. Customer is not sure where the error is but believes he is being charged the wrong rates since he compared his bill to friends and family's bills.

Other Comments:
Information request number 961969C

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

09/10/2010 - Company response received via e-mail. /EEstelle

9/13/10- Reviewed Company Response:
Account was established 4/27/10, with an effective date of 5/17/10. All billing statements issued have been based on actual readings. In review of the account history, customer's averages 128 gallons per day.
The monthly base rate for water is $15.71 and the sewer rate is $35.44 which makes up half of the bill.

On 9/2/2010, a supervisor spoke with customer and reviewed billing, it was explained that the base facility charges is fixed, the rates were reviewed as well. Vfaria

09/27/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0962795W Name PEPPIN ,CRYSTAL MS. Business Name

Consumer Information

Name: CRYSTAL PEPPIN

Business Name:

Svc Address: 33719 LINDA LANE

County: Lake Phone: (352)-223-0547

City/Zip: Leesburg / 34788-

Account Number: 0008962490639148

Caller's Name: CRYSTAL PEPPIN

Mailing Address: 33719 LINDA LANE

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0962795W

Response Needed From Company? Y

Date Due: 09/14/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/14/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 08/23/10

Time: 09:28

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1138.45

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 09/29/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1,138.45

What is the date of the bill? July 15,2010 with due date August 6,2010

Why do you believe you have been billed improperly? Customer states her water meter was replaced in June 2010 as she was told it had broken and was not registering properly. Customer states she had been paying her bills to Aqua Utilities in Lake county each month as they were being presented to her. Customer states she got a letter in July stating she owed $1,138.45 more on her water bill from July 9,2009 - July 12,2010. Customer does not know how the company arrived at the amount owed. She was told that it was based on an average of her last year's consumption. Customer was told that the bill could be broken down but she had to put 25% down and would only have 3 months to make the payments. Speaking to Aqua customer states that as the company made a mistake on their behalf and then was told the payment could be extended for 4 more months to

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equal 7 months. She asked for a supervisor and was told that the best they could do was extend it for 12 months. The man who she spoke to was Torey B. from the southern call center. Customer is a single mother and states this will place an unduly hardship on her to have to make such expensive payments. Customer wants to have it determined how much she actually used,reviewing the amount owed for accuracy. Customer wants to have the old meter tested to make sure it was not functioning as she had been getting bills for water usage in the amount of around $75-$100 per month during the months she supposedly was underpaying. Customer does not want to get out her bill but cannot afford to pay what she does not owe.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

09/14/2010 - Company response received via e-mail. /EEstelle

Request No. 0962795W Name PEPPIN ,CRYSTAL MS. Business Name

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9/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Ms. Peppin was issued a billing statement from 7/9/09 to 7/12/10, for a total of 368 days of service, total consumption 264,100 gallons which averages to 717 gallons per day.
o Total amount of bill after adjustments $1,138.45.
o The long term bill was issued as a result of a stuck meter.
o On 6/24/10, a Field Representative visited the property and found the meter stuck.
o The meter was exchanged at the property (new mtr#09092834, ert#57763199).
o Due to the meter being stuck, in order to issue a bill, an average based on historical usage was average at 700 gallons per day.
o The account was billed for 700 gallons per day for 350 days equaling to 245,000 gallons.
o The additional 18 days was billed based on actual readings from the new meter installed on 6/24/10.
o The meter was stuck from last actual reading 12/10/08 through the date the meter was removed from the property (6/24/10).
o The total amount of days for the period the meter was stuck was 561 days.
o During this period, the customer was only billed for base facility charges.
o On 9/13/10, Alice Greene spoke with Ms. Peppin and explained the above.
o It was taken into consideration that the average is consistent with current daily average based on consumption on new meter.
o Alice also advised that the account was not billed for usage for the total amount of days the meter was stuck which was 561 days due to the company can only back bill for 365 days based on state rules and regulations.
o Ms. Peppin stated that she should not be penalized for company error.
o Alice extended an apology and acknowledged that the company should have identified the error earlier.
o Alice shared that when she received her monthly bills and the usage was zero she could have contacted the company to inquire of the zero usage.
o Again acknowledging the company error, emphasized the company can correct billing for 1 year.
o In reviewing the corrected bill Alice advised the customer that she is eligible for a payment arrangement for 12 months ($81.66) with no upfront deposit required.
o Ms. Peppin stated that she could not afford to pay the monthly amount ($81.66) plus current bills.
o Alice extended the payment terms to 18 months ($54.48) starting with October 2010 due date.
o Ms. Peppin stated that she would discuss with fiancé' and return the call to confirm if she will accept terms of payment arrangement.
o There is an account balance of $980.74.
o The next schedule reading is 9/15/10.
o The customer requested that the meter that was removed from the property be tested for accuracy.
o The meter is no longer available for testing (scrapped).
o The Field Technician confirmed that the meter was stuck the meter.
o Meter could not be tested if available already determine meter not accurate.
o The Field Supervisor has addressed the issue with zero consumption on meter with field personnel.
o The Call Center Supervisor has addressed and provided additional training to Customer Service Representatives regarding billing errors and the procedure when long term bills are issued.

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Shonna McCray

09/24/2010 Customer was transferred to Shonna McCray. Rik Koeteeuw

9/24/10: Ms. Peppin transferred by Rik. She was calling to check on a resolution to her complaint. Discussed the response with Ms. Peppin. Explained backbilling due to faulty equipment and meter tampering. Discussed the response in detail. Customer provided with contact information for Alice Greene with Aqua. Ms. Peppin stated she appreciated the assistance provided. Shonna McCray

9/29/10: This inquiry closed. Shonna McCray

Request No. 0963177W Name COLLINS ,BRIAN MR. Business Name

Consumer Information

Name: BRIAN COLLINS

Business Name:

Svc Address: 5515 JAMES ST

County: Lake Phone:

City/Zip: Astor / 32102-

Account Number: 0016005930646518

Caller's Name: BRIAN COLLINS

Mailing Address: 5515 JAMES ST

City/Zip: ASTOR ,FL 32102-

Can Be Reached: (352)-759-2432

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0963177W

Response Needed From Company? Y

Date Due: 09/15/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/15/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 08/24/10

Time: 09:14

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 655.31

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 09/29/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0962795W Name PEPPIN ,CRYSTAL MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $842.81

What is the date of the bill? August 17, 2010

Why do you believe you have been billed improperly?
Customer states in May he purchased a pool that could hold 4295 gallons of water. Customer filled pool and received a bill in June that stated he used 38,000 gallons of water. Customer's average usage is about 4800 gallons for about $187.50. Customer believes a miscalculation has been made and would like a correction.

Other Comments:
Customer attempted to resolve issue with Aqua utilities unsuccessfully. Aqua requested a receipt faxed in for the pool as proof of it's holding capacity. Customer states he has faxed proof several times and each time Aqua states they have not received it. Customer set up a payment arrangement with Aqua three weeks ago and was disconnected on 08/23/10 prior to receiving the first bill under the arrangement. Customer states he did not receive any final notices just the regular bill after they shut him down.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

09/15/2010 -- Company response received via e-mail. /EEstelle

Request No. 0963177W Name COLLINS ,BRIAN MR. Business Name

PAGE NO: 376

9/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Pool credit is only applied to the wastewater portion of the customer's bill and does not apply to flat rate wastewater customers.
o In order for a customer to receive a pool credit, it must be a residential account having both wastewater and water service.
o Mr. Collins is eligible for a pool credit and he has provided the necessary documentation.
o On 8/27/10 a credit in the amount of $34.13 was applied to the account.
o In reviewing the account, the billing statement issued from 5/11/10 to 6/11/10, total consumption 38,500 gallons for a 31 day period indicates that an event took place at the property.
o Mr. Collins stated that he purchased a pool and filled with water however; he did not believe filling the pool would justify the high usage/rate.
o It was explained that with the last rate increase the usage is billed in 5,000 gallon incremental blocks therefore; for every 5,000 gallons the rate increases.
o To address Mr. Collins concern that the meter is not calibrating properly, a Field Technician visited the property on 9/9/10.
o The property was checked for leaks, the meter tested at 99.9% accurate and a reading of 2,749 was obtained.
o The customer on-site to witness test.
o The meter is working as designed.
o The reading of 2,749 obtained 9/9/10, is consistent with the monthly cycle reading of 2,712 obtained on 8/13/10, the total consumption for 27 days 3700 gallons which averages to 137 gallons per day.
o This is consistent with the household usage prior to the pool being filled during the billing period 5/11/10 to 6/11/10.
o Mr. Collins has agreed to pay $100.00 each month toward the arrears plus current bill starting with September due date.
o Total account balance $565.68, the monthly cycle bill is scheduled to be processed the week of 9/15/10.
o Mr. Collins spoke to a Customer Service representative regarding high bill on 7/29/10.
o He inquired on company procedure for payment arrangements.
o The Representative advised that he would need to pay $238.44 in order to be setup on a payment arrangement.
o Mr. Collins made a payment in the amount of $238.44 which posted to the account on 8/5/10.
o It was not explained to him that he would need to contact the company stating payment was made so that the account could be setup on a payment arrangement.
o As a result the account was terminated for non-payment on 8/23/10.
o The company acknowledged that the Customer Service Representative did not explain the details of setting up a payment arrangement.
o Therefore; the service was restored on 8/25/10, due to company error.
o There was no reconnection fee billed to the account.
o The procedure was reviewed with the Customer Service Representative.
Shonna McCray

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9/29/10: This inquiry closed. Shonna McCray

Request No. 0963653W Name KRUSE ,GARY MR. Business Name

Consumer Information

Name: GARY KRUSE

Business Name:

Svc Address: 11827 SW. KINGS WAY CIRCLE

County: DeSoto Phone: (941)-380-9585

City/Zip: LAKE SUZY / 34269-

Account Number: 0008857080629186

Caller's Name: GARY KRUSE

Mailing Address: P O BOX 910

City/Zip: ARCADIA ,FL 34265-

Can Be Reached: (863)-494-5028

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS798

Company:

Attn. Lesley Dix0963653W

Response Needed From Company? Y

Date Due: 09/16/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/16/10

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: NEAL FORSMAN

Entered By: NH

Date: 08/25/10

Time: 14:42

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 9096.40

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NEF

Date: 01/05/11

Closeout Type: WB-51

Apparent Rule Violation: Y

Request No. 0963177W Name COLLINS ,BRIAN MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? July 9, 2010= $288.40 and Aug 9, 2010= 8900.00

What is the date of the bill? July 9, 2010 and Aug 9, 2010

Why do you believe you have been billed improperly? Customer states he's meter was broken and it did not register the leak outside of his home.

Other Comments:

Customer states that he's bills normally average $45.00 a month. Customer has payed the bill for July 9, as the company was threatening to cut off his service if he did not pay the entire bill. Customer received another bill for $8900.00 for 400,000 used; he contacted the company to have someone come out and check his meter.

A technician was sent and found that there was a leak outside the home; however a wild tree had grown into the meter causing it to break and not register. Customer was told that he would be responsible for this bill, as it his responsibility to move the location of the meter and to have the tree removed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   a) the cause of the problem
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

Request No. 0963653W Name KRUSE ,GARY MR. Business Name

PAGE NO: 379

09/17/2010 Company response received via email on 9/16/2010. ACalhoun

9/21/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mr. Kruse received a billing statement dated 7/9/10, for services rendered 6/4/10 through 7/7/10 period of 33 days of service, total consumption 16,800 gallons billed amount $242.72.
o The billing statement dated 8/9/10, for period 7/7/10 to 8/5/10, total consumption 429,400 gallons for a period of 27 days billed amount $8,766.16.
o The high bills issued are due to a leak at the meter.
o On 7/30/10, a Field Technician was at the property and confirmed a leak on the customer's side of the meter.
o It was found that a tree that was growing in the meter box and putting pressure on the meter and causing a break in the connection resulting in a leak at the meter on the customer side.
o Mr. Kruse was on-site the day of visit and requested the Technician to turn service off indicating that he was selling the property.
o Mr. Kruse contacted the Customer Service Department via e-mail first week of August 2010, provided pictures and documentation of the meter and tree and receipt that he had the leak repaired.
o Mr. Kruse was given a leak adjustment in the amount of $4,360.61.
o Alice Greene spoke with Mr. Kruse on 9/15/10, regarding his complaint.
o He believes that he should not incur the cost of the leak.
o He stated that the company should have made him aware of the tree growing and the potential damage the tree could cause to the meter.
o Attempting to share the current process for reading RF units it would be no reason for the Field Representative to physically read the meter at the actual site.
o His argument continued to be that when the RF unit was installed the company Representative should have noticed that the tree was growing and raise the awareness of again potential damage the tree could cause to the meter.
o Ms. Greene advised Mr. Kruse that she would present the information and documentation to local management along with the pictures he provided and follow-up with him in a few days.
o The internal process when a customer has a leak was followed.
o Mr. Kruse received an adjustment on the bill in the amount of $4,360.61.
o Understanding that the remaining balance, $4,405.55 from the billing statement dated 8/9/10, is a hardship for the customer; the company did provide an adjustment as a courtesy.
o Ms. Greene will forward a supplemental report after management reviews data Mr. Kruse provided.
o The customer has informed the company that the property was sold effective 9/15/10.
Shonna McCray

09/22/2010 - Caller states he's received a few calls from the Company by phone but not to his satisfaction. Caller states Company told him he's responsible for this bill because a tree grew up and broke his water meter that caused a leak on his side of the services. Caller states the break is inside of the meter box so he

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doesn't understand how it's on his side of the services. Caller states he objects to the Company response. Caller states the Company did offer to lower the bill by half but he states he doesn't feel he should have to pay anything. Caller states he didn't even know where his meter box was located because it was buried completely. MBermudez
9/27/2010 Customer correspondence received via email, added to file, and forwarded to SMcCray.DHood
"From: So. Central Insurers, Inc. [mailto:contact@embarqmail.com]
Sent: Friday, September 24, 2010 5:32 PM
To: Consumer Contact
Subject: Complaint 0963653W

Public Service Commission Case reference: 0963653W

Allow this letter as a follow-up to the complaint filed on Aqua Utilities Florida, Inc.

As of today's date I spoke to Stacey Barnes concerning additional credit to my account because of their failure to notify me of a possible hazard prior to it causing loss.

Again the same explanation was given "The tree was on my property and they are not responsible to walk the property of their customers to determine hazards. It's my responsibility." I reiterated the information in the attached letter. The box was buried whereas I had no knowledge of its location and the tree was not planted by me.

I believe the company is responsible for the majority of the loss of water because they failed to put me on notice of a possible hazard that could have been eliminated.

Please find the attached, correspondence with Aqua, and photos. Photos showing the privacy wall separating commercial property from my residence, location of their pipes, meter box damage by tree , depth of box.

I ask that your help me in resolving this matter,

Sincerely,

Gary Kruse
09/24/2010"

9/27/10: Reviewed customer correspondence and added to file; will forward to Aqua. Shonna McCray

9/27/10: FAX TO COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

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PLEASE ADDRESS CUSTOMER'S CONCERNS STATED IN CORRESPONDENCE. PLEASE PROVIDE RESPONSE TO PSC BY 10/6/10. Shonna McCray

9/30/10: Received voicemail message from customer. He advised Aqua is requesting full payment. If needed, please call him at 941-380-9585. Shonna McCray

10/1/10: 2:56 p.m. Called Mr. Kruse at 863-494-5028
Company was aware of the hazard and should have notified him as he was not aware of where the meter was. The company installed a ERT meter the previous year and knew the tree was there, but did not notify the customer he needed to have the tree removed. Advised Mr. Kruse his objection to the response has been noted; a supplemental response is due on 10/6/10; and he will be contacted after further review. Shonna McCray

10/11/10: Resolution letter prepared. Shonna McCray

10/11/10: Resolution letter will be mailed on 10/12/10. Shonna McCray

10/18/10 - Letter to customer returned marked: "RETURN TO SENDER / MOVED - LEFT NO ADDRESS / UNABLE TO FORWARD." Forwarded to SMcCray. /ewe

10/18/2010- Customer wanted a callback from SMcCray. Customer did not want to leave voicemail but requested an email be sent to request a callback. SWilliams

10/18/10: Resolution returned as 'moved left no address'. Shonna McCray

10/19/10: 8:28 a.m. Returned call to Mr. Gary Kruse at 941-380-9585. Discussed Mr. Kruse's concerns and explained the resolution letter mailed to him was returned by the post office. Provided Mr. Kruse with the information contained in the resolution letter. Discussed the following:
- o Mr. Kruse sold the house as of 9/15/10, his mailing address is P. O. Box 910, Arcadia, FL 34265.
- o Mr. Kruse did not know where the meter was located.
- o Aqua should have notified him of the tree being close to the meter box.
- o A valve on the water line or meter in the vacant lot next to his home was broken approximately 1 year and Aqua came out to make repairs. Aqua should have advised him the tree was too close to the meter at that time.
- o Mr. Kruse stated the meter is located in the easement and the company is responsible for maintaining the equipment in the easement.
- o Mr. Kruse requested that his concerns be forwarded to the next level because he is not satisfied with the resolution provided.

Advised Mr. Kruse I would re-contact Aqua to determine if an additional adjustment can be made and re-contact him. Shonna McCray

10/19/10: 8:46 a.m. Called Alice regarding the location of the meter box and location of the tree. Left

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message requesting a return call. Shonna McCray

10/19/10: Received return call from Alice. Discussed Mr. Kruse's concerns. Per Alice notes on the account indicate Mr. Kruse was aware of the location of the tree. He was present in October 2009 when repairs were being made to the broken valve next door. The customer indicated to Aqua the meter was leaking. No additional adjustment will be issued as the leak was on the customer's side of the meter. Shonna McCray

10/19/10: 9:32 a.m. Called Mr. Gary Kruse at 941-380-9585 to advise Aqua will not issue any additional adjustments. Advised I would forward his concerns to my Supervisor for referral to the Process Review Team. Shonna McCray

10/20/10: Case file delivered to process review. RRoland

Request No. 0964045W Name KAMPHAUS ,NORA MS. Business Name

Consumer Information

Name: NORA KAMPHAUS

Business Name:

Svc Address: 2220 ORKNEY DRIVE

County: Lake Phone:

City/Zip: Leesburg / 34788-

Account Number:

Caller's Name: NORA KAMPHAUS

Mailing Address: 2220 ORKNEY DRIVE

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix0964045W
Response Needed From Company? Y
Date Due: 09/20/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 09/20/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 08/27/10
Time: 09:25
Via: MAIL
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 61.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 10/11/10
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0963653W Name KRUSE ,GARY MR. Business Name

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Please review the attached correspondence in which the customer reports the following:

Improper billing issue.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was forwarded to the PSC via mail from the Attorney Generals Office.

09/20/2010 - Company response received via e-mail. /EEstelle

9/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o In reviewing Mrs. Kamphaus' account, all monthly billing statements have been based on actual readings.
o The usage history is consistent however; it is does appear to increase during the months of April through July during calendar years 2006 through 2010.
o It is believed what Mrs. Kamphaus is observing in viewing her monthly billing statements is the change in rates.
o In comparing the usage and rates for the past 3 years, months April through June the usage on the account is consistent however; the rates have changed.
o In comparing rates verses usage from 2008 through 2010.
1. 4/10/08 through 5/12/08, total consumption 17,900, 32 days billed amount $31.65.

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2. 4/13/09 through 5/14/09, total consumption 15,000 31 days billed amount $65.72.
3. 5/13/10 through 6/15/10, total consumption 14,200 33 days billed amount $61.92.
o The history indicates that the usage pattern is consistent.
o Alice Greene believes what the customer is observing is the difference in rates verses the amount of usage.
o There have been several approved rate increases.
o The current rate structure is based on a tier block rate, billing increases as gallons increase which is a change from being billed a flat rate regardless of the amount of gallons used.
o On 7/6/10, as a result of Mrs. Kamphaus' contacting the company, the Customer Service Representative mailed a leak test kit in addition to scheduling a field visit.
o A Field Service Representative was at the property on 7/7/10, checked the property for leaks, none were found obtained a reading of 2,009.
o A second visit to the property occurred on 9/17/10.
o A field test was performed on the meter.
o The meter tested 100% accurate, no leaks were found and a reading was obtained of 2,237.
o An Issue Resolution Specialist spoke with Mrs. Kamphaus on 9/20/10, and reviewed the account explaining the difference in the billing rates verses usage.
o Also reviewed the usage and rates.
o Mrs. Kamphaus stated that she reviews the door tag the Field Technician left and compare the readings.
o In addition she spoke with neighbors and she found that her monthly statements were less than neighbors.
o She stated that she would continue to pay statements since the company demonstrated that all billing is based on actual readings.
Shonna McCray

10/11/10: This inquiry closed. Shonna McCray

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Request No. 0964466W Name O'NEIL ,GARNET MRS Business Name

Consumer Information

Name: GARNET O O'NEIL

Business Name:

Svc Address: 55804 KEITH ST

County: Lake Phone: (724)-877-4003

City/Zip: Astor / 32102-

Account Number:

Caller's Name: GARNET O O'NEIL

Mailing Address: 55804 KEITH ST

City/Zip: ASTOR ,FL 32102-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix0964466W
Response Needed From Company? Y
Date Due: 09/21/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 09/21/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: RK
Date: 08/30/10
Time: 12:46
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 1270.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 10/06/10
Closeout Type: GI-25
Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1270.00

What is the date of the bill? Aug 14, 2010.

Why do you believe you have been billed improperly? Customer received her bill on August 17, 2010. Customer states the bill shows 62,000 gallons of usage.

Other Comments: Customer contacted the company and had a technician come out to test the meter. Test resulted in usage less than 5 gallons. Company is going to come back and retest the meter either today or tomorrow.

Customer had her home tested for leaks and could not find any leaks. Customer states the technician found no leaks either.

Request No. 0964466W Name O'NEIL ,GARNET MRS Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

09/21/2010 - Company response received via e-mail. /EEstelle

9/21/10- Reviewed Company Response:
Billing Statement for 28 days of service (7/16-8/13) totaled consumption at 61,900 gallons equaling $1290.03.
Billing Statement for 32 days of service (8/13-9/14) totaled consumption at 1700 gallons equaling $47.53.

A filed service tech visited property on 8/25/10 and found no leaks, meter reading obtained was 1801. A field test was performed on meter and it tested at 98% accuracy on 8/25/10, reading obtained was 1803.

Customer would have to provide documentation with description of problem and/or receipt if there was repairs made to property related to a leak to be eligible for an adjustment. Customer stated that there was a lot of remodeling in order to get the house ready to be moved into. Customer was advised via phone call that the charges are sustained. Customer declined payment arrangement.

This bill was customer's first bill; therefore, there is no historical usage for comparison. Vfaria

Request No. 0964466W Name O'NEIL ,GARNET MRS Business Name

PAGE NO: 387

10/6/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25.
VFaria

Request No. 0964574W Name GOETHE ,MAC MR. Business Name

Consumer Information

Name: MAC J GOETHE

Business Name:

Svc Address: 3401 KITTLES ST

County: Brevard Phone: (352)-222-6267

City/Zip: Mims / 32754-

Account Number: 0016180700639352

Caller's Name: MAC J GOETHE

Mailing Address: 3401 KITTLES ST

City/Zip: MIMS ,FL 32754-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU879

Company:

Attn. Lesley Dix0964574W

Response Needed From Company? Y

Date Due: 09/21/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/21/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RK

Date: 08/30/10

Time: 15:24

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 60.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/11/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0964466W Name O'NEIL ,GARNET MRS Business Name

PAGE NO: 388

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $60.00

What is the date of the bill? Aug 23, 2010

Why do you believe you have been billed improperly? Customer states his bills are high. Customer wants access to his meter so he can take his own meter readings. Customer would like to dispute the last 3 months bills.

Other Comments: Customer wants his meter tested and wants to witness the test. Customer wants to find out the charge for moving his meter into his yard so he can have easier access to his meter, if there is a charge. Customer states there should be no charge to move his meter to his yard. Customer wants an explanation as to why the company won't move the meter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

09/21/2010 - Company response received via e-mail. /EEstelle

9/23/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

Request No. 0964574W Name GOETHE ,MAC MR. Business Name

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o Mr. Goethe contacted the company on 2/4/10, stating that he moved into the property as of 2/4/10.
o The first billing statement issued dated 2/17/10, for 11 days of service was based on an estimated reading.
o All billing statements issued moving forward were based on actual readings.
o On 7/14/10, a Field Representative performed field test; the meter tested 99.8% accurate, no leaks were found and obtained a reading of 8,700.
o In comparing the monthly cycle reading of 8,760 obtained on 7/19/10, and the reading of 8,700 obtained on 7/14/10, the customer used 600 gallons in a 5-day period which averaged to 120 gallons per day.
o The usage is consistent for the past 6 months.
o As of 9/21/10, the documented usage on the account indicates daily average ranges from 103 gallons per day to 151 gallons per day from February to August 2010.
o Mr. Goethe was advised that the meter tested accurate on 7/14/10.
o Mr. Goethe stressed his major concern was that with the meter not being on his property, he was not able to monitor the usage.
o On 9/8/10, a Field Representative was out to the property and relocated the meter to Mr. Goethe's property; this was confirmed by Mr. Goethe.
o The customer was not charged for relocating the meter.
o On 9/21/10 an Aqua Representative spoke with Mr. Goethe and discussed the usage on the account.
o A detail explanation of billing charges was explained including the reason customers are billed a base facility charge, charge to recover fixed costs of utility service regardless of usage and the bill rate for gallons used (.7310000).
o Mr. Goethe stated that the 8/23/10 billing statement was more in line with his average usage.
o The account was adjusted $25.00 as a onetime courtesy credit.
o The customer has a balance of $119.11 which reflect current bill and previous balance carried forward.
o The last payment made on the account was 6/14/10, in the amount of $40.56.
Shonna McCray

10/11/10: This inquiry closed. Shonna McCray

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Request No. 0966075W Name , Business Name LAKE GIBSON UNITED METHODIST CHURCH

Consumer Information

Name:

Business Name: LAKE GIBSON UNITED METHODIST CHURCH

Svc Address: 424 WEST DAUGHTERY ROAD

County: Polk Phone:

City/Zip: Lakeland / 33809-

Account Number: 0009004500643150

Caller's Name: BRAD FOX

Mailing Address: 424 WEST DAUGHTERY ROAD

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-858-9296

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0966075W

Response Needed From Company? Y

Date Due: 09/29/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/28/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 09/08/10

Time: 08:54

Via: PHONE

Prelim Type: QUALITY OF

PO: RANDY ROLAND

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/28/10

Closeout Type: GI-15

Apparent Rule Violation: N

Mr. Fox reports the church experienced a 3.5 hour outage on September 7, 2010. He learned that the outage was planned due to replacement of a storage tank. He states the church received no prior written notification regarding a planned outage. Mr. Fox indicates that the company will be interrupting service again on September 8, 2010.

1) Please indicate if the outage was planned.

2) Please indicate the reason for the planned outage.

3) Please indicate the method in which the company notified affected customers of a planned outage.

4) Please indicate the method in which the company notified the church of a planned outage.

5) Please indicate the company's action plan to notify customers of future planned outages.

Request No. 0966075W Name , Business Name LAKE GIBSON UNITED METHODIST CHURCH

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Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Brad Fox at 863-858-9296 (home) or 863-604-1194 (cell).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

09/08/2010 Received acknowledgement letter as follows:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Wednesday, September 08, 2010 8:59 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 0966075W

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Request No. 0966075W Name , Business Name LAKE GIBSON UNITED METHODIST CHURCH

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Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time 877.WTR.AQUA or 877.987.2782

09/28/2010 - Company response received via e-mail. /EEstelle

09/29/2010 Reviewed report. Aqua Utilities advised that on September 7, 2010, the company internally planned to repair a hydro tank in its water system located next to the church. Prior to the repair work, Aqua Utilities planned to switch the customers served by the Lake Gibson Estate water system to a different water and wastewater plant in order to conduct repairs without service interruption. During the repair work, Aqua Utilities' contractor hit a water line, which resulted in the service interruption the church and the customer's residence experienced. Aqua Utilites reports that the company hand delivered boil water notices to Lake Gibson Estate water and wastewater customers from 5:00 p.m., to 8:00 p.m. on September 7, 2010. Aqua Utilities restored the water and wastewater service after completing repairs on September 8, 2010. eplendl

09/29/2010 A letter was sent to Mr. Fox. eplendl

10/28/2010 Closed. The PSC has no record of further customer contact. eplendl

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Request No. 0966077W Name FOX ,BRADLEY MR. Business Name

Consumer Information

Name: BRADLEY FOX

Business Name:

Svc Address: 5712 LAKE BREEZE AVE

County: Polk Phone: (863)-858-9296

City/Zip: Lakeland / 33809-

Account Number: 001040071-1

Caller's Name: BRADLEY FOX

Mailing Address: 5712 LAKE BREEZE AVE

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-604-1194

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0966077W

Response Needed From Company? Y

Date Due: 09/29/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 09/08/10

Time: 08:58

Via: PHONE

Prelim Type: QUALITY OF

PO: RANDY ROLAND

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/28/10

Closeout Type: GI-15

Apparent Rule Violation: N

Mr. Fox reports his residence experienced a 3.5 hour outage on September 7, 2010. He learned that the outage was planned due to replacement of a storage tank. He states he received no prior written notification regarding a planned outage. Mr. Fox indicates that the company will be interrupting service again on September 8, 2010.

1) Please indicate if the outage was planned.

2) Please indicate the reason for the planned outage.

3) Please indicate the method in which the company notified affected customers of a planned outage.

4) Please indicate the method in which the company notified Mr. Fox's residence of a planned outage.

5) Please indicate the company's action plan to notify customers of future planned outages.

Request No. 0966077W Name FOX ,BRADLEY MR. Business Name

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Brad Fox at 863-858-9296 (home) or 863-604-1194 (cell).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

09/29/2010 - Company response received via e-mail. /EEstelle

09/29/2010 Reviewed report. Aqua Utilities advised that on September 7, 2010, the company internally planned to repair a hydro tank in its water system which serves the customer's residence. Prior to the repair work, Aqua Utilities planned to switch the customers served by the Lake Gibson Estates water system to a different water and wastewater plant in order to conduct repairs without service interruption. During the repair work, Aqua Utilities' contractor hit a water line, which resulted in the service interruption the customer's residence experienced. Aqua Utilities reports that the company hand delivered boil water notices to Lake Gibson Estates water and wastewater customers from 5:00 p.m., to 8:00 p.m. on September 7, 2010. Aqua Utilities restored the water and wastewater service after completing repairs on September 8, 2010. On September 28, 2010, a company representative contacted the customer to explain the outage and repairs.

Request No. 0966077W Name FOX ,BRADLEY MR. Business Name

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eplendl

09/29/2010 A letter was sent to Mr. Fox. eplendl

10/28/2010 Closed. The PSC has no record of further customer contact. eplendl

Request No. 0966291W Name KRAUSE ,GARY MR. Business Name

Consumer Information

Name: GARY KRAUSE

Business Name:

Svc Address: 35039 ZEPHYR SHORES DR.
ZEPHYR SHORES ESTATES

County: Pasco Phone:

City/Zip: Zephyrhills / 33541-

Account Number:

Caller's Name: GARY KRAUSE

Mailing Address: N4523 TIMBER DR.

City/Zip: MEDFORD ,WI 54451

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0966291W

Response Needed From Company? Y

Date Due: 09/29/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 09/08/10

Time: 14:16

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 34.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/15/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0966077W Name FOX ,BRADLEY MR. Business Name

PAGE NO: 396

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Correspondence was forwarded to docket file-100330.

09/09/10 - Customer correspondence received via U.S. mail; forwarded to SMcCray. /ewe

9/10/10: Duplicate correspondence added to file. Shonna McCray

09/29/2010 - Company response received via e-mail. /EEstelle

9/30/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mr. Krause on 9/29/10, to address his concerns regarding the rates being charged.
o Mr. Krause expressed his dissatisfaction with the way the company keeps increasing rates.

Request No. 0966291W Name KRAUSE ,GARY MR. Business Name

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o He compared the rates being charged today verses 3 to 4 years ago.
o The Representative shared that the company request rate increases to recover costs incurred in providing reliable water and wastewater service to customers.
o This would include carrying cost, money spent over the past 2-half-years in capital improvement to water and wastewater systems throughout the territory.
o More so the increase would recover increase in operating expenses such as health insurance, water tests, chemicals and power that is purchased to run our plants.
o The rate increase provides a way for the utility to recover capital and operating dollars so that the company can continue to maintain and improve the systems.
o Mr. Krause was advised that there is a process in place for customers to voice their opinion through rate hearings.
o For further information he should contact the PSC office or visit the website for additional information.

o Also it was shared that on occasions the company host town hall meetings and generally mail out letters to customers notifying the date and time.
Shonna McCray

10/15/10: This inquiry closed. Shonna McCray

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Request No. 0966389W Name SUDLOW ,SUSAN MS. Business Name

Consumer Information

Name: SUSAN SUDLOW

Business Name:

Svc Address: 6304 DOE CIRCLE EAST

County: Polk Phone: (863)-614-1888

City/Zip: Lakeland / 33809-

Account Number:

Caller's Name: SUSAN SUDLOW

Mailing Address: 6304 DOE CIRCLE EAST

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number: 26203

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0966389W
Response Needed From Company? Y
Date Due: 09/30/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 09/29/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 09/09/10
Time: 08:40
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 125.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 10/15/10
Closeout Type: GI-25
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 08, 2010 5:27 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 26203

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Susan Sudlow

Request No. 0966389W Name SUDLOW ,SUSAN MS. Business Name

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Telephone: 863 614 1888
Email: sjsfudge@yahoo.com
Address: 6304 Doe Circle East Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Susan Sudlow
Account Number:
Address: 6304 Doe Circle East Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most essential services ? electric, natural gas, telephone, water, and wastewater ? in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.
PLEASE REFER TO THE ABOVE QUOTE FROM YOUR WEBSITE..IT SAYS AFFORDABLE BUT WHEN YOU ALLOWED AQUA UTILITIES TO RAISE THEIR SEWAGE RATES YOU WERE NOT FULFILLING THIS STATEMENT. OUR BILL DOUBLED THANKS TO YOU. IS YOUR WATER BILL $150? OURS IS WITH US CONSERVING,THANKS A LOT FOR NOTHING. WHY DID YOU DO IT? I HAVE YET TO HEAR A VALID REASON OVER THIS DECISION YOU MADE THIS PAST YEAR. OUR BILL WENT FROM $76 TO $200 IN ONE MONTH'S TIME. NOW THROUGH CAREFULNESS ON OUR PART WE HAVE GOTTEN IT DOWN TO $140 AND WE HAVE 6 PEOPLE IN ONE HOUSE. WE CANNOT AFFORD TO EVEN WATER A GARDEN. I HOPE YOU WILL RECONSIDER YOU ACTIONS AND CORRECT YOUR MISTAKE. FOR A MISTAKE IT IS. THANK YOU FOR READING THIS. AND I SERIOUSLY WOULD LIKE TO KNOW WHY IN THE WORLD YOU CHOSE TO ALLOW AQUA TO DO THIS AND WHY THEY EVEN WANTED TO. IT IS ABSURD. THANK YOU AGAIN.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem.
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Customer correspondence was forwarded to docket file 100330.

09/29/2010 - Company response received via e-mail. /EEstelle

9/30/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mrs. Sudlow has expressed her concerns regarding the rate increases that were approved by PSC.
o Understanding the economic stress that many customers are faced with, the approach and goal in addressing Mrs. Sudlow's complaint was to share reasons why the company request rate increase.
o On 9/29/10, a Representative spoke with Mrs. Sudlow.
o The Representative shared that the company request rate increases to recover costs incurred in providing reliable water and wastewater service to customers.
o This would include carrying cost, money spent over the past 2½ years in capital improvement to water and wastewater systems throughout the territory.
o More so the increase would recover increase in operating expenses such as health insurance, water tests, chemicals and power that is purchased to run our plants.
o The rate increase provides a way for the utility to recover capital and operating dollars so that the company can continue to maintain and improve the various systems.
o Mrs. Sudlow was advised that there is a process in place for customers to voice their opinion through hearings that is hosted by the company and PSC.
Shonna McCray

10/15/10: This inquiry closed. Shonna McCray

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PUBLIC COUNSEL REVIEW--PSC COMPLAINTS--PAGES 402-502

Sep. 9--Nov. 22, 2010

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
90910	966435	Peterson	Service	Unk	No Notice
91010	966658	Stroud	Billing	Y	BFC Chged after disc. CSR error. Refund.
91010	966779	Totti	Service	Y	Improper Bill. Billed for prior customer.
91010	966817	Tyler	No Notice	Y	No outage or Boil Water Notice
92110	968890	May	HI Bill	N	Leak on Customer Side
92310	969510	Ferrier	HI Bill	Unk	Billed for 94K gallons one month
92910	970893	Ali	HI Bills	N	Unknown cause for high bill
100410	971850	White	HI Bills	N	Unknown cause for high bill
100810	972885	Dolan	Service Outages	N	Aqua not responsible
101110	973049	Gross	Disconnect in Error	N	Cust. Failed to make payment timely
101810	974616	Randolph	Water Quality	Unk	Brown water reported by cust
102110	975397	Riddle	HI Bill	Unk	$1800 bill--64k Gal
102210	975664	Bray	Estimated Bill	Y	Misbilled on estimated bill
102510	975839	Bryson	HI Bill	Y	Leak at meter
102710	976683	Fantetti	HI Bill	N	Leak on Customer Side
110110	977412	Burney	Disconnect in Error	Y	Bill paid prior to disconnect
110210	977650	Bathgate	Billing	N	Billed for 45k gal while traveling
110210	978170	Gadd	Billing	N	Cust. Failed to make payment timely
110410	978179	Troesch	Backbill	Y	Co. billed customer for 2.5 years of usage
110410	978331	Hudson	Billing	N	
110910	979135	Burgmner	No Notice	Y	Lost Pressure
110910	979306	Durso	Service	Y	Break not repaired for two months
111010	979347	Riker	Rates	N	No Action taken
111210	979624	Fox	Notice	Y	Co took four hours to notify customers
111210	979791	Halliford	Water Quality	Y	No pressure. Brown water.
111510	980016	Riel	HI Bills	N	Co failed to respond timely
111510	980088	Parbhoo	Water Quality	Y	Broken Main--No Notice. No pressure.
111510	980147	Rich	Service	Y	Slow or no notice
111810	980880	Jozwik	Service	N	Service Outage 3 days
112210	981421	Seeberg	Service	Y	Commitment Not Met

Request No. 0966435W Name PETERSON ,VIRGINIA MS. Business Name

Consumer Information

Name: VIRGINIA PETERSON

Business Name:

Svc Address: 6020 DOE CIRCLE E

County: Polk Phone:

City/Zip: Lakeland / 33809-

Account Number: 0009054670647917

Caller's Name: VIRGINIA PETERSON

Mailing Address: 6020 DOE CIRCLE E

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-904-5165

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0966435W

Response Needed From Company? Y

Date Due: 09/30/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/30/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 09/09/10

Time: 10:03

Via: PHONE

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 10/14/10

Closeout Type: GI-15

Apparent Rule Violation: N

Preclose type - Outages

What type of outage occurred? Extended

When did the outage occur? 09/09/2010, 09/08/2010

What is the length of time you were without service? Hours

What are the approximate number of outages in the past 30 days? 2

Has the company provided a reason for the outage? No

Other Comments:
Customer states for the past two days she and her neighbors have been experiencing extended outages. The

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water company has not provided any reasons for the outages and has acted as if they were unaware of the outages. Customer states she has to wait all day before its reconnected, and then they receive boil notices once the problem has been fixed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

09/30/2010 - Company response received via e-mail. /EEstelle

10/4/10- Reviewed Company Response:
Company contacted customer about the outage. Customer was upset she was not provided detail on the outage when she contacted customer service line. Customer was advised that the company was repairing a hydro tank on the system. Boil water notices were delivered to customer starting 5pm and the notice was for 9/7/2010 through 9/8/2010 and will lift on 9/12/10.

Customer's service resumed on 9/9/2010. Vfaria

10/14/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

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Request No. 0966658W Name STROUD ,SANDRA MS. Business Name

Consumer Information

Name: SANDRA STROUD

Business Name:

Svc Address: 10341 GARDENIA LANE

County: Pasco Phone: (727)-937-6551

City/Zip: Port Richey / 34668-

Account Number: 001597636 0626495

Caller's Name: SANDRA STROUD

Mailing Address: 10341 GARDENIA LANE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 26216

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0966658W

Response Needed From Company? Y

Date Due: 10/01/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 09/30/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 09/10/10

Time: 09:21

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 35.77

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 10/19/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 09, 2010 6:48 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 26216

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

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Name: Sandra Stroud
Telephone: (727) 937-6551
Email: stroudodpa@aol.com
Address: 7036 Fallbrook Ct New Port Richey 34655

BUSINESS INFORMATION

Business Account Name: Sandra Stroud
Account Number: 001597636 0626495
Address: 10341 Gardenia Lane Port Richey FL 34668

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I had the water for this house, which is a rental house, put in my name, which I have done many times before, in between tenants. Aqua failed to send the bills to me at my home address, so I did not receive them. They then discontinued my service for non-payment. The next time I went to the house I realized there was no water, so I called them. I told them I would pay the bill, which they failed to send me, and that I no longer wanted service, that I was going to rent the house again and would let the next tenant resume service. They then continued to bill me, after I no longer had any service from them. I called them and they told me that they could still bill me a "base fee" every month until I called to terminate service. I told them I already terminated service, as mentioned above. They said I still had to pay these base fees, even though I had no service. They said "everyone" has to pay these fees, until they call and specifically say to discontinue the account. I had made it very apparent several times that I no longer wanted service from them, but they said that the semantics weren't just right and so they continued to bill me these fees, even though there was no service and they knew I was not going to resume service with them. I paid these fees and assumed I was done with them. Wrong! For a grand finale they sent an additional bill for $33.57 to a collection agency for nonpayment! Again, this is not for service, just these "base fees" and that they said that they bill these to "everyone" until told specifically to discontinue the account. By this time I had told them several times that I was not going to continue the service. They still continued to bill me the "base fee" every month. This is wrong - on so many levels! First, when someone has water shut off for non-payment, no one should have the right to arbitrarily bill for "base services" - if there is confusion on the part of the water company as to whether or not the person wants any future service and is only putting the water on hold (like going up north for the summer, etc, then they should send out a letter or call, inquiring if the account is indeed closed or to remain open. Second, if someone were to lose their job or something and couldn't pay their bill, how fair would it be to get more bills on top of the ones they already can't pay. Third, the attitude of the people working for this company is basically that this is their policy, companywide, and that they will not give anyone credit even when they realize they made a mistake. I believe that this is just unfair additional profit revenue for this company, at the expense of their unwary customers. I request that you investigate this practice. When I talked to them, I became very aware of the

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fact that this is not an isolated case - that this is their practice with "everyone", in their own words. I believe there should be an investigation and if it is found that they are indeed guilty of practicing unfair business practices with a profoundly large number of people, I think all of those people should be refunded this "blood money" they have paid to this company. I have paid all of the money they billed me. I just paid them the $33.57, plus a $3.20 processing fee. They told me that this will show up on my credit bureau for up to 90 days, which could have serous impact on my credit rating and cause severe repercussions for me. No one else should have to suffer from these unfair business practices and unconscionable way to make additional, undeserved profit for themselves. I have never seen such a blatant way of ripping customers off in my life. I hope that this complaint is investigated. I'm sure that there are local politicians who would be interested in the plight of their constituents who are being "ripped off" yet again in Florida. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/22/10 - Acknowledgement letter returned marked: "RETURN TO SENDER." Forwarded to RMcHargue. /ewe

09/28/2010 Emailed acknowledgement letter to customer and added copy to file. ACalhoun

09/30/2010 - Company response received via e-mail. /EEstelle

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10/4/10- Reviewed Company Response:
A 10-day termination notice was sent to customer on 2/9/10 for $152.86. The service was terminated on 2/24/10. Customer contacted company on 2/25/10, she was advised that to restore services she would need to pay $237.86 ($35 reconnection, $50 deposit and $152.86). Customer indicated that she would pay the bill but since the service was disconnected she no longer needed water service. Customer paid the bill in full but continued to be charged base facility charges as a result of the representative not finalizing the account.

In review of the account there was no consumption from termination (2/24/10) through reconnection for new tenant (5/25/10). Aqua has revised the final bill (2/3/10 - 2/24/10) to show a credit balance of $172.71 and customer will receive this credit in a refund check. A letter was sent to customer advising of resolution. Vfaria

10/19/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0966779W Name TOTTI ,MARCO MR. Business Name

Consumer Information

Name: MARCO TOTTI

Business Name:

Svc Address: 112 ORANGE DR

County: Putnam Phone: (386)-325-2899

City/Zip: East Palatka / 32131-

Account Number:

Caller's Name: MARCO TOTTI

Mailing Address: 112 ORANGE DR

City/Zip: EAST PALATKA ,FL 32131-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885
Company:
Attn. Lesley Dix0966779W
Response Needed From Company? Y
Date Due: 10/01/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 09/30/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL
Entered By: NH
Date: 09/10/10
Time: 13:47
Via: PHONE
Prelim Type: DELAY IN
PO: ARGENZIANO
Disputed Amt: 296.00

Supmntl Rpt Req'd: 10/04/10
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: MEP
Date: 10/15/10
Closeout Type: GI-29
Apparent Rule Violation: N

Request No. 0966658W Name STROUD ,SANDRA MS. Business Name

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Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? 9/7/10

What date did the company say the service would begin? Upon receiving documentation that proves identity.

Did the company contact you with a reason for the delay? Customer contacted the company

Has the company given you a new installation date? No

Other comments:

Customer contacted the company to establish service at his residence. Customer was advised that his service would not be connected until all the documents are received. Customer was also advised that he needs to provide a copy of the following:

social security card
drivers license
A copy of his lease
power of attorney

Customer states that he will mail a copy of all the documents but doesn't no why he needs a power of attorney. Customer states that he's received a letter from Code Enforcement, advising him to connect his service or to vacate his premises.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the

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following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

09/14/2010- Customer states he faxed his information to Aqua Water on September 13,2010 and was contacted by Putnam county codes enforcement to advised him that if he did not get his water cut on he would have to evict the house. Printed out copy of customer's complaint and sent it to mailing address. SWilliams

09/15/10 - Mailed copy of customer's inquiry to Marco Totti / 112 Orange Drive / East Palatka, FL 32131. /ewe

09/15/10 Customer would also like a contract with the company once service is established instead of just a verbal agreement. tkemp

09/17/2010 - Caller states he called the Company this morning and was given an account number and was told that he would be connected on 09/20/2010. Caller states he was then called later and was told that he had a balance of $296+ that needed to be paid before he was connected. Caller states the Company told him was the balance was from the previous account holder because it's a family member of his. Caller states he disputes this.

*****ATTN COMPANY: Caller has further complaints from the information he received from the Company this morning. Please address these new concerns when you provided the PSC report.*****
MBermudez

09/20/10: Customer forwarded e-mail to Chairman Argenziano's office. I contacted Aqua Utilities and left a message for Lesley Dix to call me. Case reassigned to E. Plendl. RRoland

09/20/10 - Customer correspondence received via e-mail; forwarded to EPlendl. /ewe

Complaint filed with PSC

Select County: PUTNAM
CUSTOMER INFORMATION

Name: Marco Totti
Telephone: 386-325-2899

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Email: mrcttt@live.com
Address: 112 Orange Drive East Palatka 32131

BUSINESS INFORMATION

Business Account Name: Marco Totti
Account Number: 0016796460627945
Address: 112 Orange Drive East Palatka Florida 32131

COMPLAINT INFORMATION

Complaint: Delay in Service against Aqua Utilities Florida, Inc.
Details:
I have already filed a complaint but the situation has changed.
The case reference number is 0966779W.
Putnam county codes enforcement dept gave me until September 18th to turn the water on or vacate the house.

On September 7th I first informed Aqua utilities florida I need the water turned on. They asked for documents to be faxed.
The insisted on other documents and I asked for a contract but they refused. I made a complaint to your PSC office. I was then called by a the Aqua florida office on September 15th stating the previous account had a balance of $296.00 and asking for a document to be faxed again. I explained I am not responsible for the other account and they would not give details on that account because it was in another person's name. They also informed me that I was responsible because my driver's license had that address.
I explained that I used the house to keep my motorhome there and stayed with my girlfriend in town.My motorhome is self contained and the water at the house has been turned off by Aqua.The house is not in my name. The Aqua utilities florida representative then started to say I was being uncooperative if I didn't pay all the previous account bill and she would the Public service Commission I would not cooperate.
I then asked to speak to the supervisor who told me If I faxed the document it would be enough.
I did so and called the main office of Aqua in Pennsylvania the next day.
I was asked my Social security number again, I stated again I was not responsible for the $296.00. I was told that I was only responsible for a $22.00 turn on fee.
I was given an account number; 0016796460627945 and told the water would be turned on Monday September 20th.
After hanging up I then called Putnam County codes enforcement Who said they wont come until Monday to check the water is on.

I was called later by Aqua and was told I must pay the full $296.00 before they turn on the water.

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I am not able to come up with $296.00 in cash though I should not be responsible for water that had leaked out slowly after Aqua was told to shut it off in September 2009. I called From Atlanta, GA because I was living there at that time, to tell them to shut off the water because a neighbor called my sister to tell her the water was leaking.
When I called from Atlanta, Aqua utilities refused to turn it off because I was not authorized on the account.
Sincerely,
Marco Totti

PSC was contacted previously

09/20/10: I spoke with Lesley at Aqua. She indicated that Mr. Totti's driver's license reflects address of 112 Orange Ave. Lesley also indicated that the company is willing to make a payment arrangement of 9 months for the $296 past due balance. At this time Mr. Totti has not agreed to the arrangement. Mr. Totti has advised the company that Beatrice Totti no longer resides at the residence. I explained that if Beatrice Totti no longer resides at the residence, the company cannot hold Mr. Totti responsible for Beatrice Totti's past due balance. The company is going to contact Mr. Totti and ask for documentation of Beatrice Totti's whereabouts. RRoland

09/20/10: Received call from Aqua. The company is going to restore service. Apparently Mr. Totti's sister has advised the company that she recently paid the $296.00. RRoland

09/21/10: Received customer correspondence via e-mail. RRoland

Complaint filed with PSC

Select County: PUTNAM
CUSTOMER INFORMATION

Name: Marco Totti
Telephone: 386-325-2899
Email: mrcttt@live.com
Address: 112 Orange dr East Palatka 32131

BUSINESS INFORMATION

Business Account Name: Marco Totti
Account Number: 0016796460627945
Address: 112 Orange dr East Palatka Florida 32131

COMPLAINT INFORMATION

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Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
This is an amendment to the complaint number; 0966779W Aqua utilities Florida has contacted my sister in Oregon who has tried to help me by sending money. She also inadvertently provided Aqua utilities with information that is not correct concerning where I was staying.
have not started using the facilities in this house for two reasons.
1) I was away in Atlanta, Georgia working.
2) The water has been cut off for 8 months

When I moved to Palatka I was at my girlfriend's house using her water. While doing maintenance at the house at 112 Orange Dr, I used my self contained motorhome as an outhouse. My purpose here until 2 weeks ago was, to keep my motor home in the driveway and do maintenance on the house and yard. I am no longer able to go to my girlfriend's house. I am moving in at 112 orange Dr.
My sister in Oregon cannot keep track of my activities in Palatka.
I have proof I was in Atlanta, and I am faxing a rental receipt and a work contract for yellow book which show that since September through November 2009 I lived and worked in Atlanta.
First at 823 Beechwood Ave, then at 314 Belmont Drive in Alpharetta.
My mothers passing away is a personal matter and privacy is important to me.
I had called in September to have the water cut off and Aqua Utilities refused to comply.
I don't know if usage until Aqua did cut off the water was from the leak.
All I know is Aqua ignored my requests until I did not call anymore, and now I am responsible all of a sudden.
I do not tell to my sister my business with my girlfriend because they do not get along, Also if she knew she would not send money when I occasionally needed it to pay bills. I did not give Aqua Utilities permission to discuss my business with my sister.
I would also like proof that that water was consumed.
Aqua is preventing me from getting water service by telling me at the last minute that I must pay an amount of $296.04 but when Aqua first opened a new account September 17th for me the representative said I need only pay the $22.00 fee to turn it on. I Then called Putnam County codes enforcement to notify them that Aqua told me they would turn on the water on September 20th. Later Aqua called and said they wanted all $296.04 before they turned it on.
Sincerely,
Marco Totti

PSC was contacted previously

09/21/10: RESENT TO COMPANY

Please see above correspondence. Mr. Totti is still disputing the $296.04 billing. RRoland

09/21/10: I tried calling Mr. Totti, but reached voice mail. I left a message requesting a return call.

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RRoland

09/21/10: Received additional correspondence from Mr. Totti. Will fax the correspondence to Aqua. RRoland

09/23/2010 - Caller returning RRolands call. Rep not available at the time of the call. Transferred caller to RRolands Voicemail. MBermudez

09/23/10: I called with Mr. Totti. He indicated the account at 112 Orange is in his mother's name, Beatrice Totti. I asked if Beatrice Totti still resides at the address and indicated that she had passed away in September 2010. I asked if he had advised the company of this, and he indicated that he had not because he felt it was a personal matter. He indicated that his sister Eleanor resides in Oregon. He would like the service restored, but is going to be away the next 3 days. He assured me that he had turned off all water valves within his residence. RRoland

09/23/10: I called Lesley at Aqua and reached voice mail. I requested a return call. RRoland

0924/10: I spoke with Lesley. The company is going to restore Mr. totti's service. The company still has not received the $296 payment from Mr. Totti's sister. I advised Lesley that Mr. Totti informed me yesterday that
his mother (Beatrice) passed away in September. Lesley indicated that Mr. Totti's sister recently advised them of the death, which apparently occured in September 2009. I asked Lesley to provide us with a detailed explanation of the disputed charges. RRoland

09/27/2010 FAX TO CO. See attached documentation regarding above concerns.

A written report is due by October 1, 2010. eplendl

09/30/2010 - Company response received via e-mail. /EEstelle

10/04/2010 Reviewed report. Aqua Utilities reports that on December 21, 2009, the company interrupted service for nonpayment on Ms. Bernice Totti's account 0008844060627945.

On January 11, 2010, Aqua Utilities sent a final bill to Ms. Beatrice Totti for $296.04 for service from November 18, 2009, to December 21, 2009 for 1,700 gallons.

On September 8, 2010, Aqua Utilities received Mr. Marco Totti's verbal request for water service. Mr. Totti provided a copy of his driver's license, social sercurity card, and document stating that his sister Elizabeth

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Beatrice Totti Pummer relinquished the ownership of the property at 112 Orange Drive, East Palatka, Florida to him.

Ms. Pummer indicated that Ms. Bernice Totti, her mother, passed away in September 2009.

Aqua Utilities charged off the account for $296.04 to bad debt.

On September 17, 2010, Aqua Utilities established an account in the name of Mr. Marco Totti for water service at 112 Orange Drive, East Palatka, Florida.

On September 24, 2010, Aqua Utilities initiated water service in Mr. Marco Totti's name at 112 Orange Drive, East Palatka, Florida. The company conducted a meter test which indicated 99 percent accuracy and obtained a meter reading of 555.

Ms. Pummber indicated that her husband provided a $296.04 payment, but is unsure if the payment was sent to Aqua Utilities or to Mr. Totti. The company can investigate if the customer provides a copy of the front and back of the check payment. eplendl

10/04/2010 FAX TO CO. Additional information requested.

Rule 25-30.320, Florida Administrative Code, indicates the following:

(5) The following shall not constitute sufficient cause for refusal or discontinuance of service to an applicant or customer:
(a) Delinquency in payment for service by a previous occupant of the premises unless the current applicant or customer occupied the premises at the time the delinquency occurred AND the previous customer continues to occupy the premises and such previous customer will receive benefit from such service.

Unless the company has evidence and documentation through its investigation that Mr. Marco Totti occupied the premise during the time the $296.04 bill was incurred AND Ms. Beatrice Totti still occupy the premise, the company cannot hold Mr. Marco Totti responsible for Ms. Bernice Totti's former account.

1) Please confirm if the company will remove Mr. Marco Totti from the responsibility of Ms. Bernice Totti's account 0008844060627945. Indicate date completed.

2) Please indicate account number created for Mr. Marco Totti.

3) Please confirm if the company received the reported $296.04 payment on Ms. Bernice Totti's account 0008844060627945.

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4) Please provide another report by October 13, 2010. eplendl

10/04/2010 Received report via email. eplendl

10/04/2010 Reviewed report. Aqua Utilities advised that on Bernice Totti's final bill dated January 11, 2010 in the amount of $296.04 was forwarded to a third party collection agency on March 31, 2010. Mr. Marco Totti has not been billed for any service at the property prior to the established dated September 17, 2010 that the account was placed in his name.

Mr. Totti's account was established with an effective date of September 17, 2010. The account is 001679646-0627945.

Aqua Utilities has no record of receiving payment for the final bill in Mrs. Beatrice Totti's name on account number 000884406-0627945 in the amount of $296.04. The account balance has been written off to bad debt which was forwarded to a third party collection agency effective March 31, 2010. eplendl

10/06/2010 A letter was sent to the customer. eplendl

10/14/2010 Received email as follows:

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, October 14, 2010 6:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 26626

Complaint filed with PSC

Select County: PUTNAM
CUSTOMER INFORMATION

Name: Marco Totti
Telephone: 3863252899
Email:
Address: 112 orange Dr East Palatka 32131

BUSINESS INFORMATION

Business Account Name: Marco Totti

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Account Number:
Address: 112 orange Dr East Palatka Florida 32131

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The case reference number is 0966779W

I could not find email addresses so I am using this form to thank Mr Randy Roland and the others at the PSC for helping to get my water turned on.
It seems that things are going fine, and will continue so if these rates dont go higher.
I feel they are too high because without even using the water in the house my bill is $55.00 a month and since I am underemployed I try to average less than 15 gallons a day.
Thanks again for your help,
Marco Totti

PSC was contacted previously

10/15/2010 Closed based on customer's thank you email dated October 14, 2010. eplendl

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Request No. 0966817W Name TYLER ,TIMOTHY MR. Business Name

Consumer Information

Name: TIMOTHY TYLER

Business Name:

Svc Address: 4932 S.W. 67TH TERRACE

County: Alachua Phone: (352)-378-8580

City/Zip: Gainesville / 32608-

Account Number: 000902048 0644676

Caller's Name: TIMOTHY TYLER

Mailing Address: 4932 S.W. 67TH TERRACE

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number: 26222

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0966817W
Response Needed From Company? Y
Date Due: 10/01/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 09/29/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 09/10/10
Time: 15:16
Via: E-FORM
Prelim Type: OUTAGES
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 10/21/10
Closeout Type: GI-15
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, September 10, 2010 10:50 AM
To: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 26222

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Timothy Tyler

Docket No. 100330-WS
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Telephone: 352-378-8580
Email: timax1@att.net
Address: 4932 S.W. 67th. Ter. Gainesville 32608

BUSINESS INFORMATION

Business Account Name: Timothy Tyler
Account Number: 000902048 0644676
Address: 4932 S.W. 67th. Ter. Gainesville Florida 32608

COMPLAINT INFORMATION

Complaint: Repairs against Aqua Utilities Florida, Inc.
Details:
In Aradonda Estates we have frequent main line breaks in our water lines. This has been an on going problem. My concern is that we are very seldom notified. The water goes off and two or three hours later it comes back on again. The next day, we find a card hanging on the door telling us to "Boil Water Before Using Untill Notified". Sometimes they don't bother about putting the notises out, and we are NEVER notified when to stop boiling the water. We feel that they should notify us immediately when the break occures and the water should not be turned on untill everyone is notified. We would appreciate any help on this problem. Thank you. Sincerely, Timothy Tyler. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168

Request No. 0966817W Name TYLER ,TIMOTHY MR. Business Name

PAGE NO: 418

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/29/2010 - Company response received via e-mail. /EEstelle

10/1/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Alice Greene spoke with Mr. Tyler on 9/29/10.
o His concerns were specific to service outages and not being notified in advance.
o Alice shared if it is a system emergency then it is impossible to provide advance notice however; he would receive communications via television, radio or notice left at property.
o He stated that there have been times that the Boil Water Notice has been left but he would never receive notification when the boil water notice is lifted.
o Extended an apology however; Alice advised that it is possible if the notice is left on a door knob or mailbox could blow away etc.
o Also offered if time has pass and he has not received notification to stop boiling water within 24 to 48 hours to contact Customer Service.
o Mr. Tyler stated he should not have to.
o Alice agreed but also shared that there could be a valid reason as to why he did not receive a notice.
o Also shared with Mr. Tyler to consider that if there is a system outage and depending on the severity the company will utilize the local television and radio stations.
o Also some customer may be contacted via telephone recording.
o Alice advised that she would forward his feedback to the local office management.
Shonna McCray

10/21/10: This inquiry closed. Shonna McCray

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Page 19 of 102

Request No. 0968890W Name MAY ,LYNN MS. Business Name

Consumer Information

Name: LYNN MAY

Business Name:

Svc Address: 206 WORCESTER ROAD

County: Putnam Phone: (904)-806-5192

City/Zip: Pomona Park / 32181-

Account Number: 00167637110634150

Caller's Name: LYNN MAY

Mailing Address: 206 WORCESTER ROAD

City/Zip: POMONA PARK ,FL 32181-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0968890W

Response Needed From Company? Y

Date Due: 10/12/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 10/13/10

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 09/21/10

Time: 09:37

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 150.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/27/10

Closeout Type: WB-49

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $150.00

What is the date of the bill? August 18-Sept 14,2010= 27 days

Why do you believe you have been billed improperly? Customer states when she got her first bill from Aqua Utilities in Putnam county she was billed $207.97. Customer agrees she has a new customer charge of $22.00 and the base facilities charge of $15.71. Customer states that when she lived in St Augustine utilities her water bill was never as high as what Aqua Utilities iss trying to charge her. Customer states she was charged for 14,200 gallons of water. Customer lives alone and does not have a pool. Customer is conservative and does not waste her water and does not have a leak in her house as she had that checked out prior to calling the PSC, stating she had a 4.0 inspection that came out fine.

Request No. 0968890W Name MAY ,LYNN MS. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

09/21/2010 - Company response received via e-mail. /EEstelle
Response received is not a report, it is an acknowledgement letter via Aqua stating complaint was received.
Vfaria

10/13/2010 - Company response received via e-mail. /EEstelle

10/15/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The customer moved into the property 8/18/10.
- She received her first billing statement dated 9/16/10, which covered billing period 8/18/10 through 9/14/10, total consumption 14,200 gallons for 27 days.
- The total bill is $207.97.
- Alice Greene spoke with Mrs. May on 10/6/10, and reviewed the billing.
- Mrs. May stated that she had the house inspected due to just making settlement.
- Ms. Greene requested that she fax copy of the report.
- Ms. Greene received the report.
- Unfortunately, it was not a plumber's inspection.

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o It was an appraisal report which only specified type of pipes in the house.
o Ms. Greene advised Mrs. May on 9/20/10; while an Aqua Representative was at the property he reported there was a small leak on the customer side of the meter.
o The reading obtained was 335.
o In comparing the reading of 309 obtained on 9/14/10, and the reading of 335 obtained on 9/20/10, the customer used 2,600 gallons over 6 days which averaged to be 433 gallons per day.
o The monthly cycle reading of 365 obtained on 10/12/10 comparing reading of 309 from 9/14/10, previous monthly reading total consumption is 5,600 gallons with a daily average of 200 gallons per day.
o It appears that the usage has decrease by 8,600 gallons from the first bill issued (current bill in the process of being generated).
o Mrs. May indicated that the bathroom fixture was leaking and she replaced fixtures.
o However; she did not believe it would impact her monthly bill.
o A field test was scheduled for 10/12/10.
o The meter tested 99.32 % accurate, the meter and ERT numbers were confirmed and no leak was found at the property.
o Mrs. May was on-site for the test and the Field Representative demonstrated on how she can monitor and check the meter for leaks in the future.
o It is possible that the bathroom fixture along with moving into the property contributed to the high usage.
o Ms. Greene spoke with Mrs. May on 10/13/10.
o They reviewed the test results.
o Ms. Greene advised that she could offer her a one time leak adjustment in the amount of $63.16.
o Mrs. May accepted the adjustment.
o Ms. Greene advised the base as of 10/13/10, is $84.81 however; her current bill is being processed.
o Ms. Greene shared that she was eligible for payment arrangement.
o Mrs. May agreed to pay $15.00 each month toward arrears plus current bill starting with November due date.
o Customer stated she is satisfied with resolution.
Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 15 days.
Shonna McCray

10/27/10: This inquiry closed. It appears the company has violated PSC rules---failure to provide response to PSC within 15 days. Shonna McCray

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Request No. 0969510W Name FERRIER ,LAURA & BENJAMI MR. Business Name

Consumer Information

Name: LAURA & BENJAMI L FERRIER

Business Name:

Svc Address: 5365 SE 22ND PLACE

County: Marion Phone: (352)-274-7358

City/Zip: Ocala / 34480-

Account Number: 001666680 0646023

Caller's Name: LAURA & BENJAMI L FERRIER

Mailing Address: 5365 SE 22ND PLACE

City/Zip: OCALA ,FL 34480-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0969510W

Response Needed From Company? Y

Date Due: 10/14/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 10/14/10

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: NEAL FORSMAN

Entered By: RK

Date: 09/23/10

Time: 10:36

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 800.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NEF

Date: 01/05/11

Closeout Type: GI-32

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $800.00

What is the date of the bill? Customer hasn't received the newest bill yet. Customer's bill now is dated Aug 18, 2010.

Why do you believe you have been billed improperly? Customer has been billed $564.12 using 94,000 gallons. Customer states she is being billed to the closets 100th gallon. ie: if she uses one gallon to flush her toilet the bill reflects 100 gallons.

Customer's meter was replaced Aug 31, 2010. Company has had the meter tested but has not received the results yet. Customer states there was no problem with the meter. The problem lies in the billing procedures of the company.

Request No. 0969510W Name FERRIER ,LAURA & BENJAMI MR. Business Name

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Other Comments: Customer states her landlord told her that the bills used to average $75 - $100 per month. The landlord's name is Herman Hale. Mr Hale can be reached at 352-304-0884.

Customer will fax in a bill copy.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

9/27/2010 Customer correspondence received via fax, and forwarded to SMcCray.DHood

9/27/10: Reviewed customer correspondence and added to file. Customer provided copies of the 8/18/10 and 9/17/10 billing statements. Shonna McCray

10/08/2010 Customer is objecting to the company's resolution. Customer states the company replaced her meter and tested old meter. Customer states the meter never made it to testing facility. Customer states the testing of the meter was billed to the customer on Sept 30, 2010. Company reported the meter was there on the 31st of Aug. Testing site states they did not receive it until after the 7th of September. Customer was not able to get the results of the test because the test results were not available. That department was closed until Monday. Customer will provide a picture of the new meter and email the pic to the PSC. Customer states the meter reads 005,804 gallons. Company wants to bill customer for 58040 gallons. Customer states she sent in a

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check for $100.00.

Customer ran one irrigation zone for 34 gallons for 1/2 hour of running time. Company would bill 340 gallons. Rik Koeteeuw

10/12/2010 Customer called to speak with analyst, Shonna, transferred . tkemp

10/12/10: Mrs. Ferrier transferred by Tekeyshia. Mrs. Ferrier stated they received a message from Aqua on 10/11/10, advising the results from the bench test indicate the meter was actually running slow. The representative stated Aqua would give them a credit of $144.00 as a courtesy. Mrs. Ferrier advised there is no way they used 94,000 gallons of water. She advised the landlord states the previous bills for this residence was between $50.00 and $100.00 monthly. Mrs. Ferrier states if the meter displays 2,800 they are billed for 28,000. Mrs. Ferrier request that a Representative from the PSC come out and verify the meter readings are correct. Advised Ms. Ferrier I would forward her request to my Supervisor. Mrs. Ferrier advised she will not be forwarding a picture of the meter showing the reading because the numbers will not display due to the glare. Explained the complaint and objection process to Mrs. Ferrier. Shonna McCray

10/14/2010 - Company response received via e-mail. /EEstelle

10/15/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The account was established on 7/14/10.
- The first billing statement issued was dated 8/18/10 for period 7/15/10 through 8/16/10, for 32 days of service, total consumption 94,100 gallons in the amount of $564.12.
- All readings were based on actual readings.
- On 8/25/10, a Field Service Representative was at the property confirmed meter and ERT number, check property for leaks, none were found and reading obtained (4770).
- In comparing reading obtained on 8/16/10, 4539 to 8/25/10, customer used 23,100 gallons in 9 days averaging 2,566 gallons per day.
- On 8/31/10, the meter was exchanged at the property.
- The meter was forwarded to independent company (Mars) for a bench test.
- The test results dated on 9/29/10, overall average is 93.84%, which is lower than range of accuracy in accordance with Rule 25-30.262.
- The customer was being under changed.
- On 10/8/10, an Issues Resolution Specialist spoke with Mrs. Ferrier discussed the account.
- The Representative apologized that the customer was given incorrect information regarding bench test results.
- Mrs. Ferrier shared that she does run her irrigation system 10 minutes daily for 3 to 4 days a week.
- The Representative shared that running the irrigation system could increase usage depending on number of zones/heads on the system.
- The Representative also advised Mrs. Ferrier that she could not compare her household usage with previous tenants and or neighbors.

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o Further explaining, each household usage can vary.
o Mrs. Ferrier was advised to monitor and chart readings when running irrigation system by charting the readings before and after system is ran.
o The meter has been exchanged at the property.
o Unfortunately the meter did not capture all usage that flowed through the meter which is a benefit to the customer.
o Taking into consideration that Mrs. Ferrier is a new customer on the system and has not had the opportunity to monitor daily usage and review company rate structure, the customer has been offered a one time courtesy adjustment in the amount of $144.00.
o Mrs. Ferrier is eligible for a payment arrangement if interested.
o A second call was placed to the customer on 10/11/10, for follow-up.
o Aqua is awaiting a call from the customer to bring closure to complaint.
Shonna McCray

10/15/10: Complaint forwarded to Supervisor for review and advise, as the customer has requested a Representative from the PSC confirm the meter readings. Shonna McCray

10/18/10 Customer called for analyst Shonna, transferred. tkemp

10/18/10: Mrs. Ferrier transferred by Tekeyshia. She requested the status of her complaint. Reviewed the response with Mrs. Ferrier. She advised there is no way 2 people used that much water in 1 month. Mrs. Ferrier stated the landlord and the previous tenant's bills were less than $60.00 per month. She stated the company is adding a zero to the reading. Explained to Mrs. Ferrier her objection to the response has been noted and her complaint forwarded to my Supervisor for additional review. Advised I would re-contact her regarding her concerns. Confirmed she would be contacted this week. Shonna McCray

10/18/10: 9:49 a.m. Called Alice Greene with Aqua to discuss the meter readings. Per Alice, 2 zeroes are added at the end of the readings each month. It appears this customer was using the irrigation system quite often. Also noted the customer has a pool. In reviewing the billing statements for the previous tenant/owner, the bills were considerably lower. Aqua has offered the customer payment arrangements and a courtesy adjustment of $144.00, but the customer has not re-contacted Aqua to accept or reject the offer. Aqua has suggested the customer contact a licensed plumber to check for leaks; if a leak is determined from the investigation Aqua may be able to issue a leak adjustment. The customer has not responded to this offer either. Shonna McCray

10/18/10: Received current billing statement from Aqua. Shonna McCray

10/18/10: 10:48 a.m. Called Mrs. Ferrier at 352-274-7358 to discuss her concerns. Reviewed the response. Explained/discussed the following:
o Two zeroes are added to the meter readings each month.

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- Mrs. Ferrier confirmed they have a pool, but says they have not filled the pool.
- Mrs. Ferrier stated they have not used the irrigation system in the last 6 weeks.
- They have not had a licensed plumber check the property for leaks.
- Mrs. Ferrier advised there is no way they used 94,000 gallons of water.

Advised Mrs. Ferrier I would forward her complaint to my Supervisor for further review and possible referral to the Process Review Team. Shonna McCray

10/18/10: Case file delivered to Process Review. RRoland

Request No. 0970893W Name ALI ,WAHID M. Business Name

Consumer Information

Name: WAHID ALI

Business Name:

Svc Address: 347 VELVETEEN PL

County: Seminole Phone: (321)-296-7056

City/Zip: Chuluota / 32766-

Account Number:

Caller's Name: WAHID ALI

Mailing Address: 347 VELVETEEN PL

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached:

E-Tracking Number: 26454

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0970893W

Response Needed From Company? Y

Date Due: 10/20/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 10/20/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 09/29/10

Time: 14:19

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 11/03/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0969510W Name FERRIER ,LAURA & BENJAMI MR. Business Name

Docket No. 100330-WS
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 28, 2010 1:19 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 26454

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: wahid ali
Telephone: 321-296-7056
Email: yaderkysali@aol.com
Address: 347 velveteen pl chuluota 32766

BUSINESS INFORMATION

Business Account Name: wahid ali
Account Number:
Address: 347 velveteen pl chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
my monthly bill has been ever increasing averaging $220.00+ per month, i have a separate meter for irrigation water and instead of being charge for recycle water i'm being charge regular rates, and every month it just keep going up. i have a family of 5 to support paying $200+ dollars for water monthly is ridiculous, i have complaint to Aqua, they sent out a tech to see if there were leaks, but none was found, i need help.

PSC was contacted previously "

Customer did not provide the total amount in dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

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verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/20/2010 - Company response received via e-mail. /EEstelle

10/21/10- Reviewed Company Response:
Aqua spoke with Mr. Wahid on October 18, 2010 regarding his billing for irrigation and house meters. It was explained that the irrigation meter he is only being billed for water. The house meter is billed for both water and sewer. Mr. Wahid stated that he uses irrigation system twice a week for 10 minutes per day. The system has thirteen heads. Aqua shared that in reviewing the account, it appears starting with billing periods; June 16, 2010 through July 19, 2010 (15,500), July 19, 2010 through August 19, 2010 (12,400),August 19, 2010 through September 20, 2010 (16,300) the usage increased which indicates a change in pattern and or could have a leak. Mr. Wahid stated that he had the system checked and there were no leaks.

The usage for current billing period September 20, 2010 through October 18, 2010 total consumption on irrigation meter is 7,000 gallons. Usage has decreased by 9,300 gallons which indicates either there was a problem that has been corrected or the customer made changes in daily use of irrigation system and or there was a leak that was repaired. Aqua suggested to Mr. Wahid to take readings before and after he runs his irrigation system to identify how much usage he is actually using daily.

Providing an example if there are 5 zones with 4 heads equal 20 heads X 150 minutes per day would estimated 3,000 gallons a week X 4 weeks equal 12,000 gallons a month .

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Mr. Wahid compared his family size of 5 to neighbors and indicated that they were paying less with just house meter using irrigation on one meter. Aqua advised he does have the option to irrigate off of house meter however; it would increase sewer output if he decided to revert to one meter. Mr. Wahid stated that the rates were just too high. He shared that he did not know how the company expects him and other families to survive. Mr. Wahid that he is eligible for payment arrangements. If he is interested in the future he can contact the customer service center. Vfaria

11/3/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0971850W Name WHITE ,HARRIET MS. Business Name

Consumer Information

Name: HARRIET WHITE

Business Name:

Svc Address: 116 ASH ST

County: Putnam Phone:

City/Zip: Interlachen / 32148-

Account Number: 0628826

Caller's Name: HARRIET WHITE

Mailing Address: 112 SAWYER ST

City/Zip: INTERLACHEN ,FL 32148

Can Be Reached: (386)-684-4265

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0971850W

Response Needed From Company? Y

Date Due: 10/25/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 10/25/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 10/04/10

Time: 16:13

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 168.82

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 11/30/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0970893W Name ALI ,WAHID M. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? 218.82

What is the date of the bill? July 14, 2010

Why do you believe you have been billed improperly?
Customer states her usual bill is less than $40.00 a month. In July customer received a bill for $218.82. Customer contacted the utility company for an explanation and was advised she probably had a leak. Customer checked for leaks and found none. Customer states the neighbor behind her (at 119 Salem St.) did have a leak and the utility fixed it, but customer believes she was billed for the usage of that leak. Customer spoke with the neighbor with the leak and was advised her bill was only $23.00.
Customer has tried unsuccessfully to resolve with utility. Customer paid some of the bill in duress, but states the utility is threatening to send her to collections for the disputed overage amount.

Other Comments:
Customer is seeking an adjustment in her bill for the overage.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

10/19/2010 - Caller states she hasn't received a response at this time. Advised caller Company has until end of business on 10/25/2010 to respond and to allow more time. Caller states she received a disconnection

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notice at her new current address because of this balance. Caller states the account at her current address is up to date. Advised caller if she gets disconnected and she is not more delinquent than then disputed amount to call the PSC back. MBermudez

10/25/2010 Company response received via email. DScott.

10/27/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mrs. White received a final bill from 6/11/10 through 7/7/10, for 26 days in the amount of $218.82.
o The total consumption for this period was 19,700 gallons.
o The usage indicated for this period the customer used 757 gallons per day.
o As a result of Mrs. White contacting the company, a follow-up field visit to the property occurred on 7/19/10.
o The reading obtained on 7/19/10, was 605.
o Total usage from 7/7/10 to 7/19/10, was 2500 gallons, with a daily average of 208 gallons per day.
o Although Mrs. White is no longer at the property, she is the owner and has concern with the ongoing usage that is being registered on the meter.
o There is a tenant living at the property.
o The new tenant's usage from 8/13/10 through 9/14/10, is 16,900 gallons with a daily average of 528 gallons per day.
o Alice Greene spoke with Mrs. White on 10/20/10, they discussed the account history and usage.
o Mrs. White stated that she had all plumbing fixtures checked and no internal leaks were found.
o Ms. Greene shared most common water waste is a leaky toilet.
o This type of leak can go undetected over a period of time.
o Generally, the flapper gets stuck in an open position which allows water to escape, once the handle is jiggled, the flapper returns to closed position.
o Ms. Greene suggested if it is not an inconvenience to have a certified plumber check the property.
o As a follow-up to see if there was a decrease in usage, Ms. Greene scheduled a second field visit.
o On 10/21/10, a Representative checked the property for leaks, none were found and a reading was obtained (938).
o In comparing the reading of 644 from 9/14/10, the usage on the meter was 29,400 gallons with a daily average of 794 gallons per day.
o This information was shared with Mrs. White.
o Ms. Greene requested a date and time that a Representative could test the meter with Mrs. White and or the new tenant to be available to witness.
o At this time Ms. Greene does not believe it is necessary to exchange the meter at the property and forward for bench test.
o Depending on the field results the bench test option will be presented to Mrs. White.
o Since Mrs. White is not physically living at the property and has a tenant, all information is being presented to the tenant.
o Once Ms. Greene receives the go ahead to schedule the appointment, she will move forward.
Shonna McCray

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11/30/10: No additional contact from customer as of today. This inquiry closed. Shonna McCray

12/01/2010 - Company response received via e-mail. /EEstelle

12/2/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- On 10/28/10, a field visit was made to the property to perform meter test.
- The meter tested as follows:
  Low flow + 101.0%
  Medium flow - 98.6%
  High flow - 98.0%
  Total average - 99.2%
- The meter test results was shared with Mrs. White on 10/28/10.
- Alice Greene spoke with Ms. White on 12/1/10, as a follow-up.
- She indicated that she faxed a copy of plumbers receipt.
- Ms. Greene requested she re-fax; never received previous copy.
- Due to the meter testing accurate and the customer had a plumber check at the property, a onetime adjustment in the amount of $97.57 was applied to final bill leaving a balance of $51.25 which will be transferred to customer's current address.

Shonna McCray

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Request No. 0972885W Name DOLAN ,GLENDA MS. Business Name

Consumer Information

Name: GLENDA DOLAN

Business Name:

Svc Address: 11211 RHONDA AVE

County: Pasco Phone: (727)-863-3546

City/Zip: Port Richey / 34668-

Account Number: 0008845460628075

Caller's Name: GLENDA DOLAN

Mailing Address: 11211 RHONDA AVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0972885W

Response Needed From Company? Y

Date Due: 10/29/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 10/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 10/08/10

Time: 13:35

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 11/16/10

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer states that Aqua Utilities placed flags along water line in her backyard. Customer states that the company must have jumped her fence to get through her backyard, and did so without providing her any notice. Customer states that her fiance was unaware that the flags had been placed there when he almost injured his foot on one of them. Customer believes that the work is being done in an easement, however, it requires for them to go through her yard to get there. Customer states that company should have provided her with notice, as she would of provided the technicians access.

Please provide explanation for flags in the customer backyard.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

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verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

10/29/2010 - Company response received via email. DScott.

11/2/2010- Reviewed Company Response:
Customer was contacted on 10/29/10 and extended an apology. The flags was at the request of PEF. Normal process is that PEF would mail a notice to customers. Customer was advised that her feedback and concerns would be forwarded to a supervisor. Vfaria

11/16/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

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Request No. 0973049W Name GROSS ,KELLI MS. Business Name

Consumer Information

Name: KELLI GROSS

Business Name:

Svc Address: 10618 RAFFIA DRIVE

County: Pasco Phone: (727)-841-7793

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: KELLI GROSS

Mailing Address: 10618 RAFFIA DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-841-7793

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0973049W

Response Needed From Company? Y

Date Due: 11/01/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 10/13/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 10/11/10

Time: 09:48

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 172.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 11/23/10

Closeout Type: GI-25

Apparent Rule Violation: N

Customer states she moved to the residence in April 2010. She states that she believed water was included with her rent. She received a final notice in July and paid what she believed to be a bill covering three months of service. Customer established service in July 2010 with Aqua. Customer states that she believed bills were to be sent every three months. Customer has not received a final notice since July 2010. She states that she received a bill requiring a $172 payment which she was planning to pay on October 14, 2010 at a local pay station. She states that the service was interrupted on October 11, 2010. She states that she is receiving conflicting information advising her that payments of $67, $172, and $257 are due to obtain service restoration.

1) Please provide copies of all bills sent to date.

2) Please indicate if the company has a record of returned mail on the account.

3) Please indicate the date of the final notice that preceeded the October 11, 2010 interruption, the amount required to avoid service interruption and the date payment was required.

Request No. 0973049W Name GROSS ,KELLI MS. Business Name

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4) Please indicate the amount for which the service was interrupted and how that amount was calculated.

5) Please indicate if the company is willing to restore with a payment arrangement for October 14, 2010.

6) Please indicate the actions required to obtain service restoration.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Kelli Gross at 727-841-7793 (work).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

10/13/2010 - Company response received via e-mail. /EEstelle

10/13/2010 Reviewed report. Aqua Utilities advised that the company has no record of returned mail on the customer's account.

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On September 9, 2010, Aqua sent a notice to the customer requesting a $172.62 payment by September 21, 2010, to avoid a service interruption. The notice indicated that a $35.00 reconnection fee and a $50.00 deposit fee would be required if service is terminated. The total amount due for reconnection is $257.62.

On October 11, 2010, Aqua interrupted the customer's service for nonpayment of $172.62, which represented the August 6, 2010 bill for service used from July 7, 2010 through August 4, 2010 in the amount of $117.62 and a $54.70 previous balance.

On October 12, 2010, Aqua restored the service without payment. The customer agreed to pay $100.00 on October 14, 2010. Starting with November 2010 bill, the customer agreed to pay the current charges plus $60.00 each month until the past due balance is satisfied. The next scheduled payment is due November 2, 2010, for the current bill of $96.48 plus $60.00 toward payment arrangement. The customer's account reflected a current balance of $327.69.

Aqua agreed to waive the reconnection fee. The customer appeared satisfied. eplendl

11/23/2010 Closed. The PSC has no record of further customer contact. eplendl

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Request No. 0974616W Name RANDOLPH ,KATRENA MS. Business Name

Consumer Information

Name: KATRENA RANDOLPH

Business Name:

Svc Address: 1717 HEMLOCK CIRCLE

County: Washington Phone: (850)-773-3630

City/Zip: Chipley / 32428-

Account Number:

Caller's Name: KATRENA RANDOLPH

Mailing Address: 1717 HEMLOCK CIRCLE

City/Zip: CHIPLEY ,FL 32428-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS888

Company:

Attn. Lesley Dix0974616W

Response Needed From Company? Y

Date Due: 11/08/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/08/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 10/18/10

Time: 13:07

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 285.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 11/30/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Information request filed for Docket 100330.

11/08/2010 - Company response received via e-mail. /EEstelle

11/9/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- An Aqua Representative visited the property on 11/2/10.
- Ms. Randolph shared that the water quality is bad at times, brown in color.
- The Representative checked the water level; it was 0.8 cl.
- The flushed was good by the home.
- No leaks were found.
- On 11/3/10, a follow-up call was made to the property.
- Ms. Randolph was not available; the Representative spoke with her fiancée.
- All billing has been based on actual readings.
- The account history indicates the bills have ranged from
  Low of $54.95 (2/13/10)
  High of $96.47 (9/8/09)
- Payments are not being made each month; creating a past due balance.

Shonna McCray

11/30/10: This inquiry closed. Shonna McCray

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Request No. 0975397W Name RIDDLE ,MATT MR. Business Name

Consumer Information

Name: MATT RIDDLE

Business Name:

Svc Address: 12426 TAVARES RIDGE CIRCLE

County: Lake Phone: (352)-617-8664

City/Zip: Tavares / 32778-

Account Number: 0016196460629895

Caller's Name: MATT RIDDLE

Mailing Address: 12426 TAVARES RIDGE CIRCLE

City/Zip: TAVARES ,FL 32778-

Can Be Reached: (352)-508-5032

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0975397W

Response Needed From Company? Y

Date Due: 11/12/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/12/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: SGW

Date: 10/21/10

Time: 10:20

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1415.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 11/16/10

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1415.00

What is the date of the bill? October 2010

Why do you believe you have been billed improperly? Customer states his normal bill with Aqua Utilities' in Lake county runs around $85.00 per month which has been paid regularly and timely. Customer recieved a bill for
$1501.85 for the month of October 2010. Customer states he has not used any more water than he does on a normal basis and disputes the charges reflected on the current bill. Customer has had his home inspected for any type of leak and has discovered no leaks in his house that might have caused his bill to increase. Customer
states his household consists of 3 people and there is no way that they could have used the water that is

Request No. 0975397W Name RIDDLE ,MATT MR. Business Name

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being billed to him.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

10/21/2010 - Duplicate case file, 0975413W. Information added to this file and duplicate case deleted.
rmchargue
"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, October 21, 2010 10:15 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 26702

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Matt Riddle
Telephone: 352-617-8664
Email: dnrmatt@aol.com

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Address: 12426 Tavares Ridge Circle Tavares 32778

BUSINESS INFORMATION

Business Account Name: Matt Riddle
Account Number:
Address: 12426 Tavares Ridge Circle Tavares Florida 32778

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
To whom it may concern,
My family and I took a vacation in July of this year (which can be proven) and while we were gone our water bill went mysteriously from about 80 to 85.00 to 1800.00. First of all we live in a small condo that it would be almost impossible to use that amount of water in. We called our landlords and they assured us that there were no leaks on the inside or outside of the condo after inspection of the property. Aqua conducted 1 test and said the bill was justified and we were responsible for paying said amount. Reluctantly we set up a payment plan with Aqua and they required a payment of 400.00 a month in addition to the regular months bill. After the first payment we realized that this was to high of an amount and requested it be lowered for us, they lowered it to 300.00 in addition to the monthly bill. We recieved a letter stating that all bills will be required to be payed on the 30th of each month. On the 12th of this month, we recieved a disconnectionn notice stating that we must pay 1500.00 by the 25th of october in order to keep out services on. Please help with this situation. We feel that we are not responsible for the 1800.00 but had nowhere to turn to. Thank you for your time in this matter.

Sincerely,
Matt Riddle "

10/21/10- ATTN AQUA: PLEASE SEE ADDITIONAL NOTES ABOVE. Vfaria

11/12/2010 - Company response received via e-mail. /EEstelle

11/15/2010- Customer called to state he was not pleased with the resolution attempt by Aqua Utlities as they had only offered to deduct $515.00 from the bill leaving him with a $900 bill still owed. Customer wishes to file an objection to Aqua's resolution attempt this date. SWilliams

11/16/10: Case reassigned to S. Stokes. RRoland

11-16-10 Aqua Utilities Florida provided the following information in the November 12, 2010, report:

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-----Original Message-----
From: PSCREPLY
Sent: Tuesday, November 16, 2010 3:21 PM
To: Shirley Stokes
Subject: FW: Matt Riddle - Case #0975397W - 12426 Tavares Ridge, Tavares FL

-----Original Message-----
From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Friday, November 12, 2010 2:48 PM
To: PSCREPLY
Subject: Matt Riddle - Case #0975397W - 12426 Tavares Ridge, Tavares FL

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:MATT
Customer Last Name	:RIDDLE
Account Number	:0016196460629895
Service Address 1	:12426 TAVARES RIDGE
Service Address 2	:
Service City	:TAVARES
Service State	:FL
Service Zip	:32778
Sent to Utility Date	:10/21/2010
Current Bill Due Date	:
Total Balance	:
Rate	:RESIDENTIAL
Prepared Date	:

COMPANY POSITION:
In reviewing Mr. Riddle's account the billing period from June 17, 2010 through July 16, 2010 the usage that flowed through the meter was 64,600. The following billing period July 16, 2010 through August 15, 2010 the usage decrease to 25,000 gallons. Although the usage decrease for this period usage still on the high side compared to normal usage.
As a result of Mr. Riddle's concern for the high usage, On August 5, 2010 a company representative visited the property to obtain a reading and check for leak. There were no leaks visible and the reading obtained was (2910). A second visit took place on August 30, 2010. A bucket test was performed meter tested 100% accurate,

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there were no leaks found and the reading obtained was (2939), owner of property witness test. In comparing the reading from August 5, 2010 (2910) and the reading obtained on August 25, 2010 (2939) the customer's averaged 104 gallons per day.
A company representative spoke with Mr. Riddle on October 25, 2010 and reviewed the account history. Mr. Riddle was advised that the owner witnessed the field test and spoke with the field representative regarding his findings. The meter is working properly and readings are inline.
Mr. Riddle stated he would have the property checked by a certified plumber. Mr. Riddle was advised to forward a copy of the results when the inspection was completed.
On November 11, 2010, Mr. Riddle faxed a statement from Roto-Rooter Plumbing dated November 1, 2010 confirming the property was checked for leaks and none were found. Based on the company's findings along with the statement from Roto-Rooter, it is belived that there was an unidentified one time event at the property that caused the increase in usage for billing period June 17, 2010 through August 15, 2010. As a courtesy the company will offer an adjustment in the amount of $601.91.
The usage has returned to normal in reviewing the last 2 billing statements dated September 21, 2010 and October 19, 2010 (attachments).

On November 12, 2010, a company representative spoke with Mr. Riddle advised received statement and offered an adjustment in the amount of $601.91 which leaves him with an account balance of $977.45. Mr. Riddle accepted the credit adjustment and requested to be placed on a payment arrangement however; he asked that the first installment start January 15, 2011 so that he could financially prepare. Terms were agreed upon that he would pay all current bills as rendered and start payment arrnagement January 15, 2011 in the amount of $85.00 installments each month plus current bills as due.

Attachments

11-16-10 At 2:27 p.m., I called the customer's telephone number 352-508-5032 and spoke with Mr. Matt Riddle. I explained that his case was reassigned to me, and I have reviewed the file. I explained that his file is noted that he called yesterday, and stated that he was not pleased with the resolution of his complaint since the company only deducted $515 from his bill. I explained that under the Florida Administrative Code (F.A.C.), the company is responsible for making sure that the meter is registering properly. I explained that the company reported that a bucket test was performed in front of the owner (property), and the meter was registering at 100 percent. I also explained that neither the company nor the Florida Public Service Commission (FPSC) can tell customers what caused the high usage. I emphasized that we get numerous complaints from customers regarding high bills, whether it is water, electric, or gas. I emphasized that neither the company nor the FPSC can tell customers what caused the high usage. If the meter is registering properly, the customer is responsible for any usage that passes through the meter. I also explained that the company is not responsible for any problems beyond the meter. Mr. Riddle stated that a plumber did not find any problems. I explained that since he was on vacation, someone could have used the service or toilet could have been stuck. However, I emphasized that we cannot tell customers how the service was used, and the company was not required to issue any adjustment on the bill since the meter was working properly. I emphasized that there is no rule in the F.A.C. requiring the company to issue an adjustment on the bill when the meter was working properly.

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Mr. Riddled asked why the company offered an adjustment. I explained that the company reported that the adjustment ($601.91) was offered as a courtesy. I explained that sometimes companies will offer a courtesy adjustment to resolve the complaint; however, that adjustment is not a requirement. And that amount should not have to be passed to other ratepayers, and the company does not have to keep the adjustment if he pursues his complaint. Mr. Riddle indicated that he will follow up with the company regarding the payment arrangements. At present, no further action is required on this case. Shirley Stokes

11-16-10 CLOSED by today's telephone conversation with Mr. Riddle as noted above. Shirley Stokes

Request No. 0975664W Name BRAY ,YVONDA MRS Business Name

Consumer Information

Name: YVONDA BRAY

Business Name:

Svc Address: 2076 NE 43RD ST

County: Marion Phone:

City/Zip: Ocala / 34479-

Account Number: 0008910950634211

Caller's Name: YVONDA BRAY

Mailing Address: 2076 NE 43RD ST

City/Zip: OCALA ,FL 34479-

Can Be Reached: (352)-401-6867

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0975664W

Response Needed From Company? Y

Date Due: 11/15/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/15/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: MAB

Date: 10/22/10

Time: 11:09

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 336.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 11/30/10

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0975397W Name RIDDLE ,MATT MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $384.77

What is the date of the bill?10/15/2010

Why do you believe you have been billed improperly? Caller states the Company has been estimating her bills for the past year.

Other Comments:

Caller states she's had to call the Company every month for the past year to have her bill adjusted because the bill are always coming in with a balance of $300-$900 or more. caller states her bills are never more than $40-$50 because there are only 2 people in the home. Caller states last month she was told that she would have her meter replaced. Caller states she has no idea if her meter was replaced because she works all day and didn't receive anything from the Company informing her that it was actually done. Caller states this month the Company is telling her that they are going to send someone out to physically read her meter. Caller states she doesn't care what needs to be done, she's just tired of having to have her bill adjusted every month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

Request No. 0975664W Name BRAY ,YVONDA MRS Business Name

PAGE NO: 447

11/15/2010 - Company response received via e-mail. /EEstelle

11/16/10- Reviewed Company Response:
customer was issued a bill on 10/15/10 for a total consumption of 66,100 gallons for 16 days totaling $384.77. Bill was based on estimated reading.

The bill was cancelled and a revised bill was issued for 13,800 gallons totaling $59.52. In addition to the revised bill the meter was exchanged at the property on 10/26/10. A bill is being processed from 10/26/10 to 11/12/10 to account for the meter exchange and will be issued the week of 11/15/10.

Customer was contacted on 11/15/10 to review the account and customer was advised that her account has been adjusted. Customer advised she received the revised bill and has mailed the payment. Vfaria

11/30/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0975839W Name BRYSON ,RICHARD MR. Business Name

Consumer Information

Name: RICHARD BRYSON

Business Name:

Svc Address: 34927 1ST AVE

County: Lake Phone:

City/Zip: Leesburg / 34788-

Account Number: 0014464420639999

Caller's Name: RICHARD BRYSON

Mailing Address: 34927 1ST AVE

City/Zip: LEESBURG ,FL 34788-

Can Be Reached: (352)-459-8238

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0975839W

Response Needed From Company? Y

Date Due: 11/16/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/01/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: MAB

Date: 10/25/10

Time: 08:40

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 83.69

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 11/30/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $146.22

What is the date of the bill? 10/13/2010

Why do you believe you have been billed improperly? Caller states he feels the Company is not reading his meter and if they are they're not reading it correctly.

Other Comments:

Caller states he's being bill for using 8500 gallons of water. Caller states he lives in a mobile home so there is no way he has used this much water. Caller states he doesn't feel the Company is reading his meter at all because the meter number on the bill is not the same as his meter number and this has been going on for the past 4 years. Caller states he feels the Company is reading the master meter and then dividing the

Request No. 0975839W Name BRYSON ,RICHARD MR. Business Name

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bill with all the tenants in the park. Caller states he has his own account with the Company so he feels if his been his meter was read then it should have been read. Caller states his meter has also been leaking for the past 2 months. Caller states he's reported this to the Company several time over the past 2 months and keeps being told that someone will be sent out but no one ever comes.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

10/27/10- Customer states that Alice Green contacted him and asked him how much he was disputing, he answered $83.00. Customer was advised that a technician will be out to check on the problem either on 10/27/10 or 10/29/10 between 9 to 12pm.

Customer requested a call back from case analyst once a report has been provided to the PSC. NHollinhead

10/27/2010- Customer states that about 1:30pm Aqua Utilities came out to repair the leak. has not been Customer states his mater number DOES match his bill as he had been looking at a different set of numbers. Billing issues have not yet been addressed. SWilliams

10/29/10- Customer states that he spoke to Alice Green and the matter has been resolved. Customer states that the leak was taken care of and his bill was adjusted from $146.00 down to $90.00. Customer states that

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he is very satisfied with the way everything worked out- NHollinhead

11/01/2010 - Company response received via e-mail. /EEstelle

11/3/10- Reviewed Company Response:
A billing statement was issued dated September 21, 2010 for services rendered August 15, 2010 through September 17, 2010. The bill included current charges $83.69, $10.00 late fee and balance carried forward $52.53 total billing statement $146.22.

On October 27, 2010, Aqua spoke with Mr. Bryson reviewed September billing statement. Mr. Bryson believes that the meter being read does not coincide with billing statement. Also, indicate that there is a leak at the meter. I advised I would have a field representative at the property on October 28, 2010. He agreed to be present.

On October 28, 2010 field representative meet Mr. Bryson at the property. The representative showed Mr. Bryson the meter associated with his property. Leak was found at the valve and repaired as customer witness. The meter was tested results 99.3% accurate.

Aqua spoke to Mr. Bryson later in the day on the 28th to review field results. Mr. Bryson apologized for stating that the company was reading the incorrect meter. He did not realize where his meter was located. Mr. Bryson also, confirmed leak was repaired and thanked me for sending the representative to property in a timely manner. I advised Mr. Bryson that I would applied a leak adjustment credit in the amount of $43.13 and remove penalty fees in the amount of a $10.00 for a total adjustment $53.13.

Mr. Bryson was concerned on the balance of $135.73. I advised he was eligible for payment arrangements. He agreed to pay $90.00 on November 8, 2010 and balance of $45.73 on December 8, 2010 plus current bill as due. There is a total account balance of $135.73.
Mr. Bryson indicated that he was satisfied with the results. He does have my direct number if he should have any follow-up calls. Vfaria

11/30/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0976683W Name FANTETTI ,SUE MRS Business Name

Consumer Information

Name: SUE FANTETTI

Business Name:

Svc Address: 22 HILLSIDE DRIVE SOUTH

County: Highlands Phone: (863)-465-6624

City/Zip: Lake Placid / 33852-

Account Number: 0008917080634801

Caller's Name: ROBERT FANTETTI

Mailing Address: 22 HILLSIDE DRIVE SOUTH

City/Zip: LAKE PLACID ,FL 33852-

Can Be Reached: (863)-214-4221

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix0976683W

Response Needed From Company? Y

Date Due: 11/18/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/18/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 10/27/10

Time: 16:07

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 300.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 12/06/10

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $300.00

What is the date of the bill? October 2010

Why do you believe you have been billed improperly? Caller is customer's son. Caller state customer is 80 years old and lives alone and there is no possible way she could have used the amount of water she has been being billed for. Customer states that in March 2010 her bill was $1724.05 with no leaks on her side of the meter. Customer wants the meter inspected and the bills from March 2010-October 2010 reviewed for accuracy. Customer does not have a pool and is very conservative.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

10/27/2010 - Company response received via e-mail. /EEstelle
This is not a company response. It is the confirmation email that Aqua sends when a complaint is filed. Vfaria

10/28/10- Customer called to register her complaint. Customer was advised that a complaint had already been filed by her son Robert Fantetti. NHollinhead

11/18/2010 - Company response received via e-mail. /EEstelle

11/19/10- Reviewed Company Response:
The customer was issued a billing statement dated 10/5/10 for (9/1/10- 10/1/10) 800 gallons at $42.49. When the bill was issued there was a balance of $300.27, bill due 10/27/10 $42.76.

February bill -86,500 gallons at $1724.05
July bill - 18,900 gallons at $326.75.

There were several visits due to customer's HB concern:
- March 16, 2010- no leaks found, reading 1489, meter number confirmed.
- April 22, 2010- field test, 10 gallons meter tested accurate 99.8%, reading 1544, and no leaks found.

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- September 5, 2010- no leaks found, reading 1774, door tag left.
- September 30, 2010- bucket test at 3 intervals: low, med, high. Meter tested accurate.

Customer experienced high usage in March and August. Company addressed the high usage complaints and obtained check readings, checked for leaks and performed a field test. The readings obtained were in-line, the meter tested accurate and there were no visible leaks.

During one of the field visits, customer (Mrs. Fanetti) advised that there was an internal leak and Roto-Rooter made repairs. Because customer provide this information to the Technician, Aqua granted an adjustment of $1010.67. The meter exchange will be within a week and sent to an independant vendor for a bench test.

A letter was sent to customer.

12/6/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30.
VFaria

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Request No. 0977412W Name BURNEY ,DAYNA MS. Business Name

Consumer Information

Name: DAYNA BURNEY

Business Name:

Svc Address: 138 PALM TRAIL

County: Putnam Phone: (386)-937-0987

City/Zip: East Palatka / 32131-

Account Number:

Caller's Name: DAYNA BURNEY

Mailing Address: PO BOX 443

City/Zip: EAST PALATKA ,FL 32131

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885
Company:
Attn. Lesley Dix0977412W
Response Needed From Company? Y
Date Due: 11/23/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 11/23/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: SGW
Date: 11/01/10
Time: 12:26
Via: PHONE
Prelim Type: DELAY IN
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 12/10/10
Closeout Type: GI-29
Apparent Rule Violation: N

Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? Friday Oct 29,2010 around 3:00pm

What date did the company say the service would begin? No date given by Aqua in Putnam county

Did the company contact you with a reason for the delay? No

Has the company given you a new installation date? Tuesday November 2 during regular business hours.

Other comments: Customer states she has children in her household and needs her water back on as her bill has been paid.

Request No. 0977412W Name BURNEY ,DAYNA MS. Business Name

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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   a) the cause of the problem
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

11/01/2010 - Company response received via e-mail. /EEstelle

11/2/10: Reply Received date removed; correspondence received on 11/1/10, is acknowledging receipt of the complaint. Shonna McCray

11/23/2010 - Company response received via e-mail. /EEstelle

11/29/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A 10-day termination notice was mailed to the property on 10/16/10, for termination on 10/27/10, in the amount of $184.39.

Request No. 0977412W Name BURNEY ,DAYNA MS. Business Name

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o The service at the property was terminated on 11/1/10.
o On 11/1/10, Ms. Burney telephoned Aqua stating the water was shut off.
o She indicated that she made payment on Saturday, 10/30/10, in the amount of $185.00 and provided confirmation #1605855.
o The Representative verified the payment, confirmed that the payment was made on 10/30/10.
o It was shared with Ms. Burney that on the termination notice she received, it specifies to avoid termination customers should notify the company if payment has been made to avoid termination of service.
o Ms. Burney notified the company after the service was terminated.
o She was advised that since the service was terminated she would have to pay reconnection ($35.00) and deposit ($31.00) fees total due $66.00 to have service restored.
o Later on 11/1/10, Ms. Burney telephoned the company and provided confirmation #1608347 of payment made in the amount of $66.00.
o The service was ordered to be restored on the next business day which was 11/2/10.
o The service was restored on 11/2/10 at 10 a.m.
o An Aqua Representative made several attempts to reach Ms. Burney on 11/19/10 and 11/22/10 to discuss termination process however; she was not available voice message left.
o A letter was mailed explaining collection/termination process.
o Once termination notice mailed it specifies what a customer should do if payment is made to avoid termination.
o The letter also states that once a customer's service has been terminated, the company has 24 hours to restore service.
o Understanding that Ms. Burney made payment prior to termination, it is no way for the company to know unless the customer contacts the company with information prior to termination.
o Ms. Burney also states that she contacted the company on 10/29/10.
o There is no documentation that indicates the customer contacted Aqua on 10/29/10.
Shonna McCray

12/10/10: This inquiry closed. Shonna McCray

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Request No. 0977650W Name BATHGATE ,WILLIAM MR. Business Name

Consumer Information

Name: WILLIAM BATHGATE

Business Name:

Svc Address: 28032 TAMMI DRIVE

County: Lake Phone: (352)-253-0875

City/Zip: Tavares / 32778-

Account Number: 0008939530636937

Caller's Name: WILLIAM BATHGATE

Mailing Address: 28032 TAMMI DRIVE

City/Zip: TAVARES ,FL 32778-

Can Be Reached:

E-Tracking Number: 26844

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0977650W

Response Needed From Company? Y

Date Due: 11/24/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/24/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 11/02/10

Time: 10:06

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 12/10/10

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, November 01, 2010 2:28 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 26844

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: William Bathgate

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Telephone: 352.352.0875
Email: billandnettie@hotmail.com
Address: 28032 Tammi drive Tavares 32778

BUSINESS INFORMATION

Business Account Name: William Bathgate
Account Number: 000893953 0636937
Address: 28032 Tammi drive Tavares Florida 32778

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
My wife and I were out of the state during July & August, 2010. I was billed for an average of 70 gal/day in July but 1,700 gal/day in August. Noone was living in my home at the time but it was checked every 3 or 4 days to make sure all was safe. AQua has steadfastly refused to budge on this gross overcharge and has been uncooperative in working with us to resolve this problem. The meter was replaced and the old meter checked out fine - according to Aqua Utilities.

I was billed for almost $700 for the month of August. On October 28th I received a "10 day notification of shutoff" that was to take affect on November 2. If you consider the weekend, I only had 4 days notification. So I was forced to pay this bill in order to retain water to my home.

I have never been late with a payment. I average 200 gal./day every month of the year. Since the new meter was installed, I have had to add water to my swimming pool. I ran a hose for 31 hours straight and only drew 600 gallons of water. It is impossible to draw 45,000 gallons of water in the 30 day timeframe.

Not one person in Aqua Utilities wants to work with me and my wife to resolve this. They say that the meter read the amount therefore I am responsible fo rthe water. Their only solution is for me to either pay the bill in one payment or they will arrange for 8 monthly payments. This is wrong but I do not know how to approach this company.

Please help

William(Bill) Bathgate "

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

11/24/2010 - Company response received via email. DScott.

11/29/10- Reviewed Company Response:
AQUA checked property for leaks on 8/18/10 after customer received a HB. There were no leaks found; however, the field representative indicated there was a problem with the sewer line.

On 9/9/10, a second visit to the property confirmed that there were no leaks and the meter reading was inline with the previous reading. The meter was exchanged on 9/20/10 and sent to a bench test as a courtesy. The bench test verified that the meter was accurately recording (99.80%) per guidelines.

Customer accepted a one time adjustment of $345.00. Customer requested a payment arrangement on the remainder balance. Vfaria

12/10/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0978170W Name GADD ,LINDA MS. Business Name

Consumer Information

Name: LINDA GADD

Business Name:

Svc Address: 6110 DOE CIRCLE E.

County: Polk Phone: (863)-853-1932

City/Zip: Lakeland / 33809-

Account Number:

Caller's Name: LINDA GADD

Mailing Address: 6110 DOE CIRCLE E.

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-660-1435

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0978170W

Response Needed From Company? Y

Date Due: 11/29/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/29/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 11/03/10

Time: 16:38

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 12/10/10

Closeout Type: GI-28

Apparent Rule Violation: N

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? 10/27/10

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? No

Other Comments:

Customer states that she was disconnected without notice.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

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verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

11/16/2010 Customer correspondence received via fax, and forwarded to SMcCray. Also forwarded to Docket 100300. DHood

11/16/10 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Sincerely,

Linda Gadd

6110 Doe Circle East

Lakeland, Fl 33809

11/17/10: FAX TO COMPANY:
PLEASE ADDRESS CUSTOMER CONCERNS STATED IN CORRESPONDENCE. Shonna McCray

Request No. 0978170W Name GADD ,LINDA MS. Business Name

PAGE NO: 462

11/29/2010 - Company response received via e-mail. /EEstelle

12/1/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- A 10-day termination notice was mailed on 10/8/10, for 10/20/10, in the amount of $121.60.
- The service was terminated on 10/27/10, in the amount of $121.60.
- In addition to the 10-day notice, a call was placed to Ms. Gadd's home on 10/15/10, by third party collection agency (National Collection Organization) advising of pending termination if payment was not received prior to termination date, 10/27/10.
- Service was terminated on 10/17/10, for non-payment in the amount of $121.60.
- On 10/27/10, Ms. Gadd telephoned the business office stating her service was terminated.
- The Representative attempted to share steps to have service restored; Ms. Gadd started to yell and then disconnected the call.
- On 11/3/10, Ms. Gadd telephoned the Business Office to inquire about the amount needed to have service restored.
- The Representative advised $181.60 ($121.60 past due, $35.00 reconnect and $25.00 deposit fees).
- On 11/4/10, Ms. Gadd telephoned the Business Office provided confirmation #1616861 of payment $181.60.
- The service was restored on 11/5/10.
- Ms. Gadd made a payment on 11/19/10, in the amount of $247.77 which was the current balance due 11/29/10.

- The current balance is $0.00 effective 11/29/10.
- Attempts to reach Ms. Gadd via telephone were made on 11/23/10 and 11/29/10; both times voice messages were left.
- A resolution letter was mailed.

Shonna McCray

12/10/10: This inquiry closed. Shonna McCray

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Request No. 0978179W Name TROESCH ,JENNIE MS. Business Name

Consumer Information

Name: JENNIE TROESCH

Business Name:

Svc Address: 33926 SABAL WAY

County: Lake Phone: (352)-323-1553

City/Zip: Leesburg / 34788-3

Account Number: 0008963860639277

Caller's Name: JENNIE TROESCH

Mailing Address: 33926 SABAL WAY

City/Zip: LEESBURG ,FL 34788-3560

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0978179W

Response Needed From Company? Y

Date Due: 11/30/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/30/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 11/04/10

Time: 08:08

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 315.38

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 12/10/10

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $335.38

What is the date of the bill? 10/19/10

Why do you believe you have been billed improperly? Customer does not know

Other Comments:

Customer has been billed $335.38 for service. Customer called Aqua and was informed that her meter had not been read since 3/2008. Customer states that she was advised that she was being backbilled for a year, as the rules permit. Customer states that she asked why her meter had not been read for so long, she was advised that it was her fault.

Request No. 0978179W Name TROESCH ,JENNIE MS. Business Name

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Customer requested the response from Aqua to be sent by mail.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-085

Case taken by NHollinhead

11/08/2010- Customer called to state that Aqua had offered a credit on her account of $275.65 today and she was pleased with the outcome of the resolution attempt. SWilliams

11/30/2010 - Company response received via e-mail. /EEstelle

11/30/10- Reviewed Company Response:
Mrs. Troesch received a billing statement dated October 19, 2010 for billing period September 16, 2010 through October 14, 2010 in the amount of $335.38 for 59,700 gallons.

Prior to this billing statement being issued, the customer was receiving monthly billing statements with zero consumption from March 2008 through September 2010. During a field visit to the property on September 29, 2010, it was found that the ert (encoder receiver transmitter) was defective which the reason why no usage was being capture was. The customer was receiving monthly bills with base facility charges only. The ert was

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replaced and a reading was obtained for billing.

In an effort to correct the account and bill the customer for usage during the period March 17, 2008 and October 14, 2010 a bill was processed capturing usage for this period. When the bill was generated, it displayed the incorrect dates (September 16, 2010 through October 14, 2010. The bill covers a period of 821 days of service. To be in accordance with state regulations for back billing the account, there was a credit in the amount of $275.65 adjusted to the account leaving a balance of $59.73.

On November 19, 2010 a company representative spoke with Mrs. Troesch and explained that the ert associated with the radio frequency device was defective which resulting in receiving the zero consumption billing statements. The representative acknowledge that the dates on the bill were incorrect however; it was explained that the usage was correct based on the readings obtained. It was also explained to Mrs. Troesch that the company can only back bill for 365 days to be in compliance with the state regulations. Mrs. Troesch was advised of the credit adjustment that was applied to the account in the amount of $275.65 leaving a balance of $59.73. Mrs. Troesch stated that she was satisfied with the results.

The current billing statement issued from October 14, 2010 to November 15, 2010 displays the correct billing dates. Vfaria

12/10/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0978331W Name HUDSON ,ADELINE MS. Business Name

Consumer Information

Name: ADELINE HUDSON

Business Name:

Svc Address: 1204 N. DAVID COURT

County: Hardee Phone:

City/Zip: Wauchula / 33873-

Account Number:

Caller's Name: ADELINE HUDSON

Mailing Address: P.O. BOX 1555

City/Zip: WAUCHULA ,FL 33873

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS938
Company:
Attn. Lesley Dix0978331W
Response Needed From Company? Y
Date Due: 11/30/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 11/30/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 11/04/10
Time: 13:32
Via: FAX
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 12/10/10
Closeout Type: GI-28
Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Improper disconnect issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

Request No. 0978331W Name HUDSON ,ADELINE MS. Business Name

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Also filed with docket 100330.

11/10/10- Customer called to say that she has not been contacted by the company. Customer was advised that the company has until November 30th to respond- NHollinhead

11/19/10 - Customer correspondence received via fax; forwarded to VFaria. /ewe

11/23/10- Please see customer's additional correspondence for review. Vfaria
(correspondence hand- faxed to company)

11/29/10- Recieved a call from Alice Green about the additional correspondence sent. Customer has not provided a callback number apart from the one on the original correspondence and the number has not option for a voicemail/message system. Ms. Green stated she would correspond to customer in writing. Vfaria

11/30/2010 - Company response received via e-mail. /EEstelle

12/1/10- Reviewed Company Response:
A payment was posted to the account on 10/13/09 for $322.66 from Hardee Help Center. In December 2009 customer was disconnected for $375.66. Current January 2010 balance due $957.02

In review of the account, a decision was made to assist customer in getting water restored, providing she receive financial assistance. Aqua contacted customer on 11/18, 11/23, 11/29 and 11/30. A letter was mailed to customer advising her that should she be able to receive financial assistance, Aqua would provide an arrangement. Vfaria

12/10/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-28. VFaria

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Request No. 0979135W Name BURGNER ,DOUGLAS MR. Business Name

Consumer Information

Name: DOUGLAS BURGNER

Business Name:

Svc Address: 108 ORANGE DR

County: Putnam Phone: (386)-385-3380

City/Zip: East Palatka / 32131-

Account Number:

Caller's Name: DOUGLAS BURGNER

Mailing Address: 108 ORANGE DR

City/Zip: EAST PALATKA ,FL 32131-

Can Be Reached: (386)-385-3380

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0979135W

Response Needed From Company? Y

Date Due: 12/03/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 11/10/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ECR

Entered By: MEP

Date: 11/09/10

Time: 10:53

Via: PHONE

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: LR

Date: 02/11/11

Closeout Type: GI-99

Apparent Rule Violation: N

Mr. Burgner reported a loss of pressure at the Palm Port (Palatka, Putnam County) water system that occurred on November 9, 2010. Mr. Burgner said that when he opened the water faucet, all that came out was a dribble. In contacting Aqua's call center, he was informed that the company was flushing lines this morning. His question is if the flushing is going to diminish the water pressure to practically nothing, why was no notice sent to the customers of this system? Mr. Burgner was a customer who attended the Aqua customer meeting in Palatka.

1) Please indicate if the company sent advance notification prior to flushing the lines at the Palm Port water system.

2) Please indicate the circumstances surrounding the water pressure during the time the company flushes lines.

3) Please indicate the actions taken to restore water pressure to the customer's residence.

Request No. 0979135W Name BURGNER ,DOUGLAS MR. Business Name

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Please investigate this matter, contact the customer and provide me with a detailed written report by December 3, 2010.

Note Customer contact is Mr. Douglas Burgner at (386) 385-3380.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl for Tom Walden.

2/10/11: Case closed per e-mail below:

COMPANY POSITION:
1) Please indicate if the company sent advance notification prior to flushing the lines at the Palm Port water system.
•One of the flushing valves on the Palm Port system needed a cap replaced. On November 9, 2010, a technician was on- site to make repairs however; in order to replace the cap the pressure had to be reduced which impacted customers. The repair occurred between 9:00 am to 9:45 am. Advanced notice was not provided to customers.
2) Please indicate the circumstances surrounding the water pressure during the time the company flushes lines.
•Customers on the Palm Port system experienced little to no pressure due to replacing a cap on one of the flushing valves. In order to replace the cap, the pressure had to be reduced in order to complete the repairs. However; the lines were not flushed. The system was impacted from 9:00 AM to 9:45 AM.

3) Please indicate the actions taken to restore water pressure to the customer's residence.
•Once the repairs were completed, the pressure was returned back to normal.

Summary,

I spoke with Mr. Burgner on November 10, 2010 regarding his complaint. Mr. Burgner confirmed that the pressure was impacted for a short period of time confirming 45 minutes. I shared what repairs were completed (cap on flushing valve replaced). He stated he understood that repairs are needed however; the company should consider providing customers advanced notice. Mr. Burgner stated he was preparing for a doctor's appointment and was inconvenience. I extended an apology on behalf of the company and shared that the company will be reviewing procedures for notifying customers in the future. I also shared when system outages are planned the company does have a procedure in place for notifying customers via, news media, door hangers and in some caes telephone calls are placed to residents.
Mr. Burgner thanked me for the quick turnaround in responding to his complaint.

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Request No. 0979306W Name DURSO ,ANNA MS. Business Name

Consumer Information

Name: ANNA DURSO

Business Name:

Svc Address: 7715 FOXBLOOM DR

County: Pasco Phone:

City/Zip: Port Richey / 34668-

Account Number: 0009082640650477

Caller's Name: ANNA DURSO

Mailing Address: 7715 FOXBLOOM DR

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-868-5074

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0979306W

Response Needed From Company? Y

Date Due: 12/03/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/03/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 11/09/10

Time: 15:33

Via: PHONE

Prelim Type: REPAIR

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 12/14/10

Closeout Type: GI-11

Apparent Rule Violation: N

Preclose type - Repair

What is the repair problem? Burst pipe about a foot and a half from the road in front of the customer's home.

What date did you contact the utility for repair? Early October 2010

What date did the company state the repair would be done?
Customer was not advised when a repair would be done.

Did the company contact you with a reason as to why the repair was not made?
No.

Other Comments:
Customer states she reported a major leak in front of her home about a month ago. The leakage is significant enough that it is eroding the earth around it. Customer has reported the leak twice . Customer states the

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water is flowing from her property to across the street. Customer states she has reported this twice to Aqua Utilities and each town the representatives say thanks for calling and nothing is ever done.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

12/03/2010 - Company response received via email. DScott.

12/6/10- Reviewed Company Response:
Company maintenance department was aware of the leak near customer's property. It has been identified that 12 valves needed to be replaced on the system. In order for the repair to take place, it required the system to be shut down for a period of time. Area supervisors have coordinated a schedule to make all repairs so there is only a one-time shut down. Repairs were completed on 11/18 and 11/19.

Customer was advised prior on 10/28/10 of the problem and the repair protocol. Voice messages were left for the customer on 11/18/10 and 11/19/10 requesting a callback. Customer has not returned the call and a letter was mailed on 12/2/2010. Vfaria

12/14/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-11. VFaria

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Request No. 0979347W Name RIKER ,MIKE MR. Business Name

Consumer Information

Name: MIKE RIKER

Business Name:

Svc Address: 5802 BAMBI DRIVE

County: Polk Phone: (863)-816-8464

City/Zip: Lakeland / 33809-3

Account Number:

Caller's Name: MIKE RIKER

Mailing Address: 5802 BAMBI DRIVE

City/Zip: LAKELAND ,FL 33809-3500

Can Be Reached: (863)-669-7556

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0979347W

Response Needed From Company? Y

Date Due: 12/06/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/06/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 11/10/10

Time: 08:04

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO: CHARLIE CRIST

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 01/19/11

Closeout Type: GI-05

Apparent Rule Violation: N

11/09/2010 Received email as follows:

From: Governor Charlie Crist [mailto:Charlie.Crist@eog.myflorida.com]
Sent: Monday, November 08, 2010 5:44 PM
To: Ellen Plendl
Subject: FW: water commission

From: Riker, Michael [mailto:michael.riker@lmco.com]
Sent: Monday, November 08, 2010 12:01 PM
To: Governor Charlie Crist
Subject: water commission

When I moved into our home on Bambi in Lakeland our water bill was 35 to 45 dollars per month. It is now 115 to 125 dollars per month. They are now getting another rate increase and I think it is wrong. Just because

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they hired someone who used to work on the water commission they seem to get whatever they want. I would like to know who appoints the commission so I can start the process of getting all of them off the commission. Aqua's rates are a lot higher than Lakeland water and Polk county water which are also not far from our area. Also Aqua says that they are doing an actual reading of our meters and mine has been covered with grass for months now and the grass has not been disturbed. Please get our water rates back in line with Lakeland Water and Polk County Water.

Thanks

Mike Riker
comdrriker@juno.com

11/10/2010 FAX TO CO. See above email in which the author reports that the company is not obtaining actual meter readings.

1) Please indicate the dates of estimated meter readings in the past 12 months.

2) Please indicate the dates of actual meter readings in the past 12 months.

3) Please provide a consumption/meter reading chart for the past 24 months.

4) Please indicate how the company is obtaining actual meter readings if the meter is covered.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Mike Riker at 863-816-8464 or 863-669-7556 or michael.riker@lmco.com.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

11/10/2010 Received email acknowledgement as follows:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Wednesday, November 10, 2010 8:08 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 0979347W MIKE RIKER

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time 877.WTR.AQUA or 877.987.2782

11/15/2010 Sent email acknowledgement letter to the customer as follows:

From: Randy Roland
Sent: Monday, November 15, 2010 9:56 AM
To: 'RIKER'S'; 'comdrriker@juno.co'
Subject: RE: RE: Consumer Inquiry - Aqua Utilities Florida, Incorporated

Mr. Michael Riker
michael.riker@lmco.com

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comdrriker@juno.com

PSC Inquiry 979347W

Dear Mr. Riker:

Thank you for the information. We have filed an inquiry with the company and upon completion of the investigation, we will contact you. Please be advised that if this is a billing complaint, PSC staff may request account information from you or the company.

If you have any questions, please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Service, Safety & Consumer Assistance Florida Public Service Commission

12/06/2010 - Company response received via e-mail. /EEstelle

12/13/2010 Reviewed report. Aqua provided an account history from from January 2, 2009, to November 3, 2010, in which Aqua obtained actual meter readings each month. With the exception of October 2010, the customer's account has reflected a decrease in consumption and monthly billing from the billing period of June 3, 2010 to November 3, 2010, as compared to the consumption used in the billing period from December 4, 2009, to May 5, 2010.

The company installed a radio frequency meter at the customer's residence and has obtained actual meter readings.

On December 10, 2010, a company representative contacted the customer who shared his dissatisfaction with any potential rate increase. eplendl

12/13/2010 A letter was sent to the customer. eplendl

01/19/2011 Closed. The PSC has no record of further customer contact. eplendl

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Request No. 0979624W Name FOX ,BRADLEY MR. Business Name

Consumer Information

Name: BRADLEY FOX

Business Name:

Svc Address: 5712 LAKE BREEZE AVE

County: Polk Phone: (863)-858-9296

City/Zip: Lakeland / 33809-

Account Number: 001040071-1

Caller's Name: BRADLEY FOX

Mailing Address: 5712 LAKE BREEZE AVE

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-604-1194

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0979624W

Response Needed From Company? Y

Date Due: 12/07/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/07/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 11/12/10

Time: 07:55

Via: E-MAIL

Prelim Type: QUALITY OF

PO: RANDY ROLAND

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 01/19/11

Closeout Type: GI-15

Apparent Rule Violation: N

See email as follows:

From: BRAD FOX [mailto:bradfox25@msn.com]
Sent: Friday, November 12, 2010 6:54 AM
To: Marshall Willis; Cindy Muir; Mark Cicchetti; Andrew Maurey; Jennie Lingo; PSC Klancke; Kaley Thompson; Ralph Jaeger; Office Of Commissioner Graham; Bart Fletcher; Consumer Contact; Dick Durbin; Bev DeMello; Jared Deason; Clarence Prestwood; Office of Commissioner Skop; Office Of Commissioner Edgar; Office of the Chairman; Cheryl Bulecza-Banks; Katherine Fleming
Cc: amin.mitha@gmail.com; Ann Lain; trebleclefbarb@aol.com; bessie_foster@msn.com; rsampson1@tampabay.rr.com; Bob Bleam; BRAD FOX; bsouthern1@tampabay.rr.com; cafallinhi1@msn.com; cjones621@verizon.net Jones; seb2947@yahoo.com; fran.williams@floridamoves.com; Gary Mcknight; George Loggins; ghiggins5@tampabay.rr.com; charlie.crist@eog.myflorida.com; jaw421569@aol.com; John Round; Kelli Stargel; Kelly Barfield; kkwspw@live.com; lsouthern1@tampabay.rr.com; Linda Shelley; lovesthelight@aol.com; ddtj1@aol.com; lynne.breidenbach@gmail.com; margore@tampabay.rr.com; Office Church; poolways@aol.com; pshee8@aol.com;

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robpettifer@mac.com; linesider65@verizon.net; sallypettifer@mac.com; Sam Johnson; fldeals@tampabay.rr.com; stumpjumper43@hotmail.com; tom.janf@verizon.net; Betty Walters; asba@verizon.net; Bob English; Jean Reed; Ken Goodman; Ed Smith; Ronald Alexander
Subject: Complaint Aqua (Lake Gibson estates)

Attn: PSC this is a complaint

No water pressure at my house this morning Nov 12, 2010

thank you AQUA,

Brad Fox
5712 Lake Breeze Ave
Lakeland, Fl 33809
863-858-9296 Home
863-604-1194 Cell

1) Please indicate the reason for the lack of water pressure.

2) Please indicate the date and actions taken to restore water pressure.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Brad Fox at 863-858-9296 (home) or 863-604-1194 (cell).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

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E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

11/12/2010 Received email acknowledgement from the company as follows:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Friday, November 12, 2010 7:58 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 0979624W BRADLEY FOX

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time 877.WTR.AQUA or 877.987.2782

11/12/2010 Emailed acknowledgement to the customer sent as follows:

From: Ellen Plendl
Sent: Friday, November 12, 2010 7:59 AM
To: 'BRAD FOX'
Subject: Consumer Inquiry - Aqua Utilities Florida, Incorporated

Mr. Brad Fox:
bradfox25@msn.com

Dear Mr. Fox:

This is an acknowledgement of your e-mail to the Florida Public Service Commission (PSC) regarding Aqua

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Utilities Florida, Incorporated (Aqua Utilities). We appreciate the opportunity to assist you. You expressed a concern about a lack of water pressure.

We have filed an inquiry with Aqua Utilities to regarding your concerns. A company representative will contact you to discuss these details directly. Once we receive and review the company's written response, we will contact you with the status.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

11/12/2010 Received email as follows:

From: BRAD FOX [mailto:bradfox25@msn.com]
Sent: Friday, November 12, 2010 1:44 PM
To: Ellen Plendl
Cc: Marshall Willis; Cindy Muir; Mark Cicchetti; Andrew Maurey; Jennie Lingo; Kaley Thompson; PSC Klancke; Ralph Jaeger; Office Of Commissioner Graham; Bart Fletcher; Dick Durbin; Bev DeMello; Jared Deason; Clarence Prestwood; Office of Commissioner Skop; Office Of Commissioner Edgar; Office of the Chairman; Cheryl Bulecza-Banks; Katherine Fleming
Subject: RE: Consumer Inquiry - Aqua Utilities Florida, Incorporated

Water outage Lake Gibson estates

Ellen

I was finally notified that we need to boil water at 12:00pm today, this was a robo/automated call,

everyone should of been notified much sooner at least by 8am, way to long for such a Pofessional Company!!!!!!!!!!!!

We are paying for much better service thanks to the PSC

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Brad Fox
5712 Lake Breeze Ave
Lakeland, Fl 33809
863-858-9296 Home
863-604-1194 Cell

11/12/2010 FAX TO CO. See customer's November 12, 2010 email above about boil water notice.

Please indicate the time and method the company began notifying customers about the boil water notice.

Please indicate when the customers can cease boiling water.

A written report is due by December 7, 2010. eplendl

11/12/2010 Sent email to the customer as follows:

From: Ellen Plendl
Sent: Friday, November 12, 2010 1:51 PM
To: 'bradfox25@msn.com'
Subject: Consumer Inquiry - Aqua Utilities Florida, Incorporated

Mr. Brad Fox:
bradfox25@msn.com

Dear Mr. Fox:

This is a follow up to your second email dated November 12, 2010, regarding the boil water notification you received from Aqua Utilities Florida, Incorporated (Aqua Utilities).

I have added your comments to the inquiry I previously filed on your behalf. I will contact you when I receive and review the company's response about the water pressure and boil water notification concerns.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance

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1-800-342-3552 (phone)
1-800-511-0809 (fax)

12/07/2010 - Company response received via email. DScott.

12/13/2010 Reviewed report. We have learned from Aqua Utilities that on November 12, 2010, a well pump in the water system that serves Mr. Fox's residence failed due to a blown fuse. The company completed repairs and restored water service the same day. Beginning at noon on November 12, 2010, Aqua began notifying affected customers by telephone of the boil water advisory. On November 15, 2010, Aqua lifted the boil water advisory.

On November 12, 2010, a company representative contacted Mr. Fox, who confirmed he received telephone notification of the boil water advisory, but explained that he was dissatisfied that he did not receive company communications in a more timely manner. eplendl

12/13/2010 A letter was sent to the customer. eplendl

01/19/2011 Closed. The PSC has no record of further customer contact. eplendl

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Request No. 0979791W Name HALLFORD ,PAM MS. Business Name

Consumer Information

Name: PAM HALLFORD

Business Name:

Svc Address: 5760 JACARANDA AVENUE

County: Polk Phone: (863)-602-5745

City/Zip: Lakeland / 33809-

Account Number:

Caller's Name: PAM HALLFORD

Mailing Address: 5760 JACARANDA AVENUE

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number: 27003

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0979791W

Response Needed From Company? Y

Date Due: 12/07/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/06/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 11/12/10

Time: 13:54

Via: E-FORM

Prelim Type: REPAIR

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 12/22/10

Closeout Type: GI-11

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, November 12, 2010 6:44 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 27003

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Pam Hallford

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Telephone: (863)602-5745
Email: pbh127@msn.com
Address: 5760 Jacaranda Avenue Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Pam Hallford
Account Number:
Address: 5760 Jacaranda Avenue Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
We have almost no water pressure and spurtting brown water. This is a common occurence! We pay an average 200$ a month for this lousy water and rude service!!!! I am tired of having to be told to boil my water! I am tired of Aqua!!!!!!!!!!!!!!!!!!!!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 0979791W Name HALLFORD ,PAM MS. Business Name

PAGE NO: 485

Filed with Docket 100330.

12/06/2010 - Company response received via email. DScott.

12/7/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Water service was interrupted on 11/11/10, due to a well pump failure.
o Service has been restored, but customers were advised to boil water first, or use bottled water, for drinking, cooking, washing food, making ice cubes, or brushing teeth.
o The company collected water samples on 11/12/10 and 11/13/10, from the distribution system, and expected the results by 11/15/10.
o The customers will be informed when they no longer need to boil water based on test results.
o Customers were notified via telephone, notices and news media.
o Customers were contacted via telephone and mailed notices when the boil water advisory was lifted.
o Customers were instructed to call 877-987-2782 or visit the web-site at aquaamerica.com for additional information.
o On 12/3/10, an Aqua Representative spoke with Mrs. Hallford regarding her concerns related to water quality and poor customer service.
o The Representative advised of the well pump failure which impacted the system.
o The Representative apologized for the inconvenience.
Shonna McCray

12/07/2010 - Company response received via email. DScott.

12/9/10: REVIEWED COMPANY'S REVISED RESPONSE. Response indicates the customers were contacted via telephone when the boil water advisory was lifted. Shonna McCray

12/22/10: This inquiry closed. Shonna McCray

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Request No. 0980016W Name RIEL ,CHARLES MR. Business Name

Consumer Information

Name: CHARLES RIEL

Business Name:

Svc Address: 6102 DOE CIR

County: Polk Phone:

City/Zip: Lakeland / 33809-

Account Number: 0009056750648105

Caller's Name: CHARLES RIEL

Mailing Address: 6102 DOE ST

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-937-8629

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0980016W

Response Needed From Company? Y

Date Due: 12/08/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/08/10

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: MAB

Date: 11/15/10

Time: 11:16

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 01/06/11

Closeout Type: WB-51

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $200-$250 average

What is the date of the bill? Every month for the past 2 years.

Why do you believe you have been billed improperly? Caller states his bills have been very high since his meter was replaced.

Other Comments:

Caller states his meter was replaced some time in 2008. Caller states before his meter was replaced he was having $45+ bills on average. Caller states he felt that was normal for a water utility. Caller states since his meter was replaced he's been having an average of $200-$250 every month. Caller states he's been requesting meter tests from the Company but they've only checked to see if he has any leaks. Caller

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states he knows he doesn't have any leaks but his bills are still very high so he would like to have his meter tested. Caller states there is no reason for his water bills to be this high every month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

12/08/2010 - Company response received via e-mail. /EEstelle

12/10/10- Reviewed Company Response:
Company report shows that there was a meter exchange at the property on 11/13/2008. A radio frequency meter unit was installed. All readings on the account are based on actual readings. Customer seems to be observing the increase in rates versus the usage. In review of the account history: the usage is consistent.

Company has attempted to contact customer on 12/3, 12/7 and 12/8. A detailed message was left advising customer that a field visit is scheduled for 12/9/10 and a letter was sent as a follow-up. Letter to customer states a field test result should be available no later than 12/14/2010. PSC will request an update on 12/15/10. Vfaria

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12/21/10- ATTN AQUA: Your letter stated a field test would be available for 12/14/10. Where are the results of that test? PSC needs a final response by 12/30/10. Vfaria

1/3/2011- ATTN AQUA UTILITIES: YOUR RESPONSE IS PAST DUE: YOU ADVISED THE PSC THAT A FOLLOW-UP LETTER WOULD BE SENT AND THE FIELD TEST RESULTS WOULD BE SENT. THE PSC HAS RECEIVED NO INFORMATION. Please comply. Vfaria

01/03/2011 - Company response received via e-mail. /EEstelle

1/5/2011- Reviewed Company Response:
Representative was at the property on 12/9/10. A meter test was conducted using a sensus portable water meter test unit. The meter was tested by comparing it to a calibrated water meter. Both meters are digital in nature. Water was injected through the customer's meter into the calibrated meter to determine accuracy. The meter tested an average of 100%. The reading taken on 12/9/2010 was 3531 compared to the 12/3/2010 (3505). Customer used 2600 gallons in the past 6 days.

Company attempted to contact customer on numerous occassions. The last attempt was on 12/27/10. The result of the field test was mailed to the customer. Vfaria

01/06/2011 - It appears the company may have violated PSC Rule 25-22.032(6) (e) - Failure to respond to Staff inquiry in 07 days. - Viol # 51. Complaint closed as WB-51. Vfaria

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Request No. 0980088W Name PARBHOO ,ERNEST MRS Business Name

Consumer Information

Name: ERNEST PARBHOO

Business Name:

Svc Address: 12006 LAKE GENEVA DRIVE

County: Palm Beach Phone: (561)-585-9452

City/Zip: Lake Worth / 33461-

Account Number:

Caller's Name: ERNEST PARBHOO

Mailing Address: 12006 LAKE GENEVA DRIVE

City/Zip: LAKE WORTH ,FL 33461-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU787

Company:

Attn. Lesley Dix0980088W

Response Needed From Company? Y

Date Due: 12/08/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/08/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 11/15/10

Time: 13:10

Via: E-MAIL

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 12/22/10

Closeout Type: GI-30

Apparent Rule Violation: N

Please review the "*incorporated*" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: Ernie and Susan Parbhoo [mailto:eandsp76@gmail.com]
Sent: Monday, November 15, 2010 10:37 AM
To: Consumer Contact
Subject: Docket#100330-WS(Aqua Utilities)

Good morning!

When I began my morning ablutions, there was a noticeable decrease in water pressure at all our faucets. After checking to see if we had left any faucets on all night (we had not), I waited until Aqua Water would be open, and then called them to see if they could explain this mystery! I was informed that a long water main had burst very early this morning. I asked why we were not informed to boil water, and was told they were in

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the process of notifying residents of the need to boil water. I asked how long it would take to notify the 500 residences in our Lake Osborne Estates community and how many persons were making these calls. The customer service representative stated that they have in place automation for such calls and she was unable to state how long that will take. At the present time (10:33A.M.) I shudder to think how many individuals have been unknowingly exposed to impure water.

Although I was unable to attend the Public Hearing on November 4, many members of this community were present, and several spoke up about the unfairness of this utility and its repeated rate hike requests.
Incidents like the above show their unwillingness to put their customers' well-being above their concerns for profits, and this is not the first time we have encountered problems of this nature with this company. This shows, in my opinion and that of many others I know, they are totally undeserving to be a public utility, much less deserving to get an additional rate hike! Thank you.

Mrs. Ernest Parbhoo
12006 Lake Geneva Drive
Lake Worth, FL 33461
(561) 585-9452 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 0980088W Name PARBHOO ,ERNEST MRS Business Name

PAGE NO: 491

Also filed with Docket 100330

12/08/2010 - Company response received via email. DScott.

12/9/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- o There was a main break on the system.
- o In order to repair the break, the water throughout the system had to be turned off.
- o The outage impacted an estimated 500 customers.
- o The company expected the system to be up and running by mid-afternoon on November 14, 2010.
- o After water is resumed, all Lake Osborne customers were under a precautionary boil-water advisory to ensure that no contamination took place during the main break or the repair.
- o Aqua will notifies customers about the advisory through automated phone calls.
- o Water samples were taken throughout the distribution system and forwarded for testing.
- o Customers were notified when the boil-water notice was lifted.
- o On 11/16/10, an Aqua Representative spoke with Mrs. Parbhoo.
- o The Representative provided details of the service outage (main break) and that the company utilized automated outbound call system to notify customers of the outage and boil-water notice.
- o The Representative apologized that the customer was not provided the details when she contacted the Customer Service Center.
- o Mrs. Parbhoo also shared her concerns regarding the company's proposal for a rate increase.
- o Mrs. Parbhoo indicated that she spoke to representatives at PSC stressing her concerns on the increase.

Shonna McCray

12/22/10: This inquiry closed. Shonna McCray

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Request No. 0980147W Name RICH ,ROBERT MR. Business Name

Consumer Information

Name: ROBERT RICH

Business Name:

Svc Address: 801 SWANN DR.

County: Polk Phone: (863)-858-9130

City/Zip: Lakeland / 33809-

Account Number: 000909096 0651259

Caller's Name: ROBERT RICH

Mailing Address: 801 SWANN DR.

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number: 27018

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0980147W
Response Needed From Company? Y
Date Due: 12/08/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 12/08/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 11/15/10
Time: 14:53
Via: E-FORM
Prelim Type: QUALITY OF
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 12/22/10
Closeout Type: GI-30
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, November 13, 2010 4:04 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 27018

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Robert Rich

Request No. 0980147W Name RICH ,ROBERT MR. Business Name

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Telephone: 863-858-9130
Email: rrrichjr@verizon.net
Address: 801 Swann Dr Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Robert Rich
Account Number: 000909096 0651259
Address: 801 Swann Dr Lakeland Fl 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Poor service. No real contact when line breaks and possible water contamination. The only way I found about the possible health hazard on 11/12/10 was when I visited their website to find out how to complain about poor service.Everyone they service does not have internet service and who would visit their website on a regular basis to check if hazards exist anyway? Exorbitant rates. Our rates are too high. Last summer an extreme rate increase was was granted Aqua Water and they were given a rate increase in the fall and I hear they are asking for another increase. Our rates are some of, if not the highest in the state. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

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Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also file with Docket 100330

12/08/2010 - Company response received via email. DScott.

12/10/10- Reviewed Company Response:
Company spoke to customer on 12/3/10 regarding service outage and company rates. Customer was advised that the automated outbound call system was utilized mid afternoon on 11/12/10. Company reviewed some of the reasons why company is requesting a rate increase. Vfaria

12/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 0980880W Name JOZWIK ,STANLEY MR. Business Name

Consumer Information

Name: STANLEY JOZWIK

Business Name:

Svc Address: 7834 IRONBARK DRIVE

County: Pasco Phone: (727)-863-6323

City/Zip: Port Richey / 34668-

Account Number: 000908676 0650861

Caller's Name: RAY JOZWIK

Mailing Address: 7834 IRONBARK DRIVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (727)-868-5889

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0980880W
Response Needed From Company? Y
Date Due: 12/13/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 12/10/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL
Entered By: SGW
Date: 11/18/10
Time: 13:13
Via: PHONE
Prelim Type: OUTAGES
PO: ROLAND
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: MEP
Date: 01/19/11
Closeout Type: GI-15
Apparent Rule Violation: N

Request No. 0980147W Name RICH ,ROBERT MR. Business Name

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Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? November 18,2010

What date did the company say the service would begin? November 18,2010 @ 4:00pm

Did the company contact you with a reason for the delay? No

Has the company given you a new installation date? No

Other comments: Caller states his elderly parents have been out of water for 2 full days. Caller states his parents were not notified about the outage and the bill had been paid timely and in full. Caller states he contacted Pasco county Aqua water who told him there was a repair issue on the lines that caused the customer to be out of water. Caller states the company left the customer out of water for two days with no notice other than when the caller had to contact the company himself. Caller states the company representative was unhelpful and rude as well.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - *pscreply@psc.state.fl.us*
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

11/18/2010- The preliminary type was corrected to reflect an outage instead of a delay in connection.

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SWilliams

11/19/2010 Mr. Jozwik called to advise that service has been interrupted for 3 days. He states that his parents' service has not yet been restored. Mr. Jozwik indicates that his father is 93 years old. He requests immediate restoration for his parents. Transferred caller to my supervisor. Email to analyst. eplendl

11/19/2010 I contacted Ms. Alice Greene to request a return call to Mr. Ray Jozwik at (727)-868-5889. eplendl

11/19/2010 Received email acknowledgment as follows:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Friday, November 19, 2010 10:11 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 0980880W STANLEY JOZWIK

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time 877.WTR.AQUA or 877.987.2782

11/19/10: I spoke with Mr. Jozwik and explained that we have been in contact with the company. Case reassigned to E. Plendl. RRoland

11/19/2010 Ms. Green called me back. Ms. Green reports that the outage in the area for 3 days. Customers were notified that they wouldn't have service from 9 am - 4 pm each day.

The customers were notified by an automatic voice message to each resident in Palm Terrace on November 18 - November 19 advising that

Aqua expects to restore the service by 4 pm on November 19, 2010.

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This is the advisory that was voice messaged to customers.

Port Richey Palm Terrace Water service will be interrupted Thursday, November 18, 2010 and Friday, November 19, 2010 from about 9 a.m. until about 4 p.m. to replace a leaking valve and several isolation valves in the system.

Once service has been restored, customers are advised to boil water and let it cool, or use bottled water, for drinking, cooking, washing food, making ice cubes, or brushing teeth.
The system will be flushed and water samples will be collected Friday and Saturday from the distribution system. We expect test results by Sunday afternoon, and we will notify you when this advisory is lifted.
11/19/2010 9:00 AM 11/19/2010 4:00 P eplendl

12/10/2010 - Company response received via e-mail. /EEstelle

12/13/2010 Reviewed report. Aqua advised that the company scheduled a water outage from 9:00 a.m. to 4:00 p.m. on November 18, 2010 and November 19, 2010, to replace a leaking water valve and several other valves on the water system that serves Mr. Jozwik's parent's residence. Aqua indicated that the company notified affected customers in advance of the outage and boil water advisory.

On November 19, 2010, a company representative contacted Mr. Ray Jozwick and explained the planned outage and boil water advisories. On November 19, 2010, at 3:40 p.m., a company representative made a premise visit and confirmed that water service was restored to Mr. Jozwik's parent's residence. On November 22, 2010, Aqua lifted the boil water advisory. eplendl

12/13/2010 A letter was sent to the customer. eplendl

01/19/2011 Closed. The PSC has no record of further customer contact. eplendl

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Request No. 0981421W Name SEEBERG ,JUTTA MR. Business Name

Consumer Information

Name: JUTTA SEEBERG

Business Name:

Svc Address: 1414 LAKE ERIE

County: Palm Beach Phone: (561)-317-7951

City/Zip: Lake Worth / 33461-

Account Number: 887795 0631153

Caller's Name: JAN SEEBERG

Mailing Address: 1414 LAKE ERIE

City/Zip: LAKE WORTH ,FL 33461-

Can Be Reached:

E-Tracking Number: 27099

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU787

Company:

Attn. Lesley Dix0981421W

Response Needed From Company? Y

Date Due: 12/15/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/15/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 11/22/10

Time: 14:01

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 12/28/10

Closeout Type: GI-30

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, November 21, 2010 8:54 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 27099

Complaint filed with PSC

Select County: PALM BEACH
CUSTOMER INFORMATION

Name: Jan Seeberg

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Telephone: 561-317-7951
Email: janseeberg@hotmail.com
Address: 1414 Lake Erie Dr Lake Worth 33461

BUSINESS INFORMATION

Business Account Name: Jutta Seeberg
Account Number: 000887795 0631153
Address: 1414 Lake Erie Dr Lake Worth Florida 33461

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
This company has raised water price 250% in the last two years and wants to raise it again. The price we pay now without the newest raise request is twice what average water price in Palm Beach County is. This is not reasonable and reminds me of robbery which is a crime. They are based in PA and only buy water from Lake Worth and then they rob regular people with their pricing. This is not acceptable and I hope somebody would do something and would put a stop to this company's actions. I just will not accept the current price we pay but I want them to lower it!!!! We as customers are not getting anything with higher priced water....pressure is the same, their customer service is unreliable etc....
Another thing is more than unreliable meter readings. A year ago we were out of the country for 3 weeks and when we came back our water bill for the month was one of the highest of the year. When we contacted them their answer was that we had a leak. Next month bill was normal again.
A week ago we had no water for a day due to a water main break. This company was totally clueless on how to find shut of valves etc and had to call a local company to take care of the problem. We had a boil water order for days and when I called them how long it is going last they did not have an answer. Their web page update was 5 days old and when I called them again they promised a flyer on the front door when the boil order is lifted, surprise never saw the flyer. I'm sure my household is not the only one facing these serious issues with Aqua Florida and I hope something could be done to stop this company's unreasonable greediness and bad service. Thank You!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem

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b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
File with Docket 100330

12/15/2010 - Company response received via e-mail. /EEstelle

12/20/10: Reviewed Company Response:
According to records, usage has been consistent until the last 6 months. In July 2010, customer contacted the company stating family had purchased a pool and inquired if company offered any adjustment for filling the pool. Customer was advised that the adjustment would be granted for sewer portion only if a customer has sewer and water with Aqua. Customer only has water; therefore no adjustment was provided.

A field visit was scheduled for 12/17/10 to further investigate.

In response to customer's comments about water main break: on 11/15/10 an estimated 500 customer's were advised that the water would be turned off to repair the break. Company will send a follow-up once the field test is done. Vfaria

12/20/2010 - Customer wants to file an objection to Aqua's proposed solution as the company told him they would send a field representative out to read the meter and discuss his issues. As of this date no one has come to see him or to check his meter. SWilliams

12/21/10- ATTN AQUA: SUPPLEMENTAL REQUEST: OBJECTION FILED:
Your response stated customer would be contacted to schedule a field test and discuss the account. Your report stated it would happen on 12/17/2010, Customer has contacted the PSC and advised that no one has contacted him about the field test. Please contact customer immediately to provide a field test and discuss options. A response is due on 12/30/2010. Vfaria

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12/27/10: Company response received via e-mail. RRoland

12/28/10- Reviewed Company Response:
A field visit was scheduled for 12/17/10; however, due to the heavy workload, the company rep. was not able to visit the property. A field rep visited the property on 12/20/10 and a field test was performed. The results were 99% accurate and no leaks were found: reading taken 23733.

A representative spoke with Mr. Seeberg on 12/22/10 and reviewed the usage and test results. Customer indicated he was not able to be present for the testing, but he did speak with the contractor. The representative discussed that the December bill shows a decrease in usage. Customer indicated he will continue to monitor his usage. Vfaria

12/28/10- I called Mr. Seeberg to review his objection. Customer states that the company did go to his property and Aqua representative did discuss the meter test results and account review. Customer thanked me for the callback and stated there were no additional issued at this time. He did want to keep his case on file as a protest on the rates. Vfaria

12/28/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

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PUBLIC COUNSEL REVIEW--PSC COMPLAINTS--PAGES 503-604

Nov. 23, 2010-Feb, 24, 2011

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
112310	981529	Guzzardo	Service	Y	Failed to respond within 15 days to PSC
112910	981928	Brafford	HI Bill	Y	Commitment not met. Failed to follow up.
112910	982075	Brown	HI Bill	N	Leak on customer side.
120110	982524	Stakun	Service	N	Leak repair delayed. Company side.
120110	982551	Brenner	Service	N	Company does not have remote alarm.
121010	984423	Blue Haven	HI Bill	N	Collection Issue
121010	984461	Houlker	Backbill	Y	Backbilled usage for one year.
121310	984712	Dodds	Service	Unk	Customer claims Company failed to keep appt.
121310	984820	Albert	HI Bill	N	
122110	986182	Elzey	HI Bill	N	
122710	986633	Cannon	HI Bill	Y	Faulty Meter
10311	987368	Stamm	Service	Y	Late filed response
11011	988809	Wagner	Backbill	Y	Backbilled usage for one year.
11011	988827	McAlpine	Backbill	Y	faulty meter
11311	989637	Hatqch	Backbill	Y	Backbilled for 459 days
11811	989995	Rounds	Rates	N	
11811	989997	Gallagher	Rates	N	
11811	990164	Koloze	Rates	Y	Company Responded Late.
11911	990406	Deboard	Rates	N	
11911	990435	Rhone	Rates	N	
11911	990456	Bieber	Rates	N	
11911	990521	Meinke	Billing	Unk	Lost Payment.
12411	991250	Coston	HI Bill	N	
12411	991348	Piccirilli	Backbilling	Y	Backbilled 675 days. Not billed usage
12511	991604	Duncan	Service	Y	Commitment not met. Failed to follow up.
13111	992338	Fuertes	Backbilling	Y	Backbilled 356 days. Not billed usage
13111	992370	Bock	HI Bill	N	
20211	993045	Peck	Billing	Y	Company estimated two months billing
20411	993315	Siriani	Service	Y	Disconnect in error. Bill Paid.
21111	994399	Crackel	Backbilling	Y	Backbilled usage for 14 months. Faulty ERT
22411	996397	Cal Clair Inc.	Disconnect In Error	Y	Disconnect in error. CSR error.

Request No. 0981529W Name GUZZARDO ,JOHN MR. Business Name

Consumer Information

Name: JOHN GUZZARDO

Business Name:

Svc Address: 11220 GLOVER ROAD

County: Pasco Phone: (727)-857-5352

City/Zip: Port Richey / 34668-

Account Number: 7279921948

Caller's Name: JOHN GUZZARDO

Mailing Address: 11220 GLOVER ROAD

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 27115

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0981529W

Response Needed From Company? Y

Date Due: 12/16/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/17/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 11/23/10

Time: 09:06

Via: E-FORM

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 12/28/10

Closeout Type: WS-49

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, November 23, 2010 12:21 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 27115

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: John Guzzardo

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Telephone: 727-857-5352
Email: jguzzardo1@tampabay.rr.com
Address: 11220 Glover Road Port Richey 34668

BUSINESS INFORMATION

Business Account Name: John Guzzardo
Account Number: 727-992-1948
Address: 11220 Glover Road Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I set up a payment on this account on Sunday, November 21, 2010. Our water service was disconnected the very next day by Aqua Utilities. The employee was rude to my son and my wife and did not give us time to correct the issue. The Aqua collections representative said my wife told the employee "you do what you have to" and my wife said no such thing. The employee requested permission to go through the house to get to the meter and my wife refused that permission, which is within her rights. She did not say anything rude and before my wife could see the employee to discuss the matter, he had turned the water off and Aqua refused after I had established the payment had been received, evidence of denial of service.

This is not the first time Aqua has provided poor service. When Progress Energy damaged a water main several months back, Aqua did not restore our service for over 6 hours that evening. Service was again interrupted recently when crews damaged a water main, resulting in loss of service for nearly 5 hours this week. I believe Aqua should have its franchise in Palm Terrace revoked immediately, and that Palm Terrace should be turned over to County Water!!!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

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PSC Complaints - Pages 503-604
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

12/17/2010 - Company response received via e-mail. /EEstelle

12/20/10- Reviewed Company Response:
On 9/21/10, a payment arrangement was set up on the account. Customer agreed to pay $125 by 9/30/10 and $79.70 montly toward the arrears plus current bill. Customer made the $125 payment on 9/21/10; however he did not pay the current bill due on 10/29/10. As a result the arrangement defaulted. A 10-day termination notice was sent for the full amount of $360.03.

Customer was contacted on 12/14/10 and the 10-day termination notice was discussed. The notice advises customer to contact company. Company discussed that customer did make a payment on 11/22/10 and he was restored on 11/23/10 (per company procedure). Customer was advised that the 11/22 payment was reversed due to insufficient funds. Customer stated he would be making a payment on 12/17/10. Aqua stressed to customer that once payment is made, he should contact customer service and provide confirmation number and request a payment arrangement since the account is in collections for $496.06. Vfaria

12/28/2010 - It appears the company may have violated PSC Rule 25-22.032(6) (b) - Failure to respond to Commission inquiry in 15 days. - Viol # 49. Complaint closed as WS-49. Vfaria

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PSC Complaints - Pages 503-604
Exhibit REP-9
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Request No. 0981938W Name BRAFFORD ,MARYANN MS. Business Name

Consumer Information

Name: MARYANN BRAFFORD

Business Name:

Svc Address: 12418 CLUBHOUSE CT

County: Lake Phone: (352)-343-5603

City/Zip: Tavares / 32778-

Account Number: 000886455 0629879

Caller's Name: MARYANN BRAFFORD

Mailing Address: 12418 CLUBHOUSE CT

City/Zip: TAVARES ,FL 32778-

Can Be Reached: (352)-383-9629

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0981938W

Response Needed From Company? Y

Date Due: 12/20/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/20/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 11/29/10

Time: 09:21

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 27.64

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 01/14/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $72.64

What is the date of the bill? 12/10/10

Why do you believe you have been billed improperly? Customer states that her bills are inconsistent every month. Customer states that according to her neighbors who are home all week, she should pay no more than $45.00 a month.

Other Comments:

Customer states that she is at home 4 days out of the week. Customer states that she does not use her dishwasher or washing machine however her bills are constantly on the rise. Customer states that Aqua technicians have found no leaks but her bills are too high for the amount of days that she is in the home.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

12/20/2010 - Company response received via e-mail. /EEstelle

12/21/10- Reviewed Company Response:
Customer's November bill was for 3300 gallons of water (10/15-11/16). Billing is based on actual readings. Representative was on location on 12/17/10 and took a reading of 747. A bill is being generated for December (11/16-12/17) for 2600 gallons. The readings are in line. Recently a field visit occured (8/30/10) and meter was tested: 100.0% low, medium and high flow.

In review of the account, company finds usage patterns are consistent; however, in the past few month customer's usage has increased but not usually high. Company contacted customer on 12/15 and 12/16 to discuss options. Since the meter has been tested prior a letter was sent to customer requesting contact and offering option of a bench test. Vfaria

12/27/2010 Customer states she has not received a response to her complaint. Tameka Bellamy from the utility left a call back number but the customer has not been able to reach her. Advised customer a written response has also been mailed. Customer will wait a few days to see if she receives the letter. tkemp

12/30/10- ATTN: AQUA: Customer has contacted PSC stating she has not received any additional contact to the voicemail left. Customer attempted to call the number and she could not get through. Please contact customer

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again or provided a secondary response to be mailed to customer via certified mail. Please provide update by January 11, 2011.

January 04, 2010 - Customer states the response to her dispute was a lecture on how to conserve water. Customer states she already takes those measures. Customer states the call ended with a mention that rates have gone up and that's possibly where she is seeing the increase in her bill.
Customer is also concerned with a large valve near her meter that records usage for the pool. She was advised by neighbors once the pool usage is deducted the customer's are charged the remaining usage and she thinks that may also affect her bill. Customer states Tameka Bellamy with Aqua said she would have a technician come and determine exactly what the valve is really for and if it is affecting her bill. Customer has not heard more about that technician nor has one been out to check the valve. tkemp

1/4/2011- ATTN AQUA: PLEASE SEE NOTES ABOVE: Provide information on the valve check. Customer assumes this is affecting her bill and was advised by Ms. Bellamy that a technician would be sent to determine exactly what the valve is really for. Customer states it has not happened. Update is still due on January 11, 2011. Vfaria

1/10/11- Customer called to report that a technician is at her location and also wanted to know if the interconnect valve system is required to be in her front yard because it's an "eye sore." NHollinhead

01/11/2011 - Company response received via e-mail. /EEstelle

1/12/11- Reviewed Company Response:
Company was at customer's location on 1/10/11 and reviewed the interconnect valve system. The system was installed a year ago and the HOA approved the company installation. The system is not located on customer's property; however customer can see the system from her window. Company agreed to do landscaping to enhance the view. Company states customer was in agreement. Vfaria

1/11/11- A resolution letter to customer's objection will be drafted and mailed. Vfaria

1/12/11- I called Aqua (Alice Greene) and reviewed their written response to customer. Ms. Greene did clarify that Aqua does provide a bench test to customer, but the test is done by an outside contractor instead of Aqua themselves. The notation on the letter about sending the meter to an outside contractor for testing is the bench test offer to the customer. Vfaria

1/12/11- I called Ms. Brafford to review the field test and company response. I left a message at the home number. I then called the CBR # and the mailbox was full. I could not leave a message. Vfaria (2:47pm)

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01/14/2011 - Caller states she's returning Case Analysts call. Transferred call. MBermudez

1/14/11- I reviewed the company response with customer. She stated her neighbors use less water than she does and she is home less time than they are. I advised Ms. Brafford that we cannot compare her usage to what her neighbors state it should be. The company's field test showed her meter at 100% accuracy. I advised Mr. Brafford that Aqua was willing to provide her a bench test , which she will have to schedule and a deposit is due for the testing. Ms. Brafford stated she will call Aqua if she decides to have a bench test. Ms. Brafford wanted verification that the PSC was advised of the company's resolution to the interconnect valve system. I advised Ms. Brafford that Aqua did advise us that they would landscape to inprove the aesthetic of the property. Ms. Brafford thanked me and ended the call. Vfaria

01/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0982075W Name BROWN ,WILLIAM MR. Business Name

Consumer Information

Name: WILLIAM BROWN

Business Name:

Svc Address: 1506 NEW ABBEY AVE

County: Lake Phone: (352)-343-0954

City/Zip: Leesburg / 34788-

Account Number: 0008883630631690

Caller's Name: HELEN BROWN

Mailing Address: 1506 NEW ABBEY AVE

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0982075W

Response Needed From Company? Y

Date Due: 12/20/10

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 12/09/10

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 11/29/10

Time: 12:05

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 70.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 01/07/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0981938W Name BRAFFORD ,MARYANN MS. Business Name

PAGE NO: 509

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $70.00

What is the date of the bill? November 2010

Why do you believe you have been billed improperly? Customer states that a leak was detected on the company's side of the meter in November which pushed her bill up to $134.64. Customer's average bill is $64.00. This was an increase of $70.00 on the bill. Customer contacted the company who has not yet issued a credit .

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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3. The response should include the following:
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

12/09/2010 - Company response received via e-mail. /EEstelle

12/10/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
- A billing statement was issued from 10/14/10 through 11/15/10, for 26,100 gallons total amount $133.44.
- The total bill was for $273.08 which included a balance carried forward $134.64 and late charges of $5.00.

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o On 10/21/10 a Field Representative was at the property and identified there was a small leak on the customer side of the meter.
o The Field Representative repaired the leak for the customer as a courtesy since it was a minor leak.
o The standing procedure for an adjustment, a customer would need to provide documentation of repairs completed and upon approval the company will issue a one time lead adjustment.
o As a courtesy the account was adjusted $97.96.
o On 12/9/10 an Aqua Representative spoke with Mrs. Brown explained that it was documented the Field Representative repaired the leak and the account was adjusted $97.96.
o There is an account balance of $110.48 which is due 12/10/10.
o Mrs. Brown thanked the Representative for contacting her with adjustment amount.
Shonna McCray

1/7/11: This inquiry closed. Shonna McCray

Request No. 0982524W Name STAKUN ,JOSEPH MR. Business Name

Consumer Information

Name: JOSEPH STAKUN

Business Name:

Svc Address: 35113 DANNY DRIVE

County: Pasco Phone: (813)-780-1313

City/Zip: Zephyrhills / 33541-

Account Number:

Caller's Name: JOSEPH STAKUN

Mailing Address: 35113 DANNY DRIVE

City/Zip: ZEPHYRHILLS ,FL 33541-

Can Be Reached:

E-Tracking Number: 27178

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0982524W
Response Needed From Company? Y
Date Due: 12/22/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 12/15/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: AC
Date: 12/01/10
Time: 08:25
Via: E-FORM
Prelim Type: REPAIR
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 01/07/11
Closeout Type: GI-11
Apparent Rule Violation: N

Request No. 0982075W Name BROWN ,WILLIAM MR. Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Joseph Stakun
Telephone: 813-780-1313
Email: jpstakun@juno.com
Address: 35113 Danny Drive Zephyrhills 33541

BUSINESS INFORMATION

Business Account Name: Joseph Stakun
Account Number:
Address: 35113 Danny Drive Zephyrhills Florida 33541

COMPLAINT INFORMATION

Complaint: Repairs against Aqua Utilities Florida, Inc.
Details:
Last Saturday, November 27, at 3:00 in the afternoon, a water leak was found at my next door neighbor's. It was determined that the water was leaking from the Aqua side of the water meter. There are two adjacent water meters next to the leak, and both homeowners are not in residence at this time. I checked the valves and both were shut off, therefore the homeowners were not consuming any water. This was witnessed by six people. Aqua was immediately called, but no one came until a day later. All the serviceman did was place some little blue flags around the leaking area.

Well, it is now Tuesday November 30 and the water is still leaking into the street. If Aqua is so intent on bilking the ratepayers for their "precious" water, why have they not fixed the problem in a timely manner. This is another example of Aqua's careless operation of their company. All they want is to overcharge us as much as possible with the least service. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

12/15/2010 - Company response received via e-mail. /EEstelle

12/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mr. Stakun on 12/15/10, regarding a leak at neighbor's property.
o Mr. Stakun identified the leak at property 35123 Danny Dr.
o He was advised that the leak was repaired by outside contractor first week of December.
o Mr. Stakun confirmed that he assumed the leak was repaired since he had not observed any water leak at neighbor's property.
o The Representative also shared that the company was back at the property few days later to complete landscaping as a result of the repairs being completed.
o Mr. Stakun stated his main concern was that the company did not respond to his call in a timely manner.
o It was explained there were several leaks on the system during the timeframe that he contacted the company and maintenance had to prioritize the work load based on the severity of the leak.
o Mr. Stakun was assured that his feedback would be shared with the Field Manager.
Shonna McCray

1/7/11: This inquiry closed. Shonna McCray

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Request No. 0982551W Name BRENNER ,MICHAEL MR. Business Name

Consumer Information

Name: MICHAEL BRENNER

Business Name:

Svc Address: 6007 DOE CIRCLE E.

County: Polk Phone: (863)-868-6665

City/Zip: Lakeland / 33809-

Account Number:

Caller's Name: MICHAEL BRENNER

Mailing Address: 6007 DOE CIRCLE E.

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number: 27185

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0982551W
Response Needed From Company? Y
Date Due: 12/22/10
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 12/22/10
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: AC
Date: 12/01/10
Time: 09:27
Via: E-FORM
Prelim Type: QUALITY OF
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 01/06/11
Closeout Type: GI-30
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Michael Brenner
Telephone: 863 868-6665
Email: mibrocks@yahoo.com
Address: 6007 Doe Circle E Lakeland 33809

BUSINESS INFORMATION

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Business Account Name: Laura J. Brenner
Account Number: 0009054170647869
Address: 6007 Doe Circle E Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The small sewer station on Daughtery Road has an audible alarm. Aqua's monitoring system is to wait until a neighborhood customer notices the alarm and calls them to report it. For the prices they charge (3X's what other water/sewer providers charge), I think it is unreasonable for them to have a system that relies on the unpaid efforts of non employees to report problems with their systems. Yesterday my wife was the good Samaritan who acted as their system monitor person. Please let this ruthless, predatory and pricey company be replaced by a County or City run Utility."

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

12/22/2010 - Company response received via e-mail. /EEstelle

Request No. 0982551W Name BRENNER ,MICHAEL MR. Business Name

PAGE NO: 515

12/23/10- Reviewed Company Response:
Representative spoke to customer on 12/22/10 regarding the audible alarm station. Company is researching the possible installation of a remote monitoring system for triggering the alarm for internal purposes. Customer was advised that the audible and visual alarms are required by the state. Company advised customer that the company could not provide a timeframe on when the monitoring system will be set in place. Vfaria

01/06/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 0984423W Name HAVEN ,BLUE MS Business Name BLUE HAVEN

Consumer Information

Name:

Business Name: BLUE HAVEN

Svc Address: 34017 S HAINES CREEK ROAD

County: Lake Phone:

City/Zip: Leesburg / 34788-

Account Number: 001437091 0639364

Caller's Name: WILL GIFFORD

Mailing Address: 34614 S HAINES CREEK RD

City/Zip: LEESBURG ,FL 34788-

Can Be Reached: (352)-343-9987

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0984423W

Response Needed From Company? Y

Date Due: 01/04/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/04/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 12/10/10

Time: 14:20

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1377.52

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 01/14/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0982551W Name BRENNER ,MICHAEL MR. Business Name

PAGE NO: 516

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1377.52

What is the date of the bill? June 9, 2010

Why do you believe you have been billed improperly?
Customer states a water line burst around June 2009. Customer states there was constant water pressure on the line that could not be released. Customer states the pressure was coming from Aqua's waterline in the street, customer attempted unsuccessfully to shut it off and Aqua had a hard time shutting it off also. Aqua finally shut the valve off so that the customer could do some repairs from the damage. Aqua then reconnected the plumbing and made their own repairs at the street, and the system began to work fine. Customer initially received a bill for $2400 in water usage and other fees. He called and complained and was given a "one time leak adjustment". Customer then received a bill for $1377.00 in water usage, reconnect fees and service deposit in June of 2010.

Other Comments:
Customer feels the water leakage was by fault of Aqua Utilities. Customer wants the $1377.00 bill erased from his account and would like his services restored.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

Request No. 0984423W Name HAVEN ,BLUE MS Business Name BLUE HAVEN

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12/17/2010 Customer wants the PSC to require Aqua to cut his utilities back on while his complaint is in process, advised we can not do that. Customer request documentation that we do not have the authority to make the utility re-connect him when he has been disconnected for non-payment, referred to Randy. tkemp

12/17/10: I spoke with Mr. Gifford. He wants to rent out the property and requests that Aqua restore the service. I explained that we cannot require the company to restore the service at this point. I advised him of the complaint process and the rules regarding disputed amounts and service interruption. The company has not contacted him about the complaint yet. RRoland

01/04/2011 - Company response received via e-mail. /EEstelle

1/6/2011- Reviewed Company Response:
Mr. Gifford has spoken with several company representatives regarding the above account. The company applied a onetime leak adjustment to the account on November 9, 2010 in the amount of $1,208.59. At which time Mr. Gifford was advised by a company representative that he would be responsible for the balance on the account. Mr. Gifford has since closed the account stating that he would utilize the well at the property. He was very adamant about not paying the balance on the account. It was explained to him that the leak at the property was on the customer side of the meter. Mr. Gifford contacted the company on September 11, 2009 requesting that the service be turned off so he could complete repairs. A field service representative was at the property same day; September 11, 2009 to turn off the water for repairs. The representative reported that Mr. Gifford had already tried to turn the company valve off stating it was leaking.

The field service representative attempted to shut the valve down and confirmed it was leaking through, so he pulled the meter so that Mr. Gifford could make repairs. The water going through the valve was a light trickle. The field representative provided Mr. Gifford with parts to complete his repairs. When completed, Mr. Gifford advised the representative he had completed his repairs at which time the meter was put back in place. The representative checked the new installed house valve, it was off and there were no visible leaks.

Mr. Gifford closed the account April 30, 2010, a final bill was issue. The customer has not made a payment on the account since January 12, 2010 in the amount of $93.00. The balance of $1,304.95 has been transferred to a third party collection agency.

Mr. Gifford has contacted the company and spoke to representatives on December 17 and December 21, 2010. A letter was mailed to Mr. Gifford dated December 16, 2010 which states the company's position. Aqua management is willing to assist Mr. Gifford in re-establishing service at the property however; the customer would need to contact the company and try to make payment arrangements to have service restored.

Note: Previous case#0949054W under the name of Blue Haven Living Inc is the business name the account was established under. Mr. Gifford, owner closed the account and established under his name effective December 31, 2007. Vfaria

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01/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0984461W Name HOULKER ,JUSTIN MR. Business Name

Consumer Information

Name: JUSTIN HOULKER

Business Name:

Svc Address: 7117 SW ARCHER LOT 97

County: Alachua Phone:

City/Zip: Gainesville / 32608-

Account Number: 0009070880649387

Caller's Name: JUSTIN HOULKER

Mailing Address: 7117 SW ARCHER LOT 97

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-494-7935

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix0984461W

Response Needed From Company? Y

Date Due: 01/04/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/03/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 12/10/10

Time: 15:25

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 961.66

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 01/14/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0984423W Name HAVEN ,BLUE MS Business Name BLUE HAVEN

PAGE NO: 519

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 961.66

What is the date of the bill? December 2010

Why do you believe you have been billed improperly?
Customer states received a bill for $1500 from Aqua Utilities. Customer called to see why he had received such a high bill and was advised that Aqua made a mistake and had not billed him for the last 378 days. Customer was advised to either make a payment arrangement or be disconnected. Customer set up a payment arrangement under duress and is disputing the charges. Customer states his average bill is $100 a month. Customer would like verification that these are accurate charges.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

01/03/2011 - Company response received via e-mail. /EEstelle

1/4/11- Reviewed Company Response:
Customer was issued a billing statement dated 12/2/10 for 11/11/09-11/24/10, totaling 67,600 gallons in the amount of $961.66.

Request No. 0984461W Name HOULKER ,JUSTIN MR. Business Name

PAGE NO: 520

The field visit to the property on 11/24/10 showed the encoder receiver transmitter (ERT) was not working properly, which is the reason customer received billing statement for over a year with zero usage. The ERT was replaced and is working properly. A manual read was taken and the account was back billed 378 days. To be in accordance with rules and regulation, customer was given $27.54 adjustment for 13 days over the alloted 365 days billed.

Customer was contacted on 12/29/10 to discuss the account and the complaint. Customer was advised of the Rules and Regulations and company acknowledged the error made in not billing customer for over 1 year.

A follow-up call with customer on 1/3/11 company offered a courtesy adjustment $282.00 which includes the $20.78 that has not been provided for the 365 days of back billing. Customer accepted the adjustment and agreed to make payments with current charges beginning February 2011 of $36.00 with the current bill. Vfaria

01/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0984712W Name DODDS ,SOMMER MS Business Name

Consumer Information

Name: SOMMER DODDS

Business Name:

Svc Address: 141 W. ST. JOHNS TERRACE

County: Putnam Phone: (407)-247-2015

City/Zip: East Palatka / 32131-

Account Number: 001602246 0631051

Caller's Name: SOMMER PACETTI

Mailing Address: 141 W. ST. JOHNS TERRACE

City/Zip: EAST PALATKA ,FL 32131-

Can Be Reached:

E-Tracking Number: 27319

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0984712W

Response Needed From Company? Y

Date Due: 01/05/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/04/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 12/13/10

Time: 13:18

Via: E-FORM

Prelim Type: REPAIR

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 01/20/11

Closeout Type: GI-11

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, December 13, 2010 12:33 PM
To: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 27319

Complaint filed with PSC

Select County: PUTNAM
CUSTOMER INFORMATION

Name: Sommer Pacetti

Request No. 0984712W Name DODDS ,SOMMER MS Business Name

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Telephone: 407-247-2015
Email: s5o7m3m2@rocketmail.com
Address: 141 W. St. Johns Terrace East Palatka 32131

BUSINESS INFORMATION

Business Account Name: Sommer Dodds
Account Number: 001602246 0631051
Address: 141 W. St. Johns Terrace East Palatka FL 32131

COMPLAINT INFORMATION

Complaint: Repairs against Aqua Utilities Florida, Inc.
Details:
I have a huge leak in my master shower and for months I have been contacting Aqua to turn off the water so that it can be repaired (on my part of course). Finally in November they sent a technician out and both valves are broken on the customer side and their side. The gentleman said he would come back to fix it. My husband and I have been calling ever since. They keep telling me they will send someone out and either I make sure my husband is there all day or I call off of work to sit there. No one ever comes. They state that a tech has come out 3 times now and they have not. They also state that the water was turned off on Nov. 19th , we repaired the shower and then turned back on. This has not happend , since the water cannot be turned off. I am receiving NO help from this company. My water bill has increased an additional $100 a month or more and I cannot repair my leak if the water is not shut off. Something needs to happen immediately. After doing research today, I noticed other complaints on this company. Please advise"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/04/2011 - Company response received via e-mail. /EEstelle

1/5/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mr. and Mrs. Dodds have contacted the company several times (11/19/10, 12/6/10, 12/9/10 and 12/13/10) regarding having the water turned off at the property for repairs.
o After reviewing the account, it was found that there have been several visits to the property:
1. 11/19/10, Field Service Representative at property turned water off so customer can complete repairs.
2. 12/7/10, Field Service Representative at property, identified that the valve on customer side needs to be replaced (7:13 a.m.).
3. 12/9/10, Field Service Representative at property, check valve on company side, valve good. Customer needs to replace valve on customer side of meter.
4. 12/20/10, Field Service Representative at property. Water turned off in order for customer to repair shower. Service restored after repairs completed.
o On 12/14/10, Alice Greene spoke with Mrs. Dodds regarding her complaint filed.
o Mrs. Dodds explained that there are repairs at the property that need to be completed however; can't do until service is turned off.
o Ms. Greene explained that according to documentation on the account there have been several visits to the property.
o Mrs. Dodds explained what has happened over the past few weeks in her attempt to have repairs completed.
o It does appear there was miscommunication.
o Ms. Greene advised that she would have a Field Representative at the property on 12/20/10, to turn water off so that her husband can complete repairs.
o A follow-up attempt to reach Mrs. Dodds was made on 12/27/10, a message was left for return call.
o On 12/28/10, another follow up attempt was made; message left for return call.
o On January 3, 2010, Mrs. Dodds returned the call to Ms. Greene call.
o It was confirmed that an Aqua Representative was at the property on 12/20/10, and repairs were completed.

o They discussed the high bill issued for billing period 10/12/10 through 11/11/10, in the amount of $147.63 (12,200 gallons).
o A one-time leak adjustment was offered in the amount of $69.00 and $10.00 in penalty fess were removed in addition payment arrangements were offered.
o Mrs. Dodds accepted the adjustment and requested payment arrangement.
o She has agreed to pay the current balance of $110.82 in 2 payments.

Request No. 0984712W Name DODDS ,SOMMER MS Business Name

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o The first payment is due on 1/7/11, in the amount of $55.41 and $55.41 on 1/14/11.
o Mrs. Dodds stated she was satisfied with the resolution of her complaint.
Shonna McCray

1/20/11: This inquiry closed. Shonna McCray

Request No. 0984820W Name ALBERT ,JOAN MS. Business Name

Consumer Information

Name: JOAN ALBERT

Business Name:

Svc Address: 7117 SW ARCHER ROAD
LOT 2700

County: Alachua Phone: (352)-336-1773

City/Zip: Gainesville / 32608-

Account Number: 9069820649295

Caller's Name: JOAN ALBERT

Mailing Address: 7117 SW ARCHER ROAD
LOT 2700

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached:

E-Tracking Number: 27322

Florida Public Service Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0984820W
Response Needed From Company? Y
Date Due: 01/05/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 01/05/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 12/13/10
Time: 15:56
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 01/20/11
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0984712W Name DODDS ,SOMMER MS Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, December 13, 2010 1:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 27322

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Joan Albert
Telephone: 352-336-1773
Email:
Address: 7117 SW Archer Road Lot 2700 Gainesville 32608

BUSINESS INFORMATION

Business Account Name: Joan Albert
Account Number: 0009069820649295
Address: 7117 SW Archer Road Lot 2700 Gainesville Florida 32608

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The water bill is too high for just one person "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint

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c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/05/2011 - Company response received via e-mail. /EEstelle

1/6/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mrs. Albert on 1/4/11.
o The Representative discussed the account history (usage).
o Mrs. Albert was advised that her usage pattern is consistent with the life of the account.
o The average gallons per day range from 90 to 110 gallons.
o The Representative explained that the increase is due to the rate increases over the past few years.
o Mrs. Albert stated that she understood however; she believes that the rates are just too high.
o The Representative shared that the reason for the increase in rates is to make improvements on the system and to improve water quality.
o Mrs. Albert indicated that she appreciate the call and explanation.
Shonna McCray

1/20/11: This inquiry closed. Shonna McCray

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Request No. 0986182W Name ELZEY ,JEFFERSON MR. Business Name

Consumer Information

Name: JEFFERSON ELZEY

Business Name:

Svc Address: 10304 OAK HILL DR

County: Pasco Phone: (727)-862-9807

City/Zip: Port Richey / 34668-7

Account Number: 000882652 0626315

Caller's Name: JEFFERSON ELZEY

Mailing Address: 10304 OAK HILL DR

City/Zip: PORT RICHEY ,FL 34668-7302

Can Be Reached: (727)-967-0402

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0986182W

Response Needed From Company? Y

Date Due: 01/13/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/13/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 12/21/10

Time: 16:05

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 143.19

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 01/31/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $191.96 and $121.35

What is the date of the bill? 11/06/10 and 12/07/10

Why do you believe you have been billed improperly?

Other Comments:

Customer states that he has been billed two consecutive months for over 10,000 gallons of usage. Customer states that his normal usage averages 4000 to 4500 gallons per month. Customer states that he monitored his uses for two weeks and he arrived at 3400 gallons, thus multiplying by 2 would give him 6800 gallons in a month. Customer contacted Aqua Utilities, he was advised that he had a leak, however, he hired a plumber who

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found no leak.

Customer is disputing a total of $143.19; $82.93 from November bill and $60.26 from December bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

01/13/2011 - Company response received via e-mail. /EEstelle

1/14/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The billing statement issued from 10/5/10 to 11/3/10, for 10,600 gallons in the amount of $191.96.
o The billing statement issued from 11/3/10 to 12/3/10 for 10,000 gallons in the amount of $121.35.
o The billing is based on actual readings.
o The Field Service Representative was at the property on 12/14/10, reported a leak on customer side of the meter.
o The customer was on-site and the information was shared by Field Service Representative.
o On 1/11/11, an Aqua Representative spoke with Mr. Jeff Elzey regarding the field visit with results indicating that there was a leak at the property.
o Mr. Elzey stated that he recalls speaking with the company representative.
o He indicated that he had a plumber at the property and no leaks were found.

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o He was advised to forward documentation from plumber for a one time courtesy adjustment.
o On 1/13/11, an Aqua Representative contacted Jeff Elzey and co-owner Frank Rodgers regarding documentation for plumber's bill.
o He stated he could not find the receipt.
o The Representative advised that the company is willing to offer a one-time courtesy adjustment in the amount of $44.88.
o Mr. Elzey indicated he accepts the adjustment.
o However; he would like to have the meter tested.
o The Representative advised that the usage is back to normal however; a field visit to test the meter would be scheduled for 1/14/11.
o If not satisfied with the results, the meter can be exchanged and sent to independent contractor for bench test.
o If the meter tests accurate, the customer would have to pay.
o Mr. Elzey stated he was fine with scheduling field test once results are known will decide if wants the meter exchange for bench test.
o Field test results should be available week of 1/17/11.
o There is an account balance of $186.54 due on 2/1/11.
o The customer's usage is consistent with account history.
o Based on the usage pattern, there was an event at the property that triggered the high usage.
Shonna McCray

1/31/11: This inquiry closed. Shonna McCray

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Request No. 0986633W Name CANNON ,KATRINA MS. Business Name

Consumer Information

Name: KATRINA CANNON

Business Name:

Svc Address: 5775 TERRELL RD.

County: Orange Phone: (352)-385-2710

City/Zip: Tangerine / 32777-

Account Number: 15128620647275

Caller's Name: KATRINA CANNON

Mailing Address: 5775 TERRELL RD.

City/Zip: TANGERINE ,FL 32777-

Can Be Reached:

E-Tracking Number: 27458

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU882
Company:
Attn. Lesley Dix0986633W
Response Needed From Company? Y
Date Due: 01/19/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 01/19/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 12/27/10
Time: 13:10
Via: E-FORM
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 01/31/11
Closeout Type: GI-28
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, December 27, 2010 1:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 27458

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Katrina Cannon

Request No. 0986633W Name CANNON ,KATRINA MS. Business Name

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Telephone: 3523852710
Email: kdcannon1981@yahoo.com
Address: 5775 terrell rd tangerine 32777

BUSINESS INFORMATION

Business Account Name: Katrina Cannon
Account Number: 0015128620647275
Address: 5775 terrell rd Tangerine fl 32777

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I have been having a on going battle with Aqua Utility regarding their faulty meter. I have been dealing with a woman named Tameka Bellamy at the corporate office. This summer, they took the water meter out,and replaced it, as soon as they did that the water bill went down too the normal rate of $30.00. Ms Bellamy sent me a voicemail stating that they would credit only $50.00 although the bill for 2 months was $748.00. I called her back, and left a message that she needed to call me because I do not agree with the terms and did not wish to make any payment arrangement on my account because I did not think that it is fair that I should have to pay $700.00 when their meter was faulty.They should look at all previous bills and Today without no notice, they came and shut off our water, when I talked to them they stated that they sent me a disconnect notice and that in order too reconnect I would need too pay $807.98. We have a disabled child on a ventilator in my mothers house and in my house and I have six children, we cannot go without water.I need help immediately, we dont have a choice in the water company that we use, and it totally unfair that they can do whatever the please and get away with it. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/19/2011 - Company response received via e-mail. /EEstelle

1/20/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o It appears that the usage increased during the billing period 3/17/10 through 7/15/10.
o There were several field visits to the property as follows:
1. 6/28/10 - no leaks found, reading 30004 - customer on-site; Field Representative spoke with customer.
2. 7/1/10 - no leaks found, reading 30318 - customer on-site, Field Representative spoke with customer.
3. 7/27/10 - small leak found at property, reading 31098.
4. 8/3/10 - meter exchanged at property. Old meter forwarded to outside vendor for bench test.
o Bench test results High flow 102.33%, medium flow 110.0% and low flow 112.0% overall average 108.28%.
o Results indicate that the meter was 7.28% over the accuracy limit.
o As a result, the customer was provided an adjustment in the amount of $55.60 which covered the billing period of August 2009 through July 2010.
o On 12/27/10, spoke with Ms. Cannon regarding complaint filed.
o Alice Greene explained to her that Ms. Bellamy had forwarded a letter providing company's position regarding high bill dispute and the adjustment applied to the account as a result of bench test results.
o Ms. Cannon stated that she did not recall receiving a letter from Ms. Bellamy and believed she was on a payment arrangement.
o Ms. Greene advised that the water service was terminated on 12/27/10, for non-payment.
o A 10-day termination notice was mailed to the property on 12/8/10, for termination on 12/20/10, in the amount of $714.98.
o At the time of receiving termination notice she should have contacted the company.
o Due to the customer not contacting the company prior to termination date, the service was terminated for non-payment on 12/27/10, in the amount of $714.98.
o Ms. Greene also shared that when filing a bill dispute, she is obligated to pay for billing that is not being disputed.
o It was Ms. Greene's understanding that she was disputing the June 2010 and July 2010 bills.
o The account indicates that no payments have been made to the account since 6/25/10, in the amount of $146.00.
o Ms. Cannon shared with Ms. Greene that there are 2 family dwellings at the property.
o One being occupied by her mother and brother and her family in the other.

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o Ms. Greene inquired if there were one or two meters at the property, she indicated one meter.
o Ms. Greene inquired further and explained that if there are 2 dwellings on one meter it is possible that an event in the other dwelling could have an impact of the usage if there is an internal plumbing problem or event triggering high usage.
o Ms. Greene reviewed the monthly usage and bench test results.
o She advised of the meter results and the adjustment of $55.60.
o Ms. Cannon indicated that she understands the adjustment however; still does not believe that the usage could be that high.
o Ms. Greene shared that there must have been an event to take place at the property for the usage to increase in addition to the meter test results.
o She agreed that the usage was back to normal.
o Ms. Cannon also shared that her brother has a medical condition and needs water.
o She had the primary physician provide documentation for company records.
o Ms. Greene advised that on behalf of the company the medical certificate would be honored however; she would still need to make payment arrangements.
o The service was restored on 12/28/10, with Ms. Cannon agreeing to make a $40.00 payment on 1/3/11, and $140.00 on 1/7/11.
o To address the arrears balance in the amount of $602.93 Ms. Cannon has agreed to pay $42.00 each month toward arrears by the 31st of each month plus current bills as due starting with February 2011 due date.
o Ms. Greene explained if she is not able to make the agreements by the respective due dates, she should contact Aqua's Call Center prior to receiving any termination notices.
o Ms. Cannon agreed to all terms.
o Ms. Greene also advised if she decided to have a second meter installed at the property, she would need to have a plumber complete work and then contact the company to have meter installed.
Shonna McCray

1/31/11: This inquiry closed. Shonna McCray

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Request No. 0987368W Name STAMM ,BARBARA MS. Business Name

Consumer Information

Name: BARBARA STAMM

Business Name:

Svc Address: 1117 BEN HOPE DR

County: Lake Phone:

City/Zip: Leesburg / 34788-

Account Number: 001482871 0627916

Caller's Name: BARBARA STAMM

Mailing Address: 1117 BEN HOPE DR

City/Zip: LEESBURG ,FL 34788-

Can Be Reached: (352)-257-8614

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0987368W

Response Needed From Company? Y

Date Due: 01/25/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/26/11

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: ECR

Entered By: MAB

Date: 01/03/11

Time: 10:14

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 17.12

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $12.51 BFC that she received recently and $$4.61 of estimated bill from 11/2010

What is the date of the bill? 12/21/2010

Why do you believe you have been billed improperly? Caller states she has use no water from the utility since 11/15/2010.

Other Comments:

Caller states she stopped using water from the utility in 11/15/2010 and put in a request to her county to just use the well water that she had for irrigation purposes as her domestic water source. Caller states he was approved this by the county on 12/28/2010. Caller states she's provided this information from the Company

Request No. 0987368W Name STAMM ,BARBARA MS. Business Name

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but she's still being charged the BFC and also received a letter from the Company stating that she can't stop receiving services from the Company and that she needs to have back-flow prevention.

Caller states she will be mailing the PSC a copy or the letter she received from the county approving the change and the letter from the utility. Advised it would be noted.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

01/06/11 - Customer correspondence received via U.S. mail; forwarded to SMcCray. /ewe

1/7/11: Reviewed customer correspondence; forwarding to Supervisor for additional review. Shonna McCray

01/07/11 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

After speaking with you this morning, a few min ago, I also decided to e-mail a copy of all papers to you, plus I will be sending a hard copy in the mail, this time to: Aqua Utilities Florida, Inc., 762 W. Lancaster Ave., Bryn Mawr, PA 19010-3489, the 1st time these papers were sent to the address on the Certified Letter I had received dated 12/23/10 Aqua Utilities Florida, Inc., 510 Hwy. 466, Lady Lake, FL 32159, I might add the information on the certified letter Aqua has sent to me is invalid such as phone number and after speaking

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with you today I was told the Lady Lake office doesn't exist so why was I sent a certified letter with bogus info from Aqua?. As you can see I have added some handwritten notes to my origonal letter.

Again Aqua was notied on 11/15/10 with the meter reading of 573100 and requested the meter be removed, the meter reading is still 573100 & is NOT being used!

I have also asked previously (2009) that the water meters for Barbara Horn, 1116 Ben Hope Drive, Leesburg, FL 34788 and the meter for Scottish Highlands Condominium Association, 1 Scottish Highlands Blvd., Leesburg, FL 34788, be removed from my property (1117 Ben Hope Drive, Leesburg, FL 34788) and be relocated to their properties, When I purchased my home 9/5/08 I was not aware of the fact those meters were not connected to my home until a review of the survey had been done after the Closing. If there is an issue with the water lines it is my property that will get dug up and not theirs so please remove these meters from my property and relocate them to the property they are associated with, there are issues with the meters being on my property.

PLEASE MAKE A NOTE OF MY # (352) 257-8614

HELP STOP A VIRUS!

PLEASE DO A COPY & PASTE INTO A NEW E-MAIL
PLEASE DO NOT FORWARD E-MAILS FROM OTHERS TO ME AS I DO NOT OPEN THEM! THANKS!
Have A Great Day!
BJ
Stamm Realty, LLC
Barbara J. Stamm
Broker/Owner/Notary
1117 Ben Hope Drive
Leesburg, FL 34788

1/11/11: Reviewed customer correspondence; forwarding to company. Shonna McCray

1/11/11: ATTN COMPANY:
PLEASE ADDRESS CUSTOMER CONCERNS STATED ABOVE. THE CUSTOMER IS ALSO REQUESTING THE REMOVAL OF WATER METERS FOR OTHER AQUA CUSTOMERS BE REMOVED FROM HER PROPERTY. ARE THESE METERS LOCATED ON MS. STAMM'S PROPERTY OR IN AN EASEMENT? PLEASE PROVIDE RESPONSE BY 1/25/11. Shonna McCray

Request No. 0987368W Name STAMM ,BARBARA MS. Business Name

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01/13/11: Case 0989121W has been deleted as a duplicate of 0987368W. RRoland

1/13/11: ATTN COMPANY:
COMPLAINT 989121 IS A DUPLICATE OF THIS COMPLAINT; IT HAS BEEN DELETED. Shonna McCray

1/24/11: Re-sending customer correspondence received on 1/4/11, per Alice's request. Sent 7 pages. Shonna McCray

01/25/11 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Barbara Stamm
Telephone: 352-257-8614
Email: *stamm4homes@yahoo.com*
Address: 1117 Ben Hope Dr Leesburg 34788

BUSINESS INFORMATION

Business Account Name: Barbara Stamm
Account Number: 001482871 0627916
Address: 1117 Ben Hope Dr Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
TO THE CHAIRMAN OF THE P.S.C. Ref. # 0989121W

Since November I have numerous times contacted Aqua to remove their water meter from my property, Lake County Environmental Health approved my modification to my well permit to Domestic use so therefore I NO longer have a use for Aqua's water meter, then today 1/24/11 I received a call from Aqua telling me they can't remove my meter according to P.S.C. 2530 don't remember the rest of the # the lady rattled off very quickly and then read it to me over the phone. According to the manager here at Scottish Highlands Lanny Greene he stated at one of our Board meetings that Aqua removed meters throughout our development so if those meters can be removed then there is NO reason why the meter on my property can't be removed.

Also since 2009 I have asked Management here at Scottish Highlands to contact Aqua to have the water meter

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removed from my property & relocate it to the common area by the office since it supplies water to the Club House, Admin Bldg. & Rec Center, my main concern is the fact if there is a line break it will be MY property that gets dug up and Scottish Highlands (1 Scottish Highlands Blvd., Leesburg, FL 34788) will NOT replace my landscaping etc if it is on the side where Scottish Highlands is responsible to repair. I had contacted Aqua in 2009 & asked they relocate the mater and Aqua told me that Scottish Highlands has to request the move. Recently I sent Scottish Highlands a certified letter requesting again that the meter be relocated and thus far it has not been done and I have gotten no response from Scottish Highlands Board members. They would love to destroy me property as they have continually harassed me since shortly moving into my home 9/08.

I have also sent Barbara Horn, 1116 Ben Hope Dr., Leesburg, FL 34788 a certified letter about contacting Aqua & having them relocate her meter as well since it too is on my private property. (same reason as listed for Scottish Highlands)

When this community (Scottish Highlands)was being developed the construction trailer was located between the 2 properties & when homes were built they never moved the meters to the proper properties. NO one else in the entire community has their neighbors water meter on their property.

I have put a lot time & money in my landscaping & I have done it all myself & I am no longer able to do this anymore due to several surgeries. I take great pride in my home and landscaping and the last thing I need is for it all to be ruined. Several months a go I had a water line break early in the morning and my neighbor (Barbara Horn) stood there and watched it, if it wasn't for some young fellow who came to my door I never would have known it.

The only reason Aqua refuses to remove the meter that once was connected to my home is so they can collect a base rate fee. Last month they billed me $12.51 the new bill arrived 1/24/11 with a base rate of $15.64. I told them before they were notified 11/15/10 to remove the meter and I will NOT pay a base rate fee to them it is highway robbery, they are a monopoly & they take advantage of the elderly and disabled and others.

April '09 my bill went from less then $60 per month to $196 then the following month it was $143 now they are going to double the rates again. 1/10 I put in an irrigation (deep) well & 12/10 L.C.E.H. approved my modification to my permit to domestic use. So therefore I no longer have any use for Aqua Utilities as I am completely connect to my well, I have had my water tested and yes I am within the range that is necessary.

Just whose side is the P.S.C. on anyway????

Try living on $857 a month, went through a divorce last year, have a car payment of $321 a month plus all my other utilities then Aqua had the nerve to send me an estimated bill last Nov. 22, '10 almost $70 when I called I was told well it is now 39 days so you will have to pay a higher base rate, I said I just got the dang bill & I was told after 35 days the base rate increases. They sent me a new bill it was $4.61 more then what it should have been for. No one else got an estimated bill for that time period.

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RESULTS I EXPECT:

RELOCATE THE METER FOR SCOTTISH HIGHLANDS TO THE OFFICE AREA FOR SCOTTISH HIGHLANDS & CAP OFF ALL WATER LINES ASSOCIATED WITH THAT METER THAT ARE ON MY PROPERTY

RELOCATE THE WATER METER FOR 1116 BEN HOPE DR TO THAT PROPERTY & CAP OFF ALL WATER LINES ASSOCIATED TO THAT WATER METER THAT ARE ON MY PROPERTY

REMOVE THE WATER METER FOR 1117 BEN HOPE DR. & CAP OFF ALL WATER LINES ASSOCIATED TO THAT METER

REIMBURSE ME THE $4.61 THAT AQUA CHARGED ME

IT IS HIGH TIME THE P.S.C. PROTECT THE HOMEOWNER AND NOT THE BIG UTILITY COMPANIES!!!

IF I DON'T GET ANY RESULTS IN A TIMELY MANNER FOR THE ABOVE I WILL CONTACT OUR LOCAL TV STATIONS & THE FEDERAL GOVERNMENT. IT IS HIGH TIME THE LITTLE GUY HAS SOME PROTESTION FROM AQUA WHICH IS A MONOPOLY & WALKS ALL OVER THE LITTLE 'OL HOMEOWNER BY CONTINUALLY RAISING THE RATES EVERY 2 YEARS THIS IS HIGHWAY ROBBERY!!!!

PEOPLE ARE ELDERLY, LOW INCOME, WITHOUT JOBS AND THE LIST GOES ON BUT YET YOU ALL KEEP LETTING AQUA WALK ALL OVER US POOR PEOPLE. WE HAVE NOT GOTTEN A RAISE FROM SOCIAL SECURITY IN 2 YEARS!!! WE HAVE THE HIGHEST UNEMPLOYMENT RATE HERE IN FL. 92,000 HOMES WILL BE GOING INTO FORECLOSEURE REAL SOON & THIS IS JUST IN CENTRAL FL ALONE. NO WONDER PEOPLE ARE HOMELESS & CAN'T AFFORD THEIR HOMES. BECAREFUL IT COULD BE YOU ONE DAY SOONER THEN YOU THINK, REMEMBER! NO JOB IS PERMANENT ANYMORE!

RESPECTFULLY,

BARBARA J. STAMM
117 BEN HOPE DRIVE
LEESBURG, FL 34788
(352) 257-8614
stamm4homes@yahoo.com

PSC was contacted previously

NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 15 days.
Shonna McCray

Request No. 0987368W Name STAMM ,BARBARA MS. Business Name

PAGE NO: 540

1/26/11: Reviewed customer correspondence; will forward to company. Shonna McCray

1/26/11: ATTN COMPANY:
1. YOUR RESPONCE IS PAST DUE.
2. PLEASE ADDRESS CUSTOMER'S CONCERNS STATED ON 1/24/11, NOTED ABOVE. PLEASE PROVIDE RESPONSE TO THE ADDITIONAL CONCERNS BY 2/4/11. Shonna McCray

01/26/2011 - Company response received via e-mail. /EEstelle

2/4/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Ms. Stamm was issued a billing statement dated 11/18/10 for billing period 10/14/10 to 11/16/10, 33 days total gallons 15,400 in the amount of $69.13.
o This bill was based on an estimated reading.
o The bill dated 11/18/10, was canceled and a revised billing statement dated 11/23/10 was issued.
o This statement covered billing period 10/14/10 through 11/22/10, 39 days total gallons 2,400 gallons in the amount of $23.24.
o A billing statement dated 12/21/10 for billing period 11/22/10 through 12/16/10, 24 days total usage zero.

o The customer was billed base facility charges in the amount of $12.51.
o On 11/15/10, Ms. Stamm contacted the Customer Service Center stating that she wanted the account closed and meter removed from her property indicating that she is now utilizing well for potable water service.
o The Representative advised she would have to discuss her request with local office and return her call.
o As a result of Ms. Stamm requesting to have the account closed and meter removed.
o Aqua management mailed a certified letter to Ms. Stamm dated 12/23/10, advising that she is in violation of State and County rules and regulations regarding the use of her well for potable water services.
o The letter is specific in outlining; Lake County land Development Regulation 6.12.00 and 6.12.01 Connection Requirements.
"Central Water System. All private potable water systems, unless exempted by the Board of County Commissioners via Public Hearing, shall be connected and utilized to a regional/sub regional potable water system when the regional/subregional potable water system comes within three hundred (300) feet of the private potable water system or any of the central lines of the private potable water system, measured as a curb line distance within a Right-of-Way or the centerline distance within an Easement. The private potable water system shall be required to be connected and utilized within twelve (12) months of the availability of the regional/sub regional potable water system. Notwithstanding the three hundred (300) feet mandatory Connection requirement, existing Development utilizing a private potable water system Shall be required to connect to a regional/sub regional potable water system when the Board of County commissioners determines that there is endangerment to the environment, public health, safety, and welfare."
o Referencing Lake County Land Development Regulation 6.12.00, it was stated to Ms. Stamm that she should reconnect to Aqua water service to be in accordance with State and Local requirements.
o For these reasons, the account is still being billed for base facility charges.

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o Ms. Stamm has also requested the removal of 2 meters that reside on her property which supports water service for 1116 Ben Hope Drive and 1 Scottish Highland Blvd.
o Aqua Representatives have assessed where the meters are located and determined that there is no practical place to relocate the meters.
o The meters are located in accordance with; Rule 25-30.260 Meter Installation.
"Generally, each utility shall locate meters at or near the customer's curb or property line. When it impractical to locate meters at or near the customer's curb or property line, the utility may locate a meter in any other reasonable convenient or accessible place which affords protection against damage. When meters are grouped, the utility shall tag each meter to identify the customer whose services are measured by that meter. Each utility shall install an accessible service control valve on the inlet side of each meter.
o Alice Greene spoke with Ms. Stamm on 1/24/11, regarding her billing and removal of the meters.
o Ms. Greene reviewed the billing and the certified letter mailed to the property dated 12/23/10.
o Ms. Greene shared that she is being billed the base facility charge due to the meter being installed at the property.
o Ms. Greene advised that the meters are located in accordance to Rule 25-30.260 when installed the company assessed the area to locate the meter as close to the property line as possible.
o Aqua Staff has assessed the area.
o There is no practical place close to the property line to relocate the meters.
o In addition if the meters were moved to another location there would be a cost associated that would be passed on to the customer.
Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 15 days.
Shonna McCray

2/4/11: 10:51 a.m. Called Ms. Stamm at (352) 257-8614 to discuss her concerns. Reviewed the response with Ms. Stamm. She demands the meters be removed from her property and Aqua discontinue billing her as she is not using their water. Attempted to explain the meters are located within the utility easement or as close to the easement as possible. She stated she wants the meters removed from her property. She confirmed the meters were on the property when she purchased it. Advised Ms. Stamm when meters are relocated for customer convenience, the customer is required to pay the cost associated with relocating the meters. Explained to Ms. Stamm per Aqua's certified letter to her she is required to be connected to and use Aqua's system. She stated she has her own well and is not required to use Aqua's service. Advised Ms. Stamm I would forward her complaint to my Supervisor for further review and possible referral to Process Review. Shonna McCray

02/04/11: Forwarding case file to R. Hicks for transfer to ECR. RRoland

02/07/11: Assigned to Patti daniel in ECR.

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Request No. 0988809W Name WAGNER ,SHAWNDA MS. Business Name

Consumer Information

Name: SHAWNDA WAGNER

Business Name:

Svc Address: 3445 KITTLES STREET

County: Brevard Phone:

City/Zip: Mims / 32754-

Account Number: 0008969570639815

Caller's Name: SHAWNDA WAGNER

Mailing Address: 3445 KITTLES STREET

City/Zip: MIMS ,FL 32754-

Can Be Reached: (321)-480-4902

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU879

Company:

Attn. Lesley Dix0988809W

Response Needed From Company? Y

Date Due: 02/01/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 01/27/11

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: NEAL FORSMAN

Entered By: TK

Date: 01/10/11

Time: 13:38

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 400.00

Supmntl Rpt Req'd: 02/21/11

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NEF

Date: 03/29/11

Closeout Type: GI-32

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 1351.96

What is the date of the bill? January 4, 2010

Why do you believe you have been billed improperly?

Customer states she was only billed the base facilities charge from October 14, 2009 through December 22, 2010. Customer states the utility discovered there error and is now backbilling her for $1351.96. Customer states Aqua appears to be backbilling for 14 months instead of 12 months as allowed. Customer states it appears Aqua is manipulating the numbers into 12 months usage in order to recover all the usage charges for the last 14 months. Customer states this miscalculations is causing a higher rate of return for Aqua because it pushes her usage into a higher billing tier than what she actually used , which is about 9,900 gallons per

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month. Customer also wants to make sure she is being billed the accurate rates, because their may have been a rate increase during the course of the last 12 months.

Other Comments:
Please verify backbilling calculations are accurate. Customer prefers a verbal response.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

01/25/2011 Caller transferred to Shonna McCray. Rik Koeteeuw

1/25/11: Customer transferred by Rik. Customer states she was contacted by the Aqua earlier today and provided with a resolution. Ms. Wagner is not satisfied with the resolution provided. Customer's objection noted. She states the company is re-billing her at the current rates rather than at the rate for the appropriate period. Ms. Wagner stated based on her calculations Aqua overbilled her approximately $400.00. Shonna McCray\

01/27/2011 - Company response received via e-mail. /EEstelle

02/07/11: Case reassigned to S. Stokes. RRoland

02-10-11 Aqua Utilities Florida provided the following information in the January 27, 2011, report:

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

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From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Thursday, January 27, 2011 3:44 PM
To: PSCREPLY
Subject: Shawnda Wagner - Case#0988809W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:SHAWNDA
Customer Last Name	:WAGNER
Account Number	:0008969570639815
Service Address 1	:3445 KITTLES STREET
Service Address 2	:
Service City	:MIMS
Service State	:FL
Service Zip	:32754
Sent to Utility Date	:1/10/2011
Current Bill Due Date	:1/26/2011
Total Balance	:1351.9600
Rate	:RESIDENTIAL
Prepared Date	:1/27/2011 11:07:57 AM

COMPANY POSITION:

- Ms. Wagner was issued a revised billing statement dated January 4, 2011 for period December 18, 2010 through December 20, 2010 (367 days) total consumption 138,600 gallons billed amount $1,351.96.

- Ms. Wagner was billed base facility charges from billing period September 14, 2009 through November 17, 2010.
- On December 16, 2010 a field representative was at the property and reported that the ERT was damaged (cut). A reading (25530) was obtained from the meter and the ERT was replaced.
- A revised bill was issued dated January 4, 2011 for billing period December 18, 2009 through December 20, 2010. Total consumption 138,600 gallons in the amount of $1,351.96. Due to company error in not billing the account, a revised bill was issued in accordance with Rule 25-30.350 Back billing.

On January 25, 2011 a company representative spoke with Ms. Wagner. The representative explained the revised bill and the rate structure. It was shared that the company is allowed to back bill for 365 days based on the rates for the billing period. The rate structure was based on rates effective April 29, 2009. It was brought to the customer's attention that on July 22, 2009 a company representative was at the property as a result of her disputing bill from June 12, 2009 through July 14, 2009. Total consumption 15,200 gallons for 32 days daily average 475 gallons per day. A field representative was at the property on July 29, 2009 confirmed that

there was a leak at the property on the customer's side of the meter. The representative advised Ms. Wagner she never provided documentation that the leak was repaired. It was possible that the high usage from the leak is included in the revised bill since there is no confirmation that the leak was repaired. The field representative reported that the customer was turning the house valve off and on. He could not perform a field test at the time due to the leak. It was also shared that the company offers a onetime leak adjustment providing that the customer provides documentation of repairs. It is possible that the leak extended into the period of the revised bill.

Company representatives spoke with Ms. Wagner on January 27, 2011 in an attempt to explain the billing. The representative advised that the rates she is being billed were effective April 29, 2009. The tier block rate structure was part of the rate increase ruling. It was also explained to the customer that the company acknowledges the billing error however; when she received the monthly statement it displayed that she was only being billed for the base facility charge of $15.71 for over a year however; she did not question the bill. Ms. Wagner did not question the bill until January 2011 when the error was corrected.

In further explaining the billing it was shared with Ms. Wagner that she has 12 months to pay the bill in equal payments and if she needed additional time the company would grant an additional 6 months. Ms. Wagner became upset and stated that PSC staff advised her that the company could not bill her for the incremental blocks for usage and the bill should be corrected. The rule for back billing was explained Ms. Wagner stated that she did not want a representative from the company to contact her again.

The revised bill was for 367 days. Ms. Wagner states in her complaint 14 months. The total amount of days the customer was billed the base facility charges was 462 in which the company billed 367 days. Per Rule 25-30.350-Back Billing the company is only allowed to back bill 365 days. An adjustment in the amount of $15.53 (daily average 377 X 2 = 754 X $0.02061 = $15.53) has been applied to the account for the 2 days billed over 365. The total account balance is $1,336.43. Ms. Wagner continued to speak over the representative when it was stated that there was a total of 462 days that she was not billed for usage however; the company could only recoup 365 days further explanation was given that the account was not billed for 462 days for usage which is and has

On behalf of the company an apology was extended to Ms. Wagner in addition a letter was mailed advising of the long period bill being issued. If Ms. Wagner needs more than 12 months to pay the balance, the time will be extended. For documentation purposes, Ms. Wagner has requested that no one from the company to contact her regarding the billing. However; it does need to be stressed to Ms. Wagner once the complaint/case has been closed by PSC staff she will need to contact the company to make payment arrangements to avoid termination in the future if payment is not made in full or payment arrangements are not made. There is an account balance in the amount of $1,336.43 which was due January 22, 2011.

For review, attached is a copy of the revised bill, copy of October and November 2010 billing statements that displays customer billed for base facility charges only and account history.

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02-10-11 FAXED AND E-MAILED TO CO. VIA CATS. SUPPLEMENTAL REPORT REQUESTED BY FEBRUARY 21, 2011. Please see the above note regarding the customer's telephone conversation with Mrs. Shonna McCray on January 25, 2011, indicating that the account was overbilled $400. Your report indicates that the account was billed only the based facility charges from September 14, 2009, through November 17, 2010. The report also states that a revised billing was issued on January 4, 2011, for the billing period from December 18, 2009, through December 20, 2010. If the customer's account was billed only the based facilities charges from September 14, 2009, through November 17, 2010, please explain why the revised billing started from December 18, 2009, and ended on December 20, 2010, for a total consumption of $138,600 gallons. Also, the report indicates that the customer's account was backbilled based on the rates effective April 29, 2009. What were those rates--including a copy of the tariff sheet for that period? Please provide detailed calculations for the $1,351.96 backbilled amount showing a breakdown for each month's rebilled amount. THANKS. Shirley Stokes
*The computer indicated a fax could not be sent.

02-10-11 I received the following e-mail from company:

From: Aqua America ACES Auto Reply [mailto:aces-noreply@aquaamerica.com]
Sent: Thursday, February 10, 2011 2:42 PM
To: Shirley Stokes
Subject: RE: FL. PSC CATS NO: 0988809W SHAWNDA WAGNER

Thank you for contacting Aqua America. We have received your request.

Please note: This message was sent from an unmonitored mailbox. Please do not reply to this message.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or 877.987.2782

02-10-11 As noted above, A SUPPLEMENTAL REPORT REQUESTED BY FEBRUARY 21, 2011. Shirley Stokes

02/11/2011 - Caller states her Company response hasn't changed since the last time that she called the PSC on 01/25/2011. Caller states she would like to speak with Case Analyst to discuss status on the complaint, to see if there is anything more that the PSC has received that she doesn't know about. Advise caller Analyst has already left for the day. Caller stated she will call back on 02/14/2011 to speak with Case Analyst.

Advised it would be noted. MBermudez

02-14-11 I received the following e-mail from Mr. Marcos Bermudez:

From: Marcos Bermudez-Frau
Sent: Friday, February 11, 2011 4:38 PM
To: Shirley Stokes
Subject: 0988809W

02/11/2011 - Caller states her Company response hasn't changed since the last time that she called the PSC on 01/25/2011. Caller states she would like to speak with Case Analyst to discuss status on the complaint, to see if there is anything more that the PSC has received that she doesn't know about. Advise caller Analyst has already left for the day. Caller stated she will call back on 02/14/2011 to speak with Case Analyst. Advised it would be noted. MBermudez

Marcos A. Bermudez-Frau
Public Services Commission
Regulatory Specialist I
Phone# 850-413-6506
Fax# 850-413-6507

02-14-11 AS NOTED ABOVE, A SUPPLEMENTAL REPORT REQUESTED BY FEBRUARY 21, 2011. Shirley Stokes

02/16/2011 - Caller request to speak with Case Analyst. Transferred call. MBermudez

02-16-11 At 2:46 p.m., Mr. Marcos Bermudez transferred Ms. Wagner's call to me. I apologized that she was not notified previously that we are still waiting for a report from the company. She says that the company has contacted her twice indicating that the backbilling cannot be changed. Ms. Wagner says that she does not mind paying what she owes, but she does not want to be billed more than what the company is supposed to bill her at a higher tier. I explained that when we receive the final report from the company and after our review, we will follow up with her since an objection was already entered on her complaint. Shirley Stokes

02-16-11 AS NOTED ABOVE, A SUPPLEMENTAL REPORT REQUESTED BY FEBRUARY 21, 2011. Shirley Stokes

02/21/2011 - Company response received via e-mail. /EEstelle

02-23-11 Aqua provided the following information in the February 21, 2011, report:

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

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From: angreene@aquaamerica.com [mailto:angreene@aquaamerica.com]
Sent: Monday, February 21, 2011 12:45 PM
To: PSCREPLY
Subject: Shawnda Wagner - Case #0988809W

REPORT SUMMARY

CUSTOMER DETAILS

Customer First Name	:SHAWNDA
Customer Last Name	:WAGNER
Account Number	:0008969570639815
Service Address 1	:3445 KITTLES STREET
Service Address 2	:
Service City	:MIMS
Service State	:FL
Service Zip	:32754
Sent to Utility Date	:1/10/2011
Current Bill Due Date	:2/23/2011
Total Balance	:1111.1100
Rate	:RESIDENTIAL
Prepared Date	:2/21/2011

COMPANY POSITION:
1. Your report indicates that the account was billed only the based facility charges from September 14, 2009, through November 17, 2010. The report also states that a revised billing was issued on January 4, 2011, for the billing period from December 18, 2009, through December 20, 2010. If the customer's account was billed only the based facilities charges from September 14, 2009, through November 17, 2010, please explain why the revised billing started from December 18, 2009, and ended on December 20, 2010, for a total consumption of 138,600 gallons.

>In my original report I indicated that the customer was billed for based charges starting with the billing period September 14, 2009 to October 14, 2009 through billing period October 18, 2010 through November 17, 2010, this is correct.

>In correcting the account, the revised bill was from December 18, 2009 through December 20, 2010. The timeframe for revising an account to be in accordance with FLPSC Rule 25-30.350 Backbilling (A utility may not backbill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake. The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the under billing occurred or some other mutually agreeable time period. The utility shall not recover a ratemaking proceeding, any lost revenues which inure to the utility's

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detriment on account of this provision). Since the company can only back bill for 365 days the corrected bill was processed based on 12 months, December 18, 2009 through December 20, 2010. December 20, 2010 is the date an actual reading was obtained therefore; the account was billed 12 months back from the December 20th date. The customer was also given an additional adjustment of $15.53 on January 27, 2011 for 2 days over the allotted time frame.
2. Also, the report indicates that the customer's account was backbilled based on the rates effective April 29, 2009. What were those rates--including a copy of the tariff sheet for that period? Please provide detailed calculations for the $1,351.96 backbilled amount showing a breakdown for each month's rebilled amount.

>Attached for your review is the rate schedule that outlines the residential rates the customer was billed from December 18, 2009 through December 20, 2010. The rates that were in effective were effective October 29, 2009 not April 29, 2009 as I original stated in my report. That was a typographical error on my behalf.
>Attached is the revised bill from December 18, 2009 through December 20, 2010. The bill itemizes the base facility charges for 367 days and the detail break down of gallon usage. When an account is corrected over a long period of time, the billing system generates a long period bill. The billing system does not generate a monthly bill for the specific timeframe. The revised bill attached itemizes the detail charges.

Please not the timeframe the custome was not billed for usage was estimated to be 467 days, September 9, 2009 through November 17, 2010. The rates the customer was billed for the billing period were the rates that were effective October 29, 2009.
Previously, speaking with Ms. Wagner, it appears that she was not satisfied with the incremental block structure.

02-24-11 PROPOSED RESOLUTION LETTER (dated February 25, 2011, for mailing that day) TO CUSTOMER AS FOLLOWS:

February 25, 2011

Ms. Shawnda Wagner
3445 Kittles Street
Mims, FL 32754

RE: FPSC Request No. 988809W

Dear Ms. Wagner:

Thank you for contacting the Florida Public Service Commission (FPSC or Commission) about Aqua Utilities Florida, Inc., (Aqua or company).

You stated that your account was only billed for the base facility charges from October 14, 2009, through December 22, 2010, due to the company's error. You also stated that your account was backbilled $1,351.96 for

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14 months instead of 12, resulting in a higher amount due to the billing tier. Furthermore, you believed that the company overbilled your account approximately $400 based on your calculations. We contacted the company regarding your concerns.

Aqua reports that your account was billed only the base facility charges from the billing period of September 14, 2009-October 14, 2009, through the October 18, 2010-November 17, 2010, billing period. Aqua indicates that a field representative visited your property on December 16, 2010, and reported a damaged (cut) ERT (automatic meter reading device). Aqua reports that the ERT was replaced, and an actual meter reading of 25530 was taken on December 20, 2010.

To correct the billing of your account, Aqua reports that a $1,351.96 revised bill was issued on January 4, 2011. The company states that the billing was from December 18, 2009, through December 20, 2010, for 138,600 gallons of water. Since the revised bill included a backbilling for 367 days instead of 365, the company issued a $15.53 credit for two days, resulting in a total account balance of $1,336.43.

The company also reports that you were notified that you have 12 months to pay the backbilled amount in equal amounts. Furthermore, Aqua states you were notified that it will grant you six more months to pay the backbilled amount if you need additional time.

The following Florida Administrative Code (F.A.C.) states:

25-30.350 Backbilling.
A utility may not backbill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake. The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the underbilling occurred or some other mutually agreeable time period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision.
Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History-New 11-10-86.

Aqua made the proper adjustments on your account in accordance with the above F.A.C. And the company offered to extend the backbilling payments beyond 12 months.

Additionally, your account was properly backbilled based on the three-tiered inclining block rate structure approved by the Commission in Order Number PSC-09-0385-FOF-WS, Docket Number 080121-WS, issued on May 29, 2009. If you have not done so, please follow up with Aqua regarding the monthly payments for the backbilled amount to avoid the possibility of service disconnection.

The FPSC monitors complaints very closely, and tracks any trends which indicate there may be a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions. And complaints serve as a valuable source of information.

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If you have any questions or concerns, please contact us by March 14, 2011. Otherwise, we will consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552 or toll-free fax at 1-800-511-0809.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

c: Aqua Utilities Florida, Inc.

02-24-11 If no disagreement, this file can be closed on March 15, 2011. Shirley Stokes

2/28/11- Customer called to speak to case analyst. Customer was transferred- NHollinhead

02-28-11 At 1:53 p.m., Ms. Nusly Hollinhead transferred Ms. Wagner's call to me. Ms. Wagner acknowledged receipt of my letter. However, she maintains that her account is billed for 14 months instead of 12 months, which resulted in her paying double for two months at a higher rate. I explained that I will review her concerns again. If my conclusion is still the same as explained in my letter to her, we can send her complaint to our Process Review Group since she disagrees with the resolution of the complaint. If not, I will follow up with her. There is no change in the complaint resolution explained in my letter to Ms. Wagner. Shirley Stokes

02-28-11 I put the file in Mr. Randy Roland's Process Review box. Shirley Stokes

03/01/11: Case file delivered to Process Review. RRoland

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Request No. 0988827W Name MCALPINE ,LOIS MS. Business Name

Consumer Information

Name: LOIS MCALPINE

Business Name:

Svc Address: 11205 S. W. ESSEX DR.

County: DeSoto Phone:

City/Zip: LAKE SUZY / 34269-

Account Number: 0008845160628049

Caller's Name: LOIS MCALPINE

Mailing Address: 11205 S. W. ESSEX DR.

City/Zip: LAKE SUZY ,FL 34269-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS798
Company:
Attn. Lesley Dix0988827W
Response Needed From Company? Y
Date Due: 02/01/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/01/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 01/10/11
Time: 14:04
Via: MAIL
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 450.59

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 02/16/11
Closeout Type: GI-05
Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint

Request No. 0988827W Name MCALPINE ,LOIS MS. Business Name

c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

02/01/2011 - Company response received via e-mail. /EEstelle

02/02/2011- Reviewed Company Response:
Mrs. McAlpine was issued a revised billing statement dated December 29, 2010 for billing period December 7, 2009 through December 11, 2010, total 369 days. The total consumption 61, 000 with a billed amount of $639.11 after adjustments/payments the balance due $450.59. The account has been adjusted in the amount of $24.82 for days billed over 365 to be in compliance with Rule 25.30.350_Back Billing.
The revised bill was issues as a result of the customer not billed for usage from October 6, 2009 through December 6, 2010. Statements issued reflected base facility charges only.

As a result of a field visit on December 6, 2010 it was found that moisture was getting inside of the meter. The meter was exchange at the property on December 6, 2010. The removal reading (13893) obtained was used to bill the account from December 7, 2009 through December 11, 2010.

A company representative spoke with Mrs. McAlpine on January 27, 2011 regarding the revised bill. The representative shared that 61,000 gallons divided over 369 days averages to 165 gallons per day. In reviewing the account history the usage fluctuates. There have been months that the household uses an average of 46 gallons a day and as high as 160 gallons per day. Mrs. McAlpine insists that she and her husband averages less estimating her household average is between 2,000 and 4,000 gallons. Mrs. McAlpine has stated that her sewer bills are based on actual readings and that the county had no problem reading her meter. She has volunteered to provide copies of the sewer bills with the hopes of an adjustment to the account. The representative advised that once correspondence is receive will be reviewed and she will be contacted.

Attached for review is a copy of the account history with copy of billing statement issued for base charges only and the revised billing statement. A follow-up report will be forwarded once Mrs. McAlpine forward

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correspondence and it is reviewed. Vfaria

02/03/11 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe
Customer's correspondence is the sewer bills Aqua requested. Vfaria

02/03/2011- ATTN AQUA: ENCLOSED ARE THE SEWER COPIES YOU HAVE REQUESTED FROM THE CUSTOMER, REVIEW AND PROVIDE A RESPONSE BY FEBRUARY 14, 2011. Vfaria

02/14/2011 - Company response received via e-mail. /EEstelle

02/15/2011- Reviewed Company Response:
As a follow-up to conversation held with Mrs. McAlpine on January 27, 2011, she agreed to provide copies of water bill from the county. In reviewing the data presented, the company representative shared that the meter reading dates obtained by the county are not taken on the same day that Aqua rendered billing in addition the county bill base on hundred gallons and Aqua bill base on thousand gallon. The reading the company billed was taken from the meter 12/9/2009 (78300) and on 12/10/2010 (139300).
As a courtesy the account was adjusted in the amount of $68.38 for 10,000 gallons. Although the account was adjusted, the representative stressed to Mrs. McAlpine going forward when comparing the monthly billing, she will need to consider the reading dates based on daily average. She was provided a contact name and number to do a comparison for next month if she believes there is a discrepancy. Mrs. McAlpine stated she would pay balance in the amount of $342.28. Vfaria

02/16/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-05. VFaria

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Request No. 0989637W Name HATCH ,BARBARA MRS Business Name

Consumer Information

Name: BARBARA HATCH

Business Name:

Svc Address: 9201 LAKE POINTE BLVD

County: Polk Phone:

City/Zip: Lake Wales / 33898-

Account Number: 0014027511040390

Caller's Name: BARBARA HATCH

Mailing Address: 9201 LAKE POINTE BLVD

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached: (863)-696-0613

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0989637W

Response Needed From Company? Y

Date Due: 02/04/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/04/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: MAB

Date: 01/13/11

Time: 14:36

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 56.45

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 02/22/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $106.45

What is the date of the bill? 01/07/2011

Why do you believe you have been billed improperly? Caller states Company is charging her for more that she believes she could have used.

Other Comments:

Caller states she's a snow bird and just got back to Florida on 12/13/2010. Caller states she's being billed $106.45 for only using services between 12/13/2010-01/04/2011. Caller states there is no way that she could have used that much water in such a short time. Caller states she's being charged for 3500 gallons of water. Caller states she's on automatic bill pay but her bills are usually around $50+ so she's disputing

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everything above that.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

02/04/2011 - Company response received via e-mail. /EEstelle

02/07/2011- Reviewed Company Response:
In order to correct the account, all billing statements issued from October 2, 2009 through January 4, 2011 were cancelled. The corrective bill is for 459 days. Acknowledging the rule for back billing 365 days and to state that the customer was billed for the specific timeframe, please take into consideration that the cancellation of billing was to correct the account. Therefore; the customer is not due any additional credit. Company representative made two attempts to reach Mrs. Hatch on February 1 and February 2. On February 3rd Mrs. Hatch returned the call. The representative explained that the account had been updated and corrected. The revised billing statement displays a credit balance of $15.10. Mrs. Hatch indicated that she was satisfied with the results. Vfaria

02/22/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0989995W Name ROUNDS ,RICHARD & RITA MR. Business Name

Consumer Information

Name: RICHARD & RITA ROUNDS

Business Name:

Svc Address: 8664 BREEZE HILL DR

County: Polk Phone:

City/Zip: Lake Wales / 33898-

Account Number: 0014030211050178

Caller's Name: RITA ROUNDS

Mailing Address: 8664 BREEZE HILL DR

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached: (863)-696-7102

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0989995W

Response Needed From Company? Y

Date Due: 02/08/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/08/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 01/18/11

Time: 09:19

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 02/22/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 106.45

What is the date of the bill? January 7, 2010

Why do you believe you have been billed improperly?
Customer believes she is being over charged for water on her January 7, 2011 bill. Customer states she has a $26.79 base facilities charge and $16.31 for 3500 gallons at .0004 cents , customer also has a $39.02 base facilities charge for sewer and $63.35 in sewer usage. Customer believes the consumption recorded for her is not accurate.

Other Comments:

Request No. 0989995W Name ROUNDS ,RICHARD & RITA MR. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

02/08/2011 - Company response received via e-mail. /EEstelle

02/09/2011- Reviewed Company Response:
The customer's usage is consistent with the history of the account. The increased bill amount is due to a recent increase in the water and sewer rates. Aqua has asked for a temporary – or "interim" – increase in rates while the state reviews the company's rate request. Effective 11/22/10, the volumetric rate for water increased from $0.0027 per gallon to $0.00466 per gallon and the BFC increased from $15.51 per month to $26.79 per month. In addition, the volumetric rate for sewer increased from $0.00339 per gallon to $0.00695 per gallon and the Sewer BFC increased from $19.04 per month to $39.02 per month. The increase is due to the rates. In reviewing the account history the usage pattern at the property is consistent.
A company representative spoke with Mrs. Rounds on February 8, 2011 sharing reasons why the company requested rate increase. Is was shared that the rate increase is necessary as it allows the company to recover capital improvement costs and operating expenses incurred in providing reliable water and wastewater service to customer base. Mrs. Rounds stated that she did attend meetings held for customers to voice their opinion however; she wanted to share her thoughts with the company personally. Vfaria

02/22/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0989997W Name GALLAGHER ,CHARLES MR. Business Name

Consumer Information

Name: CHARLES W GALLAGHER

Business Name:

Svc Address: 9111 LAKE POINT BLVD.

County: Polk Phone: (863)-696-7215

City/Zip: Lake Wales / 33898-

Account Number: 0014027321040376

Caller's Name: CHARLES W GALLAGHER

Mailing Address: 9111 LAKE POINT BLVD.

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached: (740)-502-0607

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0989997W

Response Needed From Company? Y

Date Due: 02/08/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/08/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: AC

Date: 01/18/11

Time: 09:23

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 29.09

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 02/22/11

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"Gentlemen:

I have just received my water bill from Aqua. $75.10 I arrived at my unit on Jan. 1st, water meter was read on Jan. 5th. That means I was invoiced for a total of 4 days. My bill for last month was $46.01, which is the charge that I have to pay per month while the water is shut off at the meter. This means that I am being billed approx. $29.09 for four days, which equals $7.27 per day above the base rate. At $7.27 per day x 30 days = $218.10 + the base rate of $46.01 = an approximate monthly bill of $264.11. See calculations below:

$75.10 This months bill for 4 days usage .
\- 46.01 Base rate I pay when unit unoccupied.

Request No. 0989997W Name GALLAGHER ,CHARLES MR. Business Name

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29.09 Additional cost for 4 days usage.

$29.09 divided by 4 days = Approx. $7.2725 per day

$7.27 x 30 days = $218.10
Base rate of $46.01 = $ 46.01

APPROX. TOTAL MONTHLY BILL = $264.11

It is certainly hard to believe that Aqua can justified such high water bills. Please keep in mind that you are dealing with people that for the most part are on a fixed income. If Aqua is trying to drive business from the state they are certainly going to succeed.

I would appreciate a response regarding the justification of such high water bills. I can be reached as follows:

Home phone (863) 696-7215
Cell phone (740) 502-0607
e-mail c1466@att.net

Thank you.

Charles W. & Mary A. Gallagher
9111 Lake Point Blvd
Lake Wales, Florida
Aqua Account no. 001402732 1040376"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

02/08/2011 - Company response received via e-mail. /EEstelle

02/08/2011- Reviewed Company Response:
A company representative spoke with Mr. Gallagher on February 7, 2011 regarding his complaint. The representative explained to the customer that the interim rate increase he is observing on his bill is due to the rate increase that went into effect November 22, 2010. It was further explained that the water BFC went from $15.51 to $26.79 and the usage rate from $0.0027 to $0.00466. The sewer BFC increased from $19.04 to $39.02 and usage from $0.00339 to $0.00695. It was shared that the interim rates will be collected subject to refund, pending the Florida Public Service Commissions final decision regarding final rates. The representative also shared that prior to approval there is a forum that customers can attend to voice their concerns. Vfaria

02/08/2011- Reviewed Additional Response Received:
Additional response provided support to company's rate increase request to the customer:
- to recover cost incurred in providing reliable water/wastewater.
- 73% of the request is related to the recover of money spent improving/replacing water mains, wells, treatment centers.
- Operation expenses increased 21%
- Company spent 8.4 million to improve water quality. Vfaria

02/22/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Docket No. 100330-WS
PSC Complaints - Pages 503-604
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Request No. 0990164W Name KOLOZE ,MARY PHYLLIS MS. Business Name

Consumer Information

Name: MARY PHYLLIS KOLOZE

Business Name:

Svc Address: 8574 BREEZE HILL DR.

County: Polk Phone: (863)-696-7315

City/Zip: Lake Wales / 33898-

Account Number:

Caller's Name: MARY PHYLLIS KOLOZE

Mailing Address: 8574 BREEZE HILL DR.

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0990164W

Response Needed From Company? Y

Date Due: 02/08/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/08/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 01/18/11

Time: 13:01

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/01/11

Closeout Type: WB-51

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Lkoloze@aol.com [mailto:Lkoloze@aol.com]
Sent: Sunday, January 16, 2011 7:28 PM
To: Consumer Contact
Subject: Aqua Utilities

Dear Ms DeMello,
This is concerning Aqua Utilities Docket No. 100330-WS Aqua Utilities, Inc.
It seems that ever since they took over our water system there have been problems in they way they read the meters and do their billing. My first water bill from them was for $1500. It took months to get that straightened out.

Request No. 0990164W Name KOLOZE ,MARY PHYLLIS MS. Business Name

Docket No. 100330-WS
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Last month I received a bill for $97.09 for 6700 gals of water at an average daily usage of 223 gal. I live alone and there is no way I used that much water.My bill before that was $111.45 for 20,800 gal of water. There is certainly a problem with this company.

It would seem to me that the company should be able to explain these things before they try to raise the rates. I live in a 55+ community, I'm 81 yrs old on very limited income. I do believe all of these things should be considered before rates go up.

Thank you for your time and service.

Mary Phyllis Koloze "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
The correspondence has been added to the docket file 100330.

01/21/11 - New acknowledgement letter mailed to customer with correct address. /ewe

02/08/2011 - Company response received via e-mail. /EEstelle

2/9/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mrs. Koloze regarding her account.

Request No. 0990164W Name KOLOZE ,MARY PHYLLIS MS. Business Name

PAGE NO: 564

o The Representative reviewed the billing and usage from 9/2/10 through 1/4/11.
o Mrs. Koloze was advised that the usage increased during the billing periods 9/2/10 through 10/4/10, 11,300 gallons and 10/4/10 through 11/4/10, 20,800 gallons.
o A Field Representative was at the property on 11/24/10.
o No leaks were found and meter was registering accurate.
o Mrs. Koloze stated that she had a plumber at property to check for leaks, none were found.
o Mrs. Koloze's stated that she did not use her irrigation system.
o The Representative advised Mrs. Koloze that reviewing history of the account usage increased same time previous years.
o The usage for current billing period 12/2/10 through 1/4/11, registers 2,200 gallons for 33 days.
o The usage has decreased which indicates that there was an event at the property and or customer changed daily routine.
o Per the request of the customer a second field visit is scheduled for 2/11/11.
o Mrs. Koloze has stated she will be on-site to witness test of meter.
o A follow-up report will be forwarded.
Shonna McCray

3/21/21: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
YOUR RESPONSE OF 2/8/11, INDICATED A FOLLOW-UP RESPONSE WOULD BE PROVIDED; THE FOLLOW-UP RESPONSE WAS NOT PROVIDED. WAS THE METER TESTED? IF SO, PLEASE PROVIDE THE RESULTS. PLEASE PROVIDE RESPONSE BY 3/30/11.
Shonna McCray

3/31/11: ATTN COMPANY:
YOUR RESPONSE IS PAST DUE, PLEASE PROVIDE RESPONSE BY 4/11/11. Shonna McCray

03/31/2011 - Company response received via e-mail. /EEstelle

4/1/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o On 2/15/11, the Field Technician checked for leaks and tested the ERT, but did not test the meter as requested.
o On 3/30/11, a field test was completed.
o The meter tested as follows:
High Flow - 100%
Medium Flow - 100%
Low Flow - 98%
Average Flow - 99.3%
o The usage has been consistent for the past few months.

This inquiry closed. It appears the company has violated PSC rules---failure to provide response within 15 days; per F.A.C. 25-22.032 (6) (e). Shonna McCray

Request No. 0990164W Name KOLOZE ,MARY PHYLLIS MS. Business Name

PAGE NO: 565

04/13/11: Changed close out code to WB-51, fail to respond to supplemental request within 7 business days.
RRoland

Request No. 0990406W Name DEBOARD ,ALFRED MR. Business Name

Consumer Information

Name: ALFRED DEBOARD

Business Name:

Svc Address: 8569 BREEZE HILL DR

County: Polk Phone: (513)-484-4803

City/Zip: Lake Wales / 33898-

Account Number: 0014029531050112

Caller's Name: ALFRED DEBOARD

Mailing Address: 8569 BREEZE HILL DR

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached: (863)-696-2616

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0990406W

Response Needed From Company? Y

Date Due: 02/09/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/09/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 01/19/11

Time: 11:51

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 45.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 02/18/11

Closeout Type: PR-68

Apparent Rule Violation: N

Request No. 0990164W Name KOLOZE ,MARY PHYLLIS MS. Business Name

PAGE NO: 566

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $87.87

What is the date of the bill? 01/07/2011

Why do you believe you have been billed improperly? Caller states he's using significantly less water but he's being charged more.

Other Comments:

Caller states his bills are normally around $45+ for over 4000 gallons of water. Caller states his most recent bill he's only using about 1900 gallons of water and he's being charged $87.87. Caller states he doesn't understand how he can us so much less water than he normally uses but be charged almost twice as much as he's normally billed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

02/09/2011 - Company response received via e-mail. /EEstelle

Request No. 0990406W Name DEBOARD ,ALFRED MR. Business Name

PAGE NO: 567

2/10/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The customer's consumption normally averages between 500 and 2,100 gallons per month.
o The average monthly bill is between approximately $35.00 and $45.00.
o It appears that there was no significant change in the customer's consumption; the increased bill amount is the result of an increase in the water and sewer rates.
o The customer contacted the company on 1/19/11, to inquire about the increased bill amount.
o An Aqua Representative reviewed the consumption history and new rates with the customer.
o Aqua's position is that the company asked for a temporary - or "interim" -increase in rates while the state reviews the company's rate request.
"Effective 11/22/10, the volumetric rate for water increased from $0.0027 per gallon to $0.00466 per gallon and the Water Base Facility charge increased from $15.51 per month to $26.79 per month. In addition, the volumetric rate for sewer increased from $0.00339 per gallon to $0.00695 per gallon and the Sewer Base Facility charge increased from $19.04 per month to $39.02 per month. "
o In reference to the customer's inquiry about the increased charges on the 1/7/11 billing statement.
o Due to the rate increase, the customer is paying a higher water and sewer usage rate for the 1,900 gallons of water.
o In addition the monthly Base Facility Charge has increased for both water and sewer.
"The rate increase is necessary as it allows the company to recover capital improvement costs and operating expenses incurred in providing reliable water and wastewater service to customers."
o A, Aqua Representative contacted the customer and explained the reason for Aqua's rate increase request.
Shonna McCray

NOTE: Will close as PR-68. Shonna McCray

02/15/2011- Customer states he was contacted by an Aqua water rep but he was not satisfied with the information he was given. Customer states he asked specific questions regarding the rate increase by the PSC but could not gain answers to his questions. Customer states he wished to file an objection to his complaint resolution this date. SWilliams

2/16/11: Reviewed customer's billing statements for billing dates of 9/7/10 thru 2/7/11. Noted the following regarding the base facilities charges:

	Old Rate	Interim Rate	Increase
Water	$15.51	$26.79	$11.28
Sewer	$19.04	$39.02	$19.98

The total Increase in base facilities charges is $31.26.
Note the following in the per gallon charge:

	Old Rate	Interim Rate	Increase
Water	$0.0027	$0.00466	$0.00196
Sewer	$0.00339	$0.00695	$0.00356

o The billing statements provided confirm the customer was billed for no more than 2,000 gallons during any 1 billing period.
o The billing statements provided do not reflect charges around $45.00 for over 4,000 gallons.
Shonna McCray

2/16/11: 9:39 a.m. Called Mr. Alfred Deboard at 863-696-2616 to provide resolution to his concerns. Received message advising 'the number has been disconnected or is no longer in service.' Shonna McCray

2/16/11: 9:46 a.m. Called Mr. Deboard at 513-484-4803; left message requesting a return call. Shonna McCray

February 18, 2011 Customer returned analyst call, transferred to Shonna. tkemp

2/18/11: Mr. Deboard transferred by Tekeyshia. Explained the interim rate increase in detail to Mr. Deboard. Advised based on the information provided it appears he has been billed correctly. With regards to being billed $45.00 for 4,000 gallons, the billing statements provided did not include usage of 4,000 gallons. Explained to Mr. Deboard the rate increase is an interim increase and when the permanent rate is established if it is lower his account will be adjusted accordingly. Advised Mr. Deboard I would note his protest to the rate increase.

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Page 68 of 103

Request No. 0990435W Name RHONE ,HAZEL MS. Business Name

Consumer Information

Name: HAZEL RHONE

Business Name:

Svc Address: 8557 BREEZE HILL DR

County: Polk Phone:

City/Zip: Lake Wales / 33898-

Account Number: 0014029511050111

Caller's Name: HAZEL RHONE

Mailing Address: 8557 BREEZE HILL DR

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached: (863)-696-7435

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0990435W

Response Needed From Company? Y

Date Due: 02/09/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/09/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 01/19/11

Time: 12:53

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 45.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 02/25/11

Closeout Type: PR-68

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $122.70

What is the date of the bill? 01/07/2011

Why do you believe you have been billed improperly? Caller states her bills have almost doubled without her usage changing.

Other Comments:

Caller states he bills are normally around $45+. Caller states she knows that the Company was granted a rate increase that brought her bills around $68+, but doesn't understand how her bill could have more than doubled from one month to the next. Caller states her usage isn't changing but she is being charged way much than she ever has and doesn't understand why.

Request No. 0990435W Name RHONE ,HAZEL MS. Business Name

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

02/09/2011 - Company response received via e-mail. /EEstelle

2/10/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mrs. Rhone on 2/9/11, regarding her billing dispute.
o The Representative reviewed customer account history consumption.
o It was shared that the billing period for 12/2/10 through 1/4/11, total consumption 4,900 gallons for a period of 33 days was based on actual readings.
o It was further explained that during this period the usage is estimated 1,600 gallons more in comparison to previous years for same billing period.
o Mrs. Rhone stated that during the month of December she had guest at the property and she believed the usage would increase but had no idea would be as much.
o The Representative advised Mrs. Rhone she also needed to take into consideration that the rate increase effective 11/22/10, also plays a role in the increase.
o Mrs. Rhone again stated she considered but did not realize the increase would be that much.
o The Representative provided comparison:
1. The volumetric rate for water increased from $0.0027 per gallon to $0.00466 per gallon
2. The Water Base Facility charge increased from $15.51 per month to $26.79 per month.

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3. In addition, the volumetric rate for sewer increased from $0.00339 per gallon to $0.00695 per gallon
4. The Sewer Base Facility charge increased from $19.04 per month to $39.02 per month.
o Further explanation involved reasons the company requested the rate increase: in order to recover capital improvement costs and operating expenses incurred in providing reliable water and wastewater service to customers.
Shonna McCray

NOTE: Will close as PR-68. Shonna McCray

2/25/11: This inquiry closed. Shonna McCray

Request No. 0990456W Name BIEBER ,PAUL MR. Business Name

Consumer Information

Name: PAUL BIEBER

Business Name:

Svc Address: 9000 LAKE POINT BLVD.

County: Polk Phone: (863)-696-3189

City/Zip: Lake Wales / 33898-

Account Number:

Caller's Name: PAUL BIEBER

Mailing Address: 9000 LAKE POINT BLVD.

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0990456W
Response Needed From Company? Y
Date Due: 02/09/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/08/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 01/19/11
Time: 13:38
Via: E-MAIL
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 02/25/11
Closeout Type: PR-68
Apparent Rule Violation: N

Request No. 0990435W Name RHONE ,HAZEL MS. Business Name

PAGE NO: 572

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: Webmaster
Sent: Tuesday, January 18, 2011 11:48 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, January 18, 2011 10:58 AM
To: Webmaster
Cc: paulbieber1@aol.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Paul Bieber
Company:
Primary Phone: 863-696-3189
Secondary Phone:
Email: paulbieber1@aol.com

Response requested? Yes
CC Sent? Yes

Comments:
my water & sewer bill used to be $48.00 per month, the usage 2,600 per Month, now it has gone to $96.00 per Month for the same usage, how is a person suppose to pay a bill like this? when you are on a fixed income. "

"Ms Diane, My service address. 9000 Lake Point Blvd., Lake Wales, FL My mailing address is the same as service.
Thanks,
Paul E. Bieber"

"Ms. Diane, I forgot to give you the utility name, Aqua utilities Florida, Inc..
thanks,

Request No. 0990456W Name BIEBER ,PAUL MR. Business Name

PAGE NO: 573

Paul E. Bieber"

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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Filed with docket 100330.

02/08/2011 - Company response received via e-mail. /EEstelle

2/9/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Aqua has no record of the customer contacting the company regarding the increased bill amount.
o Aqua's position is that there was no significant change in the customer's consumption.
o The increased bill amount is due to a recent increase in the water and sewer rates.
o Aqua has asked for a temporary (interim) increase in rates while the state reviews the company's rate request.
o Effective 11/22/10, the volumetric rate for water increased from $0.0027 per gallon to $0.00466 per gallon and the Water Base Facility charge increased from $15.51 per month to $26.79 per month.
o In addition, the volumetric rate for sewer increased from $0.00339 per gallon to $0.00695 per gallon and the Sewer Base Facility charge increased from $19.04 per month to $39.02 per month.
o The rate increase is necessary as it allows the company to recover capital improvement costs and operating expenses incurred in providing reliable water and wastewater service to customers.

o A letter of explanation was mailed to the service address.
Shonna McCray

2/25/11: This inquiry closed. Shonna McCray

Request No. 0990521W Name MEINKE ,MARY MS. Business Name

Consumer Information

Name: MARY MEINKE

Business Name:

Svc Address: 215 BLUEBIRD AVE.

County: Polk Phone: (863)-226-2425

City/Zip: Lakeland / 33809-

Account Number:

Caller's Name: MARY MEINKE

Mailing Address: 215 BLUEBIRD AVE.

City/Zip: LAKELAND ,FL 33809-

Can Be Reached:

E-Tracking Number: 27727

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0990521W
Response Needed From Company? Y
Date Due: 02/09/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/09/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 01/19/11
Time: 15:27
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 02/25/11
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0990456W Name BIEBER ,PAUL MR. Business Name

Docket No. 100330-WS
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, January 19, 2011 3:12 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 27727

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Mary Meinke
Telephone: 863-226-2425
Email:
Address: 215 Bluebird Ave. Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Mary Meinke
Account Number:
Address: 215 Bluebird Ave. Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I mailed my Dec. 2010 bill on 12/20/10 to Aqua, they claim they did not receive it, so now they are charging me a late fee (almost 10%) for a error that the post office made.
PS: why would you grant a co. that had record profits (last quarter) a increase in rates ??????

with 100's of thousands of homes in foreclosure, way to go !!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Filed with docket 100330.

02/09/2011 - Company response received via e-mail. /EEstelle

2/10/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Penalty fees were assessed in the amount of $5.00 on 1/4/11.
o The fee is associated with the bill that was due on12/29/10, in the amount of $60.04 for billing period of 11/3/10 through 12/3/10.
o Mrs. Meinke indicated a payment was mailed on 12/20/10; unfortunately there is no record of a payment posting to the account in the month of December 2010.
o The last two payments documented are
  11/23/10 - $57.89
  1/25/11 - $128.36.
o Alice Greene suggested to the customer she should check with her financial institution to see if the check has been presented.
o If confirmed that the check was received and endorsed by Aqua, the customer would needs to contact the Customer Service Call Center and provide supportive documentation so that the payment can be traced and applied to the account.
o Attempts to reach Mrs. Meinke were made on 2/8/11 and 2/9/11; a voice message was left requesting the customer to contact the Business Office.
o A resolution letter was mailed to the customer advising the $5.00 penalty fee was waived as a one time courtesy adjustment.
Shonna McCray

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2/25/11: This inquiry closed. Shonna McCray

Request No. 0991250W Name COSTON ,MARLON MR. Business Name

Consumer Information

Name: MARLON COSTON

Business Name:

Svc Address: 124 HESS ROAD

County: Putnam Phone: (386)-467-8477

City/Zip: Georgetown / 32139-

Account Number: 0008864140629841

Caller's Name: REBECCA COSTON

Mailing Address: PO BOX 114

City/Zip: GEORGETOWN ,FL 32139

Can Be Reached: (386)-559-0363

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix0991250W

Response Needed From Company? Y

Date Due: 02/14/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/14/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 01/24/11

Time: 14:22

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 100.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/21/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0990521W Name MEINKE ,MARY MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $ 100.00

What is the date of the bill? January 2011

Why do you believe you have been billed improperly? Customer states her regularly monthly bill is around $35 but she was billed $135.37. Customer is disputing $100 of the bill.

Other Comments: Customer states her water bill reflects 11,800 gallons of water used for a total of 33 days. Customer states there are only 2 people in her house. Customer states there are no leaks in her house. Customer states there is no possible way 2 people could use that much water as they are very conservative.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by _____

Request No. 0991250W Name COSTON ,MARLON MR. Business Name _____

PAGE NO: 579

02/14/2011 - Company response received via e-mail. /EEstelle

3/21/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A billing statement was issued for services rendered 11/11/10 through 12/14/10, period of 33 days, total consumption 11,800 gallons.
o The consumption for the billing period is higher than normal.
o As a result of Mrs. Coston inquiry of the high bill, a field test was performed on the meter 12/27/10.
o Test result indicate that the meter tested accurate as follows:
High flow - 99.7%
Medium flow - 99.5%
Low flow - 99.7%
Overall flow - 99.6%
o The meter tested within the acceptable range in accordance with state guideline.
o The customer witnessed the meter test.
o There were no visible leaks found at the property.
o An Aqua Representative spoke with Mrs. Coston on 2/11/11, and reviewed billing and test results.
o It was shared that the readings were in line with usage.
o The readings taken on 12/14/10 (980) and 12/22/10 (1004) difference in usage were 2,400 gallons which averaged to 300 gallons per day.
o The Representative reviewed reasons usage could increase plumbing fixtures, leaky faucets etc.
o The usage at the property is consistent for the past 12 months excluding billing period in question.
o It is believed that there was an event at the property that triggered the high usage.
o Obtaining check readings and performing field test on meter supports that the meter is working as designed.
o Mrs. Coston has shared that she will be moving and has requested the account to be closed effective 2/9/11.
o As a one-time courtesy, an adjustment has been applied to the account in the amount of $26.87.
o The customer has a final bill in the amount of $96.15.

This inquiry closed. Shonna McCray

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Request No. 0991348W Name PICCIRILLI ,GIOVANNI MR. Business Name

Consumer Information

Name: GIOVANNI PICCIRILLI

Business Name:

Svc Address: 3760 NE 18TH AVE

County: Marion Phone: (352)-622-5614

City/Zip: Ocala / 34479-2

Account Number: 00089873506

Caller's Name: ALICE PICCIRILLI

Mailing Address: 3760 NE 18TH AVE

City/Zip: OCALA ,FL 34479-2468

Can Be Reached: (352)-895-6517

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0991348W

Response Needed From Company? Y

Date Due: 02/14/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/11/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 01/24/11

Time: 16:42

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 645.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 02/28/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 645.00

What is the date of the bill? January 17, 2011

Why do you believe you have been billed improperly?
Customer states she received a bill for consumption for the last 2 years. Customer was advised she has not been charged for usage for the last 2 years. Customer states has received bills and has always paid them.

Other Comments:
Customer disputes that she has not been charged for usage. Customer also needs backbilling dates adjusted from 2 years to the last twelve months if indeed it is a billing error.

Request No. 0991348W Name PICCIRILLI ,GIOVANNI MR. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

February 7, 2011 : Customer states she received her dispute response and was offered a $45 credit, plus she was advised she needs to do a name change on the account; to remove her deceased husbands name. Customer states the name change request states she agrees to be responsible for all prior billing. The name change form states "By completing the form customer agrees to be responsible for all current and future billings". Customer is not in agreement with the prior billing and still disputes the previous balance. Customer request to wait until the dispute is resolved before signing and agreeing to balances she is currently disputing. tkemp

02/11/2011 ~ Company response received via e-mail. /EEstelle

02/14/2011- Reviewed Company Response:
Mrs. Piccirilli was issued a revised billing statement dated January 17,2011 for the period March 9, 2009 through January 13, 2011 (675 days), total consumption 151,900 gallons. After adjustment the total amount due is $276.82.

The customer was issued a revised bill as a result of a field investigation that confirmed that the ERT (encoder receiver transmitter) was faulty not capturing the monthly readings. A manual reading was obtained from the meter in order to correct the account. Once the account was corrected and re-billed, an adjustment should have been applied to the account prior to mailing to compensate for the days billed over 365 to be in accordance with Rule 25.30.350 for back billing an account.

Request No. 0991348W Name PICCIRILLI ,GIOVANNI MR. Business Name

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An additional $322.51 was applied to the account representing 310 days over the allotted 365 days for back billing. After the adjustment was applied to the account the customer has a credit balance in the amount of $45.69.

A company representative spoke with Mrs. Piccirilli on February 10, 2011. The representative explained that the account was re-billed due to the ert not recording monthly readings. The representative acknowledged that this was an internal error on the company's part. It was shared when receiving previous monthly statements the bill displayed base facility charges with no consumption billed to the account. Mrs. Piccirilli wanted to know the average consumption. It was shared based on the readings for the 675 day bill the daily average is 225 per day. However; it was stated going forward the account will be monitored for 3 months to confirm readings are obtained and she will be able to observe through the monthly billing going forward what her daily average is for one person in her household.

Ms. Piccirlli requested documentation that the adjustment was placed on the account. A letter was mailed as confirmation of the adjustment on the account and the customer was advised that the adjustment will display on the billing statement once meter is read next week. The customer was also advised that the account will be monitor for the next three billing cycles.

- copy of letter provided to customer is on file. Vfaria

02/28/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0991604W Name DUNCAN ,NORMAN MR. Business Name

Consumer Information

Name: NORMAN DUNCAN

Business Name:

Svc Address: 3662 BREEZE WAY

County: Polk Phone:

City/Zip: Lake Wales / 33898-

Account Number: 0014029021040430

Caller's Name: KIM DUNCAN

Mailing Address: 3662 BREEZE WAY

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached: (863)-661-0006

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0991604W

Response Needed From Company? Y

Date Due: 02/15/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/14/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 01/25/11

Time: 16:10

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 88.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/04/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 187.20

What is the date of the bill? January 7, 2011

Why do you believe you have been billed improperly?
Customer states a sewer main broke on December 17, 2010. The break was on Aqua' s end of responsibility and that has been acknowledged. Customer's yard and home was filled with human waste. Aqua hired a contractor to clean the customer's property and the customer's water was used by that contractor in the clean up. Prior to the contractor's clean up the customer also attempted to wash away the waste. As a result the customer's usage increased for that month. Customer seeks to have the excess usage charges waived because of these extenuating circumstances.

Other Comments:

Request No. 0991604W Name DUNCAN ,NORMAN MR. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

02/07/2011 Customer correspondence received via email, added to file, and forwarded to SMcCray. ACalhoun
"Thank you for sending the info. The amount of the credit is fine. The drive is still not cleaned up - lyme is still there - no one has been out to take care of it per our conversation. They will of course have to use our water to clean up and I feel an extra credit of $10.00 (total $88.43) would be in order for the water usage for the clean up and the inconvenience of the last month and a half.

Thank You,
Kim Duncan

Angie this is the response from Aqua in reference to case # 0991604W. They did respond quickly and I thank you for the help with that. As the letter states there is the issue of lyme not taken care of.

From: ANGreene@aquaamerica.com
To: molly200410@msn.com
Date: Tue, 1 Feb 2011 16:51:40 -0500
Subject: FW: Adjustment - 3662 Breeze Way

Mrs. Norman,

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Per your request below displays adjustment calculation as a onetime adjustment in the amount of $78.43. If you like to discuss further, please give me a call on Thursday.

Aqua calculates leak adjustment by providing 50% above normal water usage for one month's highest bill based on a average of previous three consecutive billing periods. We subtract the average bill for water usage from the high bill minus your customer charge as follows:

Water usage
Sewer usage

Highest bill $ 106.48 - Customer charge $26.79 =$ 79.69 Highest bill $ 80.72 - Customer charge $ 39.02 = $ 41.70

Average bill $ 44.03- Customer charge $ 26.79 = $ 17.24 Average bill $ 64.74 - Customer charge $ 39.02 =$ $25.72

$ 79.69
$ 41.70

- $ 17.24
- $ 25.72

Total water usage adjustment $ 62.45 Total sewer charge adjustment $ 15.98

Thank you"

2/9/11: Reviewed customer correspondence; will re-send complaint to company. Shonna McCray

2/9/11: ATTN COMPANY:
PLEASE ADDRESS THE CUSTOMER'S ADDITIONAL CONCERNS STATED ABOVE. THE CUSTOMER IS REQUESTING AN ADDITIONAL $10.00 CREDIT FOR "use our water to clean up". Shonna McCray

02/14/2011 - Company response received via e-mail. /EEstelle

2/15/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- Alice Greene spoke with Mrs. Duncan on 2/1/11, regarding clean-up effort.
- She advised that contracts had been at the property a few weeks ago but never returned to complete job.
- Also advised of credit adjustment $78.43 to compensate for water used.

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o Mrs. Duncan inquired as to company's method for determining amount of credit.
o Advised internal method for calculating credit based on model for leak adjustments forward calculations via e-mail to Mrs. Duncan, for review and approval.
o Advised Aqua Representatives will be out to property to complete clean-up at property following week.
o On 2/9/11, an Aqua Representative was at the property.
o The Representative was able to perform some cleaning of the area however; a second visit was required to complete the job.
o A door tag was left for the customer advising the clean-up effort will be completed on 2/11/11.
o An Aqua Representative was at the property on 2/11/11, to complete the clean-up effort.
o Alice Greene received an e-mail from Mrs. Duncan, on 2/12/11, stating that the lime had been cleaned from the property and the company Representative did a good job.
o Also received an acceptance e-mail on 2/7/11, from Mrs. Duncan accepting $78.43 however; Mrs. Duncan requested additional $10.00 for additional work that was completed on 2/9/11 and 2/11/11.
o On 2/8/11, total adjustment applied to the account was $88.43.
o Mrs. Duncan has accepted and shared that clean-up effort has been completed and she is satisfied with the final repair/clean-up effort on behalf of the company.
o There is an account balance of $124.05 due 3/1/11.
Shonna McCray

3/4/11: This inquiry closed. Shonna McCray

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Request No. 0992338W Name FUERTES ,RAMON AND AIDA MR. Business Name

Consumer Information

Name: RAMON AND AIDA FUERTES

Business Name:

Svc Address: 1316 NOBLE CT

County: Lake Phone: (352)-742-1621

City/Zip: Leesburg / 34788-

Account Number: 0008870290630430

Caller's Name: RAMON AND AIDA FUERTES

Mailing Address: 1316 NOBLE CT

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0992338W

Response Needed From Company? Y

Date Due: 02/21/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/21/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: RK

Date: 01/31/11

Time: 09:37

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 2167.06

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 03/30/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $2167.06

What is the date of the bill? January 19th, 2011

Why do you believe you have been billed improperly? Customer states her meter was changed a year ago and now the company is backbilling her for $2,167.06.

Other Comments: Company installed an electronic device that was attached to the meter. Customer states the company is billing her for 249,800 gallons on her Jan 14 bill. For three days the company charged 1800 gallons billing her for $1088.22.

Customer states she would like the company to come inspect her meter again.

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

01/31/11 - Customer correspondence received via fax; forwarded to VFaria. /ewe

02/15/11 - Customer correspondence received from DOACS via interoffice mail; forwarded to VFaria. /ewe
Correspondence added to file: original documentation sent to Agriculture, which was forwarded to PSC. Vfaria

02/21/2011 - Company response received via e-mail. /EEstelle

02/21/2011- Reviewed Company Response:
Effective billing period December 16, 2009 through December 16, 2010 the customer was billed for base facility charges only. The account was not billed for usage due to a bad ERT (encoder receiver transmitter). On January 5, 2011 the meter and ert was replaced at the property. The removal reading on the old meter was (6700). This is the reading that was used to back bill the account from January 14, 2010 through January 5, 2011 for 356 days and 9 days of service on the new meter, reference billing statement dated January 18, 2011.

The revised billing statement dated January 18, 2011 covered billing period January 14, 2010 through January 14, 2011 total consumption 249,800 gallons net due $1,078.84. In reviewing account history, the customer's usage is consistent with previous twelve months.

A company representative made several attempts to reach Ms. Fuertes on February 16 & February 17. On February 21, 2011 a representative spoke with Ms. Fuertes reviewed the account. The representative explained that the ert was not working properly which caused the account to bill for zero usage for several months. Ms. Fuertes

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stated she knew that there was a problem with the billing however; she believed that the company would have identified the error and correct the account. Her concern was that it took the company too long to correct the billing. The representative extended an apology on behalf of the company.

Ms. Fuertes stressed that she understood she had to be billed for the usage but the company should not have taken a year to correct the account. Ms. Fuertes has agreed to pay $90.69 the 15th of each month toward the arrears plus current bill as due. She was advised that her feedback would be passed on to the field supervisor. Vfaria

03/08/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

03/28/11 - Customer correspondence received via fax; forwarded to VFaria. /ewe

03/29/2011 Reopened case per VFaria. ACalhoun
Customer's correspondence states that due to a missed invoice, the arrangement provided defaulted. Customer is seeking to re-instate the arrangement.

3/29/2011- ATTN AQUA: PLEASE SEE NOTATIONS BELOW: SUPPLEMENTAL REQUEST DUE APRIL 7, 2011:
- Customer states they did not receive the March invoice, therefore, the arrangement defaulted.
- Customer is seeking to re-instate the arrangement. Vfaria

03/30/2011 - Company response received via e-mail. /EEstelle

3/30/11- Reviewed Company Response:
A company representative spoke with Mrs. Fuertes on March 25, 2011. The customer's payment arrangement was reinstated. Mrs. Fuertes agreed to pay all current bills as due plus $99.71 toward arrears.

Mrs. Fuertes current monthly billing statement dated March 17, 2011 total due $1,096.77 (current bill $111.11 balance carried forward $985.66)total due $1,096.77 due April 8, 2011 has been included in the arrears balance for payment arrangement. Mrs. Fuertes has agreed to pay $99.71 on April 15, 2011 and starting May due date pay current bill as rendered plus payment arrangement of $99.71 which is due the 15th of each month. Vfaria

03/30/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

03/31/11 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe
Customer's correspondence is a duplicate copy of the fax received on March 28, 2011. Company was advised of original fax and company response stated customer was advised on March 25th,2011 (same date as letter customer wrote) that a new arrangement was provided. No new/further issues to address. Vfaria

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Request No. 0992370W Name BOCK ,CHRIS MR. Business Name

Consumer Information

Name: CHRIS BOCK

Business Name:

Svc Address: 367 GRAY OWL RUN

County: Seminole Phone: (407)-923-5408

City/Zip: Chuluota / 32766-

Account Number:

Caller's Name: CHRIS BOCK

Mailing Address: 367 GRAY OWL RUN

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached: (407)-303-7148

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix0992370W

Response Needed From Company? Y

Date Due: 02/21/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 02/17/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 01/31/11

Time: 10:26

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 136.73

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 03/08/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 236.73

What is the date of the bill? 1/13/11

Why do you believe you have been billed improperly?

Other Comments:

Customer states that this is his first bill since moving to his new residence. Customer states that him and his wife both work during the day so there is no way he used 23,600 gallons. Customer states that he has a sprinkler system but only ran it 5 times during the period he was billed for.

Request No. 0992370W Name BOCK ,CHRIS MR. Business Name

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3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

02/17/2011 - Company response received via e-mail. /EEstelle

02/17/2011- Reviewed Company Response:
The customer moved in with an actual received read of 470000. The first read on the meter was 12/20/10. The read was 493600, a 23,600 gallon difference. The very next read was 502400, 8,800 gallons for 29 days. The last read was 507200 taken on 2/15/10 which has not been billed yet. The customer's usage has done a steady decrease since they have been in the property. It seems that there may have been a problem prior to them moving in that the customer's either didn't see or were not made aware of. Unless they were aware of it and had it fixed. The prior rate payer was a Eleanor Spenia. Her final bill which had 12,100 gallons of usage in 25 days. The company thinks that there may have been a leak at the property. when the Bock's moved in. The sprinkler system could have been the culprit as well depending on how many zones there are and how often it ran. The company offered to do a bucket test and the customer refused. The reads are all actual and the customer's usage is rather normal now. The only solution would be to test the meter to check its accuracy. The company called the customer and received voice mail. I will send the customer a letter. Vfaria

- Correction: notation stating "i will send a letter to customer, was company stating a letter will be sent

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not the PSC."Vfaria

03/08/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0993045W Name PECK ,JERRY & JANE MR. Business Name

Consumer Information

Name: JERRY & JANE PECK

Business Name:

Svc Address: 8712 BREEZE HILL

County: Polk Phone:

City/Zip: Lake Wales / 33898-

Account Number:

Caller's Name: JERRY & JANE PECK

Mailing Address: 8712 BREEZE HILL

City/Zip: LAKE WALES ,FL 33898-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884
Company:
Attn. Lesley Dix0993045W
Response Needed From Company? Y
Date Due: 02/23/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/23/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 02/02/11
Time: 15:22
Via: MAIL
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 03/14/11
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0992370W Name BOCK ,CHRIS MR. Business Name

PAGE NO: 593

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was forwarded to Docket 100330

02/23/2011 - Company response received via e-mail. /EEstelle

02/24/2011- Reviewed Company Response:
A company representative spoke with Mr. and Mrs. Peck on February 23, 2011 and reviewed billing statements dated;
- January 7, 2011 for billing period December 16, 2010 through January 4, 2011 for 19 days total consumption 2,200 gallons in the amount of $67.22 was based on an estimated reading.

- February 7, 2011 for billing period January 4, 2011 to February 3, 2011 for 30 days total consumption 1,600 gallons in the amount of $84.39 was based on an estimated reading.

Both billing statements were cancelled. The company is schedule to obtain an actual reading March 3, 2011.

Request No. 0993045W Name PECK ,JERRY & JANE MR. Business Name

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A revised billing statement will be processed at that time. It was shared with the customer that payments made in the amount of $67.22 on January 18, 2011 and $84.39 on February 17, 2011 will be applied to the revised bill. Mr. Peck stated that he was satisfied with the company correcting the bill and will review once received. He stressed that correcting the bill is fine but he still has a problem with high rates that the company is charging customers.

The representative reviewed new rates effective November 22, 2010, the volumetric rate for water increased from $0.0027 per gallon to $0.00466 per gallon and the Water Base Facility charge increased from $15.51 per month to $26.79 per month. In addition, the volumetric rate for sewer increased from $0.00339 per gallon to $0.00695 per gallon and the Sewer Base Facility charge increased from $19.04 per month to $39.02 per month. In reference to the customer's inquiry about the increased in charges on the January 7, 2011 billing statement is due to the rate increase, the customer is paying a higher water and sewer usage rate in addition to the base rate.

Mr. Peck was provided reasons as to why the rate increase is necessary as it allows the company to recover capital improvement costs and operating expenses incurred in providing reliable water and wastewater service to customers. Some of the capital improvements Aqua has made thus far include:

installation of radio frequency (RF) water meters to provide more accurate and reliable meter readings for water customers.

installing additional treatment systems to improve water quality in a number of communities. In some areas, we re-routed distribution lines to improve water quality, and we interconnected some systems to improve service reliability.

Mr. Peck made a comment that the company should be shot for billing outrageous rates and the FLPSC should be next on the list for approving the rates. His comments were he does not like the increase and does not agree with the company being approved to charge the rates. Vfaria

03/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0993315W Name SIRIANI ,MATTHEW MR. Business Name

Consumer Information

Name: MATTHEW SIRIANI

Business Name:

Svc Address: 11435 PHEASANT TRAIL

County: Lake Phone: (352)-602-9867

City/Zip: Leesburg / 34788-

Account Number: 8851010628612

Caller's Name: STEPHANIE LARIMER

Mailing Address: 11435 PHEASANT TRAIL

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number: 27916

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix0993315W
Response Needed From Company? Y
Date Due: 02/25/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 02/11/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 02/04/11
Time: 09:23
Via: E-FORM
Prelim Type: QUALITY OF
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 03/23/11
Closeout Type: GI-30
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, February 03, 2011 8:55 PM
To: Consumer Contact
Subject: E-Form Delay in Service TRACKING NUMBER: 27916

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Request No. 0993315W Name SIRIANI ,MATTHEW MR. Business Name

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Name: Stephanie Larimer
Telephone: 3526029867
Email: stephanielarimer@yahoo.com
Address: 11435 Pheasant Trail Leesburg 34788

BUSINESS INFORMATION

Business Account Name: Matthew Siriani
Account Number: ---8851010628612
Address: 11435 Pheasant Trail Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Delay in Service against Aqua Utilities Florida, Inc.
Details:
I am very upset over the reconnect policy of my water department. When service is disconnected, no matter how early in the day, the policy is that the service cannot be restored until the next day. On 2/03/11, I paid my water bill between 8:30-9:00AM. My water was disconnected at 1:30PM the same day. I called to report that I had already paid the bill when my water was disconnected. The operator asked if I had called to report it. I advised that I had called two times to report the payment was made, but was disconnected both times before an operator came on the line. I am a busy mom and got tied up in being the mom and didn't get another chance to call back before the service was interrupted. The operator then informed me that since I was already interrupted that I had to pay additional money plus a reconnect fee plus a payment processing fee to restore the service. That was fine; I had no problem paying the additional money. Then I was informed that even if I paid the additional money at that time (even with a credit card) that their policy is to not restore the service until the next day. That was completely ridiculous. The Aqua car was still in my neighborhood just up the street. I let the representative know this and he said he couldn't do anything about it. I have had the service for almost 6 years and this is the first I have been told that the restore is the next day. I have two small children at home. None of the other utility companies in my area have this next day policy, especially since the issue was addressed so early in the afternoon. I don't have any other options for a water company in my area so I am stuck with this unaccommodating policy. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem

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b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

3/21/11: ATTN COMPANY: YOUR RESPONSE IS PAST DUE, PLEASE PROVIDE RESPONSE BY 3/30/11. Shonna McCray

03/23/2011 Company response received via email on 2/11/2011. Forwarding to SMcCray. ACalhoun

3/23/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A 10-day termination notice was mailed on 1/19/11 for 2/2/11, in the amount of $127.62.
o The service was terminated at the property on 2/3/11.
o Per Aqua records, Mrs. Siriani contacted the company on 2/3/11, via e-mail and telephone regarding having service reconnected on 2/3/11.
o An e-mail response was forward at 3:43 p.m., providing details of Aqua's procedure for reconnection.
o Mrs. Siriani was advised that the service would be restored next business day.
o Mrs. Siriani questioned company procedure and stated that the company Representative was still in the neighborhood.
o Acknowledging Mrs. Siriani statement that the Representative was still in the neighborhood, the Call Center Representative at that point should have escalated the customer's request to his or her immediate Supervisor to get approval for same day reconnect.
o However; the Representative did follow company procedure which supports Rule 25-30.320 (3) "Service shall be restored when cause for discontinuance has been satisfactorily adjusted".
o The service was restored on 2/4/11.
o On 2/11/11/, an Aqua Representative spoke with Mrs. Siriani.
o The Representative reviewed company policy.
o Mrs. Siriani stated she understood policy her concern was the company Representative who responded to her e-mail did not show empathy or take into consideration small children in the home.
o Alice Greene advised that the situation was reviewed with the Supervisor and there is a coaching opportunity for the Supervisor to discuss with the Customer Service Representative.
o Mrs. Siriani acknowledged that she was late however; stressed that Aqua is the only company that does not

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have same day reconnect.
- o A one-time courtesy adjustment in the amount of $20.00 was applied to the account.
- o Mrs. Siriani thanked the Representative for responding to her complaint.

This inquiry closed. Shonna McCray

Request No. 0994399W Name CRACKEL ,JOHN & SOOCELA MR. Business Name

Consumer Information

Name: JOHN & SOOCELA CRACKEL

Business Name:

Svc Address: 14130 SE 62ND CT.

County: Marion Phone: (352)-307-1441

City/Zip: Summerfield / 34491-

Account Number: 0008877860631144

Caller's Name: JOHN & SOOCELA CRACKEL

Mailing Address: 14130 SE 62ND CT.

City/Zip: SUMMERFIELD ,FL 34491-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix0994399W

Response Needed From Company? Y

Date Due: 03/04/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/04/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 02/11/11

Time: 08:30

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 630.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/21/11

Closeout Type: WB-19

Apparent Rule Violation: Y

Request No. 0993315W Name SIRIANI ,MATTHEW MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: john crackel [mailto:elroyrockabille@gmail.com]
Sent: Thursday, February 10, 2011 5:22 PM
To: Consumer Contact
Subject: water company wrong billing shutting off service

from john & soocela Crackel at 14130 se 62nd ct summerfield fl 34491 we are serviced by aqua utilities fl. st code wu174. for our water. they have been sending us bills and we have payed them for the many years we lived here now they send us a bill for $630.00 telling us they have made a mistake by not sending us the correct billing information for the past years and its our fault for not seeing that on our bills . they messed up only problem we our on a fixed budget only my wifes SS disability and regaler SS we can not pay back what they say we owe . our Dec 2010 water says we used 100600 gallons of water from 11/12/2010 to 12/15/2010 thats more then 3000 gallons a day . how can that be HELP US PLEASE ! our account # is 000887786 0631144 email elroyrockabille@gmail.com "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 0994399W Name CRACKEL ,JOHN & SOOCELA MR. Business Name

PAGE NO: 600

03/04/2011 - Company response received via e-mail. /EEstelle

3/8/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mr. Crackel has been issued monthly billing statements starting with bill date 9/17/09 through bill date 11/12/10, for water base facilities with no usage billed for this timeframe.
o On 12/13/10, an Aqua Representative visited the property and found that the ERT (encoder receiver transmitter) was faulty.
o A manual reading was obtained from the meter and the ERT was replaced.
o Obtaining the reading allowed Aqua's Billing Department to correct the billing.
o Unfortunately due to human error the corrected bill did not have the correct billing period.
o This has been corrected and a revised billing statement dated 3/2/11, was processed.
o The account was re-billed from 8/13/09 through 2/11/11, for 100,600 gallons.
o To be in compliance with the PSC rule for back billing accounts (365 days), the account was adjusted $153.22 for 181 days.
o With adjustments and payments that the customer has paid during this timeframe, the customer has a net balance due on 3/24/11, in the amount of $31.00.
o An Aqua Representative spoke to Mr. Crackel on 3/4/11, as a follow-up to a message that was left on 3/3/11.
o The Representative explained the revised bill and apologized for not addressing the billing issue in a timely manner.
o Mr. Crackel thanked the Representative and indicated that he was satisfied with the results.
o Mr. Crackel shared that he was not interested in a payment arrangement.
o He believes he can pay the balance by the due date.
Shonna McCray

NOTE: It appears the company has violated PSC rules---imporper backbilling. Shonna McCray

3/21/11: Thisinquiry closed. It appears the company has violated PSC rules---improper backbilling. Shonna McCray

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Request No. 0996397W Name , Business Name CAL CLAIR INC.

Consumer Information

Name:

Business Name: CAL CLAIR INC.

Svc Address: 3698 BREEZE WAY

County: Polk Phone: (863)-224-6559

City/Zip: Lake Wales / 33898-

Account Number:

Caller's Name: PAUL BIEBER

Mailing Address: PO BOX 1408

City/Zip: LAKE WALES ,FL 33859

Can Be Reached: (863)-696-3189

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0996397W

Response Needed From Company? Y

Date Due: 03/17/11

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 03/17/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 02/24/11

Time: 12:13

Via: PHONE

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/31/11

Closeout Type: WS-12

Apparent Rule Violation: Y

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? 02/22/2011

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? No

Other Comments:

Caller states 10 years ago before the water utility was Aqua Utility's he had a meter installed to provide water to the club house. Caller states then he had a sub-meter installed to just register how much water was being used by the pool at the hot tub. Caller states the water going through this meter first went through the original meter for the club house so it doesn't have it's own water source. Caller states 2 days

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ago his sub meter was disconnected by Aqua Utilities and was told that he has 2 account but was only paying for one of them. Caller states he's been trying to explain to the Company that he only has 1 account because whatever is read on the sub-meter also shows on the master meter and he's paying what is being billed for the master meter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

03/17/2011 - Company response received via e-mail. /EEstelle

3/21/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The service at 3698 Breeze Way, Lake Wales FL was terminated in error on 2/21/11.
- On 2/24/11, Mr. Bieber contacted the Customer Service Center.
- The Representative did not escalate Mr. Bieber's concerns for review by Management.
- This has been addressed internally with Management.
- The service was restored on 3/2/11.
- The account had 3 services associated with the property (water, sewer and deduct meter).
- In October 2009, it was decided to remove the deduct meter effective 10/28/09.
- In the billing system the deduct meter was no longer being utilized for billing however; the meter remain in place at the property.
- Company records indicated that there was consumption on an inactive meter which resulted in the service

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being terminated on 2/21/11.
o In terminating the service, the deduct meter was physically removed from the property as Mr. Bieber stated.
o In reviewing the account, it was found that the deduct meter service was not removed and the customer was not credited for the service.
o On 3/16/11, an Aqua Representative spoke with Mr. Bieber.
o An apology was extended for service being terminated in error.
o It was shared that with the deduct meter physically at the property and not removed back in 2009 was the reason for the service being terminated due to the registration on the meter.
o During the conversation Mr. Bieber expressed his interest in continuing to be billed with the deduct service.
o It was shared based on his request that the deduct meter would be re-installed at the property.
o Billing from 10/29/09 to-date would be corrected including the deduct meter.
o The meter will be installed no later than 3/25/11.
o Once the meter has been installed, the account will be corrected for billing and updating the account.
o Understanding that the company can only back bill the account for 365 days, adjustments will be made to be in accordance with state regulations.
o Mr. Bieber was advised that he would be contacted once all updates have been completed.
Shonna McCray

NOTE: It appears the company has violated PSC rules---service improperly disconnected. Shonna McCray

3/31/11: This inquiry closed. It appears the company has violated PSC rules---service improperly disconnected. Shonna McCray

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PUBLIC COUNSEL REVIEW--PSC COMPLAINTS--PAGES 605-700

Feb. 25--May 18 2011

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
22511	996680	Indrago	Hi Bills	N	Leak on customer side of meter
22611	996806	Casale	Backbill	Y	Backbilled 338 days. Meter Failure
30111	997253	Brauser Enerprises	Estimated Bills	N	
30311	997500	Angerson	Rates	N	
30411	997730	Cannon	HI Bills	Y	Faulty Meter. Overbilling
30411	997763	Houlker	Backbill	Y	Backbilled 378 days for unbilled usage.
30811	998119	Williams	Disconnect In Error	Y	Company Billing Error. CSR Error. Svc. Tech error.
30911	998332	Holliday	HI Bills	N	
31011	998444	Kinzig	Water Quality	Unk	None
31611	999323	Holcomb	Billing	N	
31611	999377	Reed	HI Bills	Unk	
31811	999723	Peterson	Backbill	Y	Faulty Meter. ERT not working--11 months
32111	999880	Sloan	Backbill	Y	Faulty Meter. ERT not working--11 months
32111	999945	Cillento	Billing	Y	CSR Billed twice for cut-on.
32311	1000272	Thibodeau	Rates	N	Customer concerned about Rates
33011	1001431	Davis	Backbilling	Y	Backbilled for 7 months. Faulty ERT
40711	1002964	Edwards	Backbilling	Y	Backbilled 3/31 $5,917 for 28 months.
40711	1002987	Hoa	Summit Chase Billing	Y	Co. Failed to Inform PSC
41111	1003361	Williams	HI Bills	N	
42111	1004969	Farmer	Water Quality	Y	Undrinkable, smelly
42111	1004981	Rosser	Backbilling	Y	BB 366 days. BB calculated wrong.
42211	1005233	Shaffer	Water Quality	Y	Water not fit for consumption.
50511	1007491	Cisneros	HI Bills	N	
50611	1007537	Cumbie	Backbilling	Y	Backbilled 337 days. Faulty Meter.
51211	1008931	Knox	Water Quality	N	Not Flushing Lines
51211	10090000	RAM Golf Mgmt.	Billing	Unk	Referred to Process Review Team
51811	1009698	Danesky	Service	Y	Water main break. Out of service 5.5 hrs.

Request No. 0996680W Name INDRAGO ,TONY MR. Business Name

Consumer Information

Name: TONY INDRAGO

Business Name:

Svc Address: 7906 MONARDA DR

County: Pasco Phone: (727)-378-7882

City/Zip: Port Richey / 34668-

Account Number: 0017304490651006

Caller's Name: TONY INDRAGO

Mailing Address: 7906 MONAREA DR

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached: (847)-754-7351

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0996680W

Response Needed From Company? Y

Date Due: 03/18/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/18/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 02/25/11

Time: 14:54

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/19/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill?

Why do you believe you have been billed improperly?

Other Comments:

November $191.00
December $130.00
January $183.00
February $183.00

Request No. 0996680W Name INDRAGO ,TONY MR. Business Name

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Customer states that he was gone on vacation from the day before thanksgiving to December 10th and from December 20th to January 17th, customer states he believes that there was an error in his billing. Customer states that he lives alone therefore this charges couldn't possibly reflect his water consumption. Customer states that Aqua advised him that there may be a leak at his home, however, the customer hired a plumber who did not find a leak. Customer was then advised that somebody may be stealing his water, customer states this is not possible. Customer was asked to send in a copy of his itinerary for the time he claimed to be gone. Customer states he mailed the documents to Aqua, however, the documents was returned to him with no further contact from Aqua Utilities.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

03/18/2011 - Company response received via e-mail. /EEstelle

3/22/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- All billing statements issued have been based on actual readings.
- As a result of Mr. Indarato contacting the company regarding high consumption, a field test was scheduled.

- On 12/22/10, the meter tested accurate however; the Field Service Representative found a leak on the customer's side of the meter.
- A door tag was left advising the customer of the leak.

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o On 3/18/11, an Aqua Representative spoke with Mr. Indarato.
o The Representative reviewed the account with the customer.
o It was shared specifically that the billing statement from 1/5/11 through 2/4/11, total consumption 1400 in the amount of $183.08 has a previous balance $113.96 carried forward.
o The current bill for 30 days was $69.12.
o The Representative shared that the balance on the billing statements issued have previous balance that was not paid by the specified due dates.
o Mr. Indarato shared that he spends a lot of time in Chicago.
o He believes that someone is taking water illegally from his home.
o He was advised that he would need to investigate and speak with local authorities.
o The Representative discussed the leak that was found on customer side of the meter.
o Mr. Indarato stated that he had a plumber at the property and no leaks were found.
o He was advised to forward documentation and his account would be considered for a one-time leak adjustment.
o Mr. Indarato stated he would not be back at the property until 3/27/11, at which time he would fax paperwork.
o The usage has decrease for the past 2 billing periods.
o It was suggested that he chart the usage daily or weekly as a way of monitoring and identify when a change occurs.
o The customer is eligible for a payment arrangement if needed.
o There is an account balance of $70.65 due 4/4/11.
Shonna McCray

4/6/11: This inquiry closed. Shonna McCray

04/14/11 Customer requires clarification on his dispute response, transferred to analyst Shonna. tkemp

4/14/11: Customer transferred by Tekeyshia. Customer states his service has been disconnected even though he has a complaint. Asked customer if he paid the current charges. Mr. Indrago advised he has not paid the bill which is approximately $72.00. Advised Mr. Indrago a complaint does not prevent service from being interrupted if current charges are not paid. Reviewed the response with Mr. Indrago. He stated he is in Chicago and did not get the bill, he has a friend in Florida that gets his mail. Mr. Indrago did not contact Aqua and change the bill to address. He has not provided Aqua with documentation regarding no leaks being found. Mr. Indrago stated he left messages requesting a return call from Aqua be has not received any calls. Advised Mr. Indrago I would contact Aqua and request that he be contacted regarding payment in order to have service restored and changing his address. Customer's objection noted. Shonna McCray

4/14/11: Will have complaint re-opened. Shonna McCray

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04/14/11: Case reopened. Rroland

4/14/11: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE CONTACT MR. INDRAGO AT 847-754-7351 REGARDING PAYMENT FOR THE BALANCE OWED ON THE ACCOUNT SO THAT SERVICE MAY BE RESTORED. THE CUSTOMER ALSO NEEDS TO UPDATE HIS BILLING ADDRESS. PLEASE PROVIDE RESPONSE TO THE PSC BY 4/25/11. Shonna McCray

04/18/2011 - Company response received via e-mail. /EEstelle

4/19/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mr. Indarato on 4/15/11, regarding setting payment arrangements.
o Mr. Indarato stated he did not request payment arrangements.
o He wanted to make a payment.
o The Representative processed a payment via check in the amount of $70.65 on 4/15/11.
o The account was updated with mailing address 2202 Brookwood Drive, South Elgin IL 60177.
o Mr. Indarato stated that when he returns to Florida, he will have a certified plumber check the property and provide the company with a report.
o There is currently a balance of $59.03 which is due on 5/2/11.
o Mr. Indarato stated that he would make payment close to the due date.
o He was advised if he needs additional time to contact Aqua's Customer Call Center if he needs payment arrangements.
Shonna McCray

4/19/11: 2:23 p.m. Called Mr. Tony Indrago at 847-754-7351 to confirm satisfaction with resolution. Discussed the customer's concerns in detail. Mr. Indrago stated the bills have come down. Explained to Mr. Indrago the bills that were over $100.00 included a past due balance. Confirmed the customer's last name is spelled Indrago and not Indarato as printed on the billing statements. Mr. Indrago will review the billing statements when he gets home and contact the company. Advised Mr. Indrago once he returns to Florida from Chicago, he can provide Aqua with the necessary documentation needed for a leak adjustment. He expressed appreciation for assistance provided. Shonna McCray

4/19/11: This inquiry closed. Shonna McCray

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Request No. 0996806W Name CASALE ,SALVATORE MR. Business Name

Consumer Information

Name: SALVATORE CASALE

Business Name:

Svc Address: 7820 PINEAPPLE LN

County: Pasco Phone: (727)-863-7603

City/Zip: Port Richey / 34668-

Account Number: 908568-0650759

Caller's Name: SALVATORE CASALE

Mailing Address: 7820 PINEAPPLE LN

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0996806W

Response Needed From Company? Y

Date Due: 03/21/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/21/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 02/28/11

Time: 10:51

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 665.94

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 04/07/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $665.94

What is the date of the bill?

Why do you believe you have been billed improperly? Customer states that he's been making regular payments.

Other Comments:

Customer states that he contacted Aqua and they advised him that he was being backbilled for an error on the company's end. Customer was advised that the bill was for waste water charges going back a few months, however, his last two bills have been for $151.00 and $249.57 and should have included waste water.

Request No. 0996806W Name CASALE ,SALVATORE MR. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

3/17/2010 - Customer called regarding his complaint. He said he received a bill for over $700 from Aqua. I advised Mr. Casale that $665 was put in dispute and he needed to pay the difference in order to keep his service from being disconnected. I also asked him if Aqua had contacted him regarding his complaint. He said he had not been contacted. I advised Aqua was to contact him as a result of the complaint and if he did not hear from the company by Tuesday to call us back and we would recontact the company on his behalf. rmchargue

03/21/2011 - Company response received via e-mail. /EEstelle

03/22/2011- Received a call from customer: he stated he wanted to verify if Aqua had contacted the PSC. I advised him that a response was received, but the response has not been reviewed. He asked for a callback today around 3-4pm to advise him of the company response. I stated I would call him today in the afternoon. Vfaria

03/22/2011- Reviewed Company Response:
Mr. Casale was issued a corrected bill from March 3, 2010 through February 4, 2011 for a total of 338 days. The customer received previous bills for based facility charges however; was not billed for consumption. As a result of a field visit on January 3, 2011 the meter at the property was reported as a stuck meter therefore; the meter was exchanged. The revised billed was based on customer's daily average usage prior to the meter being stuck.

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A company representative spoke with Mr. Casale on 3/18/2011 and 3/21/2011. The account history was discussed along with the revised bill. Mr. Casale stressed that he should not have to pay the long term bill due to company error in not billing him correctly. The representative acknowledged company error however; shared that based on regulations, the company can correct billing for 1 year due to meter error etc. It was further explained that due to the meter being stuck and not able to obtain an actual reading that the revised bill was based on a daily average of 305 gallons per day. Mr. Casale stated he understood why the bill was corrected however; he did not feel that as a customer he should be penalized due to company taking over a year to correct his account. He requested that the company forgive the bill. It was explained that the entire bill could not be adjusted however; he was offered 20% of the current charges $1,280.70 ($256.14). Mr. Casale accepted the adjustment ($256.14). The account was updated with the adjustment and Mr. Casale was advised of the account balance $394.51. Payment arrangements were offered. He indicated if he decided he needed the additional time he would contact the representative. Vfaria

03/22/2011- I called customer and left a message requesting a callback (3:12pm). Vfaria

March 23, 2011 - Customer returned analyst call, left message for analyst to call customer back. tkemp

03/23/2011- I reviewed the company response with the customer and advised him that I could send him a copy of the response since the customer has not received the copy from the company. I advised Mr. Casale that his current balance after the adjustment is $394.51 and that the company is willing to set up an arrangement. Customer states he has not set up an arrangement but needs to. Customer's request will be forwarded to the company. Vfaria

3/23/11- ATTN AQUA: SUPPLEMENTAL REQUEST: Please contact customer about setting up an arrangement on the balance. Provide proper arrangement per Back Billing Rule. Advise the PSC of the arrangement by April 1, 2011. Vfaria

03/23/11 - Transferred customer to analyst, Violet. tkemp
Customer states he was provided an arrangement previous to the case complaint. I advised Mr. Casale that the PSC can request a new arrangement based on the new balance due. He appreciated the offer and accepted the assistance for a new arrangement. Vfaria

4/4/2011- ATTN AQUA: YOUR RESPONSE IS PAST DUE: Customer requested contact to establish a payment arrangement and a response was due on April 1, 2011. Vfaria

04/05/2011 - Company response received via e-mail. /EEstelle

04/05/2011- Reviewed Company Response:
A company representative spoke with Mrs. Casale on April 4, 2011 regarding setting payment arrangements on the account. Mrs. Casale stated that her husband was not at home and she did not want to discuss the account

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without him. The representative requested a call back. On April 4, 2011, a second attempt to reach Mr. Casale to setup payment arrangements. Mr. Casale stated he could pay $15.00 each month toward arrears plus current bills as do. The arrangement will be effective May 30, 2011. There is an account balance of $201.31. Vfaria

04/07/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0997253W Name , Business Name BRAUSER ENTERPRISES

Consumer Information

Name:

Business Name: BRAUSER ENTERPRISES

Svc Address: 1275 BENNETT DR
SUITE 104

County: Seminole Phone: (407)-263-7111

City/Zip: Longwood / 32750-6

Account Number: 0008862750629711

Caller's Name: ANNE-MARIE KENNEY

Mailing Address: 1275 BENNETT DR
SUITE 104

City/Zip: LONGWOOD ,FL 32750-6350

Can Be Reached: (407)-247-2482

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0997253W

Response Needed From Company? Y

Date Due: 03/22/11

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 03/22/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 03/01/11

Time: 16:26

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/06/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0996806W Name CASALE ,SALVATORE MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill?

Why do you believe you have been billed improperly?

Other Comments:\

Customer states that Aqua has been estimating her bills for over 3 years. Customer states that she filed her first complaint Feb 2009, and the company credited $11000.00 to her account. However she states that she continues to get the estimated bills to the extent where she is being charged 3x what she would otherwise pay. Customer states that she is having this problem on both her accounts.

second acct Info:

1275 Bennett Dr
longwood 32750-6350
0008867420630151

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3. The response should include the following:
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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

Request No. 0997253W Name , Business Name BRAUSER ENTERPRISES

PAGE NO: 613

03/10/11 - Acknowledgement letter returned marked: "RETURN TO SENDER / NOT DELIVERABLE AS ADDRESSED / UNABLE TO FORWARD." Forwarded to RMcHargue. /ewe

3/14/11- Customer address has been corrected. It should have been 1275 Bennett Dr, not 1225 Bennett Dr. NHollinhead

3/15/11- A new acknowledgement letter will be mailed to the customer. rmchargue

03/15/11 - New acknowledgement letter mailed to customer with new address. /ewe

03/22/2011 - Company response received via e-mail. /EEstelle

3/24/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o In reviewing the accounts for 1225 Bennett and 1275 Drive it appears that the billing statements for February and March 2011 are based on estimated readings.
o As a result, a Field Representative visited the property on 3/22/11, to confirm meters at both properties and to obtain readings.
o It was found that the meter numbers located at the properties are different from what is documented in Aqua's billing system.
o The meters at the property belong to the City of Longwood.
o It appears the meters were exchanged at the property October 2010.
o Attempts to reach Mrs. Kenny were made on 3/18/11, 3/21/11 and 3/22/11.
o On 3/22/11, Alice Greene spoke with Mrs. Kenny and she confirmed that there was a meter exchange at both properties in October 2010; however, she indicated that the information was forwarded to Aqua.
o Alice explained that the problem she is receiving estimated bills is due to the change out of the meters.
o Alice requested that Mrs. Kenny forward her monthly water bills from the City of Longwood so that she could compare the meter information and trace when the meter information changed on her water bills from the City of Longwood.
o Alice advised Mrs. Kenny that it would take a few days to review and she would follow-up with her.
o Alice will be working with the local office to correct both accounts and will forward an updated report once the problem has been identified and corrected
Shonna McCray

4/6/11: This inquiry closed. Shonna McCray

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Request No. 0997500W Name ANGERSON ,WILLIAM MR. Business Name

Consumer Information

Name: WILLIAM ANGERSON

Business Name:

Svc Address: 2541 CHRISTY LANE

County: Polk Phone: (863)-287-4735

City/Zip: Lakeland / 33801-

Account Number: 0008931620636181

Caller's Name: WILLIAM ANGERSON

Mailing Address: 762 W. LANCASTER AVENUE

City/Zip: BRYN MAWR ,PA 190103489

Can Be Reached:

E-Tracking Number: 28156

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0997500W

Response Needed From Company? Y

Date Due: 03/24/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/24/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 03/03/11

Time: 09:55

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/15/11

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, March 03, 2011 9:20 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 28156

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

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Name: william angerson
Telephone: 8632874735
Email: billangerson@gmail.com
Address: 2541 Christy Lane Lakeland 33801

BUSINESS INFORMATION

Business Account Name: william angerson
Account Number: 0008931620636181
Address: 762 W. Lancaster Avenue, Bryn Mawr Bryn Mawr pa 19010-3489.

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
Pricing, there rates are ridiculous, they are higher than city of Lakeland.

Water usage in:

02/03/2011	2166	Actual	176 gallons
01/04/2011	2113	Actual	160 gallons
12/02/2010	2060	Actual	143 gallons
11/02/2010	2017	Actual	172 gallons
10/06/2010	1960	Estimated	258 gallons
10/04/2010	1967	Actual	296 gallons
09/02/2010	1872	Actual	400 gallons
08/03/2010	1752	Actual	271 gallons
07/02/2010	1665	Actual	210 gallons
06/02/2010	1602	Actual	175 gallons
05/04/2010	1551	Actual	306 gallons
04/02/2010	1453	Actual	283 gallons
03/02/2010	1365	Actual	257 gallons

I called about water usage in September and they sent someone out to check plumbing and there were no leaks, but they are claiming 400 gallons. They changed my meter once and I am thing they didn't get the reading correctly. I told them this and they said this is what the meter read, they are wrong.

Why are there prices so high?

Can I switch to a different water company? If no; why not?
If I am being forced to use their water then they should bill at the same price as other water companies in the area. Why should I have to pay more money because I have to use their water. "

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Correspondence was forwarded to docket 100330.

03/24/2011 - Company response received via e-mail. /EEstelle

3/28/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- Aqua's position is that there was no significant change in the customer's consumption.
- The increased bill amount is due to rate increase in the water.
- The effective date of rate increase was 6/17/10.
- The customer is paying a base rate of $15.71, tier structure 5,000 gallons $0.00731 and the block $0.00898.
- This was a change from a base rate of $15.52 and volumetric rate $0.00659 for 5,000 gallons next block $0.00824.
- A Representative spoke with Mr. Angerson on 3/21/10, and reviewed his account with him.
- The Representative reviewed the field visit from 9/23/10, a reading of 19407 was obtained and no leaks were found.
- Another field visit from 10/5/10, to test meter.
- The meter tested accurate, 98.8%, within the guidelines.

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- The Representative reviewed usage and advised Mr. Angerson that his usage was consistent.
- The billing period from 8/3/10 through 9/2/10, the usage increased by 3,300 gallons.
- The following bill period from 9/2/10 through 10/4/10, decreased to 9,500 gallons.
- Mr. Angerson was reminded that when there is an increase in usage the rates would increase based on the tier block structure.
- Mr. Angerson stated he understood however; he is opposed to the rates for his community.
- He was advised that prior to the rates being approved there is a forum that gives customers the opportunity to voice their opinions.

Shonna McCray

4/15/11: This inquiry closed. Shonna McCray

Request No. 0997730W Name CANNON ,KATRINA MS. Business Name

Consumer Information

Name: KATRINA CANNON

Business Name:

Svc Address: 5775 TERRELL RD

County: Orange Phone:

City/Zip: Tangerine / 32777-

Account Number:

Caller's Name: KATRINA CANNON

Mailing Address: PO BOX 243

City/Zip: TANGERINE ,FL 32777

Can Be Reached: (352)-385-2710

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU882

Company:

Attn. Lesley Dix0997730W

Response Needed From Company? Y

Date Due: 03/25/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/25/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 03/04/11

Time: 13:07

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 650.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/15/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0997500W Name ANGERSON ,WILLIAM MR. Business Name

PAGE NO: 618

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $700.00 approximately

What is the date of the bill? Approximately May or June 2010 (during the summer)

Why do you believe you have been billed improperly?
Customer states 1 month during the summer of 2010 she received a bill for approximately $700.00. Customer contacted the utility and the meter was changed, and her bill resumed to the normal low billing. Customer was offered a credit on her bill of $54.00. Customer states her average bill is under $50. Customer accepted a payment arrangement under duress because she has a disabled child in the home and could afford a disconnection. The payment arrangement was to pay $50 extra a month in addition to the regular bill. Customer called Aqua on March 03, 2011 to get the account number to make the payment and was informed that there is no longer a payment arrangement. Customer was advised to call the PSC if she had further issues.

Other Comments:
Customer wants account adjusted for overbilling during Summer 2010.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

03/25/2011 - Company response received via e-mail. /EEstelle

3/29/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

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- The usage at the property increased during the billing period of 3/17/10 through 7/15/10.
- The following field visits to the property were made:

1. 6/28/10 - no leaks found, reading 30004 - customer on-site field representative spoke with customer.
2. 7/1/10 - no leaks found, reading 30318 - customer on-site, field representative spoke with customer.
3. 7/27/10 - small leak found at property, reading 31098.
4. 8/3/10 - meter was exchanged.

- The old meter forwarded to outside vendor for bench test.
- Bench test results were
  High flow - 102.33%
  Medium flow - 110.0%
  Low flow - 112.0%
  Overall average - 108.28%
- Results indicate that the meter was 7.28% over the accuracy limit.
- As a result, the customer was provided an adjustment in the amount of $55.60 which covered the billing period of August 2009 through July 2010.
- On 12/27/10, Alice Greene spoke with Ms. Cannon regarding a complaint (986633) filed.
- Alice explained to her that Ms. Bellamy had forwarded a letter providing Aqua's position regarding high bill dispute and the adjustment applied to the account as a result of bench test results.
- Ms. Cannon stated that she did not recall receiving a letter from Ms. Bellamy and believed she was on a payment arrangement.
- Alice advised that the water service was terminated on 12/27/10, for non-payment.
- A 10-day termination notice was mailed to the property on 12/8/10, for termination on 12/20/10, in the amount of $714.98.
- At the time of receiving termination notice she should have contacted Aqua.
- Due to the customer not contacting the company prior to termination date, the service was terminated for non-payment.
- Alice also shared that when filing a bill dispute, she is obligated to pay for billing that is not being disputed.
- It was Alice understands that she was disputing June 2010 and July 2010 bill.
- The account indicates that no payment has been made to the account since 6/25/10, in the amount of $146.00.
- Ms. Cannon shared with Alice that there are 2 family dwellings at the property.
- One occupied by her mother and brother and her family in the other.
- Alice asked if there were one or two meters at the property, she indicated one meter.
- Alice explained if there are 2 dwellings on one meter it is possible that an event in the other dwelling could have an impact of the usage if there is an internal plumbing problem or event triggering high usage.
- Alice reviewed the monthly usage and bench test results.
- She advised of the meter results and the adjustment of $55.60.
- On 3/16/11, an Aqua representative spoke with Ms. Cannon.
- The Representative inquired if the leak had been repaired at the property.
- Ms. Cannon has not completed repairs.

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o Aqua's position is that a leak has been identified at the property.
o Ms. Cannon was placed on a payment arrangement on 1/11/11.
o She agreed to pay all current bills as due plus $42.00 each month toward the arrears balance.
o Ms. Cannon defaulted on the payment arrangements by not making payment by the due dates.
o On 3/16/11, Ms. Cannon was advised that Aqua would re-instate her payment arrangement however; she must make payments as agreed.
o Ms. Cannon is scheduled to pay $42.00 on or before 4/15/11, and current bill as due.
Shonna McCray

4/15/11: This inquiry closed. Shonna McCray

Request No. 0997763W Name HOULKER ,JUSTIN MR. Business Name

Consumer Information

Name: JUSTIN HOULKER

Business Name:

Svc Address: 7117 SW ARCHER RD
LOT 97

County: Alachua Phone: (352)-494-7935

City/Zip: Gainesville / 32608-

Account Number: 0009070880649387

Caller's Name: AMANDA ADAMS

Mailing Address: 7117 SW ARCHER RD
LOT 97

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-256-3941

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688
Company:
Attn. Lesley Dix0997763W
Response Needed From Company? Y
Date Due: 03/25/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 03/25/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: MAB
Date: 03/04/11
Time: 14:35
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 660.19

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 04/15/11
Closeout Type: WB-19
Apparent Rule Violation: Y

Request No. 0997730W Name CANNON ,KATRINA MS. Business Name

PAGE NO: 621

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $756.19

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states Company is telling her she didn't pay her bill for 02/2011 when she called the Company 3 times to find out what her bill is.

Other Comments:

Caller states she has a back billed balance of $660.19 because her meter wasn't registering. Caller states Aqua Utilities granted her an arrangement but because of the back bill balance she was never really certain what her current charges were so that she doesn't under pay. Caller states she called the Company 2 times on 02/11/2011 and once on 02/12/2011 to find out what the current charges were and was told that her bill was already paid for and that she wouldn't have to worry about her bill until the following due date of 03/04/2011. Caller states she received a final notice today and was told that she didn't pay her last bill so she's defaulted on her arrangement. Caller states she contacted the Company again and was told that they only have record of one of the 3 calls she made and that she didn't ask about her balance. Caller states the only reason she called all three times was to find out what her current charges were and to pay her bill because it didn't sound right when the Company told her that her balance was paid.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

Request No. 0997763W Name HOULKER ,JUSTIN MR. Business Name

PAGE NO: 622

03/25/2011 - Company response received via e-mail. /EEstelle

3/29/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mr. Houlker was issued a billing statement dated 12/2/10 ,for billing period 11/11/09 to 11/24/10 total days of service 378, total consumption 67,600 gallons in the amount of $961.66.
o On 1/3/11, Alice Greene offered a one-time adjustment of $282.00.
o Mr. Houlker accepted the adjustment $282.00 and agreed to a payment arrangement starting 2/15/11, to pay all current bills as issued plus $36.00 toward arrears.
o Ms. Greene advised Mr. Houlker if he was not able to keep the arrangement to contact me directly to avoid termination.
o The customer defaulted on the payment arrangements by not paying $36.00 toward arrears balance which was due 2/15/11.
o However; a payment was received on 3/7/11, in the amount of $93.64 which was the current bill due 3/4/11.

o Aqua is willing to re-instate the payment arrangement providing Mr. Houlker and Mrs. Adams understand that they must keep the payment arrangement to avoid collection activity.
o Alice spoke with Mr. Houlker on 3/25/11.
o He agreed to pay $36.00 on 3/25/11.
o Alice advised once payment is received I would re-instate payment arrangement starting with April due date.
o The account balance is $756.85. Alice advised Mr. Houlker he must make payments by the respective due date.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper back billing (billed for more than 365 days).
Shonna McCray

4/15/11: This inquiry closed. It appears the company has violated PSC rules---improper back billing. Shonna McCray

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Request No. 0998119W Name WILLIAMS ,NATALIA MS Business Name

Consumer Information

Name: NATALIA WILLIAMS

Business Name:

Svc Address: 30730 PGA DR.

County: Lake Phone: (347)-406-7656

City/Zip: MOUNT PLYMOUTH / 32776-

Account Number: 001383043 1036500

Caller's Name: KEITH GOODMAN

Mailing Address: 30730 PGA DR.

City/Zip: MOUNT PLYMOUTH ,FL 32776-

Can Be Reached: (646)-633-2973

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0998119W

Response Needed From Company? Y

Date Due: 03/29/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 03/29/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 03/08/11

Time: 10:58

Via: E-MAIL

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/15/11

Closeout Type: GI-28

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Fairways HOA [mailto:FairwaysHOA@comcast.net]
Sent: Monday, March 07, 2011 6:52 PM
To: Consumer Contact
Subject: Docket No. 100330-WS

Docket No. 100330-WS

Florida Public Service Commission,

The following relates to the level of service provided by Aqua Utilities (Aqua). It demonstrates the

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competence, or lack thereof, to their billing procedures and the follow-up to service interruptions in the Fairways at Mt Plymouth development in Mount Plymouth, Florida.

On February 2, 2011 services were disconnected to 30730 PGA Dr. for delinquency on the irrigation account. Unfortunately, the delinquency was the result of an error on the part of Aqua accounting processes. As you should recall from the customer meeting held in Eustis, Florida, I identified their billing process where two accounts are established for each customer for services provided by Aqua. One account is for irrigation and another for residential water and sewer. These accounts generate two separate statements. In this case, the customer sent in two checks in payment of the two accounts with the account numbers identified on the separate checks. This is where the error occurred on the part of Aqua because they continue to send two statements to one customer and require two checks to settle the accounts. Obviously, this is an error prone procedure without competent workers. This is particularly true when a minor software fix to their billing program would reduce their costs as well as reduce additional costs being burdened by their customers.

Another example of the lax procedures, the customer did not receive any advance notification that an account was delinquent and that disconnection was going to be executed. The first indication of a problem was the disconnect notice on the door.

Aqua posted the amount of both checks to only one of the accounts, leaving an over payment on one and an unpaid balance on the other. The one account with the unpaid balance triggered the action of disconnecting both services to the customer.

When the customer was notified by me that this had occurred, she contacted Aqua on February 15, 2011 and questioned the action. After discussion with the Customer Service Representative, the error was identified and Aqua accepted responsibility for the problem. They also stated that the service would be reconnected with no reconnection charge applied. No attempt was made to reconnect the service until March 1, 2011, fifteen days after Aqua was notified of their error.

During the discussion, the Customer Service Representative stated that it was the customer's responsibility to determine that the payments were applied correctly to the accounts. I seriously doubt that Aqua allows customer access to their accounting processes for such validation.

On March 1, 2011 a service man was dispatched to the address and indicated he attempted to restore the service but did not because he indicated water running in the irrigation system. I rescheduled the appointment to be here on March 2nd. The appointment was agreed to be between 8 and 10 am. When I called Customer Service at 11:30 to determine when the appointment was to be kept, they informed me that they did not make 8 - 10 appointments, only 8 - 12. The Customer Service Representative said he called the service department and only received voicemail. He then said he would keep trying and call me back to let me know when to expect the service. I never received the promised callback. The service man did not arrive until after 12.

When the service man did arrive, he turned the water on and there was no water flowing in the irrigation

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system. He told my daughter the backflow valve must have been changed. The irrigation system had not been touched and no changes were made to the external side of the meters.

When Aqua was contacted again to determine what the billing would be for the 29 days where there was no service to the residence, they stated that the billing would be a minimum. However, the minimum would include the meter charge for both services. A protest was given to the Customer Service Supervisor, stating that since the service was disconnected in error by Aqua, the meters were serving no purpose for the customer as the customer had no way of using them. Therefore, the meter charges were indeed inappropriate. The Supervisor stated; "It's the law to be charged even if you do not have service. It's a law approved by the state of Florida and they (Aqua) cannot do anything about it." At best, I would call this response deceitful.

In summary, I believe that this incident provides one example of Aqua services that are incompetent, unresponsive, and deceitful. This service is certainly not at a level that would justify an estimated 277% rate increase for the Fairways at Mt Plymouth. Based on the customer report data published for Aqua, I find it unconscionable that any rate increase could be granted until they resolve these types of problems.

Sincerely,

Keith Goodman

President Fairways at Mt Plymouth HOA "

"From: Fairways HOA [mailto:FairwaysHOA@comcast.net]
Sent: Tuesday, March 08, 2011 9:20 AM
To: Consumer Contact
Subject: RE: services were disconnected to 30730 PGA Dr.

Diane,

Thank you for your quick response regarding this issue. Here are the answers to your inquiries:

* The customer's name on the bill at 30730 PGA Dr. - Natalia Williams

* Their account number with Aqua Utilities - 001383043 1036500 (This is the disputed account number)

* A telephone number the customer can be reached by - (347) 406-7656 or (646) 633 2973

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By the way, the person the owner spoke to at Aqua and gave the legal issue statement was Danielle.

Sincerely,

Keith Goodman"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Customer correspondence was forwarded to Docket 100330

03/29/2011 - Company response received via e-mail. /EEstelle

3/30/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- On 1/18/11, a 10-day termination notice was mailed for 1/31/11, in the amount of $144.32.
- The service was terminated for non-payment on 2/2/11, in the amount of $144.32.

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o There are 2 separate meters at the property.
o The meter that services the irrigation was SONP on 2/2/11.
o The meter associated with the house meter was not terminated.
o This was confirmed by Mrs. Williams on 3/25/11.
o On 3/1/11, an Aqua Representative was at the property to restore the service.
o When the Technician restored the service he heard water running.
o Since no one was at home, he left the water off and left a door tag advising the customer why the water was not restored.
o The customer was advised to contact the company when someone would be at the property.
o The service was restored on 3/3/11, after an appointment was scheduled with the grounds keeper Mr. Goodman.
o The appointment was not kept due to Field Representative schedule delayed as a result of scheduled appointments demanding additional time for resolution.
o The appointment was rescheduled based on Mr. Goodman's schedule since he indicated that he had an appointment to play golf.
o According to documentation the service was restored on 3/3/11 at 3:01 p.m.
o The customer was in New York during the billing period (2/11/11 thru 3/14/11) so there would be little to no consumption on the meter associated with the house (water/sewer) however; the customer would still be billed for base facility charges.
o The usage billed on the irrigation meter would include any usage that flowed through the meter when service was restored on 3/3/11 to 3/14/11, when the meter was read for monthly cycle billing.
o On 3/4/11, a Customer Service Representative spoke with Mrs. Williams and advised that she would be billed for base charges each month however; if she was away from the property more than 12 months she would not be charged the base facility charges.
o On 3/25/11, Alice Greene spoke with Mrs. Williams and acknowledged Aqua's error in terminating irrigation account in error.
o Alice advised that the Customer Service Representatives that she spoke with were provided additional training.
o Alice also shared that there were no reconnection fees associated with the termination.
o Alice reviewed the payment process advising that it is automated with little to no human intervention.
o When a customer mails in billing invoice with checks it would be applied.
o Mrs. Williams indicated that she mailed both invoices with 2 separate checks.
o Alice advised that if she mailed 2 separate checks with the appropriate invoice it should have processed correctly.
o Mrs. Williams stated that she mails the payments the same way each month.
o Alice advised that it was possibly that the invoices stuck together and the automated process only read the 1 invoice.
o Alice offered zip-check as a way to avoid in the future.
o Mrs. Williams stated she never had a problem in the past.
o Mrs. Williams accepted the apology on behalf of the company however; stated that she is interested in how the company would compensate for the grass not being water for the timeframe 2/2/11 through 3/3/11.

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o She indicated that the grass turned brown due to company error.
o As a follow-up, Alice left Mrs. Williams a voice message on 3/29/11, advising that her request for compensation regarding not being able to water her lawn for a month has been forwarded to local office for review.
o A Representative will be contacting her next week regarding her request for compensation.
Shonna McCray

4/15/11: This inquiry closed. Shonna McCray

Request No. 0998332W Name HOLLIDAY ,FRANCES M. Business Name

Consumer Information

Name: FRANCES HOLLIDAY

Business Name:

Svc Address: 7904 JUDITH CRES

County: Pasco Phone:

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: FRANCES HOLLIDAY

Mailing Address: 7904 JUDITH CRES

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0998332W

Response Needed From Company? Y

Date Due: 04/25/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/22/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 03/09/11

Time: 11:09

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 238.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/16/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0998119W Name WILLIAMS ,NATALIA MS Business Name

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Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood.
Customer correspondence was forwarded to Docket 100330.

04/04/2011- There appears to be no record of the original faxlog associated with the complaint. The due date has been corrected and the case will be re-sent to the company with the copy of the customer correspondence, where she states she received a high bill. Vfaria

04/22/2011 - Company response received via e-mail. /EEstelle

4/25/2011- Reviewed Company Response:
In reviewing Mrs. Holliday's account history, it does appear that there was some type of event that took place at the property. The history on the account supports that starting with the November 3, 2010 reading date through January 5, 2011 read date the usage increased. A field a representative was at the property on January 17, 2011 to check the meter and check for leaks. Mrs. Holliday was present during the site visit. There were no leaks found and the meter was functioning as designed.

Request No. 0998332W Name HOLLIDAY ,FRANCES M. Business Name

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Mrs. Holliday shared with the representative that she had one of the toilets repaired. It was not confirmed that the bathroom plumbing was contributed to the high usage for the billing period however; it is possible that a toilet leak would support an increase in usage. A company representative spoke with Mrs. Holliday on April 21, 2011 and reviewed the account history discussed the report from field visit on January 17. It was explained that the increase in usage appears to be contributed to a onetime event that took place at the property possible plumbing fixture. The usage has returned back to normal. Mrs. Holliday is eligible for a one-time leak adjustment if she provides documentation that a plumber has assessed the property confirmed no leaks and or if repairs were completed. There is a total account balance of $83.62 which is due May 2, 2011. Vfaria

05/16/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0998446W Name KINZIG ,ANGELA MS. Business Name

Consumer Information

Name: ANGELA KINZIG

Business Name:

Svc Address: 7824 JASMINE BLVD.

County: Pasco Phone: (727)-364-7627

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: ANGELA KINZIG

Mailing Address: 7824 JASMINE BLVD.

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 28222

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix0998446W
Response Needed From Company? Y
Date Due: 03/31/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 03/31/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 03/10/11
Time: 08:39
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 04/14/11
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 0998332W Name HOLLIDAY ,FRANCES M. Business Name

PAGE NO: 631

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, March 09, 2011 3:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 28222

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Angela Kinzig
Telephone: 727-364-7627
Email: swtp989@aol.com
Address: 7824 Jasmine Blvd Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Angela Kinzig
Account Number:
Address: 7824 Jasmine Blvd Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
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. Customer service is poor and cost is way too much. We need to eliminate this corporation from our area! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Customer correspondence has been forwarded to Docket 100330.

03/15/11 - Customer correspondence received via fax; forwarded to VFaria. /ewe
Correspondence is a copy of customer's protest to Company's open docket (100330). Vfaria

04/04/2011 - Company response received via e-mail. /EEstelle
The original response was received on 3/31/2011. The date has been changed to reflect proper reply received date.

4/4/2011- Reviewed Company Response:
COMPANY POSITION:
• A company representative from the lab department was at the property on March 30, 2011 found no odor or discoloration at point of entry. Mrs. Kinzig was not at the property time of visit a door tag was left with results. Also a follow-up call was made from lab department message was left.

Company spoke with Mrs. Kinzig on March 30, 2011 regarding her concerns. It was explained that her average daily usage is 80 to 84 gallons per day. The average consumption per-day per person is estimated to be 80 gallons. Further explaining that her 2 family household averages are where it should be for a 2 person household. Mrs. Kinzig stated she understood but her neighbors have been complaining about usage being high and she just wanted to make sure her usage was correct and the meter is functioning properly. I advised monthly readings are based on actual readings and her consumption is consistent. She inquired if her meter

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could be tested for assurance. Company advised that a field test will be performed at the property on March 31, 2011 if weather permits. Field test will be performed results should be available by Monday, April 4, 2011. Vfaria

4/12/2011- ATTN AQUA: YOUR PREVIOUS RESPONSE STATED THE FIELD TEST RESULTS WOULD BE AVAILABLE ON 4/4/2011. The results are needed. Vfaria

04/13/2011 - Company response received via e-mail. /EEstelle

4/13/2011- Reviewed Company Response:
Representative was at the property on 4/1/2011. The tech ran 5 gallons through the meter. The meter tested accurately with no leaks. The reading obtained was 65120. A door tag was left with the results. The monthly cycle reading was obtained on 4/5/2011 (653). Customer used a total of 200 gallons in a 3-day period. Vfaria

04/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0998446W Name KINZIG ,ANGELA MS. Business Name

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Request No. 0999323W Name HOLCOMB ,SANDRA MS. Business Name

Consumer Information

Name: SANDRA HOLCOMB

Business Name:

Svc Address: 7316 STARDUST DR

County: Pasco Phone:

City/Zip: Port Richey / 34668-

Account Number: 0009073150649601

Caller's Name: SANDRA HOLCOMB

Mailing Address: 2529 WINSLOW DRIVE

City/Zip: MIDLAND ,MI 48642

Can Be Reached: (989)-832-5467

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0999323W

Response Needed From Company? Y

Date Due: 04/06/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/06/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 03/16/11

Time: 13:54

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/21/11

Closeout Type: GI-30

Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:
Customer is a seasonal resident. In July 2009 she disconnected service and returned March 2010 to a bill of $117.00 Customer was advised that the balance was for unpaid usage and customer was accepting of that explanation. Customer states she did not incur a base facilities charge. Customer went to connect services in February 2011 and was advised she has a $450.00 backbill. Customer states she had the service disconnected for the last 6 months and explained to the utility there was no usage. Customer states she has been advised the bills were estimated and they will get her an actual reading. Customer states the bills indicate they are actual reading and are not noted as being estimated. Customer was also advised that the fees are base facilities charges. Customer states she has never been charged base facilities charges before and wants to know why she has to pay them now. Customer also wants to know the current approved base facilities charge, for verification that $450 is accurate for 6 months on a closed account. If the utility has a website with tariff information posted the customer would like that website. Customer would also like to know why she was never advised of a base facilities charge.

Request No. 0999323W Name HOLCOMB ,SANDRA MS. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

03/29/11 -- Acknowledgement letter returned stating: "RETURN TO SENDER / NO SUCH STREET / UNABLE TO FORWARD." Forwarded to RMcHargue. /ewe

03/30/2011 - Contacted customer and corrected mailing address. tkemp

3/31/2011 - A new acknowledgement letter will be added to the case file. rmchargue

03/31/11 - New acknowledgement letter mailed to customer showing corrected address. /ewe

04/06/2011 - Company response received via e-mail. /EEstelle

4/7/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- On 5/14/10, Mrs. Holcomb contacted Aqua requesting to take service out of her name.
- On 1/28/11, Mrs. Holcomb contacted Aqua requesting service is placed in her name effective 1/31/11.
- The account is documented that the Customer Service Representative explained to Mrs. Holcomb that the account will be billed for base facility charges from 5/14/10 through 1/31/11.
- In reviewing the account the customer has previously closed the account for a short period of time.
- The account was closed 7/7/09 and re-established 2/1/10.
- The account was not billed for based facility charges, which has been identified as an internal company error.

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o However; when the customer requested the account to be closed as of 5/14/10, and re-established 1/31/11, the customer was advised of the Florida's Administrative Code, Rule 25-30.335.
o In addition, the customer receives mailing regarding seasonal accounts.
o The account was billed based on Aqua's water tariff.
o On 4/1/11, an Aqua Representative spoke with Mrs. Holcomb and explained the billing associated with an account if service is terminated for a period of time.
o The customer was provided company website www.aquaamerica.com.
o Acknowledging previously the account was not billed for base facility charges when the customer was away for a short period of time, she was not billed for the base charges.
o This was an internal error and there was no action on Aqua's part to recover the cost due to the internal error.
Shonna McCray

4/21/11: This inquiry closed. Shonna McCray

Request No. 0999377W Name REED ,FREDERICK MR. Business Name

Consumer Information

Name: FREDERICK REED

Business Name:

Svc Address: 936 LAKE JOSEPHINE DR

County: Highlands Phone:

City/Zip: Sebring / 33875-

Account Number: 0009098380651953

Caller's Name: BARABRA REED

Mailing Address: 936 LAKE JOSEPHINE DR

City/Zip: SEBRING ,FL 33875-

Can Be Reached: (863)-655-4528

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880
Company:
Attn. Lesley Dix0999377W
Response Needed From Company? Y
Date Due: 04/06/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 04/06/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES
Entered By: TK
Date: 03/16/11
Time: 16:19
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 282.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: MEP
Date: 05/18/11
Closeout Type: GI-05
Apparent Rule Violation: N

Request No. 0999323W Name HOLCOMB ,SANDRA MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $312.13

What is the date of the bill? March 7, 2011

Why do you believe you have been billed improperly?
Customer states she received her March 2011 bill in the amount of $312.13. Customer states her average bill is under $30.00 per month. Customer contacted Aqua regarding the high bill and was advised to have a plumber check her home. Customer had a plumber and a leak detector (Sleuth Leak Detection Inc.) check her property. Both concluded the customer does not have a leak. Aqua advised customer they would send a technician on Monday, March 14, 2011 to check her meter. The technician actually came on Tuesday, the customer was advised that her usage was 650 gallons since the 1st, which is contrary to what the phone representative advised her usage was (20,000 gallons). Customer believes a gross miscalculation has been made since the meter technician advised the meter is functioning properly and no leaks have been found on her property.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

3/22/11- Customer states that shortly after filing the complaint she was contacted by Aqua and was given an

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appointment for a bucket test. Customer states that the appointment was for today 8-10 A.m however no one has yet to show up. NHollinhead

03/31/2011- Customer states she got a test from Aqua who states her meter was registering correctly. Customer states she has no leak and does not know where the water she is supposed to have used is going. Customer states there are over 4,000 gallons that have been used that cannot be explained or detected. Customer did the toilet test with the colored water and even got a plumber to check for leaks. The plumber called the company and verified she had no leaks. Customer states the meterreader told her that she had only used 650 gallons instead of over 4,000 gallons. Customer wishes to file an objection to Aqua's resolution attempt. SWilliams

04/06/2011 - Company response received via e-mail. /EEstelle

4/7/2011- Reviewed Company Response:
Mrs. Reed was issued a billing statement dated March 7, 2011 for billing period February 2, 2011 to March 2, 2011 for 20,400 gallons total due $312.13, the billing is based on an actual reading.

A field visit was scheduled on March 15, 2011. There were no leaks found and the reading obtained was (1834). In comparing the reading 1834 to the reading obtained March 2, 2011 (1828), the customer used 600 gallons which averaged 46 gallons per day for a 13 day period.

A second field visit to the property on March 25, 2011. Field test performed on meter. The meter tested 101.5% at low, medium and high averaged 101.5%, no leaks were found.

The monthly cycle reading obtained on April 1, 2011 (1842). In comparing this reading to the reading obtained March 15, 2011 (1834) the customer used 800 gallons for a period 17 days which averages 47 gallons per day.
The usage is back to normal and is consistent with the customer's overall usage at the property. It appears that there was a onetime event that occurred at the property. The company does offer customers a onetime leak adjustment providing that documentation is forwarded to the business office for review.

A company representative spoke with Mrs. Reed on March 18, 2011 to schedule appointment for field test of meter. The meter was tested on March 25, 2011. The meter tested 101.5% at low, medium and high averaged 101.5%, no leaks were found.

On March 30, 2011 a company representative spoke with Mrs. Reed. Reviewed the meter test results and reviewed history on account. Mrs. Reed advised that she performed dye test on bathroom fixtures and had a plumber to the property, confirming no leaks at the property. Based on the usage that flowed through the meter, the representative shared that an event at the property had to trigger the high usage.

In reviewing history, the usage has been consistent for 24 months except for the billing February 2, 2011

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through March 2, 2011. The current bill dated April 5, 2011 for billing period March 2, 2011 through April 1, 2011 the total consumption 1,400 gallons for a period of 30 days, usage is back to normal. The representative extended a onetime adjustment in the amount of $56.40 (20% of current balance $282.01). Mrs. Reed decline company offer. Vfaria

04/07/11: Case reassigned to S. Stokes. RRoland

04-07-11 At 11:52 a.m., I called the customer's telephone number 863-655-4528. I left a message on the answering device for Ms. Reed. I explained that I was calling regarding her complaint against Aqua Utilities. I provided our toll-free telephone number and case number for a return call. I also explained that I would like to discuss the resolution of her complaint. Shirley Stokes

04-07-11 *PROPOSED RESOLUTION LETTER TO CUSTOMER AS FOLLOWS:*

April 7, 2011

Mr. Frederick Reed
936 Lake Josephine Drive
Sebring, FL 33875

RE: FPSC Request No. 999377W

Dear Mr. Reed:

Thank you for contacting the Florida Public Service Commission (FPSC or Commission) about Aqua Utilities Florida (Aqua or company).

Ms. Barbara Reed was concerned about a high March 7, 2011, water bill for $312.13. She also stated that her average bill is under $30. As a result, we placed $282 of that amount in dispute pending the resolution of her complaint. Additionally, we contacted the company regarding her concerns.

Aqua's report shows the billing period for the March 7, 2011, bill was from February 2, 2011, through March 2, 2011, for 20,400 gallons of water. The company states that the $312.13 bill was based on an actual meter reading.

During the March 15, 2011, field visit at your premises, Aqua reports that no leaks were found. The company also states that the meter reading was 1834, which indicated that 600 gallons of water was used since the March 2, 2011, meter reading of 1828.

Aqua's report indicates that a visit was made to your premises on March 25, 2011, and the company

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performed a field meter test. Aqua states that the meter was registering at an average of 101.5 percent at the low, medium, and high water levels. The report also shows that the company found no water leaks. And Aqua offered to issue a one-time adjustment of $56.40 on your account, but Ms. Reed declined the offer.

Although we understand Ms. Reed's concerns about the high usage, neither the FPSC nor the company can tell customers exactly how the water was used at their premises. To require a utility to adjust a bill, the Commission must have conclusive proof that the meter malfunctioned or the company applied improper rates. To do otherwise, one customer will have an unfair advantage over all the other utility customers. Since the meter was registering within the accuracy limits from 98.5 percent through 101.5 percent as outlined in the Florida Administrative Code 25-30.262, no adjustment is required on your account. On the other hand, you may want to follow up with Aqua regarding the $56.40 adjustment offer.

No Commission rules or regulations were violated in this case. If you have any questions or concerns, please contact us by April 22, 2011. Otherwise, we will consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552, toll-free fax at 1-800-511-0809, or by e-mail at contact@psc.state.fl.us.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

c: Aqua Utilities Florida, Inc.

04-07-11 If no disagreement, this file can be closed on April 23, 2011. Shirley Stokes

04/08/2011 - Caller wanted to speak with Case Analyst. Transferred call. MBermudez

04-08-11 Mr. Marcos Bermudez transferred Ms. Barbara Reed's call to me at 9:44 a.m., who was returning my call from yesterday. I explained that she should receive my letter soon. She inquired about the content of the letter. I explained that it would be better for her to get the letter first since it contains detailed information, and she should receive it by Saturday or Monday. Ms. Reed stated okay. Shirley Stokes

04-08-11 As noted on April 7, 2011, if no disagreement, this file can be closed on April 23, 2011. Shirley Stokes

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04/11/11 Customer states all of her concerns have not been addressed, transferred to analyst Shirley. tkemp

04-11-11 At 8:58 a.m., Ms. Tekeyshia Kemp transferred Ms. Barbara Reed's call to me. Ms. Reed acknowledged receipt of my letter. She says that the company could have made a billing error when she received the bill for 20,400 gallons. I explained that we have her billing records and no error occured. I explained that we go by the meter test results. I explained that a number of customers want the FPSC or the companies to tell them what caused the high usage, whether it's water, gas, or electric. However, we can't tell customers what caused the high usage when the meter was registering properly. I also explained that's why I provided that information in my letter. Ms. Reed stated that's likes the "fox in the hen house." I explained that customers can get an independent meter testing company to test the meter. However, customers will be responsible for any expenses associated with the independent meter test. Furthermore, I explained that her usage went back to her normal usage after the high bill. And that usage also indicates that there were no problems with the meter. I explained that the FPSC cannot order companies to issue credits on customers' bills when the meters are registering within the accuracy limits. I also explained that we try to resolve all complaints to the customers' satisfaction; however, we don't meet that goal some of the times. Although Ms. Reed is not happy, she appears to understand that we go by the meter test results. Shirley Stokes

04-11-11 Since Ms. Reed called today regarding this case and I have discussed her concerns, I am closing this file. At present, no further action is required on this case. Shirley Stokes

5/16/2011 - Ms. Reed called regarding the resolution of her complaint. She said she paid her bill in April minus the $56.40 credit adjustment. She said she just received her May bill and the $56.40 was on her bill, plus a $5 late fee. She called Aqua who stated she declined the adjustment credit therefore she would need to pay the $56.40 and the $5 late payment fee. Ms. Reed stated she did not decline the adjustment and wants the credit on her account for the adjustment and the late fee. I advised Ms. Stokes was out on extended leave, that we would pull her case and have it reassigned to another analyst. Once her case file had been reviewed someone would call her regarding the resolution of her case. E-mail sent to RRoland. rmchargue

05/16/11: I called Ms. Reed and advised that we will contact the company to see they are willing to issue the previously offered adjustment of $56.40. Case reopened. RRoland

05/16/11: REQUEST FOR SUPPLEMENTAL RESPONSE

Ms. Reed recontacted the PSC. She indicates that she did not decline the $56.40 courtesy adjustment. Request the company issue the $56.40 courtesy adjustment as well an adjustment of the recent $5.00 late payment fee. Please respond to the PSC by 05/25/11. RRoland

05/17/2011 - Company response received via e-mail. /EEstelle

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05/18/11: Reassigned to E. Plendl. RRoland

05/18/2011 Reviewed report. Aqua indicated that the company issued a $5.00 credit, which adjusted the late payment charge and a $56.40 courtesy credit, which partially adjusted the disputed February 2011 charges. After the credits posted, the account reflected a $25.21 balance, which is due by June 1, 2011. On May 17, 2011, a company representative contacted the customer to confirm the credit adjustments. The customer appeared satisfied. eplendl

05/18/2011 Closed by telephone conversation with the customer. Customer appears satisfied. eplendl

Request No. 0999723W Name PETERSON ,VIRGINIA MS. Business Name

Consumer Information

Name: VIRGINIA PETERSON

Business Name:

Svc Address: 6020 DOE CIR E

County: Polk Phone:

City/Zip: Lakeland / 33809-

Account Number: 0009054670647917

Caller's Name: VIRGINIA PETERSON

Mailing Address: 6020 DOE CIR E

City/Zip: LAKELAND ,FL 33809-

Can Be Reached: (863)-904-5165

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS884

Company:

Attn. Lesley Dix0999723W

Response Needed From Company? Y

Date Due: 04/08/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/07/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: MAB

Date: 03/18/11

Time: 16:26

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 383.34

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 04/26/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0999377W Name REED ,FREDERICK MR. Business Name

PAGE NO: 643

Preclose Type - *Improper Bills*

What is the amount of the bill in dispute? $80.48

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states she feels Aqua Utilities has been over charging him and recently was told that her bills have been estimated for the past year.

Other Comments:

Caller states her bills normally come for about $54+. Caller states she feels even that is high but she's been receiving bills for much more than recently and doesn't understand why. Caller states she uses very little water so she doesn't feel she's using as much water as the Company is charging her for. Caller states recently she called the Company and was told that her bills have been estimated since 04/2010. Caller states she has never received a notice from the Company informing her why her bills are being estimated and the Rep she spoke with didn't advice her of the reason either. Caller states the Rep did ask if there was something wrong with her meter and she said she wouldn't know if the Company wasn't reading her meter. Caller states she's already paid the bill in full but is disputing at least $26.00.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
- **a) the cause of the problem**
- **b) actions taken to resolve the customer's complaint**
- **c) the company's proposed resolution to the complaint**
- **d) answers to any questions raised by staff in the complaint**
- **e) confirmation the company has made direct contact with the customer**

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

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03/21/2011- ATTN AQUA: SEE NOTATIONS BELOW:
Customer contacted Aqua about an $80.84 bill she received , when she normally pays $54.00. Customer was told that her meter was not read since April 2010. Now she has received a $383.34 bill claiming the meter did not work.

1- Why wasn't the meter read.
2- When was the meter replaced (Customer is home all day, she's never seen anyone change it)
3- Where is the meter test for the previous meter and current meter.
4- Why are you billing more than one base rate on the re-bill?

04/07/2011 - Company response received via e-mail. /EEstelle

4/8/2011- Reviewed Company Response:
The bill in the amount of $80.48 that Mrs. Peterson is referring to, was based on an estimated reading and was cancelled, reference attachment. On the account history statement that was provided, you will observe that the revised bill included this time period. Although Mrs. Peterson paid the bill on April 7, 2011 she has a credit balance of $100.70.
1- Why wasn't the meter read. There is a radio frequency remote unit at the property.
• The ert malfunction did not capture readings from meter. This was not identified until a manual review of the account. It was identified that usage was not being captured. The customer was not billed for consumption.
2- When was the meter replaced (Customer is home all day, she's never seen anyone change it)
• The meter and ert was replaced on January 20, 2011.
3- Where is the meter test for the previous meter and current meter.
• When the meter was removed it was forwarded to meter shop located in Springfield, Pennsylvania. The meter was not tested. When new meters are installed they are tested by the manufacture.
• Serial# 10076172 - 10076271
• High Flow - 98.8%
• Intermediate Flow - 100.6%
• Low Flow - 99.3%
4- Why are you billing more than one base rate on the re-bill?
• Due to the timeframe of the revised billing statement March 3, 2010 through March 14, 2011 the account would be billed based on the rates that were effective during the specific timeframe. The revised bill was calculated based on rates effective October 29, 2009 and November 22, 2010.
A company representative spoke with Mrs. Peterson on April 5, 2011 reviewed the long term bill. It was shared that the ert, encoder transmitter was not functioning properly which resulted in the reading not transmitting from the meter to the electronic device, resulting in no usage being capture. It was further

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explained that the company can back bill to correct an account for 365 days. Understanding that the account was billed 11 days over the allotted timeframe, the customer was given an adjustment in the amount of $20.22 which was applied to the account on April 5, 2011. Mrs. Peterson stressed that she did not feel that the company should be allowed to back bill customers and that she would pursue further with FLPSC office. Vfaria

4/8/2011- ATTN AQUA UTILITIES: SUPPLEMENTAL REQUEST:
- Please verify to the PSC that the customer will recieve a proper arrangement for the equal amount of time that the re-billing is for. Response due by April 19, 2011. Vfaria

04/12/2011 - Company response received via e-mail. /EEstelle

4/12/2011- Reviewed Company Response:
On April 5, 2011 a company representative spoke with Mrs. Peterson reviewed billing and advised of balance. A payment arrangement was offered, Mrs. Peterson stated she would pay the bill but would continue to discuss her concerns with FLPSC staff. A payment was received in the amount of $383.34 on April 7, 2011 and posted to the account. The customer was issued a billing statement dated April 8, 2011 for billing period March 14, 2011 to April 5, 2011 in the amount of $59.70. The customer has a credit balance of $41.00. On April 7, 2011, a company representative spoke with Mrs. Peterson as a follow-up regarding credit balance on the account. Mrs. Peterson stated that she would like the credit to remain on the account to be applied to future billing. Vfaria

04/26/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 0999880W Name SLOAN ,DAVID MR. Business Name

Consumer Information

Name: DAVID SLOAN

Business Name:

Svc Address: 2132 LIVE OAK DR

County: Lake Phone:

City/Zip: Fruitland Park / 34731-

Account Number: 0016276050634555

Caller's Name: DAVID SLOAN

Mailing Address: 2132 LIVE OAK DR

City/Zip: FRUITLAND PARK ,FL 34731-

Can Be Reached: (804)-310-5111

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix0999880W

Response Needed From Company? Y

Date Due: 04/11/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/07/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 03/21/11

Time: 13:09

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1519.75

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/26/11

Closeout Type: WB-03

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1559.75

What is the date of the bill? 02/25/2011

Why do you believe you have been billed improperly? Caller states Aqua Utilities is charging him for 197,000 gallons of water.

Other Comments:

Caller states there is no way that he could have used this much water. Caller states he lives with his wife and that is all. Caller states there was something wrong with his meter that it wasn't registering what he was using for water. Caller states the Company did work where the meter was but he doesn't believe the meter was replaced. Caller states now the Company is charging him for 197,000 gallons of water. Caller

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states there is no way that he could have used this much water. Caller states there is no leak in the house either because when the Company was working on the meter he was told to turn on one of the faucets to make sure that the meter was working.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

04/07/2011 - Company response received via e-mail. /EEstelle

4/8/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 1/20/11, as a result of a field visit at the property it was found that the ERT (encoder receiver transmitter) was not function properly, which is the reason why the customer was receiving monthly bills for base facility charges only from March 2010 through 2/14/11.
o The ER was replaced on 1/20/11.
o A reading was manually obtained from the meter and the account was billed from 3/26/10 through 2/14/11, total consumption 197,000 in the amount of $1,559.75.
o As a result of Mr. Sloan inquiry of the high bill, further research was conducted.
o The bill issued for $1,559.75 was cancelled.
o It was confirmed that the last actual reading obtained on the account was 5/1/08.
o Therefore; the ERT was malfunctioning prior to Mr. Sloan's account being established.
o A revised billing statement was processed based on the household's daily average usage of 126 gallons per

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day.
o The revised billing statement dated 4/5/11, accounts for service 3/26/10 through 3/15/11 (354 days), total consumption 44,800 gallons in the amount of $155.36 after payments and adjustments applied.
o An Aqua Representative spoke with Mr. Sloan on 4/6/11, and explained that the original bill received in the amount of $1,559.75 was cancelled and a revised billing statement was processed based on a daily average of 126 gallons.
o The Representative explained the bill is a representation of his current usage averaged over 354 days due to the malfunctioning of the ERT.
o Mr. Sloan stated that he understood and was satisfied with the revised billing.
o He indicated that he would be out of town for a few days and would pay the bill if it arrives prior to him leaving or he would pay when he returns.
o He was also advised if he decided at a later date that he would like payment arrangements, he was provided a contact name and direct telephone number.
o The balance on the account is $155.36 due 4/27/11
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper billing and meter not read at regular intervals. Shonna McCray

4/26/11: This inquiry closed. It appears the company has violated PSC rules---improper billing and meter not read aat regular intervals. Shonna McCray

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Request No. 0999945W Name CILIENTO ,JOSEPH MR. Business Name

Consumer Information

Name: JOSEPH CILIENTO

Business Name:

Svc Address: 7524 HAWTHORN DR.

County: Pasco Phone:

City/Zip: Port Richey / 34668-1

Account Number: 907752 0650003

Caller's Name: JOSEPH CILIENTO

Mailing Address: 7524 HAWTHORN DR.

City/Zip: PORT RICHEY ,FL 34668-1715

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix0999945W

Response Needed From Company? Y

Date Due: 04/11/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/11/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 03/21/11

Time: 15:28

Via: MAIL

Prelim Type: DEPOSIT

PO:

Disputed Amt: 2.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 04/26/11

Closeout Type: WB-24

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

Request No. 0999945W Name CILIENTO ,JOSEPH MR. Business Name

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was forwarded to the Docket 100330

03/29/2011 Alice Green of Aqua Utilities requested that this complaint be resent via email to the company email address. Resent copy of case per request. ACalhoun

04/11/2011 - Company response received via e-mail. /EEstelle

4/12/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Mr. Ciliento's is a seasonal customer and has previously notified the company when he would be leaving his residence and or returning.
o On 12/20/10, Mr. Ciliento contacted the Customer Service Center advising that he would be returning to his residence, 7524 Hawthorn Drive, Port Richey Florida effective 1/3/11, requesting the service be turned on.
o The Company Representative updated the account however; billed the account twice for the turn-on fee in error.
o The account was billed $44.00 instead of $22.00.
o The account was adjusted on 4/4/11, in the amount of $22.00.
o A Representative spoke with Mr. Ciliento on 4/7/11, explained that he was billed twice for turn-on fee in error and the account was adjusted on 4/4/11.
o The Representative reviewed the account with him.
o Mr. Ciliento stressed that he was not happy with the rates that the company was charging.
o It was shared that prior to a rate increase the company has to follow a procedure with PSC in addition there are hearings scheduled for customers to attend to voice their opinions.
o Mr. Ciliento indicated that he was aware of the hearings however; he wanted to voice his protest against the rates to PSC in writing.
o Mr. Ciliento stated that he appreciates the adjustment on the account and acknowledged the company for responding to his complaint.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper billing. Shonna McCray

Request No. 0999945W Name CILIENTO ,JOSEPH MR. Business Name

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4/26/11: This inquiry closed. It appears the company has violated PSC rules---improper billing. Shonna McCray

Request No. 1000272W Name THIBODEAU ,MICHAEL MR. Business Name

Consumer Information

Name: MICHAEL THIBODEAU

Business Name:

Svc Address: 7924 WAXWOOD DRIVE

County: Pasco Phone: (803)-649-7480

City/Zip: Port Richey / 34668-

Account Number: 000908970

Caller's Name: NORMAN THIBODEAU

Mailing Address: 1508 PINE LOG ROAD

City/Zip: AIKEN ,SC 29803

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1000272W

Response Needed From Company? Y

Date Due: 04/13/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/13/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 03/23/11

Time: 11:34

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 35.44

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/03/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0999945W Name CILIENTO ,JOSEPH MR. Business Name

PAGE NO: 652

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $35.44

What is the date of the bill? March 2011

Why do you believe you have been billed improperly? Customer states his house is sitting empty but he is being charged for water and wastewater. Customer is aware of the BFC and that part of the bill is not in dispute.
Customer wants to have his meter checked for accuracy and his account reviewed for correct billing.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/13/11 Customer states the disputed charge is a base facilities charge, per Aqua. Advised the customer that is an approved charge. Customer protest the commissions approval of the base facilities charge. tkemp

04/13/2011 - Company response received via e-mail. /EEstelle

4/13/2011- Reviewed Company Response:
Company spoke to customer on 4/12/11, customer indicated the complaint is for his son's property. Customer is opposed to the base facility charge. Customer was advised of the facility charge and approved rate for the charge. A field service representative visited the property and the meter was checked for

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accuracy, there were no leaks and the meter reading was 288. A bucket test was performed, meter tested at 100%. Vfaria

04/19/2011 - Customer states he doesn't agree with paying $35.44 for a base facilities charge. Customer does not agree having to pay a charge for 0 usage. Customer wants an explanation as to "Why" this is allowed. Rik Koeteeuw

4/19/2011- A resolution letter was sent to customer to address his objection. Closure date will not change. Vfaria

04/25/2011 Customer called and requested analyst Violet, transferred. tkemp

4/25/2011- Mr. Thibodeau called about his ongoing complaint. He wanted information about the company's filing in capital improvement. Customer states there have been no improvement to the water quality and sewer lines. He wanted to know if they can charge a base facility charge on sewer and water, why hasn't the company made any improvements with that money. Customer wants to know if Aqua provides the PSC with annual capital improvements. If they have he would like a copy and if they have not, he would like to know. I advise customer to contact Department of Economic Information (PSC) to request additional information on the company filings and I also provided the number of Department of Environmental Protection for the water quality issue. Customer states he will most likely contact the Govenor's Office. Vfaria

4/25/2011- Customer would like Aqua to know that he is requesting their capital improvement filings. Vfaria

05/03/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

5/16/11- Customer says that Aqua continues to bill him for usage. Customer indicated that in April he was billed $2.79 for 0 gallons and in May$.21 for 100 gallons. Customer says that he does not use any water, however his bills are fluctuating every month. I requested bill copies from the customer for April and May however he refused and asked what building we're located in and stated that he will be coming to Tallahassee in the near future.

05/23/2011- Customer states he is currently in South Carolina and could not send in the requested bills at this time as the bills are in Florida and he is not. Customer states he is not pleased with Aqua and believes his meter reading was changed. Customer states he will be soon returning to Florida and plans to take care of his business when he returns. SWilliams
Customer wanted his meter readings to be a part of the case record. He states they went from 56623985 on 04/08/2011 to 0002930 on 05/16/2011. Customer would like to have Aqua respond to how this change of reading occurred. SWilliams

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Request No. 1001431W Name DAVIS ,EVAN MR. Business Name

Consumer Information

Name: EVAN DAVIS

Business Name:

Svc Address: 16 ABERDEEN CIRCLE

County: Lake Phone: (352)-742-1762

City/Zip: Leesburg / 34788-

Account Number:

Caller's Name: EVAN DAVIS

Mailing Address: 16 ABERDEEN CIRCLE

City/Zip: LEESBURG ,FL 34788-

Can Be Reached: (352)-409-4552

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix1001431W

Response Needed From Company? Y

Date Due: 04/20/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 04/19/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 03/30/11

Time: 12:39

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 225.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/06/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $225.00

What is the date of the bill? March 2011

Why do you believe you have been billed improperly? Customer states a new meter was put in by Aqua. Customer states when the meter was changed out the company sent him a bill for over $200 advising customer that his meter had been jammed and now he owed more money as the old meter did not correctly register his usage.

Other Comments: Customer states he has never tampered with his meter and has been paying his bill each month as it has been sent out to him. Customer wants the old meter examined to determine if it was registering correctly or if the company is trying to charge him for water he never used.

Request No. 1001431W Name DAVIS ,EVAN MR. Business Name

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Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/19/2011 - Company response received via e-mail. /EEstelle

4/21/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- A Field Technician was at the property on 12/29/10.
- It was reported the meter was stuck and faulty encoder reading (36424).
- On 1/27/11, the meter and ERT was exchanged at the property.
- Old meter #56609927 had a removal reading of 36424.
- The new meter #10076177 had a reading of 00000.
- Due to the stuck meter, the revised bill was based on the customer's daily average usage.
- A revised billing statement dated 2/14/11, was issued for services rendered 5/13/10 through 2/10/11, total amount of days 273, total consumption 82,500 billed amount $205.59.
- An Aqua Representative spoke with Mr. Davis on 4/19/11, explained that the monthly billing statements he

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received from meter reading dated 7/15/10 through 1/14/11, was for base facility charges not including monthly usage as a result of the stuck meter.
o Further explaining due to the stuck meter the billing for the timeframe was based on his daily average and billed from 5/13/10 through 1/27/11.
o Mr. Davis stated that he understood but was not aware that the company could back bill for the time period in question.
o It was shared that the company can back bill 12 months in accordance with state regulations.
o The customer currently has a balance of $37.00 which is due 5/10/11.
Shonna McCray

5/6/11: This inquiry closed. Shonna McCray

Request No. 1002964W Name EDWARDS ,CAROL MS Business Name

Consumer Information

Name: CAROL EDWARDS

Business Name:

Svc Address: 504 WAX PALM LANE

County: Seminole Phone: (407)-971-2134

City/Zip: Chuluota / 32766-

Account Number: 0015114791059908

Caller's Name: CAROL EDWARDS

Mailing Address: 504 WAX PALM LANE

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached: (407)-506-3560

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886
Company:
Attn. Lesley Dix1002964W
Response Needed From Company? Y
Date Due: 04/28/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 04/28/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: SGW
Date: 04/07/11
Time: 10:28
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 5860.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 06/09/11
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 1001431W Name DAVIS ,EVAN MR. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $5860.00

What is the date of the bill? March 31,2011

Why do you believe you have been billed improperly? Customer states her Aqua water bill has never gone over $60.00 since she has lived in her house. On March 31,2011 she received a bill for $5,917.92 from Aqua. Customer states she is billed 337 days from April 19,2010 to March 22,2011. This would add $493.16 per month to the bill. Aqua's letter told the customer that the oversite was on the part of the company. Customer has not had her meter changed out or tested or any confirmation of the under-registering meter whatsoever.

Other Comments: Customer does not believe she owes this amount to Aqua Utilities in Seminole county, Fl.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/12/2011 Customer called back. Advised customer that the company has until April 28, 2011 to respond to the complaint filed. Rik Koeteeuw

Request No. 1002964W Name EDWARDS ,CAROL MS Business Name

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04/26/11 Customer has received an adjusted bill for $1378.41. Customer does not trust the calculations of the back bill are correct and would like those amounts reviewed and explained. Customer is also requesting copies of the last 12 months of billing. tkemp

4/26/11: ATTN COMPANY:
PLEASE PROVIDE COPIES OF THE LAST 12 MONTHS OF BILLING STATEMENTS TO THE CUSTOMER. Shonna McCray

04/28/2011 ~ Company response received via e-mail. /EEstelle

4/29/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
- The account was established 9/12/08.
- Mrs. Edwards is correct stating that her bill has not gone over $60.00 per month.
- On 12/23/10, as a result of a field visit it was found that the encoder receiver transmitter (ERT) was damaged therefore; the radio frequency (RF) unit was not transmitting a reading from the meter.
- A manual reading of 11436 obtained.
- On 3/22/11, a check reading of 12027 was obtained manually.
- A revised bill was issued dated 3/31/11, for services rendered 4/19/10 through 3/22/11, total days of service 337, total consumption 1,199,800 gallons in the amount of $5,917.92, gallons per day 3,560.
- Although this revised bill was issued, it was cancelled due to the total consumption the customer was billed which covered the period from 9/12/08 through 3/22/11.
- The account was re-billed based on customer's daily average of 546 gallons per day.
- The revised billing statement dated 4/13/11, represents bill period 4/19/10 through 3/22/11, in the amount $1,378.41, total consumption 184,300 gallons for 337 days.
- This bill represents unbilled usage to be in accordance with Rule 25-30.350 back billing an account.
- Previous billing statements Mrs. Edwards received were for base facility charges only.
- On 4/8/11, a follow-up visit to the property to check the meter and ERT functioning as designed, reading of 12120 was obtained.
- Based on the reading of 12027 obtained on 3/22/11 and reading of 12120 obtained on 4/8/11, the total consumption of 9300 with a daily average of 547 gallons per day.
- The customer has received a current billing statement covering billing period 3/22/11 through 4/15/11, total consumption 11,900 in the amount of $122.37.
- This billing is based on actual readings capturing customer's usage.
- On 4/26/11, an Aqua Representative spoke with Mrs. Edwards and explained that the revised bill was issued due to the company error in not billing for usage for the time she moved into the property.
- Explaining that due to state regulations, the company can back bill an account for 365 days.
- Mrs. Edwards was not in agreement that the company should be able to recover cost due to internal error and that she would contact PSC staff to confirm.
- Mrs. Edwards was advised and assured that the company was following state regulations.
- The Representative also shared that she was eligible for payment arrangements.

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o Mrs. Edwards stated that she would review the account with her spouse and contact the company if needed.
o There is a total account balance in the amount of $1,500.78 which is due 5/11/11.
Shonna McCray

NOTE: It appears the company has violated PSC rules---improper back billing (customer originally back billed from 9/12/08). Shonna McCray

4/29/11: 8:45 a.m. Called Ms. Carol Edwards at 407-506-3560 and 407-971-2134; left message requesting a return call on home number. Shonna McCray

4/29/11: Customer called directly. Ms. Edwards states they only used 1,266 gallons in 22 days so there is no way they use 546 gallons per day as Aqua states. She stated the company is criminals. She asked how can the company go back and bill when it is there fault. Explained to Ms. Edwards F.A.C. allows the company to back bill for 12 months when the meter is not working properly. Also explained to Ms. Edwards she could have contacted the company when she saw the usage was 0 gallons each month. Advised Ms. Edwards I would re-contact Aqua and request that the meter be tested. Ms. Edwards request to be present when the meter is tested.
Shonna McCray

4/29/11: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
THE CUSTOMER REQUEST THE METER BE TESTED IN HER PRESENCE. PLEASE CONTACT THE CUSTOMER AND MAKE ARRANGEMENTS TO TEST THE METER. PLEASE PROVIDE RESPONSE AND RESULTS OF THE METER TEST BY 5/10/11. Shonna McCray

5/11/11 9:28 a.m. Called Alice Greene with Aqua regarding the supplemental response. She will send the response. Shonna McCray

05/11/2011 - Company response received via e-mail. /EEstelle

5/12/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o On 4/29/11, Mrs. Edwards agreed to meet a Field Representative at the property on 7/6/11.
o A Field Representative at property performed the test on meter; tested overall 100.6%, within standards.

o There is an account balance of $1,500.78.
o Mrs. Edwards was advised that she was eligible for a payment arrangement.
o She indicated that she would need to speak with Mr. Edwards before committing.
o The results were as follows:
1 GPM - 103.0%
5 GPM - 100.0%
15 GPM - 99.0%
Shonna McCray

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5/12/11: Resolution letter prepared. Shonna McCray

5/12/11: Resolution letter mailed. Shonna McCray

6/9/11: No further contact from customer. This inquiry closed. Shonna McCray

Request No. 1002987W Name , Business Name SUMMIT CHASE HOA

Consumer Information

Name:

Business Name: SUMMIT CHASE HOA

Svc Address: 12403 CLUBHOUSE COURT

County: Lake Phone: (352)-250-2882

City/Zip: Tavares / 32778-

Account Number:

Caller's Name: NANCY RUSK

Mailing Address: 12407 SUMMIT CHASE DRIVE

City/Zip: TAVARES ,FL 32778

Can Be Reached:

E-Tracking Number: 28513

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix1002987W

Response Needed From Company? Y

Date Due: 04/28/11

Fax: (866) 780-8299 B

Interim Report Received: / /

Reply Received: 04/28/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 04/07/11

Time: 11:17

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/20/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1002964W Name EDWARDS ,CAROL MS Business Name

PAGE NO: 661

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, April 07, 2011 9:04 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 28513

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Nancy Rusk
Telephone: 3522502882
Email: civic14@yahoo.com
Address: 12407 Summit Chase Drive Tavares 32778

BUSINESS INFORMATION

Business Account Name: Summit Chase Home Owners Association Account Number:
Address: 12403 Clubhouse Court Tavares FL 32778

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
We have a problem with Aqua Source's creative accounting when it comes to our billing. All of our water comes through one pipe which we pay about $900 a month for utilities charges, then each person gets their own billing each month. THe Clubhouse and Irrigation are on separate billings. In order for Aqua to come up with the irrigation billing they subtract all of the individual units usage amount from the total, manually. We have no way of substantiating that they are doing this accurately. Also, the meter stopped moving for months and despite us calling and pointing this out, they told us not to worry about it. When they finally repaired the meter, we owed about $58,000 to them, but they have no way to show us how that happened. We are now paying off this huge bill at $2000 per month and plus paying the $900 a month for the basic line we all get our water from then each of us are paying a basic amount on each unit plus the sewage monthly basic rate. We pay the $900 basic rate no matter we shut the water off and no longer water the grass. We do not see the figures they use to come up with our final billing each month and most times we have to call and remind them to send us a bill since they are doing it manually. Sometimes the errors are so blatant (Such as no water being used, yet being charged) that we call and complain and they adjust the bill.

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We have no faith that they are accurate. This is a nightmare in motion that we will never get off of and now they want a increase. We keep paying because they keep threatening, what does this remind you of? Please don't let them purchase more facilities and do this to anyone else. We hope to be able to sleep again one day and to flush our toilets and bathe and water our grass and see grass that is green instead of brown and dead. No increase please!

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/28/2011 - Company response received via e-mail. /EEstelle

4/29/2011- Reviewed Company Response:
Please find a summary of events that have occured regarding the account. Company staff have been in contact with Mrs. Schloegel regarding billing question for Summit Chase HOA. Monthly contact is made directly with Mrs. Schloegel to address any billing concerns. Company staff have tried to reach Mrs. Rusk to advised of company contact. Attached is a letter that was mailed to Mrs. Rusk, in addition a direct telephone number was left on voice mail.

Request No. 1002987W Name , Business Name SUMMIT CHASE HOA

PAGE NO: 663

Aqua Utilities Florida staff provided usage for all individual residents to Marge Schoegel, September 2010. Mrs. Schoegel, representing the HOA, reviewed the billing and usage data with a company representative, Mr. Barnes. Based on the data provided, Mrs. Schoegel agreed to a credit adjustment and additionally the HOA would pay a predetermine amount each month toward the arrears balance plus current bills as due.

On-going Mr. Barnes reviews the monthly billing statement in addition, he contacts Mrs. Schoegel monthly to address any questions or concerns she may have regarding the billing. Mr. Barnes spoke with Mrs. Schloegel the week of April 18 and again on April 28th. Mrs. Schoegel requested verification of payments applied to the account which was posted. Mr. Barnes has also agreed to forward an account summary along with April 2011 billing statement to Mrs. Schoegel next week.

Aqua Utilities staff was advised that Mrs.Schoegel was the contact person for the Homeowners association. To ensure that all issues have been addressed and to avoid miscommunication it is recommended that all questions and concerns be forwarded to Mrs. Schoegel since she has been the point of contact and has billing documentation. Vfaria

5/2/2011- ATTN AQUA UTILITIES: SUPPLEMENTAL REQUEST:
- Please provide the PSC with the original case number that customer had about the rebilling issue.

1- Customer states they were advised they owed $58.000 due to a faulty meter, but your report provided no information on this issue.

2- Customer appears to have an issue with the billing not providing proper usage.
Your report has no information on this.

3- Customer's email states there is an issue with how the company calculates the irrigation use.
There is no information on this on your report.

Additional information is needed to understand what Aqua is doing to resolve customer's billing issues.

A full response is due by May 11, 2011. Vfaria

05/11/2011 - Company response received via e-mail. /EEstelle

5/16/11- Reviewed Company Response:
There were 2 previous cases associated with Summit Chase HOA account. Aqua Utilities Florida was advised that Marge Schloegel, President of the association was representing the HOA and all communications should be directed to her. Aqua provided documentation per request however; since Mrs. Rusk is not listed as a person that the company can share data with, the detailed information regarding the account was not forwarded to her. Communication would be via Mrs. Schloegel to the HOA members.

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- Case#942825W- 5/12/2010 - President of HOA Marge Schoegel
- Case#946180W-Nancy Rusk

1- Customer states they were advised they owed $58.000 due to a faulty meter, but your report provided no information on this issue.

- AUF has held several meetings with President Marge Schoegel regarding the account. It is my understanding that Mrs. Schoegel is the spokes person for the HOA. After several meetings, Mrs. Schoegel signed off on adjusted billing in addition agreed to a payment arrangement. I have attached the payment arrangement which was signed by Mrs. Schoegel and a detail account history providing the billing and adjustments that were agreed on with HOA President, Marge Schoegel and Aqua Utilities Management staff. Please reference documentation from Case#942825W which includes billing history and communications with HOA, President Marge Schoegel. It is my understanding that Mrs. Schoegel has signed off and stated that the HOA was satisfied with what she has agreed with AUF management staff.

2- Customer appears to have an issue with the billing not providing proper usage.
Your report has no information on this.

- Please reference Case#942825W -attached account history which represents the billing and usage for the property.

3- Customer's email states there is an issue with how the company calculates the irrigation use.

- The meter configuration at the property consist of 2 meters, a 6 inch meter which feeds the entire property and a 1 ½ inch deduct meter. The 6 inch meter measures the total amount of water being used by the premise and the deduct meter measures irrigation used by the HOA residents for irrigation. All the HOA residents are individually meter for water usage associated with their in. Vfaria

05/20/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 1003361W Name WILLIAMS ,PEGGY MS. Business Name

Consumer Information

Name: PEGGY L WILLIAMS

Business Name:

Svc Address: 78 JASMINE ST.

County: Highlands Phone: (863)-659-1070

City/Zip: Lake Placid / 33852-9

Account Number: 001608176 0650634

Caller's Name: PEGGY L WILLIAMS

Mailing Address: 78 JASMINE ST.

City/Zip: LAKE PLACID ,FL 33852-9397

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix1003361W

Response Needed From Company? Y

Date Due: 05/02/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/02/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 04/11/11

Time: 11:25

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/19/11

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Improper billing, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

Request No. 1003361W Name WILLIAMS ,PEGGY MS. Business Name

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

05/02/2011 - Company response received via e-mail. /EEstelle

5/3/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Alice Greene spoke with Mrs. Williams on 4/29/11.
o They reviewed the usage for billing period 2/2/11 to 3/2/11.
o Total consumption was 21,200 gallons for 28 days of service, average daily usage 753 gallons per day.
o A Field Service Representative was at the property on March 21, 2011. The meter and encode transmitter (ER) were both checked and found to be working properly.
o Mrs. Williams was available at the time of the visit.
o The Field Representative demonstrated where the leak indicator on the meter was not moving confirming no leaks.
o There is an outside spigot at the property however; it is not known if water was turned on during the billing period since Mrs. Williams shared that she was out of town for a period of time.
o In addition to the field visit, Mrs. Williams provided documentation that she had the property checked by C & C Plumbing Inc. on 3/24/11.
o The usage that registered on the meter confirms that the there was an unidentified event that took place at the property.
o Mrs. Williams has certainly taken action to confirm that all plumbing fixtures are in working order.
o Aqua has offered a onetime leak adjustment in the amount of $145.58.
o A follow-up visit will take place on 5/3/11, at which time the Field Technician will perform a bucket test on the meter.
o Mrs. Williams is in agreement of the field/bucket test and has accepted the adjustment of $145.58.
Shonna McCray

05/09/2011 - Company response received via e-mail. /EEstelle

5/10/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

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- A field test was performed at the property on5/6/11.
- The test results were as follows:
  High - 99.0%
  Medium - 9 =9.4%
  Low - 99.0%
  Overall - 99.14%
- The Field Service Representative found a leak at the nipple on the customer side of the meter when he dug near the meter.
- However; the leak indicator needle was not spinning.
- The Technician was able to repair the leak at the coupling and noted that the water was not registering on the meter.
- Alice Greene spoke with Mrs. William on 5/9/11, and reviewed the results.
- Mrs. Williams did indicate she was present and spoke with the Field Representative.
- Stated she is satisfied with company results.

Shonna McCray

5/19/11: This inquiry closed. Shonna McCray

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Request No. 1004969W Name FARMER ,MIKE MR. Business Name

Consumer Information

Name: MIKE FARMER

Business Name:

Svc Address: 347 TULIP TREE LN.

County: Volusia Phone: (386)-673-6481

City/Zip: Ormond Beach / 32174-

Account Number:

Caller's Name: MIKE FARMER

Mailing Address: 347 TULIP TREE LN.

City/Zip: ORMOND BEACH ,FL 32174-

Can Be Reached:

E-Tracking Number: 28626

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS887
Company:
Attn. Lesley Dix1004969W
Response Needed From Company? Y
Date Due: 05/12/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 05/12/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 04/21/11
Time: 10:32
Via: E-FORM
Prelim Type: OUTAGES
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 05/31/11
Closeout Type: GI-15
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, April 21, 2011 9:35 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 28626

Complaint filed with PSC

Select County: VOLUSIA
CUSTOMER INFORMATION

Request No. 1004969W Name FARMER ,MIKE MR. Business Name

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Name: Mike Farmer
Telephone: 386-673-6481
Email:
Address: 347 Tulip Tree Lane Ormond Beach 32174

BUSINESS INFORMATION

Business Account Name: Mike Farmer
Account Number:
Address: 347 Tulip Tree Lane Ormond Beach Florida 32174

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
Aqua Utilities, after raising our rates 400%, apparently finally decided to do some improvements on the water system. Starting at 9:00 pm April 20, 2011, to 5:00 am April 21. At 6:00 am, we had no water and the service number for Aqua told me that they ran into a problem and there wasn't anything they could do about the outage. At 7:00 am, we still had no water. That is a real problem for people that have to get up and go to work. In addition, the huge increase in rates has done nothing to improve the quality of our water. It is undrinkable. My wife and I must pay for bottled water in order to have water to drink. The entire system and relationship with Aqua Utilities is unacceptable, especially with the huge rate increase we have been forced to accept over the past year or so. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Customer correspondence was forwarded to Docket 100330

05/12/2011 - Company response received via e-mail. /EEstelle

5/13/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o In preparation of the outage, Aqua personnel distributed planned outage notices to customers on 4/18/11, to provide over 48 hours' preparation time prior to the outage.
o A case of bottled water was distributed to each home prior to the event along with a letter of explanation and various paraphernalia (chip clips, water conservation tips, Aqua 'fish', etc).
o The outage was scheduled from late evening to early morning as opposed to during the work day to again minimize any adverse impact to the customers.
o The outage began at 9:00 p.m. on 4/20/11.
o Water service was restored at 7:45 a.m. on 4/21/11.
o The contractors were delayed due to problems encountered in their efforts to completely empty the tank to prepare it for the liner installation.
o The Boil water notice was rescinded on 4/23/11, between 3:00 p.m. and 6:00 p.m. after verbal confirmation was receive on water sample results.
o Mr. Farmer returned Alice Greene's call on 5/12/11.
o He raised concerns regarding the rate increase.
o He indicated that he has not seen any improvements to the system.
o Ms. Greene advised that there are hearings held for customers to voice opinion, he indicated he is represented by HOA representative.
o Ms. Greene also shared that the planned outage was an action step in improving water system.
o Mr. Farmer stated that he has to spend extra monthly on a softener and bottled water.
o Ms. Greene suggested having a Representative from the Water Quality Department visit the property.
o Mr. Farmer was in agreement.
o The 5/12/11 Field Visit Report, CL2 (1.6), no problem found, a door tag was left.
o A Representative will be contacting Mr. Farmer via telephone to address any questions he may have regarding water quality.
Shonna McCray

05/20/11 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

This is a response to Aqua Utilities' response to my complaint. In my eyes, this issue has not been resolved

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and Aqua Utilites does not seem to have a solution, except to continue to raise their rates. My wife was told that they are completely aware of all the problems with the water - undrinkable, smells bad, must use a water softener - but cannot do anything about these issues for two reasons: 1) They need to continue to raise rates in order to have more money for corrective action; and 2) Not enough people have complained. We have already endured a 400% rate increase and complaints have been registered with Aqua since they purchased the system. Enough is enough. There needs to be no more rate increases. In fact, there should be a significant decrease. If they cannot afford to make the necessary improvements, then they should not have purchased the system.

5/24/11: Reviewed customer correspondence and added to file; the customer is protesting rate increase. Forwarding case to Supervisor for review and advise. Shonna McCray

5/24/11: Will send customer a letter regarding the rate protest. Shonna McCray

5/25/11: Letter prepared. Shonna McCray

5/25/11: Letter mailed to customer. Shonna McCray

5/31/11: This inquiry closed. Shonna McCray

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Request No. 1004981W Name ROSSER ,CHARLES MR. Business Name

Consumer Information

Name: CHARLES ROSSER

Business Name:

Svc Address: 34121 LINDA LANE

County: Lake Phone: (352)-343-4170

City/Zip: Leesburg / 34788-

Account Number: 0008966140639495

Caller's Name: CHARLES ROSSER

Mailing Address: 34121 LINDA LANE

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix1004981W

Response Needed From Company? Y

Date Due: 05/12/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/12/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 04/21/11

Time: 10:50

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 250.28

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/26/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $250.28

What is the date of the bill? April 18,2011

Why do you believe you have been billed improperly? Customer states Aqua Utilities is backbilling him from April 15,2010 to March 23,2011, or 342 days. The letter states it was an error on Aqua's part.

Other Comments: Customer states he has been living in his home for 14 years and has been paying his bill every month to the water companies. Customer states the Aqua letter states his average daily usage is 316 gallons over the 342 days but customer states this is much too high to reflect his actual usage. Customer states only 2 people live in his home and are very conservative with the water they use.

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Customer states his meter was changed out on April 15,2010. Customer does not believe the backbilling is reasonable as he has continued to pay his bills as sent out by the company and does not understand why they could come back now and request even more money from him.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

5/06- Customer says he received another bill, this time for $302.00, however he will only pay $22.85 which is what his bill should have been. I reviewed the complaint process with the customer and advised him that the company has through May 12, 2011 to contact him regarding the complaint. NHollinhead

05/12/2011 - Company response received via e-mail. /EEstelle

5/16/11- Reviewed Company Response:
A billing statement was issued dated April 8, 2011 for services rendered April 15, 2010 through March 23, 2011, total consumption 108,100 gallons in the amount of $250.28. The amount due takes into account payments made by the customer and adjustments.

- On March 14, 2011 a field representative was at the property and identified that the meter had been stuck since the monthly cycle reading obtained October 13, 2009. Effective the November 13, 2009 meter reading

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date through February 11, 2011 the customer was billed for zero consumption resulting in the billing of base facility charges.

- Meter exchange on March 22, 2011
  - old meter #56598677ert#57762421 removal reading 7437.0
  - new meter #56586826 ert#57762421 start reading 3161.0

- A revised billing statement was issued dated April 18, 2011 for service rendered from April 15, 2010 to March 22, 2011 for 341 days (old Meter) and from March 22, 2011 to April 16, 2011 for 25 days (new meter). Total consumption 122,900 in the amount of $302.66.

- The previous billing statement dated April 8, 2011 in the amount of $250.28 total consumption 108,100 gallons was cancelled.

The account was not billed for usage from October 13, 2009 through March 22, 2011 total 467 days. With a stuck meter, the account was billed based on an average of 335 gallons per day bill amount $302.66. In reviewing the account the customer was given an additional adjustment for 16,400 gallons which equal to $127.81.

On May 11, 2011, a company representative spoke with Mr. Rosser explained the rebilling of the account. The representative advised since the meter was stuck it was no way to determine the actual usage that registered on the meter. The representative advised that after further review an additional adjustment of $127.81 (16,400 gallons) was applied to the account with a net total due his is being billed net total of $174.85 for usage not billed. Mr. Rosser stated he does not review his statements so he was not aware that he was only paying the base charges. He further stated that the company should not be allowed to back bill if the mistake is due to company error. It was shared that the company is allowed to back bill for 365 days per state regulations. Mr. Rosser was advised if he was interested in a payment arrangement he would need to contact customer service. The adjustment of $127.81 was which leaves an account balance $152.00 which was due May 9, 2011.
According to the account history, prior to the meter being exchanged on March 22, 2011, the last exchange was January 15, 2008. Vfaria

05/23/2011 Customer was transferred to Violet Faria. Rik Koeteeuw
Reviewed response with customer. He stated he only was charged the base facility charge and I explained that was the basis for the company to rebill his account, because his meter was stuck and he was not charged for the water he used. I explained to the customer that the company has agreed to provide an adjustment on the total amount billed since it took the company more than a year to verify the meter was stuck. Customer appeared to understand. He did not state he wanted to further dispute the complaint, but he did request the number to DEP (department of environmental protection) to have his water quality checked. Vfaria

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05/262011 - Having received no further contact from the customer, this complaint is closed this date as GI-25.
VFaria

Request No. 1005233W Name SHAFFER ,ANTOINETTE MS. Business Name

Consumer Information

Name: ANTOINETTE SHAFFER

Business Name:

Svc Address: 209 CHEROKEE RD.

County: Volusia Phone: (386)-527-9068

City/Zip: Ormond Beach / 32174-

Account Number:

Caller's Name: ANTOINETTE SHAFFER

Mailing Address: 209 CHEROKEE RD.

City/Zip: ORMOND BEACH ,FL 32174-

Can Be Reached:

E-Tracking Number: 28639

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS887

Company:

Attn. Lesley Dix1005233W

Response Needed From Company? Y

Date Due: 05/13/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/12/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 04/22/11

Time: 15:50

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/31/11

Closeout Type: GI-15

Apparent Rule Violation: N

Request No. 1004981W Name ROSSER ,CHARLES MR. Business Name

PAGE NO: 676

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, April 22, 2011 2:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 28639

Complaint filed with PSC

Select County: VOLUSIA
CUSTOMER INFORMATION

Name: Antoinette Shaffer
Telephone: 386-527-9068
Email: okshaffers@aol.com
Address: 209 Cherokee Road Ormond Beach 32174

BUSINESS INFORMATION

Business Account Name: Antoinette Shaffer Account Number:
Address: 209 Cherokee Road Ormond Beach Florida 32174

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
First, the company shut off the water for some type of maintenance. The water was to be back on at 5am and service was not restored until about 9am. Because of the delay, my 3 kids and myself were late to school and work. I did not prepare for "No Service" in the AM.

Their water quality is aweful. I have to rent a conditioner and the salt to get the water to a quality that does not leave heavy residue. The water is not fit for consumption. I have to pay an additional expense of about $50.00 per month (rental & salt)to be able to use the water service. Their charges have gone up, and up, and up. Probably 300 or 400 percent. It seriously needs to be investigated. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/12/2011 - Company response received via e-mail. /EEstelle

5/16/11- Reviewed Company Response:
Planned outage notices were distributed to the customers on Monday April 18th to provide over 48 hours preparation time prior to the outage. The outage began at 9:00 PM on Wednesday April 20th. Water service was restored at 7:45 AM on Thursday April 21st. The contractors were delayed due to problems encountered in their efforts to completely empty the tank to prepare it for the liner installation. A representative from the Water Quality department visited the property and spoke with Mrs. Shaffer on April 26, 2011. Vfaria

05/31/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

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Request No. 1007491W Name CISNEROS ,ROLANDO MR. Business Name

Consumer Information

Name: ROLANDO CISNEROS

Business Name:

Svc Address: 638 CHAMBERLAIN BLVD

County: Hardee Phone: (863)-399-6032

City/Zip: Wauchula / 33873-

Account Number: 0009060380648446

Caller's Name: ROLANDO CISNEROS

Mailing Address: PO BOX 1593

City/Zip: ZOLFO SPRINGS ,FL 33890

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS938

Company:

Attn. Lesley Dix1007491W

Response Needed From Company? Y

Date Due: 05/26/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/19/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 05/05/11

Time: 16:54

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 935.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/14/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $ 668.00 for May and $267.00 for April

What is the date of the bill? May 2011

Why do you believe you have been billed improperly? Customer states his bill is usually $150 per month on average. Customer states he was charged $818.16 for current bill with usage of 45,300 gallons which customer states he could not have possibly used.

Other Comments: Last month customer paid a bill of $417.62 when his normal bill was around $150.00. Customer paid that bill but is disputing $267.00 of that amount.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1007491W Name CISNEROS ,ROLANDO MR. Business Name

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1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

05/16/2011 - Caller states he wanted to know about status on the complaint. Caller states he still hasn't received a response from the Company but he did send the Company a $150 payment. Advised caller his Company has until end of business on 05/23/2011 to respond and to allow more time. Caller understood. MBermudez

5/19/2011- ATTN AQUA: Customer states that there has not been any contact about the complaint. Please note the due date is May 26, 2011. Vfaria

05/19/2011 - Company response received via e-mail. /EEstelle

5/20/2011- Reviewed Company Response:
Billing statement dated March 7, 2011 was issued for services rendered February 2, 2011 to March 2, 2011, total consumption 23, 100 gallons, 28 days in the amount of $417.62.
- Billing statement dated April 6, 2011 was issued for services rendered March 2, 2011 to April 1, 2011, total consumption 45,300 gallons, 30 days in the amount of $818.11.
- Billing statement dated May 10, 2011 was issued for services rendered April 1, 2011 to May 1, 2011, total consumption 7,600 gallons, 31 days in the amount of $163.25

On April 19, 2011 company representative at the property performed field test on meter ran 10 gallons through at fast - 10.0, medium - 10.5 and slow - 10.5 overall all average 10.5 at 100.0%. The customer was not present for the test however; a door tag was left at the property.

On May 16, 2011 a company representative spoke with Mr. Cisneros he indicated that he had renovations taken

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place at the property replacing 2 toilets, replacement of shower and other minor plumbing fixtures from February through the beginning of May indicating that plumbing problem could have played a role in high usage. Mr. Cisneros was advised that if he could provide receipts of work done at property, account could be reviewed for possible leak adjustment. Mr. Cisneros stated that he no longer had paperwork.

The representative advised to forward letter to company providing details of work completed for review. Once the documentation is received, he will qualify for a one time courtesy adjustment in the amount of $309.39 and if needed a payment arrangement will be updated on the account. It has been shared with Mr. Cisneros that the adjustment can not be applied until documentation is received by the company that the repairs have been completed. To-date Mr. Cisneros has not forwarded documentation. Currently there is an account balance in the amount of $831.36 due June 1, 2011. Vfaria

06/03/2011 - Company response received via e-mail. /EEstelle

Response received is a duplicate and has been added to the file. Vfaria

06/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 1007537W Name CUMBIE ,ELIZABETH PEARL MS. Business Name

Consumer Information

Name: ELIZABETH PEARL CUMBIE

Business Name:

Svc Address: 11575 C.R. 75 W.

County: Sumter Phone: (352)-793-4332

City/Zip: Webster / 33597-

Account Number:

Caller's Name: ELIZABETH PEARL CUMBIE

Mailing Address: 11575 C.R. 75 W.

City/Zip: WEBSTER ,FL 33597-

Can Be Reached: (352)-563-3133

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS768

Company:

Attn. Lesley Dix1007537W

Response Needed From Company? Y

Date Due: 05/27/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 05/26/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 05/06/11

Time: 10:58

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1213.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/14/11

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint

Request No. 1007537W Name CUMBIE ,ELIZABETH PEARL MS. Business Name

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d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was forwarded to the PSC via mail from DOACS.

05/26/2011 - Company response received via e-mail. /EEstelle

5/27/11- Reviewed Company Response:
In reviewing Mrs. Cumbie's account, from the May 10, 2010 reading date through April 8, 2011 read date, the account was billed for base facility charges only. On April 11, 2011 a field represent was at the property to inspect the meter and obtain a reading. The meter glass was broken however; a manual reading was obtained (022596). The meter was exchanged on April 11, 2011, old meter #56614086, removal reading (022596), new meter# 565755233 start reading (000020.0).

In order to correct the account and to be in accordance with Rule 25-30.350 back billing. A revised billing statement was issued dated April 20, 2011 for billing period May 10, 2010 through April 12, 2011, total days 337, total consumption87,800 gallons with a daily average of 260 GPD. The total bill for the 337 days is $1,213.00. The revised statement itemizes an adjustment in the amount of $612.27 which represents cancelled bills and payments that have been made.

Understanding Mrs. Cumbie's concern with the back bill however; the account was billed in accordance with state guidelines. The company acknowledges the error and forwarded correspondence advising the customer of the error. In receiving the monthly statements, the customer did not inquiry and or acknowledge that she was not billed for consumption.

In regard to the daily average, Mrs. Cumbie's current billing statement indicates that she is averaging 374 gpd. It was suggested that the customer have a plumber at the property to make sure all fixtures are working properly. If there was repairs at the property as a result of a onetime event, the customer can forward documentation for a onetime leak adjustment. On behalf of the company, acknowledging the financial burden payment arrangements has been offered. There is a total account balance in the amount of $1,309.09.

There have been several attempts to reach Mrs. Cumbie via telephone at 352-793-4332 and 352-563-3133. There

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was also an attempt via e-mail however; no response. A letter was mailed to the property address. Vfaria

06/14/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1008931W Name KNOX ,JULIE MS. Business Name

Consumer Information

Name: JULIE KNOX

Business Name:

Svc Address: 35303 CONDOMINIUM BLVD.
LOT 41

County: Pasco Phone:

City/Zip: Zephyrhills / 33541-

Account Number:

Caller's Name: JULIE KNOX

Mailing Address: 35303 CONDOMINIUM BLVD.
LOT 41

City/Zip: ZEPHYRHILLS ,FL 33541-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1008931W

Response Needed From Company? Y

Date Due: 06/03/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/03/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 05/12/11

Time: 14:23

Via: MAIL

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/20/11

Closeout Type: GI-30

Apparent Rule Violation: N

Request No. 1007537W Name CUMBIE ,ELIZABETH PEARL MS. Business Name

PAGE NO: 684

Please review the attached correspondence in which the customer reports the following:

Quality of service issue, customer states the system is not being flushed as promised at customer meetings. Please note the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was also forwarded to the docket 100330.

06/03/2011 - Company response received via e-mail. /EEstelle
The system in both parks used to be manually flushed every 3rd Tuesday of each month. All residents in both parks were made aware in advance. Effective October 2009 extra blow offs were installed and the company went to Directional flushing. All residents were informed that the company would no longer be flushing every 3rd Tuesday of the month. The plan was to implement directional flushing every 6 months. The procedure is to notify customers at least one week in advance before flushing. The most recent flush was March 2011. In addition to directional flushing, auto flushers are throughout the systems that come on automatically every day. Also maintenance has been manually flushing the 2" blow off at the end of the line which is the entrance to American Condos. An additional auto flusher is scheduled to be installed at the end of this line by mid June. Due to low occupancy flushing of the 2" blow off will be every Thursday during summer months. The next directional flushing is scheduled for Thursday, July 7th. Proper notification will be given one week in

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advance.
On May 19, a company representative spoke with Ms. Knox regarding her water quality concerns. The representative advised Ms. Knox of flushing procedure and confirmed that he will start checking CL2 levels weekly at her home going forward. The CL2 level during the visit was 0.8, the water was clear and odorless. Weekly visits will continue until Ms. Knox has indicated that she is satisfied. In addition management staff will be meeting with the HOA and conduct follow-up meetings with Ms. Knox's. Vfaria

06/20/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 1009000W Name , Business Name R.A.M. GOLF MANAGEMENT, LLC

Consumer Information

Name:

Business Name: R.A.M. GOLF MANAGEMENT, LLC

Svc Address: 7500 SOUTH HWY, A1A

County: Brevard Phone: (561)-676-5279

City/Zip: Melbourne Beach / 32951-

Account Number: 707

Caller's Name: DANNY MAYS

Mailing Address: 7500 SOUTH HWY, A1A

City/Zip: MELBOURNE BEACH ,FL 32951-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS949

Company: AQUARINA UTILITIES, INC.

Attn. Holly Burge1009000W

Response Needed From Company? Y

Date Due: 06/03/11

Fax: B

Interim Report Received: / /

Reply Received: 05/31/11

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: ECR

Entered By: DH

Date: 05/12/11

Time: 15:46

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 18875.99

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Request No. 1008931W Name KNOX ,JULIE MS. Business Name

PAGE NO: 686

Please review the attached correspondence in which the customer reports the following:

Improper billing issue, please read the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

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   c) the company's proposed resolution to the complaint
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

5/13/11: Company's does not have an active certificate; the certificate is pending. Forwarding complaint to Supervisor for review. Shonna McCray

05/31/2011 - Company response received via e-mail. /EEstelle

05/31/2011- Customer called to speak to analyst SMcCray but she was unavailable to speak to customer. Customer concerned that their water may be shut off tomorrow. Advised customer that analyst would return his call as soon as she could but within 24 hours. Customer requested PSC email address and was provided with same. SWilliams

5/31/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Aquarina Utilities took possession of the water and wastewater facilities located within the Aquarina development in Melbourne Beach on 2/23/11.

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o A "Notice of Application for Transfer Utility Assets and Water and Wastewater Certificates" was distributed by first class mail on 3/1/11, to every current customer in the utility billing software database, using the addresses that were on file at the time the database was turned over (2/25/11) to DUI from the court-appointed receiver, Mr. Dennis Basile.
o At the time of this distribution, the Island Links at Aquarina Golf Course, managed by R.A.M. Golf Management(RAM) had not updated their account information for their 8 accounts to reflect either the Island Links name or their
mailing address, despite their takeover of the golf course in November 2010.
o AUI had to track down the current name and address through the previous owner, who called from Miami.
o The balance due on the account at this time was $10,793.71.
o After obtaining the correct address and contact information for the golf course, Aquarina sent duplicate bills to the golf course, with a notice indicating that they were past due.
o By 4/1/11, the unpaid balance due on this turf account reached $24,176.73.
o The golf course management was mailed a cut-off notice, which they claim not to have received, but was submitted in evidence with their complaint.
o Mr. Kevin Burge met with the golf course management on 4/6/11, to discuss their dispute with the amount of water the turf meter was recording as their usage and to strategize with the golf course personnel as to how they could reduce their usage.
o During this meeting Mr. Kevin Burge advised the golf course management that if they failed to bring their account current, Aquarina would be within their rights to cut off their water, in accordance with F.A.C. Rule 25-30.320(2)g which states that "...a utility may refuse or discontinue service...for nonpayment of bills."
o Mr. Kevin Burge was immediately threatened with legal action if DUI attempted to cut off the water to the golf course, and, seeing that no rational communication was possible, got up to leave.
o In an attempt to prevent the cut-off, a payment (check #1109) in the amount of $10,000.00 was made on the turf account.
o This payment brought the balance on the turf account down to $14,176.73.
o Meanwhile, the 7 other golf course accounts continued, unpaid, despite the threatened cut-off.
o A cut-off notice was mailed to the golf course offices 4/19/11, advising them of the unpaid balances on all the golf course accounts.
o This cut-off notice coincided with a series of events which periodically shut off water to the golf course.
o A series of maintenance issues on the golf course caused the golf course maintenance and management to request that the water be shut off while they made repairs.
o There were also a few instances in which the amount of water taken by the golf course for irrigation so severely depleted reserves that the emergency shut-off system in the non-potable system cut off water to the golf course to preserve fire protection flow.
o Except for 3 non-consecutive 24-hour periods during which maintenance either on the golf course or at DUI required that the water remain off, water flow continued for the golf course, at least for the normal watering hours of the early morning.
o The series of outages, despite the documented hows and the fact that many of the cutoffs had been requested by golf course staff, inspired a telephone call from Mr. Danny Mays' wife and bookkeeper, Lisa, on

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4/25/11.
o During this call, Ms. Mays admitted that she had held the bills for the golf course at her husband's request, and that she had misunderstood that her husband had actually meant to hold the non-potable accounts and to pay the potable accounts.
o Mr. Mays had in fact made the public comment that all the accounts had been paid, but found that not to be the case when he contacted his wife.
o DUI personnel were in Orlando during the call from Mrs. Mays, attending a meeting with their accountant.
o Despite being away from their office, DUI personnel still managed to provide her with the account balances for all the golf course accounts, and
answer all her questions and requests.
o Mrs. Mays asked whether she would be able to acquire the daily meter readings (turf acct #707) for the last week to ascertain whether the meter actually showed no how on the 24-hour periods during which the golf course had no water (which it did).
o As the DUI maintenance person, Al Starr, strives to record the meter reading for the golf course every day at 7:00 a.m. in his log, as well as the
major events of the day
o Mr. Starr was contacted immediately and he took the requested information, as well as the readings for the rest of the month of April, over to the golf course office.
o Mrs. Mays said a check would be in the mail the next day for the balances
due on all other golf course accounts except the turf account.
o This check (# 3824) in the amount of $2,938.05 was received and processed on 4/27/11.
o This payment brought all the non-turf golf course accounts, on which no payment had been made since 12/20/10, current.
o The same day that Mrs. Mays contacted DUI for the unpaid balances on the golf course accounts.
o Danny Mays drafted a letter to DUI, sending this on 4/26/11, both by electronic mail and certified post.
o The letter was received on 4/28/11.
o Upon consideration of the letter, DUI made the following determinations for action:
'1. As the golf course personnel had been advised that requesting certification/calibration of the meter was an option to relieve their concerns about the accuracy of the usage report, and they verbally requested this service in their meeting with Mr. Kevin Burge on 6 April, we accepted Mr. Mays' letter as a written request to have the meter certified. Certification was immediately investigated and scheduled. The alibration/certification was completed Wednesday, 25 May, 2011, the earliest possible date. This meter certification will be examined below.
2. As DUI and KAM had already discussed the issues in the letter during the 6 April meeting and as we had already spoken to both Mrs. Mays and other golf course personnel by telephone several times, providing them with all the information they required except the certification of the meter, we felt no written response was required at that time. We would provide a written report on the certification of the meter and additional information as it became available.
3. The capitalized section of the letter, beginning "AS A RESULT OF THESE ISSUES..." was considered threatening and was forwarded to our lawyer for review. DUI determined that answering such a letter without legal consultation would be unwise. As only some 15 days elapsed between the Gust letter and the formal

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complaint, there was insufficient time to prepare an adequate response which would include the data from the meter certification and review by legal counsel."

- o Since the 4/6/11 payment, of $10,000.00 on the turf account and the 4/27/11 payment, on the other golf course accounts, no further payments have been received from the golf course.
- o The turf account stands at a current balance due of $25,877.31, of which $20,629.70 is past due.
- o The other account stands at a current balance due of $581.40.
- o A cut-off notice for the golf course turf account was issued for the past due balance, billed 4/25/11, and due 5/15/11, on 5/25/11.
- o As of 5/27/11, Aquarina not been contacted regarding payment.

Shonna McCray

5/31/11: Complaint forwarded to Supervisor for review and to have information redacted. Shonna McCray
Shonna McCray

NOTE: Reference Docket 110061.

05/31/11 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Hey Shonna Mcray I am Tom Deshazo G/M at the Island Links at Aquarina (R.A.M) I have attached some correspondence

From Holly Burge from AU to Mike Daily About R.A.M. golf. Also is attached letter to Kevin Berge with AU from Danny Mays

Trying to get him to respond to Us. Thanks for your help

Sincerely,

Tom Deshazo

General Manager Island Links At

Aquarina (R.A.M

Phone # 321-676-8923

Cell # 321 863-7971

Request No. 1009000W Name , Business Name R.A.M. GOLF MANAGEMENT, LLC

PAGE NO: 690

05/31/11 - Checks redacted and forwarded to DScott. /ewe

6/1/11: Reviewed customer correspondence and added to file. Shonna McCray

06/02/11: Delivered case file to N. Forsman for reassignment. RRoland
^^^

the gulf course. He said Aquarina was trying to work with Mr. Mays. He indicated Aquarina would be willing to make payment arrangements on the unpaid balance.

Mr. Burge said he will not interrupt the service. He understands the FPSC's rules, and he understood the amount in dispute was $18,875.99. He also understood I would contact Mr. Mays, and I would explain the FPSC's rules related to having to pay for consumption that was not in dispute.

Mr. Burge said the meter serving the gulf course had been recertified, and was recording consumption accurately. He will send the certification paper work.
/JPlescow

06-02-2011 - I spoke with Mr. Mays. He understands the amount in dispute is $18,875.99. He understands he needs to pay for any consumption in excess of the amount in dispute. Mr. Mays said he was out of town, but he would bring his account current next week, when he returned home.

Mr. Mays said he does not believe the meter could be recording consumption accurately. He said the pipe supplying water to the meter was extremely corroded. He said the corrosion reduced the pipes capacity by 50%. Mr. Mays further said his irrigation system was computerized and also measured the water consumption.

Mr. Mays believes the meter could not record consumption accurately because some how the reduced capacity of the pipe affected the meter's ability to record consumption. He indicated the meter was a complicated computerized devise. He did not provide a more detailed explanation of how the reduced capacity could cause the meter to inaccurately record his water consumption.

Mr. Mays also said the well providing the water, has a pump that should fill a 1.2 million gallon tank in 12 hours. . Mr. Mays said the pump is not working correctly and can only fill the tank in 36 hours. He said as a result, they have been limited on how much water can be used for irrigation. He said if the water in the tank is low, they have to stop irrigating.

He indicated the gulf course has been damaged by the lack of irrigation. I explained damage claims would have to be addressed by a court of proper jurisdiction.
/JPlescow

06-02-211 - Tom DeShazo who works for R.A.M. called. his phone number is 321-676-8923, and his cellular phone's number is 321-863-7971.

He also said the meter was not recording consumption accurately. But, He said this was rectified when the corroded pipe supplying the meter was replaced on May 18, 2011. Mr. DeShazo said the corrosion in the pipe reduced its capacity. He said the water being supplied to the meter was at 110 pounds per square inch (PSI). He said the pressure and the reduced capacity caused a vortex, which caused the meter to over-record consumption. He said this problem was resolved when the corroded pipe was replaced on May 18, 2011.

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Mr. DeShazo contradicted himself by then saying the meter was still not recording consumption accurately. He believed the amount in dispute should be increased because on continuing billing problems. I explained the amount in dispute was fixed at $18,875.99. I explained PSC rules did not allow the disputed balance to be changing. I further explained Mr. Mays said he would bring the unpaid balance to $18,875.99, when he returned to town next week.

Mr. DeShazo said he could not access to meter to verify the recorded consumption.

Also, Mr. DeShazo said the well being used by the utility was the property of the gulf course. he said at one time the gulf course and the utility were owned by the same entity. He said in receivership they were broken-up. He further explained now the ownership was being disputed. He said the well should belong to the gulf course. I explained issues regarding property rights or determination of ownership would have to be addressed by a court of proper jurisdiction.

Mr. DeShazo also stated the 1.2 million gallon tank used to supply water to the gulf course and common areas for irrigation was recharging in 36 hours, when it should be recharged in 12 hours. He said the longer recharge time has reduced the gulf course's ability to irrigate. He said there had been times when the utility said the gulf course could not irrigate because there was not enough water in the tank.

Mr. DeShazo stated this caused damage to the gulf course. I explained damage claims would have to be addressed by a court of proper jurisdiction.

Mr. DeShazo indicated the R>A>M. had a lawyer working on the damage claims and property rights issues. He said her name was Kelly Sullivan and she was with Dean and Mead. He said her phone number was 407-428-5116.

Mr. DeShazo said the bill being generated by the utility was incomplete and was not accurate. I requested Mr. DeShazo provide me with copies of the bills for further review. I provided my fax number.
/JPlescow

06-02-2011 - Flow meter certification report received from Aquarina.

Note, the report includes a letter from SysteMatic Services Inc., and the flow verification report. Note, the letter states the test could not be conducted until the meter's sensor spool was replaced. After the sensor spool was replaced in May 2011, the test was conducted and found to be with in standards.

IT is not clear, if the sensor spool would have negatively affected consumption prior to it being replaced.
/JPlescow
++++++++++++++++++++++

6/2/11 - At 3:48 pm, I received a voicemail message from Mr. Stephen Reilly, Office of Public Counsel. Mr.

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Reilly requested a return call to discuss this complaint.
----------entered by Neal E. Forsman
++++++++++++++++++

06-03-2011 - Mr. DeShazo called. He requested I return his call to 321-86-7971. I returned his call.

Mr. DeShazo said he participated in a phone conference this morning. He indicated R.A.M.'s lawyer. R.A.M. staff. Aquarina staff, and OPC staff participated in the phone conference.

He said it appears the meter started to record consumption accurately after the sensor spool was replaced. He said this was on May 25, 2011. He said they would pay for consumption starting from May 25, 2011.

I again reminded Mr. DeShazo the amount in dispute, which was provided by R.A.M. staff when the complaint was taken was $18,875.99, and the account would only be protected for this amount. I further reminded Mr. DeShazo PSC rules did not allow the disputed balance to be modified after the complaint was taken.

Mr. DeShazo said Aquarina did not provide R.A.M. staff with the certification documentation. He requested to be sent a copy of the file. I said I would mail him a copy of the complaint file.
/JPlescow
++++++++++++++++++++

6/3/11 - I returned Mr. Reilly's telephone call @ 1:55 pm; there was no answer. I left a voicemail message asking him to return my call. Awaiting Mr. Reilly's return call.
----------entered by Neal E. Forsman
++++++++++++++++

6/6/11 - I received a call from Mr. Reilly @ 8:58 am. Mr. Reilly indicated that he is not representing either the customer or the utility in this matter. His interest is on the part of the community's interest in not having the water supply to the golf course interupted.

Mr. Reilly stated that it is his understanding that over the weekend, the customer made a good-faith payment to the utility in order to bring the balance down to the disputed amount. At this time, the utility has agreed to not disconnect water service until this matter is resolved - as long as the customer maintains a balance at or less than the disputed amount.

I advised Mr. Reilly that because of the complexity of this matter, the case will be transferred to ECR.

----------entered by Neal E. Forsman
++++++++++++++++++++

6/6/11 - This complaint has been converted back to a non-PRT case and has reassigned to ECR. The following Memo of Reassignment was sent to ECR this date via interdepartment delivery:
"DATE: June 6, 2011

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TO: Cheryl R. Bulecza-Banks, Assistant Director, Division of Economic Regulation
FROM: Rhonda L. Hicks, Chief of Consumer Assistance, Division of Service, Safety & Consumer Assistance
RE: Case Reassignment - FPSC Complaint Number 1009000W - R.A.M. Golf Management, LLC versus Aquarina Utilities, Inc.
DIVISION: Economic Regulation
SUBJECT:

- Disputed Water Consumption & Billing
- Alleged Malfunctioning Meter
- Alleged Defective Well Pump
- Alleged Inadequate Water Supply and Water Pressure Caused by Corroded Water Pump
- Alleged Property Damage - Property Damage Claim
- No Customer Meter Access Provided
- Property and Well Ownership Dispute

REASON:

The customer, R.A.M. Golf Management, LLC, filed complaint number 1009000W on May 12, 2011 for the following documented reasons:

- Disputed Water Consumption & Billing
- Alleged Malfunctioning Meter
- Alleged Defective Well Pump
- Alleged Inadequate Water Supply and Water Pressure Caused by Corroded Water Pump
- Alleged Property Damage - Property Damage Claim
- No Customer Meter Access Provided
- Property and Well Ownership Dispute

The case was transferred to the BCA Process Review Group on June 2, 2011 and assigned to Regulatory Consultant John Plescow.

As summarized below, Mr. Plescow's investigation revealed that the customer's concerns involved a complex combination of jurisdictional and non-jurisdictional issues. Furthermore, Mr. Plescow learned that apart from the FPSC's involvement in this matter there are several other third parties involved in attempting to investigate and resolve the customer's concerns. To date, the third parties involved in these matters include Mr. Stephen C. Reilly, Office of Public Counsel; R.A.M. owners & management; attorney for R.A.M., Aquarina owners & management, attorney for Aquarina; and the water district serving the customer.

The previously identified third parties have apparently scheduled a meeting to be held in Jacksonville in the near future. A representative from the FPSC has been requested.

After discussing this matter with Rhonda Hicks, Chief, Bureau of Consumer Assistance, we have determined that this matter is beyond the scope of informal complaint investigation by the Bureau of Consumer Assistance. Subsequently, the case is being transferred to ECR. Following is a summary of Mr. Plescow's investigation and findings to date.

06-02-2011 - I spoke with Mr. Burge with Aquarina. He said the company had not disconnected the service for the gulf course. He said Aquarina was trying to work with Mr. Mays. He indicated Aquarina would be willing to make payment arrangements on the unpaid balance.

Mr. Burge said he will not interrupt the service. He understands the FPSC's rules, and he understood the

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amount in dispute was $18,875.99. He also understood I would contact Mr. Mays, and I would explain the FPSC's rules related to having to pay for consumption that was not in dispute.
Mr. Burge said the meter serving the gulf course had been recertified, and was recording consumption accurately. He will send the certification paper work.JPlescow
06-02-2011 - I spoke with Mr. Mays. He understands the amount in dispute is $18,875.99. He understands he needs to pay for any consumption in excess of the amount in dispute. Mr. Mays said he was out of town, but he would bring his account current next week, when he returned home.
Mr. Mays said he does not believe the meter could be recording consumption accurately. He said the pipe supplying water to the meter was extremely corrodad. He said the corrosion reduced the pipes capacity by 50%.
Mr. Mays further said his irrigation system was computerized and also measured the water consumption.
Mr. Mays believes the meter could not record consumption accurately because some how the reduced capacity of the pipe affected the meter's ability to record consumption. He indicated the meter was a complicated computerized devise. He did not provide a more detailed explanation of how the reduced capacity could cause the meter to inaccurately record his water consumption.
Mr. Mays also said the well providing the water, has a pump that should fill a 1.2 million gallon tank in 12 hours. . Mr. Mays said the pump is not working correctly and can only fill the tank in 36 hours. He said as a result, they have been limited on how much water can be used for irrigation. He said if the water in the tank is low, they have to stop irrigating.
He indicated the gulf course has been damaged by the lack of irrigation. I explained damage claims would have to be addressed by a court of proper jurisdiction. Plescow
06-02-211 - Tom DeShazo who works for R.A.M. called. his phone number is 321-676-8923, and his cellular phone's number is 321-863-7971.
He also said the meter was not recording consumption accurately. But, He said this was rectified when the corroded pipe supplying the meter was replaced on May 18, 2011. Mr. DeShazo said the corrosion in the pipe reduced its capacity. He said the water being supplied to the meter was at 110 pounds per square inch (PSI). He said the pressure and the reduced capacity caused a vortex, which caused the meter to over-record consumption. He said this problem was resolved when the corroded pipe was replaced on May 18, 2011.
Mr. DeShazo contradicted himself by then saying the meter was still not recording consumption accurately. He believed the amount in dispute should be increased because on continuing billing problems. I explained the amount in dispute was fixed at $18,875.99. I explained PSC rules did not allow the disputed balance to be changing. I further explained Mr. Mays said he would bring the unpaid balance to $18,875.99, when he returned to town next week.
Mr. DeShazo said he could not access to meter to verify the recorded consumption.
Also, Mr. DeShazo said the well being used by the utility was the property of the gulf course. he said at one time the gulf course and the utility were owned by the same entity. He said in receivership they were broken-up. He further explained now the ownership was being disputed. He said the well should belong to the gulf course. I explained issues regarding property rights or determination of ownership would have to be addressed by a court of proper jurisdiction.
Mr. DeShazo also stated the 1.2 million gallon tank used to supply water to the gulf course and common areas for irrigation was recharging in 36 hours, when it should be recharged in 12 hours. He said the longer recharge time has reduced the gulf course's ability to irrigate. He said there had been times when the

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utility said the gulf course could not irrigate because there was not enough water in the tank.
Mr. DeShazo stated this caused damage to the gulf course. I explained damage claims would have to be addressed by a court of proper jurisdiction.
Mr. DeShazo indicated the R>A>M. had a lawyer working on the damage claims and property rights issues. He said her name was Kelly Sullivan and she was with Dean and Mead. He said her phone number was 407-428-5116.
Mr. DeShazo said the bill being generated by the utility was incomplete and was not accurate. I requested Mr. DeShazo provide me with copies of the bills for further review. I provided my fax number.
/JPlescow
06-02-2011 - Flow meter certification report received from Aquarina.
Note, the report includes a letter from SysteMatic Services Inc., and the flow verification report. Note, the letter states the test could not be conducted until the meter's sensor spool was replaced. After the sensor spool was replaced in May 2011, the test was conducted and found to be with in standards.
IT is not clear, if the sensor spool would have negatively affected consumption prior to it being replaced.
/JPlescow
NOTE: THIS IS A CASE REASSIGNMENT. The materials attached are ORIGINAL DOCUMENTS associated with this matter. Copies of related information may also be included for reference."
----------entered by Neal E. Forsman
++++++++++++++++++++

06-06-2011 - A copy of the file has been mailed to Mr. Mays with R.A.M./JPlescow

6/9/2011 - Assigned to Patti Daniel in ECR

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Request No. 1009698W Name DANESKY ,ROGER Business Name

Consumer Information

Name: ROGER DANESKY

Business Name:

Svc Address: 05337 TWIN PALMS RD.

County: Lake Phone: (352)-255-5871

City/Zip: Fruitland Park / 34731-

Account Number:

Caller's Name: ROGER DANESKY

Mailing Address: 05337 TWIN PALMS RD.

City/Zip: FRUITLAND PARK ,FL 34731-

Can Be Reached:

E-Tracking Number: 28875

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company: AQUA UTILITIES FLORIDA, INC.
Attn. Lesley Dix1009698W
Response Needed From Company? Y
Date Due: 06/09/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 06/08/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 05/18/11
Time: 08:46
Via: E-FORM
Prelim Type: OUTAGES
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 06/22/11
Closeout Type: GI-15
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 18, 2011 7:22 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 28875

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Roger Danesky

Request No. 1009698W Name DANESKY ,ROGER Business Name

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Telephone: 352-255-5871
Email: rdanesky@embarqmail.com
Address: 05337 Twin Palms Rd Fruitland Park 34731

BUSINESS INFORMATION

Business Account Name: Roger Danesky
Account Number:
Address: 05337 Twin Palms Rd Fruitland Park Florida 34731

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
The PSC granted Aqua Utilities a very substantial rate increase for our area. Aqua stated that the did major upgrades to improve the service to our area. We are paying a monthly fee for them to do this. They are only doing cosmetic work. Today is May 18, 2011 and we have no water,, AGAIN. The main water line has broken AGAIN and we are with out water. Ask them how many times they have repaired this main and what they plan to do to correct it. Our water pressure has been low for several years do to this problem. When are you going to force them to correct it. My bill went from $130 a month to over $300 a month with no improvements. DO YOUR JOB

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Customer correspondence was forwarded to Docket 100330.

06/08/2011 - Company response received via e-mail. /EEstelle

6/9/2011- Reviewed Company Response:
Kings Cove experienced an "Isolated Outage " this morning at 5246 Twin Palm Road due to the side splitting out on an 6" main. Water service was interrupted from 7:45am to 1:15pm. "Boil Water Notices" were distributed to 61 homes prior to service being restored. The entire area has been flushed, and an additional 6" valve has been installed to potentially reduce the number of homes impacted by any future main failures. On May 20, 2011 from 11:00 am to noon the Boil Water Notices were rescinded.
Some of the capital improvements made are;

- Aqua installed radio frequency (RF) water meters to provide more accurate and reliable meter readings for water customers.
- Aqua installed additional treatment systems to improve water quality in a number of communities. In some areas, we re-routed distribution lines to improve water quality, and we interconnected some systems to improve service reliability.
- Aqua plans to spend an estimated $1.9 million in additional capital to replace water tanks, add treatment to improve water appearance and odor, upgrade fire service, and comply with environmental regulations.
- Aqua plans to spend about $1.8 million in additional capital to improve its wastewater service in Florida, and comply with environmental regulations.

There were 3 attempts to reach Mr. Danesky via telephon (June 6, 7 and 8) voice message were left. No return call. A letter was mailed to the property. Vfaria

06/22/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

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PUBLIC COUNSEL REVIEW--PSC COMPLAINTS--PAGES 701-769

May 24--July 28, 2011

DATE	COMPLAINT NUMBER	LAST NAME	COMPLAINT	AQUA FAULT	FAILURE
52411	1010566	Reinwand	Estimated Bills	Y	Billing system failure. Overbilled $593.61
52411	1010665	Howe	Service	Y	Co. failed to repair street following work.
52511	1010866	Kuczynski	Billing	N	Customers received bills timely.
52711	1011276	Foster	Hi Bills.	N	Unidentified cause for high bills.
50311	1012153	Salamone	Backbill	Y	Usage not billed for 2.5 yrs. Faulty meter.
60611	1012370	Snider	Hi Bill	N	Unidentified cause for high bills.
60811	1012701	Richling	Billing	N	None
60811	1012910	Nicholson	Billing	N	None
61311	1013548	Rodriguez	Backbill	Y	BB 455 days.
62011	1014532	Elmargie	Backbill	Y	Backbilled $1255. Recalculated to $417.19
62011	1014674	Howe	Billing	Y	Billed for street lights by Aqua.
62311	1015366	Reck	Service	Y	Missed Appointment on 6/22.
70711	1017444	Milton	Billing	N	Improper Billing
711111	1017823	Stockwell	Hi Bill	N	
71111	1017828	Stockwell, S.	Backbill	Y	Faulty meter--BB 355 days
71211	1018090	Diaz	Service	Y	Not Notified--Chuluota
71211	1018147	Jordan	Service	Y	Not Notified--Chuluota
71211	1018179	Clendenin	Hi Bill.	N	None
72211	1019945	Cannady	Backbill	Y	Usage not billed for 17 months.
72511	1020299	Guzzardo	Billing	Unk	Not Notified 10 days. Notified same day.
72811	1020969	Jaeger	Billing	Y	Billed Base Facility Charge after NP Disc.

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Request No. 1010566W Name REINWAND ,ANN MRS Business Name

Consumer Information

Name: ANN R REINWAND

Business Name:

Svc Address: 6 PINETREE CT

County: Highlands Phone: (630)-253-7447

City/Zip: Lake Placid / 33852-

Account Number: 0017511760647824

Caller's Name: ANN R REINWAND

Mailing Address: 6 PINETREE CT

City/Zip: LAKE PLACID ,FL 33852-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS880

Company:

Attn. Lesley Dix1010566W

Response Needed From Company? Y

Date Due: 06/15/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/03/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: RK

Date: 05/24/11

Time: 09:26

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 743.98

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 06/28/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $743.98

What is the date of the bill? May 17, 2011.

Why do you believe you have been billed improperly? Customer states she received a high bill for $793.98. The bill states she used 28,700 gallons. Customer does not believe she used that much water. She is a household of one.

Other Comments: Customer states she is paying $74.44 for sewage.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

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verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

06/03/2011 - Company response received via e-mail. /EEstelle

6/3/2011- Reviewed Company Response:
The account was established with an effective date of 2/14/2011.
- Bill 3/7/11: 16 days (2/14-3/2) based on estimation $72.37 (bill was cancelled).
- Bill 4/8/11: 46 days (3/2- 4/1) based on estimation $87.59 (bill was cancelled).
- Bill 4/8/11: 31 days (4/1-5/2) based on estimation $37.21 (bill was cancelled).
- Bill 5/17/11 39 days (4/1-5/10) actual reading $793.98.

A revised bill statement from February 14, 2011 to May 10, 2011 was created. Due to previous estimated billing the account was rebilled once an actual reading was obtained. The revised bill shows 331 gallons per day over 85 days. Customer was advised of the situation and indicated she understood the billing. Customer requested an opportunity to review the bill against previous statements and she was provided a phone number to follow up. The account balance is $311.54 due on June 20, 2011. Vfaria

6/6/2011- ATTN AQUA UTILITIES: SUPPLEMENTAL REQUEST:
1- Why was the delay in reading customer's meter?

Response due June 15, 2011.

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06/14/2011 - Company response received via e-mail. /EEstelle
6/15/2011- Reviewed Company Response:
Clarification - there were readings obtained however; when the readings were automatically UPLOADED into the billing system, the readings were dropped and the system billed based on an estimated reading. This was due to the captured readings not being in sync with the meter configuration which resulted in the monthly billing to be estimated. The issue has been addressed and the account was corrected. The customer has received a revised billing statement dated from 2/14/2011 to 6/1/2011 for 5,100 gallons in the amount of $200.37. After adjustments and payments were applied the new balance due is $25.57.

On June 10, 2011 a representative spoke with Mrs. Reinwald as a follow-up. It was shared after further review of the account a revised billing statement was issued. The representative explained that due to internal error, the revised billing statement was processed and corrected resulting in a revised total balance in the amount of $25.57. Ms. Reinwald expressed that the gallons per day was more in-line with what she believed her daily usage should be.

Ms. Reinwald stated that she would take time to review the bill and if she had any follow-up questions she would contact the business office.
January 3, 2011 - 445
February 2, 2011 - 457
March 2, 2011 - 471
April 1, 2011 - 486
May 2, 2011 - 496
June 1, 2011 - 508. Vfaria

06/28/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

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Request No. 1010665W Name HOWE ,KENNETH MR. Business Name

Consumer Information

Name: KENNETH HOWE

Business Name:

Svc Address: 11220 NOME AVE.

County: Pasco Phone: (727)-869-2635

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: KENNETH HOWE

Mailing Address: 11220 NOME AVE.

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 28930

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix1010665W
Response Needed From Company? Y
Date Due: 06/15/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 06/15/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: DH
Date: 05/24/11
Time: 13:48
Via: E-FORM
Prelim Type: REPAIR
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 06/28/11
Closeout Type: GI-15
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 24, 2011 1:27 PM
To: Consumer Contact
Subject: {BULK} E-Form Repairs TRACKING NUMBER: 28930
Importance: Low

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

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Name: Kenneth Howe
Telephone: 727 869 2635
Email: pascoguy01@yahoo.com
Address: 11220 Nome Av Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Kenneth Howe
Account Number:
Address: 11220 Nome Av Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Repairs against Aqua Utilities Florida, Inc.
Details:
Last week Aqua Utilities repaired a water main leak at the intersection of Nome AV/Venice Dr in Palm Terrace Gardens subdivision, Pasco County, Port Richey. The subcontractor crew used a pump to pump out water from the leak and pumped it into the street leaving a large mess plus some of the blacktop near the leak was eroded due to the leak. I called Aqua today and asked when a crew was coming out to clean up the mess from pumping plus resurface the corner of the street that was damaged due to the leak (the subcontractor suggested that it has been leaking for quite some time probably causing the street damage and until someone called in the leak ... they knew nothing about leak until the call). The Aqua customer service rep said it would take 1 or 2 M O N T H S! to get a crew out to repair/clean-up the work area. This intersection is one of the main intersections in the subdivision here and I do not understand why it will take 1 or 2 MONTHS to clean up the mess left from the leak repair. Plus with upcoming rains, this area will get washed out even more. thank you ..... "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following

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e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/15/2011 - Company response received via e-mail. /EEstelle

6/15/2011- Reviewed Company Response:
n response to Mr. Howe's request to have company personnel revisit the intersection of Nome Ave and Venice Drive, a representative was at the site on May 24, 2011. The representative assessed the repairs that were made due to the water main break. It is believed that there was no damage to the road due to the repairs.

The site was assessed by 2 individuals May 24th and May 25th. The leak was not under the street nor was it bad enough to cause any damage to the street. The intersection was already patched prior to the water main break. There are numerous repairs/patches associated with the intersection.

A company representative left a voice message for Mr. Howe on June 6 for a return call. Mr. Howe returned the call on June 7th. The representative advised Mr. Howe of the report from the field visit. Mr. Howe indicated that he had an opportunity to speak with the sub-contractor who performed work on behalf of Aqua stating that previous repairs from years ago needed to be redone.

As a result of the conversation held with Mr. Howe on June 7th and the visit on May 24th and 25th, it was determine to revisit the site and assess all repair work that was completed on behalf of Aqua Utilities Florida. On June 14, 2011 company representative meet with Mr. Howe and it was agreed upon that the company will perform a small rebuilding of the area in question. This would involve a small cold tar patch/buildup. Mr. Howe thanked the representative for the follow-up visit and stated that he was satisfied with the company's decision to complete additional repair work. Vfaria

06/28/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

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Request No. 1010866W Name KUCZYNSKI ,PAUL MR. Business Name

Consumer Information

Name: PAUL KUCZYNSKI

Business Name:

Svc Address: 30418 PGA DR

County: Lake Phone: (352)-383-8952

City/Zip: Sorrento / 32776-

Account Number: 001382291 1036358

Caller's Name: DONNA KUCZYNSKI

Mailing Address: 30418 PGA DR

City/Zip: SORRENTO ,FL 32776-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix1010866W
Response Needed From Company? Y
Date Due: 06/16/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 06/16/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: NH
Date: 05/25/11
Time: 14:38
Via: PHONE
Prelim Type: QUALITY OF
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 06/30/11
Closeout Type: GI-30
Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer states that she has not received a bill for the month of May. Customer indicated that the meters are usually read on the 14th or 15th of the month, however for this month she hasn't received a physical bill for either of her 2 (irrigation and water) accounts. Customer contacted the company, she was advised that meters were read on the 12th and the bills were mailed on the 16th, however nobody in the submission has received one.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has

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been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

06/16/2011 - Company response received via e-mail. /EEstelle

6/20/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o An Aqua Representative spoke with Mrs. Kuczynski on 6/14/11, regarding the billing statement for May which covered billing period of 4/13/11 to 5/12/11.
o Mrs. Kuczynski was advised that the billing statements were mailed and there was no notification from post office of returned mail.
o Mrs. Kuczynski confirmed when she spoke with Customer Service on 5/25/11, the Representative advised he would mail duplicate bills however; she received the bill for house meter and not a statement for the irrigation meter.
o Since the conversation on 5/25/11, she has received original billing statements.
o It appears that there was a problem with the mail system which is beyond the company's control.
o Mrs. Kuczynski was advised that her meter would be read on 6/14/11, and she should receive June billing statement no later than week ending 6/25/11/.
o Mrs. Kuczynski was advised that if payment was late posting to the account no penalties would be assessed.

o Payment for both accounts posted to the account after Aqua's Representative spoke with Mrs. Kuczynski on 6/14/11.
o Both accounts are in good standing no penalties were assessed.
Shonna McCray

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6/30/11: This inquiry closed. Shonna McCray

Request No. 1011276W Name FOSTER ,RICHARD MR. Business Name

Consumer Information

Name: RICHARD FOSTER

Business Name:

Svc Address: 3930 NE 14TH CT.

County: Marion Phone: (352)-342-4047

City/Zip: Ocala / 34479-

Account Number: 000899272 0642022

Caller's Name: RICHARD FOSTER

Mailing Address: 3930 NE 14TH CT.

City/Zip: OCALA ,FL 34479-

Can Be Reached:

E-Tracking Number: 28965

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WU174

Company:

Attn. Lesley Dix1011276W

Response Needed From Company? Y

Date Due: 06/20/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/20/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 05/27/11

Time: 14:52

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 07/01/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1010866W Name KUCZYNSKI ,PAUL MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, May 27, 2011 1:06 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 28965

Complaint filed with PSC

Select County: MARION
CUSTOMER INFORMATION

Name: Richard Foster
Telephone: 352 342-4047
Email: Sput611@cox.net
Address: 3930 NE 14th Ct. Ocala 34479

BUSINESS INFORMATION

Business Account Name: Richard Foster
Account Number: 000899272 0642022
Address: 3930 NE 14th Ct. Ocala Florida 34479

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
Our water usage history shows that we use between 2 and 3 hundred gallons Average Daily usage then in March 2011 it went up to over 7 hundred gallons daily. We did not use that much water. I asked Aqua Utilities Florida, Inc. to check on the usage they said they would send someone out to inspect the meter and talk to us. They say they came out and checked the meter but no one came to the door to talk to us, for all I know no one showed up they just say they come out or they leave a note in the mailbox and never check anything. This is the second time we have been charge for an extreme amount of water, last June 2010 the daily usage went up over 7 hundred gallons average daily usage then it went down to the normal 2 to 3 hundred gallons Average Daily usage, does this seem strange to anyone else. I am tired of paying of a service that is charging me for something I didn't use. Could you please look into this.

Thank You

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Rick Foster "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/20/2011 - Company response received via email. DScott.

6/20/2011- Reviewed Company Response:
Billing statement issued April 14, 2011 for billing period March 11, 2011 to April 12, 2011 total consumption 69,300 gallons for 32 days billed amount $425.75.

Billing statement issued May 13, 2011 for billing period April 12, 2011 through May 11, 2011 total consumption 49,500 gallons in the amount of $286.25.

As a result of high bill complaint, several visits to the property took place;
- April 27, 2011 meter registering properly no problems found, no leaks, reading obtained (7284).
- May 27, 2011, meter registering properly, no problems found reading obtained (7577).
- June 10, 2011, customer on-site for meter test. Meter tested 98.6%, a little slow in customer's favor.

The technician reviewed test results with Mr. Foster. Mr. Foster confirmed he witness the test however; he

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continues to believe meter is not accurate. It was explained if he wanted the meter removed for bench test he would have to pay $25.00 if test results conclude the meter is accurate. Mr. Foster declined.

A representative spoke with Mr. Foster on June 17, 2011 as a follow-up. The meter test results were reviewed and a review of monthly usage. Mr. Foster shared that he has a pool and has topped off the pool when water evaporate but does not believe it would increase usage. Mr. Foster also stated he has an irrigation system but does not use it.

All efforts have been taken to address the high bill complaint. The next step would be to have the meter exchange for bench test however; Mr. Foster has declined. He indicated that he was not willing to give additional money to the company. The customer is eligible for payment terms if needed. Account balance $81.84 due July 12, 2011. Vfaria

07/01/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1012153W Name SALAMONE ,ALLISON MRS Business Name

Consumer Information

Name: ALLISON SALAMONE

Business Name:

Svc Address: 274 KNOT HOLE CIRCLE

County: Seminole Phone: (407)-366-0909

City/Zip: Chuluota / 32766-

Account Number: 0014796941038081

Caller's Name: ALLISON SALAMONE

Mailing Address: 274 KNOT HOLE CIRCLE

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached: (407)-324-6358

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix1012153W

Response Needed From Company? Y

Date Due: 06/24/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 06/24/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 06/03/11

Time: 14:07

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1347.36

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/08/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1011276W Name FOSTER ,RICHARD MR. Business Name

PAGE NO: 712

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1347.36

What is the date of the bill? June 2011

Why do you believe you have been billed improperly? Customer states she had been paying $30 per month thru March 2011. Customer states her bill jumped to over $1000 in March. Customer states she attempted to find out what the charges were for. Customer was in touch with the Aqua Utility company in Seminole county who have offered to work with her and put her on payment arrangements as they believe the meter was under-registering.

Other Comments: Customer has not paid anything on the bill up until now as she still does not understand why the charges are so high. Both she and her husband are elderly and she is unable to pay the bill as it is set out now. The couple live on Social Security income.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

06/24/2011 - Company response received via email. DScott.

Request No. 1012153W Name SALAMONE ,ALLISON MRS Business Name

PAGE NO: 713

6/28/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The account was established on 7/17/08.
o The billing statements issued from 7/17/08 through 12/20/10 were for base facility charges only.
o On 12/29/10, the meter was exchanged at the property (wire damage, manual reading of 1184 was obtained).
o A revised billing statement was issued dated 2/25/11, for services rendered 1/18/10 through 12/30/10 (346 days) in the amount of $1,126.76 total consumption 116,100 gallons.
o A Staff Supervisor spoke with Mrs. Salamone on several occasions (5/4/11, 5/13/11, 5/19/11, 6/3/11 and 6/6/11) regarding the account.
o The Representative explained that since the account was established no usage was billed to the account, as a result the account was back billed for 346 days for usage.
o This was due to a damaged wire (RF) not recording readings resulting in monthly billing of zero consumption.
o The Representative explained state regulations for back billing and adjusted the account in the amount of $868.91 for usage.
o Mrs. Salamone indicated that she did not believe that the amount of usage billed was correct.
o It was shared that since the account was not billed monthly the total usage for the long term bill was based on an average for 346 days.
o Mrs. Salamone shared with the Representative that she has a sprinkler system with 4 zones to 5 zones running 20 minutes a day twice a week.
o The Representative shared that the sprinkler system would have an impact on increase in usage.
o However; the usage was never billed so it would be difficult to state whether or not the majority of usage is due to irrigation system.
o Mrs. Salamone understood that the usage was not billed however; stated that she could not pay the bill due to being on a fixed income.
o Alice Greene spoke with Mrs. Salamone on 6/22/11.
o Ms. Greene reviewed the account and focused on the irrigation system playing a major role in high usage.
o Mrs. Salamone stated that she had cut back in running the system.
o She is down to 4 zones 10 minutes each zone twice a week.
o Ms. Greene shared that the usage decreased in June by 11,800 gallons which supports a change in pattern.
o Mrs. Salamone also had a plumber and a Representative from the irrigation company to check plumbing fixtures and check for pin holes.
o There were no signs of any leaks.
o Mrs. Salamone was advised since she took action steps to confirm there were no leaks at the property; if she was willing to provide documentation of the dates this was completed, the account would qualify for a one time adjustment.
o Since the usage was not captured for several years, it is no way to confirm if there was an event at the property that may have contributes to the high usage and acknowledging the time that it took the company to

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bill the account.
o The one time adjustment of $1,053.00 would be applied to the account providing that Mrs. Salamone forward a letter as indicated above, pay the current bill of $183.05 by 7/12/11.
o With all being stated and Mrs. Salamone agrees there would be a balance of $294.36.
o Payment arrangements will be extended to assist with paying the arrears balance $25.00 each month plus current bills starting with August due date.
o Mrs. Salamone stated that she would share this with her husband and return Ms. Greene's call on 6/24/11.
o The account is currently being billed for base facility and usage.
o It was also shared with Mrs. Salamone that the usage is still high.
o Mrs. Salamone indicated that she would take daily readings.
Shonna McCray

07/01/2011- Customer called to inquire about her case. Advised this agent could not discuss her case with her but that she had been assigned an analyst who could talk about the case with her. Transferred customer to SMcCray's voicemail and followed with an email to advise of the callback request. SWilliams

7/5/11: 9:09 a.m. Returned called to Ms. Allison Salamone. Ms. Salamone stated the matter has been resolved. She re-contacted Alice Greene with Aqua and they agreed on payment arrangements. Ms. Salamone advised they agreed on $25.00 per month plus the current bill. Ms. Salamone thanked me for the assistance provided.
Shonna McCray

7/8/11: This inquiry closed. Shonna McCray

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Request No. 1012370W Name SNIDER ,GRACE MRS Business Name

Consumer Information

Name: GRACE SNIDER

Business Name:

Svc Address: 921 AQUARINA BLVD

County: Brevard Phone:

City/Zip: Melbourne Beach / 32951-

Account Number: 213

Caller's Name: GRACE SNIDER

Mailing Address: 921 AQUARINA BLVD

City/Zip: MELBOURNE BEACH ,FL 32951-

Can Be Reached: (321)-728-2767

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS949

Company: AQUARINA UTILITIES, INC.

Attn. Holly Burge1012370W

Response Needed From Company? Y

Date Due: 06/27/11

Fax: (772) 334-6757 R

Interim Report Received: / /

Reply Received: 06/07/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: TK

Date: 06/06/11

Time: 13:35

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 78.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SS

Date: 06/23/11

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 135.31

What is the date of the bill? 04/27/11

Why do you believe you have been billed improperly?
Customer states her bill from services dates 03/25/11- 4/27/11 showed usage of 8610 gallons. Customer states her average bill is usually around 1600 gallons. Customer states she wrote the company to dispute the usage that the meter registered and the response she received back was a letter about checking for leaks. Customer states there are no leaks on her property. Customer would like an explanation for the spike in usage for that one month only, when her usage habits did not change. Since the high bill customers usage has returned to normal.

Other Comments:

Request No. 1012370W Name SNIDER ,GRACE MRS Business Name

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Customer states shortly after her high bill the golf course near her home notified the residents they also experienced problems.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

06/07/2011 - Company response received via e-mail. /EEstelle

6/7/2011- Reviewed Company Response:
Review of customer's history verifies that the average usage is around 1600 gallons. Following the 4/25/11 billing, on 4/27/11, customer contacted company about the high bill received. Customer was upset at the billing and attempted to read the meter herself. She verified that the first five digits of the reading were correct. Company advised customer that they can come out and verify the read, she accepted. Maintenance was at customer's home within 15 minutes of the call recieved that day. Meter reading was verified as correct with customer present. Company found the toilet was running a bit. Customer continued to object to the usage indicated and stated she was not satisfied that the company had not credited her account immediately.

In response to customer's letter dated 5/2/11, company advised her that even a small leak can use thousands of gallons, and as a suggestion customer should inspect all internal pipes and equipment to ensure proper working order. Company offered to test meter. Company did not receive any request.

The April reading shows that the usage returned to a normal average (1340), company states the usage suggest the leaky toilet may have been repaired. Company finds no reason customer's bill should be adjusted.

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A copy of the response was sent to customer on 6/7/2011 by certified mail. Vfaria

06/10/2011- Customer states she got a letter from Aqurina that had the right name but wrong account number and address on the letter. Customer states the letter sounded condesending and insulting to her. Customer states she was not pleased with the response from the company as they have ignored the fact that the water usage was enough to almost fill her pool but she denies using that much water. Customer would like to file an objection to the resolution attempt offered by Aquarina. Customer disputes $78.00 of the bill in question, not the entire $135.31.SWilliams

6/17/11- ATTN AQUARINA UTILITIES: SUPPLEMENT REQUEST:
- Was customer's meter tested when you verified the readings?
- If not, please provide PSC with meter test results by June28, 2011

06/17/2011 - Company response received via email. DScott.
"Dear Ms. Faria,

Kevin Burge contacted Mrs. Snider by phone at 4:35pm to set up an appointment to test the meter. The test will be conducted 20 June 2011 after noon by Mr. Al Starr of Aquarina Utilities, Inc. maintenance and Mr. Buddy Sullivan of ACSA maintenance. Mrs. Snider has said she will be in attendance for the test. We will let you know how it goes. " . Vfaria

- Full Supplement Response still due by June 28, 2011. Vfaria

06/21/2011 - Company response received via email. DScott.

06/01/11: Reassigned to S. Stokes. RRoland

06-23-11 Note: This case was reassigned to me on June 21, 2011, instead of June 1, 2011. Shirley Stokes

06-23-11 Aquarina Utilities provided the following information in the June 21, 2011, report:

From: Kevin Burge [mailto:aquarinautilities@bellsouth.net]
Sent: Monday, June 20, 2011 6:51 PM
To: Violet Faria
Subject: Re: FL. PSC CATS NO: 1012370W GRACE SNIDER

Dear Ms. Faria,

Please find attached the test results of a field test of Mrs. Grace Snider's meter. I will send her a copy

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with a corrected address page from our response letter. Mrs. Snider admitted to the men testing her meter that she knew the meter was accurate, as she had been reading and watching it all week.

Please let me know if you need anything else. Thanks for your time in discussing the situation the other day. It was nice talking to you.

Have a great day!

Holly Burge
Account Manager; Aquarina Utilities, Inc.

Aquarina Utilities, Inc.

P.O. Box 308
Jensen Beach, Florida 34958
(772) 405-8090
aquarinautilities@bellsouth.net

20 June 2011

Mrs. Grace Snider
921 Aquarina Blvd.
Melbourne Beach, FL 32951

Reference: Consumer Complaint, 1012370W
Acct# 213 for service at 921 Aquarina Blvd.

Dear Mrs. Snider:

At the request of the Public Service Commission, a field test of the meter (#49471545) servicing your home was conducted on 20 June 2011. The results of this test are attached for your records. Please also find attached a corrected copy of the response letter you were sent earlier, less the attached information.

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Please let us know if we can be of any additional service to you or whether you have any questions regarding this test or additional testing options.

Sincerely,

Holly Burge
Account Manager; Aquarina Utilities, Inc.

06-23-11 At 2:51 p.m., I called the customer's telephone number 321-728-2767. I left a message on the answering device for Mrs. Grace Snider. I explained that I was following up with her complaint against her water company. I also explained that her complaint was reassigned to me, and would like to discuss the resolution of her complaint. I provided the case number and our toll-free telephone number for a return call. Shirley Stokes

06/23/2011 - Caller states she's returning Case Analyst call. Transferred call. MBermudez

06-23-11 At 3:20 p.m., Mr. Marcos Bermudez transferred Mrs. Grace Snider's call to me. I explained that the company reported that a field test was performed on the meter on June 20, 2011, by using two five-gallon buckets. And the company reported that she was also present during the test. Mrs. Snider acknowledged receipt of the company's letter regarding the field meter test, and also confirmed that she was present during the test. Mrs. Snider also confirmed that the water was accurately measured during the test. However, she was still concerned about the lack of explanation for the high bill. I explained and emphasized that neither company nor the FPSC can tell customers what caused high bills, whether it's for electric, gas, or water. I explained that the company is required to make sure that the meter is working properly. However, the company may make suggestions as to what could have caused the high bills. I emphasized that companies cannot tell customers exactly what caused high bills. I also emphasized that the FPSC also goes by the meter test results. Mrs. Snider indicated that she understands about the meter test results. Shirley Stokes

06-23-11 CLOSED by today's telephone conversation with Mrs. Snider as noted above. Shirley Stokes

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Request No. 1012701W Name RICHLING ,JEFF MR. Business Name

Consumer Information

Name: JEFF M RICHLING

Business Name:

Svc Address: 11221 SNYDER AVE

County: Pasco Phone: (727)-389-3222

City/Zip: Port Richey / 34668-

Account Number: 0008845980628126

Caller's Name: JEFF M RICHLING

Mailing Address: 11221 SNYDER AVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company: AQUA UTILITIES FLORIDA, INC.
Attn. Lesley Dix1012701W
Response Needed From Company? Y
Date Due: 06/29/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 06/29/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: RK
Date: 06/08/11
Time: 09:15
Via: PHONE
Prelim Type: QUALITY OF
PO:
Disputed Amt: 134.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 07/13/11
Closeout Type: GI-30
Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: Customer is filing a complaint over the company's billing. Customer has contacted the company 4 different times and each time received a different balance owed. Customer states as of Monday (June 6, 2011) said he owed $80.00. Customer waited for an operator. Operator told customer he had a credit of $60.00. Customer logged into his account on the internet. Customer states the website states he owes $134.00. Customer sent an email to the company. The company's response states he owes $46.00.

Customer would like to have an accurate bill as he is going on vacation and doesn't want his services interrupted.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

06/08/11 Customer requested to add his girlfriend, Sarah Dyer- Newman, as being able to call the PSC and add comments or updates to his complaint. tkemp

06/29/11: Received company response via e-mail. RRoland

6/30/2011- Reviewed Company Response:
On June 6, 2011 estimated time 8:40 AM Mr. Richlane contact Aqua's customer service center. Mr. Richlane requested account balance. The representative advised credit balance $63.07. Mr. Richlane stated he called the automatic system and was advised that he had a balance due. The representative advised that she was providing the correct information on the account.

Mr. Richlane stated he was on the website and the balance indicated $134.00. When a customer logs onto the website what is viewable is the last bill issue which itemize the current account balance due. When Mr. Richlane contacted the company on June 6, 2011, the last bill viewable on the website was issued May 6, 2011 with an account balance of $136.93. It was explained that the website displays the last billing statement issued and any payments and or penalty fees assessed when the bill was processed.

On June 7, 2011 at 10:39AM an e-mail was received from Mr. Richlane requesting account balance. The response to the e-mail stated account balance was $47.14. The reason for the difference in the account balance is Mr. Richlane's meter was read on June 3, 2011, the bill charged on June 6, 2011 and the bill date issued was June 7, 2011. The date the e-mail was received was the day the account was billed therefore; a new bill had

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generated with a new account balance of $47.14. Unfortunately, timing played a key role in the information that was provided to Mr. Richlane. When Mr. Richlane spoke to the representative on June 6, 2011 the new bill had not posted to the account or the website.

A company representative spoke with Mr. Richlane on June 29, 2011 regarding the account. The representative shared the various tools available to customers relative to obtaining information regarding their account. The representative explained the methods that he utilized and what information was available such as;

- Aqua Online, paperless billing, gives customers access to current and previous bills and the option to pay the bill at the customer's convenience.
- IVR - Interactive Voice Interactive Voice Response system, automated call handling system where the caller interacts with a computer controller voice signal. It can be done through touch tone or speech recognition. Customers can receive information regarding their account however; customers need to be aware that the automated system is updated daily after business hours. It is possible for a customer to call and not have the updated information on the account relative to payments, penalty fees etc. However; if a customer utilizes the automated system on any given day, the update for the previous day has already been updated from the previous day unless there were system issues.
- Aqua's Call Center- the customer has the ability to speak to a person regarding account information. When speaking with a customer service representative, the information provided is the most current activity on the account.
- Aqua America website, customers can view their account, pay bill via speedpay, view balance, 12 month history summary and rates.

Mr. Richlane stated that the explanation assisted him in understand the various response he was given when contacting the company and or utilizing the systems. It was shared with Mr. Richlane that his current balance is $0.00 which pays the account in full covering billing period May 4, 2011 to June 3, 2011. The last payment received on the account dated June 21, 2011 in the amount of $47.14. Mr. Richlane stated he was satisfied with information provided. Vfaria

7/12/2011- Having received no further contact from customer, this case is closed as a GI-30. Vfaria

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Request No. 1012910W Name NICHOLSON ,CAROLYN MS Business Name

Consumer Information

Name: CAROLYN NICHOLSON

Business Name:

Svc Address: 201 COVE DR.

County: Putnam Phone: (386)-546-9601

City/Zip: Satsuma / 32189-

Account Number:

Caller's Name: JIM NICHOLSON

Mailing Address: 308 COVE DR

City/Zip: SATSUMA ,FL 32189-

Can Be Reached: (386)-326-0823

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS885

Company:

Attn. Lesley Dix1012910W

Response Needed From Company? Y

Date Due: 07/01/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/01/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 06/08/11

Time: 16:57

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/14/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $900.00 plus

What is the date of the bill?

Why do you believe you have been billed improperly? Customer states that Aqua Utilities is holding him responsible for prior customer's bill

Other Comments:

Customer states that he is requesting service but Aqua is requiring him to pay the previous customer's bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

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verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

06/14/2011 Mr. Nicholson called. eplendl

06/14/2011 FAX TO CO. NOTES: Mr. Nicholson contacted Aqua on approximately May 24, 2011 to apply for new residential water service. Mr. Nicholson states that Aqua has not established the account or turned on the water service. Mr. Nicholson understands that he may be required to put forth a new deposit for a new account.

1) Please indicate the reason for the delay in connection.

2) Please indicate the actions to establish the new account and turn on the water service.

Please investigate this matter, contact the customer and provide me with a detailed written report by July 1, 2011.

Note Customer contact is Mr. Jim Nicholson at (386)-546-9601 (cell).

07/01/2011 - Company response received via email. DScott.

7/5/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 11/18/10, Carolyn Nicholson contacted the Customer Service Center requesting service to be placed in her name at the property effective 11/1/10. \

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o Mrs. Nicholson stated that Jessie Griffin had passed away and she was the new owner.
o She was advised to forward documentation and 2 forms of identification.
o The account was established in the name of Carolyn Nicholson with an effective date of 11/1/10.
o The service was terminated for non-payment on 3/2/11.
o No payment was received on the account therefore in following procedure the account was closed and the account was forwarded to collection agency with bad debt in the amount of $805.08.
o According records on 5/27/11, Mr. Nicholson contacted the company to request service under his name; he was advised that there was a bad debit for the property under his spouse's name Carolyn Nicholson.
o Mr. Nicholson shared that he and his wife had inherited the property due to previous owner passed away April 2010 had no family so the house was given back to them as the previous owners.
o Understanding the situation, the Aqua Representatives explained to Mr. Nicholson that his wife had established service in November and there was an unpaid balance in the amount of $805.08 due.
o Mr. Nicholson insist that the unpaid bill was of the previous owner however; there is documentation on file that on 11/18/10, a person stating their name was Jim Nicholson request service to be placed in his name and that Jessie Griffin passed away in February 2010.
o Prior to Mr. Nicholson contacting the company, Mrs. Nicholson had contacted the company to establish service at the property.
o There have been several calls from both Mr. and Mrs. Nicholson that supports that they have previously requested service at the property.
o On 6/10/11, a company representative spoke with Mr. Nicholson regarding bad debt ($805.08) on the account.

o It was explained that documentation supports that he and Mrs. Nicholson both contacted the company in November 2010 regarding having the service placed in their name at the above mention address.
o On 6/16/11, the decision was made in view of the situation and the detail around the Nicholson's inheriting the property, as a one time courtesy, the account was adjusted in the amount of $323.08 on 6/16/11.

o Mr. Nicholson agreed to pay $482.00.
o He was advised once payment received; the company would restore the service.
o Payment was received on 6/21/11, and the service was re-established in the name of Carolyn Nichols.
o The service was restored on 6/23/11.
o There is a current account balance in the amount of $81.17 due 7/18/11.
Shonna McCray

7/14/11: This inquiry closed. Shonna McCray

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Request No. 1013548W Name RODRIGUEZ ,ALISHA MRS Business Name

Consumer Information

Name: ALISHA RODRIGUEZ

Business Name:

Svc Address: 8000 VALNY LANE

County: Pasco Phone: (727)-364-7992

City/Zip: Port Richey / 34668-

Account Number: 0015473890651232

Caller's Name: ALISHA RODRIGUEZ

Mailing Address: 8000 VALNY LANE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1013548W

Response Needed From Company? Y

Date Due: 07/05/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/05/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 06/13/11

Time: 15:56

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 950.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/20/11

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? $950.00

What is the date of the bill? June 2011

Why do you believe you have been billed improperly? Customer states she got her last Aqua bill in January 2011. She did not receive a Feb bill and when she called to check on it in May 2011 she was told her meter had become slow to register and the company would have to repair the meter so it would register correctly.

Other Comments: Customer states she is now being charged for 12 months backbilling by the company instead of the 4 months she did not get a bill. Customer states her bill usually runs around $50 per month and she agrees that she owes the company around $200.00. Aqua is billing the customer $1157.06 for a year's back billing.

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This is not acceptable to the customer who has paid her bill each month up until the time the company did not send one out.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

06/27/2011 Customer states she called Aqua Utilities and was told the company was going to backbill for 365 days instead of 455 days. Customer states the company lowered the due amount to $635.70. Customer has not been able to get a bill for February, March, April, May or June. Rik Koeteeuw

6/27/11: ATTN COMPANY:
PLEASE PROVIDE COPIES OF THE JANUARY 2011 THRU CURRENT BILLING STATEMENTS TO THE CUSTOMER AND PSC. PLEASE INCLUDE WITH RESPONSE DUE ON 7/5/11. Shonna McCray

07/05/2011 - Company response received via e-mail. /EEstelle

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7/7/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The account was established on 3/24/09, with an effective date of 3/25/09.
o The customer was billed zero consumption from 3/25/09 through 2/3/11.
o A revised bill was issued for services rendered 2/3/10 through 5/4/11, for a total of 455 days, total consumption 138,900 gallons in the amount of $1,157.06.
o As a result of Ms. Rodriguez questioning the bill, the Representative adjusted the account in the amount of $173.84 due to the account billed over 365 days per tariff regulations for back billing, customer was advised balance due $983.22.
o A billing statement was issued from 5/4/11 to 6/3/11, for 30 days, total consumption 9,100 gallons current charges $111.15 bill total $1,094.37 which includes current charges.
o In reviewing the account, it does appear that the long term revised bill was incorrect.
o The account is in the process of being reviewed by a billing specialist for revision.
o Alice Greene spoke with Ms. Rodriguez on 6/30/11, regarding her complaint.
o Ms. Greene explained that the account had not been properly billed since she moved into the property March 2009.
o Ms. Rodriguez acknowledged that she understood that she was not billed for usage however; she does not believe that she should be back billed due to company's error.
o Ms. Greene explained that per the company's tariff that has been approved by the PSC, the company can back bill the account for 365 days for the usage.
o She would not be billed for base facility charges since she already paid those fees.
o Ms. Greene further explained that her account has been forwarded to a billing specialist who would be reviewing the account and making the necessary adjustments according to back billing rules.
o Ms. Greene also advised Ms. Rodriguez that she would call her back within a week to provide an update and revised billing.
o Ms. Greene advised Ms. Rodriguez that she could make a good faith payment however; there would be no collection activity since the account was under review.
o A supplemental report will be forwarded by 7/11/11.
Shonna McCray

7/19/11: ATTN COMPANY:
YOUR RESPONSE DUE 7/11/11, HAS NOT BEEN RECEIVED, PLEASE PROVIDE RESPONSE BY 7/28/11. Shonna McCray

07/19/2011 - Company response received via e-mail. /EEstelle

7/20/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o The account was referred to the Billing Department for further review.
o It was determined that previous corrections on the account were done incorrectly.
o The corrected statement dated 7/12/11, was mailed to the customer.
o The revised bill statement dated 7/12/11, covers the period 2/3/11 (should be 2/3/10) through 7/6/11 (518 days).

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o Understanding that the rule for back billing only allows the company to bill 365 days, in order to correct the account and to be consistent with the readings and usage, a business decision was made to correct the account for 518 days and provide the customer with an adjustment.
o There were two adjustments posted to the account.
o On 6/7/11, as a result of a telephone discussion between Ms. Rodriguez and a Customer Service Representative the account was adjusted $173.84.
o An additional $403.70 was adjusted on 7/7/11, as a result of the revised billing statement dated 7/12/11.
o Please note the revised billing statement was mailed to the customer with 3 telephone (7/13/11, 7/18/11 and 7/19/11) attempts as follow-up to provide billing explanation of the revised bill.
o Ms. Rodriguez has not returned a call to the Business Office calls.
o There has been previous contact via telephone, however; it was shared once billing corrected a follow-up call would be made.
o Please note all payments posted to the account have been credited.
o Ms. Rodriguez is eligible for payment arrangements.
o Payments made on the account since established March 2009 were as follows:
5/4/09 - $38.05
6/5/09 - $62.94
7/6/09 - $62.94
7/30/09 - $62.94
8/31/09 - $62.94
9/28/09 - $62.94
10/30/09 - $62.94
11/30/09 - $64.88
1/4/10 - $65.41
2/4/10 - $52.25
2/26/10 - $52.25
3/29/10 - $52.25
4/28/10 - $52.25
5/20/10 - $52.25
6/25/10 - $52.25
7/29/10 - $52.25
8/30/10 - $52.25
9/20/10 - $52.25
10/29/10 - $33.49
12/2/10 - $49.57
12/30/10 - $50.18
1/31/11 - $51.08
o Total payments received is $1,200.55.
o Ms. Rodriguez requested a copy of billing statements.
o The billing statements that were issued from February 2010 to-date were cancelled and replaced with the revised billing statement dated 7/12/11, for period 2/3/10 to 7/6/11, which has been mailed.

Request No. 1013548W Name RODRIGUEZ ,ALISHA MRS Business Name

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o An account statement was provided as additional information.
o The balance on the account per the 7/12/11 statement is $816.53
Shonna McCray

7/20/11: 10:24 a.m. Called Mrs. Rodriguez at 727-364-7992 to confirm she received the 7/12/11 statement with the additional adjustment. Confirmed she received the statement. Explained back billing and payment arrangements to Mrs. Rodriguez and advised her to contact Aqua if she desires payment arrangements. Shonna McCray

7/20/11: This inquiry closed. Shonna McCray

Request No. 1014532W Name ELMARGIE ,NAHIL MRS Business Name

Consumer Information

Name: NAHIL ELMARGIE

Business Name:

Svc Address: 8006 PORTAGE DR

County: Pasco Phone: (727)-237-8289

City/Zip: Port Richey / 34668-

Account Number: 0009090830651247

Caller's Name: MARISA S KAYWOOD

Mailing Address: 8006 PORTAGE DR

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883
Company:
Attn. Lesley Dix1014532W
Response Needed From Company? Y
Date Due: 07/12/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 07/11/11
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA
Entered By: RK
Date: 06/20/11
Time: 10:49
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 1255.18

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 07/25/11
Closeout Type: GI-25
Apparent Rule Violation: N

Request No. 1013548W Name RODRIGUEZ ,ALISHA MRS Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $1255.18

What is the date of the bill? June 8, 2011.

Why do you believe you have been billed improperly? Customer states the company is backbilling the customer 483 days.

Other Comments: Customer states the company undercharged customer. Company is collecting for the past 483 days.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

07/06/2011 Customer states she still hasn't been contacted by the company. Advised customer that the company has until July 12, 2011 to provide the PSC a report. Rik Koeteeuw

07/11/2011 - Company response received via e-mail. /EEstelle

Request No. 1014532W Name ELMARGIE ,NAHIL MRS Business Name

PAGE NO: 732

7/11/2011- Reviewed Company Response:
In reviewing the account it was confirmed that the billing statement dated December 9, 2009 for services issued November 4, 2009 through December 4, 2011 was the first billing statement issued for zero consumption. On January 4, 2011 a field service technician visited the property and confirmed that the meter at the property was stuck which resulted in the account not being billed for consumption from November 4, 2009 through January 4, 2011.

The meter was exchanged at the property January 4, 2011. Due to the meter being stuck with confirmation that the removal read was (945) which was the last actual recorded reading dated 1/6/2010. The removal reading (158000) was based on an average daily use of 174.93 gallons per day for 363 days.

To correct the account, a revised billing statement was issued dated May 20, 2011. The account was back billed from January 6, 2010 through January 4, 2011 on the old meter for 363 days and from January 4, 2011 through May 4, 2011 for 120 days on the new meter. The total days billed on the corrected bill was 483 (days). The regulation rules for Back billing (Rule 25-30.350) states that the company can only back bill for 365 days therefore; the account was adjusted $150.92 for 118 days.

A company representative spoke with Chris on July 7, 2010. whom stated he was the son of the account holder. When asked for the account holder to provide verbal permission to speak with hims, the person who gave permission voice was similar to Marisa Kaywood. The representative reviewed the account history. It was shared prior to the account being billed for zero consumption the average daily usage averaged 186 to 257 gallons per day in comparison to a dollar value, the monthly billing statements ranged from $97.00 to $126.00 a month.

In addition it was shared that the last payment made on the account was dated December 17, 2011 in the amount of $50.18. Chris did not deny the previous billing however; continued to state that it was no way he or his mother could pay the amount of the bill that the company was requesting. Chris was advised that the company acknowledges the error in billing however; is willing to work with him via a payment arrangement to ease the burden.

It was proposed that the customer make an upfront payment since there has not been a payment on the account since December 2010 and moving forward pay $20 or $25 each month toward arrears plus monthly bills as rendered. Chris stated he would need to call back to setup payment arrangements. A direct telephone number was provided for him to return the call. There is an account balance in the amount of $1,215.41 due August 1, 2011. Going forward all billing has been based on actual readings. Vfaria

07/12/2011 - Company response received via e-mail. /EEstelle
Company spoke to customer about billing and after a review of the notes and account history, Aqua has decided to provide an adjustment of $798.22. After the adjustment, the account balance is now $417.19. Customer agreed to pay $111.15, which is the current bill due on 8/1/11 plus $20.00 which will be applied to the

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arrears balance. Customer states he is satified with the resolution. Vfaria

07/25/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1014674W Name HOWE ,KENNETH MR. Business Name

Consumer Information

Name: KENNETH HOWE

Business Name:

Svc Address: 11220 NOME AVE.

County: Pasco Phone: (727)-869-2635

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: KENNETH HOWE

Mailing Address: 11220 NOME AVE.

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 29194

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1014674W

Response Needed From Company? Y

Date Due: 07/12/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/12/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 06/20/11

Time: 15:30

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 07/25/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1014532W Name ELMARGIE ,NAHIL MRS Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 20, 2011 1:45 PM
To: Consumer Contact
Subject: {BULK} E-Form Improper Billing TRACKING NUMBER: 29194
Importance: Low

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Kenneth Howe
Telephone: 727-869-2635
Email: pascoguy01@yahoo.com
Address: 11220 Nome AV Port Richey 34668

BUSINESS INFORMATION

Business Account Name: Kenneth Howe
Account Number:
Address: 11220 Nome AV Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
Aqua Utilities has been charging us for street lighting which is included in our monthly bills. Today I received a "Streetlight Assessment" bill for $35.08 from Pasco County Utilities. My neighbor called Pasco and was told to ignore that bill. I called Aqua about this and was told that Aqua does not charge not bill for street lights this year. There was no letter from Aqua to the customers stating they will not be billing for street lights. However; I am still being billed by Aqua for street lights and informed them about this. They said there must an error in billing and will look into it. Since Aqua has over 2800 customers in my area, where is that money? If we get a "refund" because we were not suppose to be billed for street lights, do we receive interest on this money or does Aqua get to keep that interest? Also, since Aqua has been billing us for street lights, why haven't they used that money to pay Pasco County for street lights? With all the months we have been charges for street lighting and the number of customers Aqua has in this area, there must be a good amount of interest on this money. Who gets it? Aqua Utilities or the customers, if and

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when we get a credit for this charge. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

07/12/2011 - Company response received via e-mail. /EEstelle

7/13/2011- Reviewed Company Response:
Aqua no longer bills customer's in Palm Terrace for street light service. Effective January 1, 2011, Pasco County will assume responsibility. A letter was mailed to customer dated 6/30/2011 explaining the transfer of billing responsibility.

Aqua inadvertently billed for the street lights from January to June 2011. A credit refund for payments with interest will be refunded. The bill received from Pasco County represents charges from January to December 2011 and is to be paid to the County.

A company representative contacted customer on 7/8/11 and 7/12/11 and voice messages were left. A letter was mailed to customer as an alternative method of contact. Vfaria

07/25/2011 - Having received no further contact from the customer, this complaint is closed this date as

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GI-25. VFaria

Request No. 1015366W Name RECK ,KARIN MS. Business Name

Consumer Information

Name: KARIN RECK

Business Name:

Svc Address: 7615 MARECHAL AVE

County: Pasco Phone: (727)-271-7442

City/Zip: Port Richey / 34668-

Account Number:

Caller's Name: KARIN RECK

Mailing Address: 7615 MARECHAL AVE

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1015366W

Response Needed From Company? Y

Date Due: 07/15/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/11/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 06/23/11

Time: 16:38

Via: PHONE

Prelim Type: DELAY IN

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 07/29/11

Closeout Type: GI-29

Apparent Rule Violation: N

Request No. 1014674W Name HOWE ,KENNETH MR. Business Name

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Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? 06/20/2011

What date did the company say the service would begin? 06/22/2011

Did the company contact you with a reason for the delay? No. Caller states she called the Company on 06/22/2011 because she hadn't been told by the Company if any of the information she sent to the Company was received.

Has the company given you a new installation date? Wasn't given an exact day. Was only told that she could be connected either 06/24/2011 evening or 06/27/2011 morning.

Other comments:

Caller states she has been trying to get her services in her name for a while because they were in her estranged husbands name and he no longer has contact with her or lives in the home. Caller states the services should have already been in her name but they weren't changed yet. Caller states the services were disconnected today around 11:30 am for non-payment of a balance of $94.86. Caller states she paid that balance about 30 minutes late and was told that it would be expedited so that she could be connected today. Caller states the connection still hasn't happened and is now being told by the Company that she wont be connected until 06/27/2011. Caller states she has a minor is the house and cannot be without water for that long.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168

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Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

07/11/2011 - Company response received via e-mail. /EEstelle

7/12/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Karen Reck contacted Aqua and stated no longer at property and that she should not be accountable for service as of 3/14/11.
o Stated she has a protection from abuse order against spouse, William.
o On 3/14/11, William Reck contacted Aqua Customer Service Center requesting service to be placed in his name with an effective date of 3/15/11.
o The service was taken out of the name of William Reck effective 5/10/11.
o On 5/17/11, Karen Reck called and stated she has a domestic violence injunction against William.
o She wanted to know if he had requested the water to be turned off.
o As of 5/17/11, there was no request to turn water off.
o Mrs. Reck stated that she has been awarded custody of the house and wanted the service placed in her name.
o She was advised to fax paperwork for review.
o Service was taken out of the name of William Reck effective 6/23/11, service was turned off.
o The account was re-established under the name of Karen Lovell-Reck on 6/23/11.
o Mrs. Reck provided the necessary paperwork and identification.
o Prior to having the service restored, Mrs. Reck made a payment in the amount of $94.83 which was applied to the account that was established with spouse.
o A company representative spoke with Mrs. Reck on 7/8/11 regarding the account.
o Mrs. Reck stated that her concerns were that she was not paying for service from the time she moved out on 2/14/11, to when she moved back into the property on 6/23/11.
o The Representative explained that she contacted the company on 3/14/11, stating that she would be moving from the property.
o There was a billing statement issued dated 3/16/11, for services rendered 3/9/11 to 3/15/11, in the amount of $94.86.
o Based on the request, Mrs. Reck was obligated to pay this bill in which she did on 6/23/11.
o The billing statement dated 6/28/11, for services 5/10/11 to 6/3/11, in the amount of $106.26 was billed to Mrs. Reck's account.
o This amount was adjusted to the account on 7/8/11.
o There was also a billing statement dated, 7/8/11, for service rendered 6/3/11 to 7/6/11, in the amount of $232.94 (balance forward $106.26 and current bill $126.68).
o The account was adjusted for days Mrs. Reck was not at the property.
o The account was re-established 6/24/11.

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- Therefore; she would be billed from 6/24/11 through 7/6/11.
- The average daily use during this period is 366 gals per day multiplied by 12 days X $0.00208 = $9.13 plus BFC for water $15.08, and BFC sewer $34.01.
- The customer should be billed in the amount of $58.12.
- Total adjustment for the 7/8/11 bill is $68.56.
- Total adjustment applied to the account balance of $196.82, leaving an account balance of $36.12 due 8/1/11.
- Mrs. Reck stated she was satisfied with resolution.
- Letter mailed as confirmation of credit adjustment and account balance.

Shonna McCray

7/29/11: This inquiry closed. Shonna McCray

Request No. 1017046W Name LONDERS ,JANET MS. Business Name

Consumer Information

Name: JANET LONDERS

Business Name:

Svc Address: 33934 CLARA DR

County: Lake Phone: (352)-343-3938

City/Zip: Leesburg / 34788-

Account Number: 0008963970639288

Caller's Name: JANET LONDERS

Mailing Address: 33934 CLARA DR

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix1017046W

Response Needed From Company? Y

Date Due: 07/27/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/14/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: TK

Date: 07/06/11

Time: 10:10

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 686.65

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/10/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1015366W Name RECK ,KARIN MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $686.65

What is the date of the bill? 06/16/11

Why do you believe you have been billed improperly?
Customer states she received a large bill from Aqua in the middle of June in the amount of 686.65. Customer states her average bill with Aqua is about $30 for 4000 gallons, and she has never been late paying. Customer states along with the large bill was an apology that the wand that scans the meter was broken and she did not receive accurate bills. Customer states she has talked to her neighbors and she is the only one that has received a backbill, so the wand wasn't broken when scanning other's meters. Customer is being backbilled for 292 days from 08/15/10 to 06/03/11.

Other Comments:
Customer states upon further inspection of the bill she now sees it states she was billed for 8600 gallons for 11 days. Customer does not believe she used the amount of water she is being charged with in the backbill and a miscalculation has occurred.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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   a) the cause of the problem
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   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

07/14/2011 - Company response received via e-mail. /EEstelle

Request No. 1017046W Name LONDERS ,JANET MS. Business Name

PAGE NO: 741

7/18/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The customer was not billed for water usage from 8/15/10 to 5/12/11.
o It appears the meter had been stuck so the company removed the old meter (reading 494100).
o Since the meter was stuck, the company had to retrieve a read from the new meter and prorate the removal reading for billing.
o The company removed the old meter on 5/19/11, at a prorated read of 645000.
o The new meter was set at 696100 since it was a used meter.
o The prorated reading was gained by reading the new meter on 6/3/11, with a reading of 705300.
o Subtracting 705300 from 696100 is 9,200 gallons in 15 days.
o The usage per day would equate to 613 gallons per day.
o Although the meter was removed at 545 gallons per day.
o The company canceled all the zero usage bills and billed the customer from 8/15/10 to 6/3/11, for 292 days.
o The bill was $686.65.
o The company read the meter on 6/14/11 at 713900 and on 7/11/11 at 720100.
o The customer is currently at 229 gallons per day.
o The start reading on the meter is correct since the meter was removed from 10223 Dartmoor St. Leesburg, FL., on 12/22/10, with a reading of 696000.
o The customer's usage has dropped but something was going on at the property because prior to the meter stopping the customer went through 68,400 gallons between June 2010 and July 2010.
o The letter to the customer doesn't state what happened to the meter, only that it was a company error.
o The only miscalculation was the proration of the old meter in the customer's favor.
o The total usage on the new meter is 24,000 gallons in 53 days.
o This equates to 453 gallons per day.
o The company proposes to the customer that the old meter can be adjusted to reflect 453 gallons per day.
o The company will remove $175.00 from the bill based on removing 27,900 gallons.
o The balance would be $466.58 and the company would break that balance up over 24 months as a courtesy.
o The last time that the customer had a bill close to $30.00 was in 2009.
o Back in 2008 the customer's usage was consistently over 10,000 gallons.
o The customer agreed to the adjustment and the payment arrangement.
Shonna McCray

8/10/11: This inquiry closed. Shonna McCray

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Request No. 1017444W Name MILTON ,CHARLES MR. Business Name

Consumer Information

Name: CHARLES MILTON

Business Name:

Svc Address: 7117 SW ARCHER ROAD LOT 2330

County: Alachua Phone: (352)-745-6577

City/Zip: Gainesville / 32608-

Account Number:

Caller's Name: JENNY SCHWINGHAMMER

Mailing Address: 7117 SW ARCHER ROAD LOT 2330

City/Zip: GAINESVILLE ,FL 32608-

Can Be Reached: (352)-373-4671

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS688

Company:

Attn. Lesley Dix1017444W

Response Needed From Company? Y

Date Due: 07/28/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/28/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 07/07/11

Time: 15:44

Via: PHONE

Prelim Type: DELAY IN

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/12/11

Closeout Type: GI-29

Apparent Rule Violation: N

Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? About 2 months ago- May 2011

What date did the company say the service would begin? Aqua Utilities did not give a connection date.

Did the company contact you with a reason for the delay? No reason given

Has the company given you a new installation date? No

Other comments: Customer was turned off for non-payment. He paid the bill in full, over $1000, to Aqua Utilities in Gainesville,Fl. Customer's water was turned on for one day and turned off again the next day.

Request No. 1017444W Name MILTON ,CHARLES MR. Business Name

He has been without water at his residence for over two months.

Customer wants his water restored to his residence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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3. The response should include the following:
   a) the cause of the problem
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   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

07/28/2011 - Company response received via e-mail. /EEstelle

7/29/2011- Reviewed Company Response:
Service on the property was terminated for non-payment on 9/16/2011. When the account was terminated/closed the remainder balance was $1,245.24. Should customer want to re-instate his account an additional $35.00 an $50.00 would have to be paid. (total payment would be $1,330.24)

Mr. Milton made several payments during the time period after the account was closed:
09/14/2010- $245.24
11/12/2010- $150.00
12/06/2010- $100.00
05/18/2011- $1,027.77 Total : $1,523.01

Customer requested to have services placed in his name at the property. Aqua requested a lease due to usage registering on an inactive account. The company's position is that Mr. Milton was still an occupant at the

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property and has been using the service without a contract.

- Service was restored on 7/8/2011 with an effective date of 9/16/2010.
- On 7/11/11, company spoke to Mr. Milton and he admitted to using the service at the property after his original account was closed. Since customer paid the previous balance, the account would be billed from September 16, 2011 to present and he would have to contact Aqua to work out an arrangement on the new balance.

- New account was billed 298 days of service totaling $2,183.33. Vfaria

08/09/11
Customer states he has paid this balance down to zero dollars. Customer has also started recording his usage and is only using about 7 gallons a day, much less than what he is and has been billed. Customer states he has been billed for 400 gallons a day and has no leaks. Customer wants the accounting on his bills reviewed. Customer is sending in copies of his bills and payments. tkemp

08/12/11 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe
Customer's correspondence is a copy of the new charges billed totaling $2,183.33 for water used from September 2010 to July 2011. Vfaria

- I spoke to Mr Milton (11:15am) at his CBR#. I reviewed the billing he provided and the company's reasoning for the charges. I wanted to understand exactly what the customer was disputing and after discussing with him it appears he was disputing how the company had told him that he current is using about 400 gallons per day. He feels that is too high. He stated he read his meter on 8/6 : 264000 and then again on 8/12: 264550. There is only 55 difference and he stated that was at most 550 gallons. I advised Mr. Milton that it appears by the end of the month he would use 2,750 gallons of water. He felt that was high. I asked him if he wanted the PSC to request meter be tested, he stated the meter was tested when the account was re-opened. I offered him a test and he stated he would wait and see.

- I then returned to the $2.183.33 billing and advised him unless he can prove:
- he was at a different location
- no one showered, flushed a toilet and washed dished during the rebill period the company is able to recover that usage.

He stated he would find a way to pay the amount due $2,183.33 for the time between September 2010 and July 2011. He stated if his new billing became a concern he would call back. Should he call back about his new billing that will be a new complaint. This case is closed. Vfaria

08/12/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-29. VFaria

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08/15/2011 Customer would like to make payment arrangements with the company. Mr Milton can be reached at 352-745-6577. Rik Koeteeuw

8/15/2011: I called Aqua and spoke to Ms. Alice Green (company liaison) and forwarded customer's request. Ms. Green states she has attempted to contact customer and has not received a call back. I provided the CBR # customer provided today and Ms. Green stated she would call customer about an arrangement.

- I called Mr. Milton at the CBR# and had to leave a message advising his request has been forwarded. Vfaria

Request No. 1017823W Name STOCKWELL ,NANCY MRS Business Name

Consumer Information

Name: NANCY STOCKWELL

Business Name:

Svc Address: 03415 SAILFISH AVE

County: Lake Phone: (352)-460-0842

City/Zip: Fruitland Park / 34731-

Account Number: 0016540610639532

Caller's Name: JEFFREY VIGNEAU

Mailing Address: 03415 SAILFISH AVE

City/Zip: FRUITLAND PARK ,FL 34731-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix1017823W

Response Needed From Company? Y

Date Due: 08/01/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/29/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 07/11/11

Time: 11:53

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 376.60

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/18/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1017444W Name MILTON ,CHARLES MR. Business Name

PAGE NO: 746

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 476.60

What is the date of the bill? 06/17/11

Why do you believe you have been billed improperly?
Customer states that his usual bill is around 4000-5000 gallons of usage per month. Customer states this month's bill reflects usage of 37,400 gallons. Customer states their usage has not changed and their house does not have leaks. Customer would like an explanation of the high bill.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp
07/11/11 Customer also has a second case number for another house his wife owns, 1017828W. tkemp

07/29/2011 - Company response received via e-mail. /EEstelle

8/1/2011- Reviewed Company Response:
Company went to the property on 7/27/2011 and read the meter at 326500. Tech noticed that customer installed a new irrigation system. The system has 32 zones. Company states this is the reason for the increase of consumption.

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Customer was advised that a sprinkler zone can use up to 8-10 gallons a minute. Customer was advised to do a reading before using irrigation and a read after. That would show how much water the system is actually using. Vfaria

08/18/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1017828W Name STOCKWELL ,SHIRLEY K MS Business Name

Consumer Information

Name: SHIRLEY K STOCKWELL

Business Name:

Svc Address: 3430 SAILFISH AVE

County: Lake Phone: (352)-460-0842

City/Zip: Fruitland Park / 34731-

Account Number: 0008968010639668

Caller's Name: NANCY STOCKWELL

Mailing Address: 3515 SAILFISH AVE

City/Zip: FRUITLAND PARK ,FL 34731-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881

Company:

Attn. Lesley Dix1017828W

Response Needed From Company? Y

Date Due: 08/01/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 07/26/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: TK

Date: 07/11/11

Time: 12:01

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1825.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/18/11

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 1017823W Name STOCKWELL ,NANCY MRS Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? 1925.00

What is the date of the bill? 06/20/2011

Why do you believe you have been billed improperly?
Customer states that they received a letter stating that from 07/16/10 through 06/16/11 that there was an oversight in billing for the past 335 days and the customer now owes 1925.00. Customer requires explanation of the error and what the calculation is based off. The home is occupied by one person that is rarely there.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - *pscreply@psc.state.fl.us*
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

07/11/11 Customer owns two homes and has another case number 1017823W. tkemp

07/26/2011 - Company response received via e-mail. /EEstelle

7/27/2011- Reviewed Company Response:
The meter was stuck prior to the exchange of the meter. The meter reading was 526900. The company replaced the stuck meter with a different meter starting at a read of 286100. After replacing the meter, the company read the new meter on 6/17/11 and the read was 304900. The consumption for the 29 days of that read was 18,800

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gallons. This would equate to 648 gallons per day (GDP). Since the meter had been stuck since 7/16/10, the company used the read from the new meter to prorate the usage. The 18,800 gallons divided by 29 days equals 648 gallons per day. The 648 GPD multiplied by 307 days (the number of days the bill was billed for no usage) equals 198,936. The 198,936 added to the read of 526900 equals 725836, making the read that the meter was removed at 725800 (since we only bill in hundreds of gallons. The representative, who did the proration, miscalculated and gave the customer a bit of a break by under calculating the read by 26,600 gallons. This was done by mistake. So the meter was removed at a read of 699200 instead of 725800, with consumption of 172,300 gallons. The company will let that stand. If needed the company is willing to give you an arrangement for a year. - Company sent customer a letter. Vfaria

08/18/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1018090W Name DIAZ ,EDWARD MR. Business Name

Consumer Information

Name: EDWARD DIAZ

Business Name:

Svc Address: 305 SKYVIEW PLACE

County: Seminole Phone: (407)-971-0247

City/Zip: Chuluota / 32766-

Account Number:

Caller's Name: NANCY DIAZ

Mailing Address: 305 SKYVIEW PLACE

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix1018090W

Response Needed From Company? Y

Date Due: 08/02/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/02/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: SGW

Date: 07/12/11

Time: 12:20

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/18/11

Closeout Type: GI-30

Apparent Rule Violation: N

Request No. 1017828W Name STOCKWELL ,SHIRLEY K MS Business Name

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Preclose type - Quality of Service

Customer Comments: Customer woke to find no water at her residence. Customer receives water from Aqua Utilities. Customer states she contacted the company and was told it was due to maintenance on the pipes and letters had been sent out to all the residents in the area. Customer never received any letter from Aqua. Customer did not get a door hanger or any other type of information from the company to advise of the water shutoff.
Customer is also concerned about the "boil notice" as she did not get that either.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

08/02/2011 - Company response received via e-mail. /EEstelle

8/3/2011- Reviewed Company Response:
There was a planned outage scheduled on the system from July 11, 2011 -7:30 AM to July 15, 2011 - 5:00 PM due to the relocation of water mains on Skyview and East 2nd. It was expected that residence on East 2nd Street and nearby residence will be impacted.

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The company mailed letters to customers prior to the scheduled outage in addition provided bottled water. Attached is a copy of the letter that was mailed to customers dated July 5, 2011.

Attempts to contact Mrs. Diaz via telephone July 29, 2011 and August 2, 2011 messages were left via voice mail for return call to the business office. Company mailed a letter as follow-up. Vfaria

08/18/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 1018147W Name JORDAN ,LINDSEY MS. Business Name

Consumer Information

Name: LINDSEY JORDAN

Business Name:

Svc Address: 381 SKYVIEW PL.

County: Seminole Phone: (407)-366-6484

City/Zip: Chuluota / 32766-

Account Number: 0017503041135722

Caller's Name: LINDSEY JORDAN

Mailing Address: 381 SKYVIEW PL.

City/Zip: CHULUOTA ,FL 32766-

Can Be Reached:

E-Tracking Number: 29391

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS886

Company:

Attn. Lesley Dix1018147W

Response Needed From Company? Y

Date Due: 08/02/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/02/11

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 07/12/11

Time: 14:40

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/17/11

Closeout Type: GI-30

Apparent Rule Violation: N

Request No. 1018090W Name DIAZ ,EDWARD MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: noReply@psc.state.fl.us [mailto:noReply@psc.state.fl.us]
Sent: Tuesday, July 12, 2011 2:05 PM
Cc: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 29391

CUSTOMER INFORMATION

Name: Lindsey Jordan
Telephone: (407) 366-6484
Email: ljordan@crimson.ua.edu
Address: 381 Skyview Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Lindsey Jordan
Account Number: 0017503041135722
Address: 381 Skyview Place Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Service Outage against Aqua Utilities Florida, Inc.
Details:
Around 8: "

"From: Lindsey Jordan [mailto:ljordan@crimson.ua.edu]
Sent: Tuesday, July 12, 2011 2:26 PM
To: Consumer Contact
Subject: Re: Aqua Utilites

Prior to 10:30 am this morning, we were unaware work was scheduled in our area which would interfere with our water service. Absolutely no notice was provided by Aqua Utilities. While trying to use the water this morning at 8:15 am, it was unavailable. I called Aqua Utilities and was only told a technician would be sent out. A hangtag was left on my door as well as a case of water, after I left the house to go somewhere else to shower.

Aqua Utilities should have provided notice to my household once the work was scheduled, as well as a reminder; whether in the form of an email, voice message or letter. Other than the notice from my neighbors, I received

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the hang tag around 10:30 this morning stating we should boil our water until further notice. It is difficult to boil water when I cannot even get water from the faucet. This has been a huge inconvenience to many, and Aqua Utilities should exert more of an effort in such situations to notify their customers. Since I did initiate contact with them this morning, they could at least provide an update to me, as well as other households, on the situation and outage.

Please let me know if you need additional information.
Lindsey"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/02/2011 - Company response received via e-mail. /EEstelle

8/3/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o A letter dated 7/5/11, was mailed to residents advising "Water service will be interrupted intermittently in the Chuluota Water System the week of July 11 through July 15, 2011. Aqua Utilities Florida Inc (Aqua) will be relocating water mains on 2nd Street. It is expected that 2nd street and other nearby residences on Chuluota water system will s between the hours of 7:30 AM to 5:30 PM".

Request No. 1018147W Name JORDAN ,LINDSEY MS. Business Name

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o In addition to the mail notices, door hangers and bottled water was left at each residence on 7/12/11, as Ms. Jordan has stated.
o Aqua followed procedure in notifying customer in advance of a planned outage.
o There was no return mail by the post office therefore; it was assumed that Ms. Jordan received the letter notifying customer of the planned outage.
o An Aqua Representative made an attempt to reach Ms. Jordan from 7/29/11 to 8/2/11, however; was not successful.
o A letter was mailed with explanation and also a contact name and telephone number if she wishes to discuss the issue in detail.
Shonna McCray

8/17/11: This inquiry closed. Shonna McCray

Request No. 1018179W Name CLENDINEN ,CAROL MS. Business Name

Consumer Information

Name: CAROL CLENDINEN

Business Name:

Svc Address: 1113 BEN HOPE DR

County: Lake Phone: (352)-343-5448

City/Zip: Leesburg / 34788-

Account Number: 0014684470627814

Caller's Name: CAROL CLENDINEN

Mailing Address: 1113 BEN HOPE DR

City/Zip: LEESBURG ,FL 34788-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS881
Company:
Attn. Lesley Dix1018179W
Response Needed From Company? Y
Date Due: 08/02/11
Fax: (866) 780-8299 R

Interim Report Received: / /
Reply Received: 08/02/11
Reply Received Timely/Late:
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: TK
Date: 07/12/11
Time: 15:38
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 390.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by:
Date: / /
Closeout Type:
Apparent Rule Violation: N

Request No. 1018147W Name JORDAN ,LINDSEY MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? 427.32

What is the date of the bill? 07/2011

Why do you believe you have been billed improperly?
Customer states her average bill is around $35. Customer has received a bill dated July 11, 2011 for $427.00 for 72000 gallons. Customer states she has had the home inspected for leaks and there are none. Customer states she was not home for 9 days in June so her bill should have actually decreased. Customer states that an Aqua representative checked the meter and the home and they found the meter working properly and no leaks in the home.

Other Comments:
Customer believes the meter is either broken, misread or some billing error has occured.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

08/02/2011 - Company response received via e-mail. /EEstelle

8/4/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The billing statement dated 6/17/11, for services issued 5/12/11 through 6/14/11, for 72,000 gallons in the amount of $427.32.

Request No. 1018179W Name CLENDINEN ,CAROL MS. Business Name

PAGE NO: 756

- A Field Service Representative was at the property on 7/20/11.
- A field test was performed and the meter tested accurate.
- The customer was on-site for test.
- Ms. Clendinen stated to the Aqua Representative that she had laid new sod and did not realize watering the sod would increase usage.
- Two friends of Ms. Clendinen has contacted Aqua to discuss the account however; they have been advised that Mrs. Clendinen would need to contact the business office since neither one is listed on the account.
- Ms. Clendinen contacted the business office on 8/1/11, leaving a voice message that she will not be able to discuss the account until after 8/21/11, because she will be out of town.
- It is believed that the consumption that registered on the meter is accurate.
- The meter was tested and the customer was on-site to witness the test.
- A supplement report will be forwarded once Ms. Clendinen contacts the office after 8/21/11.

Shonna McCray

Request No. 1019945W Name CANNADY ,CORNELIUS MR. Business Name

Consumer Information

Name: CORNELIUS CANNADY

Business Name:

Svc Address: 706 ARBUTS DR

County: Pasco Phone: (727)-505-6171

City/Zip: Port Richey / 34668-

Account Number: 0015152750649475

Caller's Name: AISHIA PETERSEN TAYLOR

Mailing Address: PO BOX 1212

City/Zip: PORT RICHEY ,FL 34673

Can Be Reached: (305)-834-2895

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1019945W

Response Needed From Company? Y

Date Due: 08/12/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/12/11

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RK

Date: 07/22/11

Time: 10:36

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 2000.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Request No. 1018179W Name CLENDINEN ,CAROL MS. Business Name

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Preclose Type - Improper Bills

What is the amount of the bill in dispute? $2000.00

What is the date of the bill? July 8, 2011.

Why do you believe you have been billed improperly? Customer states she paid monthly, but the company is backbilling her. Customer states the company is going back to January 2010.

Other Comments: Customer states the company didn't apply her payments to the actual bill.

Customer would like to know if the company has a program for the disabled. Customer is asking for a "sliding scale" bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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   e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

07/26/2011 - Caller states she received a call from the Company in regards to this complaint. Caller states the only thing that she was told is that she would have to pay $22.71 every month along with her current

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charges for the next 12 months. Caller states she's ok with the arrangement but she wanted to find out the reason she's being back billed as well and didn't receive resolution for that. Caller states she will call back with objections if the remainder of her concerns are not resolved. Advised it would be noted. MBermudez

08/12/2011 - Company response received via e-mail. /EEstelle

8/12/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o The customer has been for zero consumption starting with the monthly billing statement dated 4/13/09 through 9/8/10, which references meter reading period starting 4/7/09 through 9/3/10.
o The customer was billed for base facility charges only plus street lights.
o From 9/3/10 through 12/3/10, the account was billed with estimated readings.
o On 2/2/11, the meter was exchanged at the property due to bad register.
o The meter exchange was updated on the account.
o A revised billing statement dated 2/23/11, was issued from 2/3/10 through 2/4/11, in the amount of $687.67.
o On 7/26/11, a company representative spoke with Ms. Taylor (spouse), Mr. Cannady and Mr. Cannady's mother.

o The billing was reviewed for the past few years.
o It was explained that the billing statements that were previously issued did not take into account usage.

o The billing statements included base charges.
o It was further explained that the base charges is a charge to customers to recover the fixed costs of utility service regardless of usage.
o The Representative also shared that based on state regulations, the company is allowed to back bill for 365 days of service.
o Ms. Taylor and Mr. Cannady both stated that they understood however; they did not believe it was fair for the company to request the entire bill amount at once.
o Further sharing that they have 12 months to pay the back bill and if additional time is required it would be considered.
o The company does not offer billing on a sliding scale however; the customer agreed to a monthly payment arrangement on the account balance of $272.63.
o The first payment installment of $22.72 was due 8/1/11.
o Going forward the customer has agreed to pay all current bills as due plus $22.72 on the 1st of each month, customer was given an adjustment of $55.00.
Shonna McCray

08/18/2011 - Caller states she still hasn't been told the reason she's been back billed. The only thing the Company provided to her was an arrangement on the bill. Caller would like to know why she is being back billed. Transferred call to Case Analyst. MBermudez

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Request No. 1020299W Name GUZZARDO ,JOHN MR. Business Name

Consumer Information

Name: JOHN GUZZARDO

Business Name:

Svc Address: 11220 GLOVER ROAD

County: Pasco Phone: (727)-992-1948

City/Zip: Port Richey / 34668-

Account Number: 0016530380628109

Caller's Name: JOHN GUZZARDO

Mailing Address: 11220 GLOVER ROAD

City/Zip: PORT RICHEY ,FL 34668-

Can Be Reached:

E-Tracking Number: 29473

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS883

Company:

Attn. Lesley Dix1020299W

Response Needed From Company? Y

Date Due: 08/15/11

Fax: (866) 780-8299 R

Interim Report Received: / /

Reply Received: 08/15/11

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: LST

Date: 07/25/11

Time: 12:34

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" CUSTOMER INFORMATION

Name: John Guzzardo
Telephone: 7279921948
Email: jguzzardo1@verizon.net
Address: 11220 Glover Road Port Richey FL 34668

BUSINESS INFORMATION

Business Account Name: John Guzzardo
Account Number: 0016530380628109

Request No. 1020299W Name GUZZARDO ,JOHN MR. Business Name

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Address: 11220 Glover Road Port Richey Florida 34668

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Today we received a disconnect notice from Aqua America regarding the amount of $211. My son was told we had until noon to make payment or our service would be disconnected. Since my wife and I both work, we tried to call Aqua's number to request an end-of-day extension. This is not an unreasonable request. The customer service rep claimed they were unable to do this because the techician put a cut off time into the system. I also attempted to get a payment arrangement, but that was denied. Aqua does not offer any direct payment centers in the area when cash payment is required. AMSCOT is the only business that takes payments, and Aqua often cannot pull the payments up in their system, and must place me on hold to validate the payment manually.

In addition, last month I had an Aqua employee telling me they would cut my water off, and I did not receive a 10 day cutoff notice. While they did rescind the cutoff, they refused to acknowledge any error, and blame the mail for the mistake. In the past, I have received cutoff notices in the mial with less than 24 hours to pay, and the mail is always blame. Customer service has been an issue and while my own failure to have adequate funds has also been an issue, I have since done my part to ensure payment is made.

Finally, I have witnessed the lift station in Palm Terrace being pumped and dredged by private contractors several times, but the retention pond next tot he lift station continues to have severe algae infestation. The companies that pump and dredge have no indication of who they are on their vehicle, so the question now becomes are they even licensed contractors. I honestly believe that Aqua's lack of customer service is now a matter of retaliation against the Palm Terrace and Jasmine Lakes customers for their attempts to get Aqua's rate increase refused.

PSC was contacted previously"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint

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e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Lynette Tenace

08/15/2011 - Company response received via e-mail. /EEstelle

8/16/2011- Reviewed Company Response:
In the past 6 months, there have been 3 termination notices mailed to the property. If a customer does not contact the company prior to the termination date, once the account is in the field for termination, the technician cannot make any payment arrangements nor take payments.

A customer is not eligible for payment arrangements once the service has been terminated unless, approved by Aqua's Collection department. Notices are mailed in advance. There has not been any notification from the United States postal service of undelivered mail therefore; it is assumed that all mail has been delivered in a timely manner.

A company representative spoke with Mr. Gzzardo on August 12, 2011. He stated that he really did not have an actual complaint he just wanted to express that he would like to receive termination notices prior to 24 hours. The process was explained in addition that the company has no control of the United States postal service, which he would need to discuss with his postal carrier. Mr. Gzzardo also stated that he is unhappy that there is only one payment location to make cash payments and that the location is 30 minutes away.

The representative provided a list of other locations however; Mr. Gzzardo stated the travel distance is too far. The representative provided other options available zip check and pay by phone. Mr. Gzzardo cannot make payment by telephone due to returned checks and does not want to sign-up for zip check.

Mr. Gzzardo's stressed concern regarding the pump station when there is a system emergency it takes the company too long to make repairs. He was advised depending on the repairs needed it is possible in some cases that parts may have to be ordered which can cause a delay. In addition it was shared that the contractors that work with the company are license.

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There is an account balance in the amount of $257.64 due September 1, 2011, $150.31 is past due. If not paid the customer's account is subject to collection activity. Mr. Gzzardo has had 3 previous payment arrangements (March 15, 2011, September 21, 2010 & July 19, 2010) in which he defaulted due to non-payment. Vfaria

Request No. 1020969W Name JAEGER ,RICHARD MR. Business Name

Consumer Information

Name: RICHARD W JAEGER

Business Name:

Svc Address: 172 WHALER DRIVE

County: Brevard Phone: (608)-239-9634

City/Zip: Melbourne Beach / 32951-

Account Number: 300

Caller's Name: RICHARD W JAEGER

Mailing Address: 172 WHALER DRIVE

City/Zip: MELBOURNE BEACH ,FL 32951-

Can Be Reached:

E-Tracking Number:

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: WS949

Company: AQUARINA UTILITIES, INC.

Attn. Holly Burge1020969W

Response Needed From Company? Y

Date Due: 08/18/11

Fax: R

Interim Report Received: / /

Reply Received: 08/08/11

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: LST

Date: 07/28/11

Time: 08:38

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Request No. 1020299W Name GUZZARDO ,JOHN MR. Business Name

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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"July 25, 2011

To Whom It May Concern:

Consider this a formal complaint about the way I have been treated by Aquarina Utilities, Inc.

On June 1, 2011 I left my home at 172 Whaler Dr., in Melbourne Beach, Fl. to travel to Wisconsin. At that time I owed $74.14 to AUI which I intended to pay once I reached Wisconsin. Upon my arrival I received a letter from AUI which was forwarded to my Wisconsin address. A copy of the letter is attached as part of the items I received from AUI.

According to that letter AUI said that they would disconnect my services 5 days after the June 1 deadline they issued in the letter (see the highlighted areas.) Since I had already passed their deadline (the date I left Florida) I assumed they had shut off my water. After reading the letter further I decided that since I had no use for water or sewer during my absence I would make a partial payment on the bill and pay their reconnection and site visit fees ($15 and $15) upon my return to Florida.

Much to my surprise I received a second letter dated June 20 with yet another deadline and further charges. I responded to them with a letter on July 14, 2011, (see attached) telling them I would not pay any charges to my account after June 5 which I believe to be the date they disconnected my service. I received a third letter via e-mail on July 20 with another disconnect date. In the meantime my $74.14 bill went to $232.06.

AUI was able to acquire my email address during this interim but made no attempt to telephone me (my phone number is in the book and Aquarina also has it).

In their email exchange they tell me they are allowed to charge me a flat base rate during my absence and for the first time in contacting me they sent an email attachment of your rules along with their threats to assess me penalties along with multiple charges. No where in that document (your flier) did I see any reference to any base rate allowing me to be charged during my absence and especially when my service has been disconnect which I contend was June 5, 2011. How can I be charged for services when I have been disconnected? That seems grossly unfair to me. That is charging me for something I don't have.

Richard W. Jaeger

172 Whaler Dr.

Melbourne Beach, Fl."

Request No. 1020969W Name JAEGER ,RICHARD MR. Business Name

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"Ms. Callhoun"
I have attached the missing document. It includes a copy of that last email I got along with the letter I wrote to Aquarina Utilities Inc. As you can see by their email they disconnected me in June. As I contended in my previous complaint I don't believe I should be charged the so-called base rate since I had no service. I am willing to pay for the water used in my past due bills bun not the base charge. I am also willing to pay for the re-connect upon my return to Florida.
Any questions I can be contacted at my Wisconsin phone number: 608-239-9634. Thank you for your assistance.
Richard W. Jaeger"

"Dear Mr. Jaeger,
Regarding your account #300, for service to 172 Whaler Drive; Melbourne Beach, FL 32951.
Please be advised that failure to bring your account current immediately and to keep your account current will result in the following course of action:
Your service was discontinued on 29 June 2011, per the second cut-off notice mailed to you for non-payment of your account. If or when you return in the fall, you will still be billed the base rate for each intervening month from the date of last payment (per PSC regulation), plus the $10 site visit for reconnection, plus the $15 violation reconnection fee allowed in the current tariff. If a rate change should occur before you return, the new rates, fees, penalties will be applied to your account from the effective date of the rate change. A lien could be placed on your property until your account is paid in full.
The base rates and facility charges for this utility are set by the Public Service Commission to ensure sufficient cash flow throughout the year for the operation and maintenance of the system. These base rates apply to any customer who has service available to their home, regardless of whether they are present or using water at the time.
If you have any questions regarding our expectations or your account, please email or call (772) 405-8090 (office) or (772) 708-7946, Kevin's mobile.
Sincerely,
Holly Burge
Account Manager; Aquarina Utilities, Inc.

From: Dick Jaeger <djaeger@cfl.rr.com>
To: Kevin Burge <aquarinautilities@bellsouth.net>
Sent: Mon, July 18, 2011 11:56:36 PM
Subject: Re: Deliquent Bills, Aquarina Utilities, Inc.
The letter below is in the mail to you along with a payment:
July 14,2011
To Whom It May Concern:
According to the enclosed letter you sent me on May 25, 2011 , you shut off my water sometime between June 1 and June 5 (five day deadline). Since I was not in Florida during that period nor at the present time I can

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only believe that you terminated my service. I therefore will not pay any water or sewer charges that you have billed me beyond that time.(see enclosed bill.)
I have enclosed partial payment on the $74.14 that I owe for past services. I will pay the balance within the coming weeks and when I return to Florida in late October I will pay the $15 reconnection fee and $15 meter site visit fee and resume my service.
Thank you for your attention.
Richard W. Jaeger
172 Whaler Dr .
Melbourne Beach , Fl. 32951
July 14,2011
To Whom It May Concern:

From: Kevin Burge
Sent: Monday, July 18, 2011 1:51 PM
To: djaeger@cfl.rr.com
Subject: Deliquent Bills, Aquarina Utilities, Inc.

Dear Mr. Jaeger,
After several unsuccessful attempts to contact you regarding the past due balance on your water and sewer account # 300 with Aquarina Utilities, Inc., we are emailing you the attached cutoff notice. Service to your home at 172 Whaler Drive was discontinued last month, and we are letting you know that, unless the account is brought current, Aquarina Utilities intends to remove the meter at that location in the next 30 days. Please contact us immediately to let us know how you wish to proceed regarding your account.
Sincerely,
Holly Burge
Account Manager; Aquarina Utilities, Inc."

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
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   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Lynette Tenace

08/03/11 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

"Ms. Calhoun:
I just received another bill from Aquarina Utilities Inc. continuing to charge me for services while having me disconnected for more than a month.
I would like to know the status of my complaint so that I can pay AUI for the services I received.
Richard W. Jaeger
172 Whaler Dr.
Melbourne Beach, Fl."

8/3/2011- ATTN AQUARINA UTILITIES:
1- If customer's service was disconnected on the date He was advised in the letter you sent. Then why would he be receiving a bill for usage the next month?
2- Are you still billing base facility charges?
3- Is the account closed?
4- When did you disconnect?
5- How can there be service if the customer is out of the state?

8/3/2011- Received a message from Aquarina Utilities requesting contact about complaint. I explained how the complaint process works. Mr. Kevin Burge requested I call his wife: Holly Burge since she does the paperwork.

- I spoke to Mrs. Burge about the complaint filed and explained the process and the response that we are requesting. Mrs. Burge was concerned that since she is out of the country at the moment, she will not be able to provide all the information we are requesting and she asked for an extension. I advised Mrs. Burge , I could not provide an extension. Vfaria

08/08/2011 - Company response received via e-mail. /EEstelle

8/8/2011- Reviewed Company Response:
Company has provided copies of customer's account history, notices sent pertaining to balance due, tariff filed that allows company to charge a base facility charge, emails sent to customer advising him of the tariffed information and a letter pertaining to the case resolution/response, which was also emailed to customer.

- Letter advises that customer does not pay billing regularly. Payments are often made two billing cycles apart or more. The most recent payment was received on 4/25/2011, 7 days past the due date (4/18/11). When the account became delinquent, company sent a notice on 5/25/11. The second notice was sent on 6/20/11. Company received no notification of change of address, request for termination and contact with customer by mail was unproductive. Company disconnected service on 6/29/2011. A third cut-off notice was sent to customer via email on company files on 7/18/2011. The email cut off notice, prompted customer to email company back. At this time of email contacts, customer still did not update mailing address or phone number to the Wisconsin address he is currently at.

- Company contacted PSC and left a message for Patty Daniels regarding customer's compliant. Mrs. Anna Norris of the PSC returned call to company and advised regardless whether the customer is actively occupying the property, the customer would be reponsible for the base rate charges ever month. If the customer had been issued a cut-off notice and failed to bring the account current within the limits of regulation, the utility is within the rights to cut off water, but still be allowed the unpaid base rate to accumulate each month until bill was paid.

Customer was advised via email on 7/19/2011 of the base facility charge and the PSC rule which allows that charge. Vfaria

08/10/11 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

Aug.9, 2011

Ms. Violet Faria
Public Service Commission

Dear Ms. Faria:

It appears that you have been assigned my complaint.
I am writing in response to the letter sent you by Aquarina Utilities.(See attached) First, my payment record with AUI should not be a part of the company' s actions . If you review my payment record with the

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previous owners of our utility you will see it was on time and without threat of disconnections. Since AUI took over the utility there have been numerous complaints about its billing practices including our golf course. My slow payments were when I was trying to determine how AUI was billing. Their monthly billing was not up to date with the utility service provided me.

In Mr. Burge's contacts with Mrs. Norris he failed to tell her that he had disconnected my services in early June. It was not on the so-called "base" rate. IT WAS DISCONNECTED which means I had no service, vacation, base or otherwise. I therefore contend that I owe for NO services beyond June 5. I don't know how the PSC which is there to protect the consumer can say that a person can be charged a base rate when his or her service has been disconnected especially a rate that continues to accelerate and accumulate. I am sure that FPL would not do that. At least the PUBLIC utilities in Wisconsin are there to protect the PUBLIC and have no such unfair charges.

I am willing to pay for the services I received but not for services during the period of disconnection. I believe that Mr. Burge would better serve his company and OUR utilities if he rewrote his notification letters so that they do not set a disconnection date that is or is not enforced and then attempt to hide behind a PSC rule that he fails to document to the customer.

I hope this matter can be settled soon.

Richard W. Jaeger
172 Whaler Dr.
Melbourne Beach, Fl. 32951

8/10/2011- A resolution letter was sent to customer today. Advising that company is in compliance and can charge the base facility charge. An email was also sent to customer with a copy of the letter attached. Since it appears customer is currently in Wisconsin and there is no forwarding address or phone number to call. The PSC will send the resolution letter to the mailing address on the case file and the email address customer has provided in his recent response. This case is closed. Vfaria

8/12/2011- Mr. Jaeger sent a secondary email directly to me (Vfaria). This verifies that he received my resolution letter via email. Below is his email response:
" MS Faria:

I received the attached flier in an email from Aquarina Utilities in July. In my reading of the flier I do not see where it says that a base fee will be charged when a service is disconnected. In my 45 years as a journalist I have read and edited thousands of pages of copy to make sure they clearly state what is meant to be stated. What I read in the PSC flier is an explanation of utility rates, ie. base and usage. As I read that my utility bill contains charges for usage and the base rate to pay for the pipes and stuff. I know it says the base charge is assessed no matter the usage. My contention is that when you DISCONECT me I no longer have service as if NO service was ever installed. If I have no service than NO rates, usage or base should apply.

I feel the PSC and AUI need better and clearer communication with their customers. I am sorry that things were not made clearer to me and to AUI. It would have avoided this situation.

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As I said, I am willing to pay for the services provided me -- usage and/or base -- up until the time of my disconnection. If I don't hear from you or AUI I will assume the matter is settled.".

- I replied to customer advising that in my email I already complied with his request for contact; therefore He has been advised of the resolution. I again advised him that the company is in complaince and will continue to bill him until his return.

- I also explained that the brochure he refered to is an overview and therefore does not provide all the information he assumes it should. I noted that the brochure advised to contact the PSC if customer has additional concerns/questions. I also advised him that as a consumer, he could and can ask his utility company at any time to explain their billing practices. I again advised customer that the company is in compliance and that he has been provided the resolution to his complaint. Customer's protest to Rule 25-30.335 (9) has been noted. Vfaria

This case is closed as a GI-25. Vfaria

8/17/2011: I received an email response from customer requesting further action:
" Dear Ms. Faria:
I can't believe the response I have received came from the PUBLIC Service Commission. It sounds more like the PRIVATE UTILITY Commission.
Needless-to-say I am disappointed that no one at the PSC took the time to REALLY read any of the materials I sent to support my complaint, ie. the letter from Aquarina Utility telling me it was DISCONNECTING my service sent on May 25, 2011 telling me that five days after June 5, 2011 it was disconnecting my service. I sent a copy of that letter to Ms. Calhoun of your offices. Aquarina Utilities sent me a second and similar letter on June 20, 2011. That letter was also ignored by your agency. It was obvious by the response I received from Ms. Calhoun on JULY 26, which surprisingly was the same day I received an email from Aquarina Utilities attaching the so-called leaflet spelling out the PSC's vague payment rules which as I explained say nothing about a base facility charge once SERVICE has been DISCONNECTED. It is my contention that yes a utility can apply a facility charge as long as it PROVIDES service to a consumer but since my SERVICE had been DISCONNECTED such a fee does not apply. If the telephone company disconnects my phone it is not going to charge me for service I do not receive. I would have continued to pay Aquarina Utility its base fee if it had not DISCONNECTED my service as it said in the letter it sent to me on May 25. As I told you and Ms. Calhoun I will pay for the service I received up until the time of the disconnection and for any services after Aquarina Utilities RE-CONNECTS my service.
If this does not meet your satisfaction then I wish to appeal your decision to the next level. I would like to avoid having to hire an attorney to argue my point that I should not be charged for services that have been DISCONNECTED. Please forward my appeal if this does not resolve the matter.
Thank you,

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OPC POD # 131: AUF Back-Billed info for Jan 2009 - Mar 2011														05/16/11
	Payment Resolutions: ABAT = Abatement; PAR = Payment Arrangement; NN/NR = No ABAT or PAR Needed or Requested; BDW = Bad Debt Write-off													
	Notes: Jsm-GPT = Jasmine Lakes Apr 2010 – revised bill due to elimination of garbage pass through charges.													
Month	System	Cust #	Prem #	Srvc Typ	Charge Date	Mons Bck-Bild	Billed Chrgs	Billed Gals	Cncld Chrgs	Cncld Gals	Net Charges	Net Gallons	Payment Resolution	Note
Mar-2011	48Est	884719	628242	WT	03/30/11	9.7	$ 285.72	21,300	$ 188.48	0	$ 97.24	21,300	PAR	
Feb-2011	48Est	1653839	628429	WT	02/25/11	6.5	$ 318.90	38,500	$ 116.76	0	$ 202.14	38,500		
Jul-2009	ArdoE	1554921	644677	WT	07/27/09	2.4	$ 340.42	34,500	$ 161.08	-14,200	$ 179.34	20,300	PAR	
Sep-2009	ArdoE	902525	645124	WT	09/17/09	10.5	$ 791.50	101,800	$ 297.55	-9,600	$ 493.95	92,200	PAR	
May-2009	ArdoE	1524770	645510	WT	05/04/09	3.0	$ 98.56	4,600	$ -	0	$ 98.56	4,600	NN/NR	
Jul-2009	ArdoE	906251	648641	WT	07/29/09	1.9	$ 1,393.92	80,100	$ 145.15	-11,800	$ 1,248.77	68,300	BDW	
Jan-2011	ArdoE	1659429	648697	WT	01/20/11	5.5	$ 1,873.40	123,200	$ 181.81	-3,400	$ 1,691.59	119,800	ABAT PAR	
Jan-2010	ArdoE	906378	648764	WT	01/19/10	3.2	$ 221.99	19,300	$ 115.92	-5,700	$ 106.07	13,600	PAR	
Mar-2009	ArdoF	1535746	649153	WT	03/26/09	1.2	$ 95.10	14,100	$ 70.58	-6,500	$ 24.52	7,600	PAR BDW	
Aug-2009	ArdoF	1542313	649349	WT	08/04/09	1.0	$ 110.54	10,400	$ 55.41	-4,600	$ 55.13	5,800	BDW	
Oct-2010	ArdoF	907059	649361	WT	10/01/10	11.2	$ 403.04	24,200	$ 217.03	0	$ 186.01	24,200	ABAT	
Dec-2010	ArdoF	907088	649387	WT	12/01/10	11.6	$ 769.79	67,600	$ 237.36	0	$ 532.43	67,600	ABAT PAR	
Apr-2009	ArdoF	907094	649392	WT	04/09/09	1.5	$ 537.52	14,200	$ 367.79	-11,100	$ 169.73	3,100	PAR BDW	
Feb-2011	BchPt	884961	628473	WT	02/25/11	8.2	$ 179.66	2,800	$ 175.14	-1,100	$ 4.52	1,700	NN/NR	
Jan-2009	BrzHl	1402746	1040386	WT	01/06/09	4.2	$ 104.66	6,600	$ 62.62	-2,100	$ 42.04	4,500	NN/NR	
Mar-2011	BrzHl	1403034	1050183	WT	03/04/11	1.6	$ 93.45	5,300	$ 61.47	-3,800	$ 31.98	1,500	NN/NR	
Apr-2010	CrlVg	899491	642229	WT	04/06/10	8.8	$ 537.00	89,700	$ 177.18	-600	$ 359.82	89,100	PAR	
Jun-2009	CrlVg	899571	642304	WT	06/16/09	3.1	$ 234.78	39,000	$ 100.35	-7,400	$ 134.43	31,600	BDW	
Dec-2009	CrlVg	899616	642344	WT	12/04/09	1.6	$ 228.37	32,900	$ 32.02	0	$ 196.35	32,900	NN/NR	
Feb-2011	ELHrE	887307	630694	WT	02/01/11	10.6	$ 737.30	72,600	$ 188.52	0	$ 548.78	72,600	NN/NR	
Jan-2009	ELHrE	1465570	630751	WT	01/14/09	7.1	$ 201.09	21,700	$ -	0	$ 201.09	21,700	NN/NR	
Nov-2009	ELHrE	1130988	636294	WT	11/06/09	12.0	$ 561.86	66,684	$ 206.89	-10,405	$ 354.96	56,278	PAR	
Jan-2009	FwyMP	1381462	1035902	WT	01/14/09	11.4	$ 481.02	175,700	$ -	0	$ 481.02	175,700	PAR	
May-2009	FwyMP	1381462	1035902	WT	05/15/09	3.1	$ 126.35	48,500	$ -	0	$ 126.35	48,500	PAR	
Sep-2009	FwyMP	1383042	1036498	WT	09/21/09	12.0	$ 585.70	218,121	$ 166.40	-34,485	$ 419.30	183,636	PAR	
May-2009	GbsaE	887181	630575	WT	05/12/09	5.6	$ 191.05	64,000	$ 117.12	-9,800	$ 73.93	54,200	NN/NR	
Jun-2009	GbsaE	909672	651802	WT	06/18/09	7.0	$ 204.84	32,300	$ 139.32	-21,600	$ 65.52	10,700	NN/NR	
Jun-2009	GbsaE	909801	651918	WT	06/24/09	2.4	$ 292.90	43,200	$ 123.12	-11,500	$ 169.78	31,700	NN/NR	
Mar-2011	GbsaE	909801	651918	WT	03/17/11	9.8	$ 811.43	86,000	$ 230.20	0	$ 581.23	86,000	NN/NR	
Sep-2009	GndTr	887126	630522	WT	09/16/09	1.1	$ 175.97	25,700	$ 92.59	-13,100	$ 83.38	12,600	NN/NR	
Feb-2011	HldHv	904090	646601	WT	02/22/11	6.5	$ 159.71	5,800	$ 109.97	0	$ 49.74	5,800	NN/NR	
Aug-2009	HnsCk	897115	639970	WT	08/18/09	1.3	$ 1,110.86	74,200	$ 177.54	-18,900	$ 933.32	55,300	ABAT PAR	
May-2010	ILPMr	1462232	626125	WT	05/17/10	2.0	$ 82.18	6,300	$ 33.36	0	$ 48.82	6,300	NN/NR	
Jun-2009	ILPMr	885211	628714	WT	06/25/09	3.2	$ 181.52	23,000	$ 92.96	-5,400	$ 88.56	17,600	PAR	
Dec-2010	ILPMr	1445540	630390	WT	12/30/10	7.0	$ 391.79	49,200	$ 153.44	0	$ 238.35	49,200	PAR	
Jan-2009	ImpMT	895310	638246	WT	01/20/09	7.7	$ 309.04	56,300	$ 237.77	-11,400	$ 71.27	44,900	NN/NR	
Sep-2010	JngDn	888791	632096	WT	09/22/10	11.2	$ 2,511.32	186,800	$ 188.26	0	$ 2,323.06	186,800	ABAT PAR	
May-2009	JngDn	888892	632193	WT	05/28/09	8.1	$ 327.55	15,200	$ 165.01	-3,400	$ 162.54	11,800	PAR	
Feb-2011	JngDn	888895	632196	WT	02/28/11	10.2	$ 226.01	6,700	$ 207.53	-2,600	$ 18.48	4,100	NN/NR	
Jan-2009	JsmLk	882196	625877	WT	01/09/09	1.8	$ 43.77	5,400	$ -	0	$ 43.77	5,400	ABAT	
Mar-2009	JsmLk	987092	628002	WT	03/26/09	5.3	$ 284.13	69,800	$ 130.91	-23,100	$ 153.22	46,700	PAR	
Apr-2010	JsmLk	909082	626018	WT	04/06/10	2.0	$ 89.32	19,900	$ -	0	$ 89.32	19,900	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1395779	626026	WT	04/06/10	2.0	$ 63.93	11,000	$ -	0	$ 63.93	11,000	NN/NR	Jsm-GPT

Month	System	Cust #	Prem #	Srvc Typ	Charge Date	Mons Bck-Bild	Billed Chrgs	Billed Gals	Cncld Chrgs	Cncld Gals	Net Charges	Net Gallons	Payment Resolution	Note
Apr-2010	JsmLk	1130721	626034	WT	04/06/10	2.0	$ 70.71	11,900	$ -	0	$ 70.71	11,900	PAR	Jsm-GPT
Apr-2010	JsmLk	1471280	626036	WT	04/06/10	2.0	$ 62.32	7,700	$ -	0	$ 62.32	7,700	PAR	Jsm-GPT
Apr-2010	JsmLk	1454912	626046	WT	04/06/10	2.0	$ 89.32	19,900	$ -	0	$ 89.32	19,900	PAR	Jsm-GPT
Jan-2009	JsmLk	1477886	626148	WT	01/09/09	1.8	$ 528.58	146,500	$ 73.02	-3,200	$ 455.56	143,300	PAR BDW	
Apr-2010	JsmLk	1410482	626165	WT	04/06/10	2.0	$ 158.90	38,000	$ -	0	$ 158.90	38,000	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1450946	626176	WT	04/06/10	2.0	$ 56.71	4,900	$ -	0	$ 56.71	4,900	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1432057	626179	WT	04/06/10	2.0	$ 90.07	22,200	$ -	0	$ 90.07	22,200	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1520580	626189	WT	04/06/10	2.0	$ 88.31	19,500	$ -	0	$ 88.31	19,500	PAR	Jsm-GPT
Apr-2010	JsmLk	1525057	626217	WT	04/06/10	2.0	$ 141.71	4,900	$ -	0	$ 141.71	4,900	BDW	Jsm-GPT
Apr-2010	JsmLk	1525073	626336	WT	04/06/10	2.0	$ 68.12	13,100	$ -	0	$ 68.12	13,100	BDW	Jsm-GPT
Apr-2010	JsmLk	1448840	626343	WT	04/06/10	2.0	$ 58.71	8,400	$ -	0	$ 58.71	8,400	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1456082	626349	WT	04/06/10	2.0	$ 58.92	8,500	$ -	0	$ 58.92	8,500	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1434659	626350	WT	04/06/10	2.0	$ 82.52	17,200	$ -	0	$ 82.52	17,200	PAR	Jsm-GPT
Apr-2010	JsmLk	1119663	626357	WT	04/06/10	2.0	$ 128.25	32,900	$ -	0	$ 128.25	32,900	PAR	Jsm-GPT
Apr-2010	JsmLk	1514561	626393	WT	04/06/10	2.0	$ 82.06	19,000	$ -	0	$ 82.06	19,000	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1380819	626404	WT	04/06/10	2.0	$ 61.53	9,800	$ -	0	$ 61.53	9,800	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1402352	626411	WT	04/06/10	2.0	$ 70.31	14,200	$ -	0	$ 70.31	14,200	NN/NR	Jsm-GPT
Jan-2009	JsmLk	882780	626434	WT	01/06/09	2.8	$ 75.83	9,900	$ 37.68	0	$ 38.15	9,900	NN/NR	
Jun-2009	JsmLk	1531791	626441	WT	06/12/09	2.2	$ 100.52	24,500	$ 78.32	-23,300	$ 22.20	1,200	NN/NR	
Apr-2010	JsmLk	1579920	626479	WT	04/06/10	2.0	$ 67.91	13,000	$ -	0	$ 67.91	13,000	BDW	Jsm-GPT
Apr-2010	JsmLk	1564880	626482	WT	04/06/10	2.0	$ 88.31	19,500	$ -	0	$ 88.31	19,500	PAR	Jsm-GPT
Apr-2010	JsmLk	882985	626625	WT	04/06/10	2.0	$ 42.31	200	$ -	0	$ 42.31	200	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1391846	626629	WT	04/06/10	2.0	$ 69.51	13,800	$ -	0	$ 69.51	13,800	PAR	Jsm-GPT
Apr-2010	JsmLk	1412555	626647	WT	04/06/10	2.0	$ 83.81	19,700	$ -	0	$ 83.81	19,700	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1401819	626649	WT	04/06/10	2.0	$ 68.53	13,300	$ -	0	$ 68.53	13,300	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1415491	626676	WT	04/06/10	2.0	$ 57.32	7,700	$ -	0	$ 57.32	7,700	PAR	Jsm-GPT
Apr-2010	JsmLk	1440988	626815	WT	04/06/10	2.0	$ 75.73	14,400	$ -	0	$ 75.73	14,400	PAR	Jsm-GPT
Apr-2010	JsmLk	1598957	626849	WT	04/06/10	2.0	$ 76.11	14,600	$ -	0	$ 76.11	14,600	NN/NR	Jsm-GPT
Feb-2009	JsmLk	883317	626923	WT	02/18/09	3.2	$ 200.77	48,400	$ 165.28	-36,700	$ 35.49	11,700	PAR	
Apr-2010	JsmLk	1440828	626944	WT	04/06/10	2.0	$ 59.72	8,900	$ -	0	$ 59.72	8,900	PAR	Jsm-GPT
Apr-2010	JsmLk	908480	626977	WT	04/14/10	2.0	$ 69.33	13,700	$ -	0	$ 69.33	13,700	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1449827	626987	WT	04/06/10	2.0	$ 167.02	17,000	$ -	0	$ 167.02	17,000	PAR BDW	Jsm-GPT
Apr-2010	JsmLk	1456521	626991	WT	04/06/10	2.0	$ 60.73	9,400	$ -	0	$ 60.73	9,400	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1382070	627082	WT	04/05/10	1.8	$ 49.49	2,700	$ -	0	$ 49.49	2,700	NN/NR	Jsm-GPT
Jan-2010	JsmLk	883501	627092	WT	01/11/10	4.2	$ 2,232.66	619,300	$ 575.91	-120,000	$ 1,656.75	499,300	PAR	
Apr-2010	JsmLk	1446193	627094	WT	04/21/10	8.6	$ 280.08	67,800	$ 135.91	0	$ 144.17	67,800	ABAT PAR	
Apr-2010	JsmLk	1397969	627104	WT	04/06/10	2.0	$ 63.93	11,000	$ -	0	$ 63.93	11,000	BDW	Jsm-GPT
Apr-2010	JsmLk	906451	648836	WT	04/21/10	3.3	$ 88.11	13,900	$ 48.51	-10,100	$ 39.60	3,800	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1413564	648994	WT	04/06/10	2.0	$ 77.52	17,200	$ -	0	$ 77.52	17,200	PAR	Jsm-GPT
Jun-2009	JsmLk	1472070	649008	WT	06/12/09	2.2	$ 1,762.44	336,900	$ 1,137.52	-219,600	$ 624.92	117,300	PAR	
Apr-2010	JsmLk	1131534	649490	WT	04/06/10	2.0	$ 61.71	9,900	$ -	0	$ 61.71	9,900	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1131507	649587	WT	04/06/10	2.0	$ 65.53	11,800	$ -	0	$ 65.53	11,800	PAR	Jsm-GPT
Apr-2010	JsmLk	1449685	649617	WT	04/06/10	2.0	$ 50.11	4,100	$ -	0	$ 50.11	4,100	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1601022	649618	WT	04/06/10	2.0	$ 75.03	16,200	$ -	0	$ 75.03	16,200	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1580669	649641	WT	04/06/10	2.0	$ 107.62	27,200	$ -	0	$ 107.62	27,200	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1443553	649642	WT	04/06/10	2.0	$ 83.81	19,700	$ -	0	$ 83.81	19,700	PAR	Jsm-GPT
Jan-2009	JsmLk	907360	649644	WT	01/16/09	2.2	$ 75.24	14,100	$ 37.60	-2,900	$ 37.64	11,200	NN/NR	
Mar-2010	JsmLk	1414192	649734	WT	03/25/10	1.5	$ 41.13	400	$ -	0	$ 41.13	400	NN/NR	

Month	System	Cust #	Prem #	Srvc Typ	Charge Date	Mons Bck-Bild	Billed Chrgs	Billed Gals	Cncld Chrgs	Cncld Gals	Net Charges	Net Gallons	Payment Resolution	Note
Apr-2010	JsmLk	1566089	649769	WT	04/20/10	2.0	$ 57.11	7,600	$ -	0	$ 57.11	7,600	NN/NR	Jsm-GPT
Dec-2010	JsmLk	907512	649785	WT	12/06/10	2.0	$ 60.29	8,300	$ 43.06	-7,400	$ 17.23	900	NN/NR	
Apr-2010	JsmLk	1383101	649951	WT	04/06/10	2.0	$ 63.52	10,800	$ -	0	$ 63.52	10,800	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1528704	649959	WT	04/06/10	2.0	$ 72.51	15,200	$ -	0	$ 72.51	15,200	PAR	Jsm-GPT
Apr-2010	JsmLk	1567663	649994	WT	04/06/10	2.0	$ 53.13	5,600	$ -	0	$ 53.13	5,600	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1549748	650023	WT	04/06/10	2.0	$ 57.91	8,000	$ -	0	$ 57.91	8,000	NN/NR	Jsm-GPT
Apr-2010	JsmLk	907933	650041	WT	04/06/10	2.0	$ 78.03	17,400	$ -	0	$ 78.03	17,400	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1395186	650063	WT	04/06/10	2.0	$ 107.66	29,200	$ -	0	$ 107.66	29,200	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1564593	650069	WT	04/06/10	2.0	$ 65.12	11,600	$ -	0	$ 65.12	11,600	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1129783	650075	WT	04/06/10	2.0	$ 75.03	16,200	$ -	0	$ 75.03	16,200	NN/NR	Jsm-GPT
Jan-2009	JsmLk	1516969	650140	WT	01/28/09	2.3	$ 95.51	20,000	$ 64.54	-9,900	$ 30.97	10,100	PAR	
Apr-2010	JsmLk	1551215	650162	WT	04/06/10	2.0	$ 81.56	18,800	$ -	0	$ 81.56	18,800	BDW	Jsm-GPT
Mar-2009	JsmLk	908035	650265	WT	03/19/09	5.4	$ 190.67	23,400	$ 128.98	-2,200	$ 61.69	21,200	PAR BDW	
Jul-2010	JsmLk	1555717	650265	WT	07/09/10	6.2	$ 171.86	35,300	$ 92.37	-14,100	$ 79.49	21,200	NN/NR	
Apr-2010	JsmLk	1399777	650316	WT	04/06/10	2.0	$ 75.03	16,200	$ -	0	$ 75.03	16,200	NN/NR	Jsm-GPT
Oct-2010	JsmLk	908367	650572	WT	10/08/10	12.0	$ 198.47	7,475	$ 166.42	0	$ 32.06	7,475	ABAT PAR	
Sep-2010	JsmLk	908396	650599	WT	09/17/10	1.4	$ 61.80	13,700	$ 28.26	0	$ 33.54	13,700	NN/NR	
Apr-2010	JsmLk	1452152	650651	WT	04/06/10	2.0	$ 89.05	19,800	$ -	0	$ 89.05	19,800	PAR BDW	Jsm-GPT
Apr-2010	JsmLk	1396549	650664	WT	04/06/10	2.0	$ 50.11	4,100	$ -	0	$ 50.11	4,100	NN/NR	Jsm-GPT
Jun-2010	JsmLk	1618857	650681	WT	06/07/10	2.9	$ 177.30	44,700	$ 118.35	-26,100	$ 58.95	18,600	PAR BDW	
Apr-2009	JsmLk	908547	650740	WT	04/10/09	4.4	$ 237.79	55,800	$ (57.42)	-500	$ 295.21	55,300	PAR	
Apr-2009	JsmLk	908563	650755	WT	04/10/09	4.4	$ 88.69	9,600	$ 59.42	-900	$ 29.27	8,700	PAR BDW	
Apr-2010	JsmLk	1382376	650756	WT	04/06/10	2.0	$ 60.72	6,900	$ -	0	$ 60.72	6,900	NN/NR	Jsm-GPT
Jan-2009	JsmLk	908565	650757	WT	01/23/09	2.0	$ 227.75	56,400	$ 178.48	-40,800	$ 49.27	15,600	NN/NR	
Feb-2011	JsmLk	908568	650759	WT	02/17/11	9.2	$ 400.77	104,000	$ 271.47	-29,400	$ 129.30	74,600	PAR	
Apr-2010	JsmLk	883319	650773	WT	04/06/10	2.0	$ 82.02	17,000	$ -	0	$ 82.02	17,000	PAR	Jsm-GPT
Apr-2010	JsmLk	1451500	650802	WT	04/06/10	2.0	$ 56.31	7,200	$ -	0	$ 56.31	7,200	NN/NR	Jsm-GPT
Apr-2010	JsmLk	908667	650852	WT	04/06/10	2.0	$ 50.11	4,100	$ -	0	$ 50.11	4,100	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1129185	650901	WT	04/06/10	2.0	$ 104.13	27,800	$ -	0	$ 104.13	27,800	NN/NR	Jsm-GPT
Apr-2009	JsmLk	908722	650904	WT	04/06/09	4.2	$ 260.26	36,400	$ 159.88	-32,100	$ 100.38	4,300	NN/NR	
Apr-2010	JsmLk	1381589	651040	WT	04/06/10	2.0	$ 61.53	9,800	$ -	0	$ 61.53	9,800	PAR	Jsm-GPT
Apr-2009	JsmLk	908869	651041	WT	04/10/09	4.4	$ 102.55	13,800	$ 60.38	-1,200	$ 42.17	12,600	NN/NR	
Apr-2010	JsmLk	1545177	651045	WT	04/02/10	1.8	$ 66.43	10,700	$ -	0	$ 66.43	10,700	NN/NR	Jsm-GPT
Apr-2010	JsmLk	1401196	651047	WT	04/06/10	2.0	$ 122.42	31,100	$ -	0	$ 122.42	31,100	PAR	Jsm-GPT
Mar-2009	JsmLk	908880	651052	WT	03/20/09	3.9	$ 122.60	21,400	$ 57.49	-300	$ 65.11	21,100	NN/NR	
Apr-2010	JsmLk	1396536	651106	WT	04/06/10	2.0	$ 59.72	8,900	$ -	0	$ 59.72	8,900	NN/NR	Jsm-GPT
May-2009	JsmLk	908994	651161	WT	05/11/09	3.0	$ 45.89	1,100	$ 43.17	0	$ 2.72	1,100	NN/NR	
Apr-2010	JsmLk	1587204	651226	WT	04/06/10	2.0	$ 82.79	17,300	$ -	0	$ 82.79	17,300	PAR	Jsm-GPT
Apr-2010	JsmLk	882473	651238	WT	04/06/10	2.0	$ 68.52	10,800	$ -	0	$ 68.52	10,800	PAR	Jsm-GPT
Apr-2010	JsmLk	1589740	651281	WT	04/06/10	2.0	$ 202.07	32,700	$ -	0	$ 202.07	32,700	BDW	Jsm-GPT
Apr-2010	JsmLk	1448478	651294	WT	04/06/10	2.0	$ 67.73	12,900	$ -	0	$ 67.73	12,900	NN/NR	Jsm-GPT
Apr-2010	JsmLk	979513	651312	WT	04/06/10	2.0	$ 91.82	22,900	$ -	0	$ 91.82	22,900	NN/NR	Jsm-GPT
Feb-2009	KngCv	903566	646108	WT	02/09/09	11.4	$ 514.70	108,800	$ -	0	$ 514.70	108,800	PAR	
Jan-2011	Kngwd	1621177	635963	WT	01/26/11	2.1	$ 108.65	8,200	$ 46.65	-1,400	$ 62.00	6,800	NN/NR	
Dec-2010	LkGbE	1521416	627042	WT	12/28/10	11.6	$ 439.43	49,700	$ 281.19	0	$ 158.24	49,700	PAR	
Feb-2009	LkGbE	1394502	627067	WT	02/18/09	1.5	$ 95.19	42,700	$ 73.69	-28,200	$ 21.50	14,500	PAR BDW	
Dec-2010	LkGbE	884202	627752	WT	12/28/10	11.5	$ 339.00	26,400	$ 221.19	0	$ 117.81	26,400	NN/NR	
Feb-2009	LkGbE	1479844	629854	WT	02/18/09	1.5	$ 67.75	24,500	$ 61.50	-20,100	$ 6.25	4,400	PAR	

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Jan-2011	LkGbE	886438	629863	WT	01/05/11	1.2	$ 84.72	9,100	$ 41.99	0	$ 42.73	9,100	PAR	
Mar-2011	LkGbE	1527215	631508	WT	03/15/11	9.5	$ 450.73	48,900	$ 301.77	-4,500	$ 148.96	44,400	PAR	
Dec-2010	LkGbE	1558983	631803	WT	12/28/10	7.5	$ 349.40	45,000	$ 164.51	0	$ 184.89	45,000	PAR	
Mar-2011	LkGbE	895472	638401	WT	03/15/11	8.5	$ 543.11	72,600	$ 358.18	-16,700	$ 184.93	55,900	PAR	
Mar-2009	LkGbE	901245	643911	WT	03/20/09	3.2	$ 56.21	6,500	$ 41.89	-200	$ 14.32	6,300	NN/NR	
Feb-2011	LkGbE	903438	645989	WT	02/15/11	10.7	$ 557.60	74,900	$ 276.95	0	$ 280.65	74,900	PAR	
Mar-2009	LkGbE	1444460	647538	WT	03/20/09	3.3	$ 51.25	3,200	$ 41.60	0	$ 9.65	3,200	BDW	
May-2009	LkGbE	905106	647574	WT	05/11/09	4.8	$ 277.85	82,800	$ 133.90	-56,300	$ 143.95	26,500	PAR	
May-2010	LkGbE	905106	647574	WT	05/14/10	1.3	$ 156.67	23,700	$ 35.84	0	$ 120.83	23,700	NN/NR	
Nov-2009	LkGbE	1382588	647689	WT	11/10/09	3.2	$ 760.62	81,900	$ 168.56	-28,400	$ 592.06	53,500	ABAT	
Mar-2011	LkGbE	905467	647917	WT	03/15/11	9.8	$ 331.42	21,800	$ 233.11	-1,700	$ 98.31	20,100	ABAT	
Feb-2009	LkGbE	905518	647965	WT	02/18/09	1.9	$ 62.95	21,300	$ 53.79	-15,000	$ 9.16	6,300	NN/NR	
Feb-2011	LkGbE	905626	648056	WT	02/22/11	7.5	$ 246.48	19,300	$ 150.27	0	$ 96.21	19,300	NN/NR	
Aug-2009	LkGbE	905745	648168	WT	08/12/09	1.1	$ 110.51	16,400	$ -	0	$ 110.51	16,400	PAR	
Mar-2011	LkGbE	905745	648168	WT	03/23/11	5.4	$ 686.16	95,600	$ 263.21	-7,300	$ 422.95	88,300	PAR	
May-2009	LkGbE	906205	648604	WT	05/01/09	2.8	$ 572.66	100	$ (436.67)	352,100	$ 1,009.33	352,200	BDW	
Apr-2009	LkGbE	906643	649005	WT	04/22/09	6.0	$ 761.80	354,000	$ 254.69	-118,000	$ 507.11	236,000	PAR	
Jun-2009	LkGbE	909287	651443	WT	06/26/09	2.4	$ 101.79	14,800	$ 56.33	-12,600	$ 45.46	2,200	NN/NR	
Mar-2011	LkGbE	1588719	651657	WT	03/15/11	8.7	$ 553.88	72,600	$ 283.70	-9,500	$ 270.18	63,100	PAR	
Sep-2009	LkGbE	909685	651814	WT	09/24/09	9.1	$ 300.72	52,400	$ 238.44	-30,500	$ 62.28	21,900	PAR	
Dec-2010	LkJpn	1466784	626883	WT	12/28/10	1.3	$ 95.23	7,400	$ 36.42	0	$ 58.81	7,400	NN/NR	
Mar-2011	LkJpn	887727	631092	WT	03/01/11	10.3	$ 985.26	100,400	$ 193.54	-100	$ 791.72	100,300	PAR	
Nov-2009	LkJpn	1583245	642957	WT	11/06/09	1.0	$ 64.00	4,200	$ -	0	$ 64.00	4,200	NN/NR	
Feb-2011	LkOsE	887904	631257	WT	02/08/11	2.0	$ 121.73	14,200	$ 102.86	-13,100	$ 18.87	1,100	NN/NR	
Feb-2009	LkOsE	1410131	631527	WT	02/02/09	6.5	$ 164.86	50,000	$ 56.18	-3,100	$ 108.68	46,900	NN/NR	
Feb-2009	LkOsE	988485	631694	WT	02/10/09	6.3	$ 211.33	69,700	$ 111.84	-31,900	$ 99.49	37,800	NN/NR	
Oct-2009	LkOsE	889312	632593	WT	10/19/09	3.3	$ 299.39	41,300	$ 144.27	-10,200	$ 155.12	31,100	NN/NR	
May-2010	LkOsE	1577803	633056	WT	05/13/10	7.3	$ 412.73	52,300	$ 173.03	0	$ 239.70	52,300	PAR	
Mar-2009	LkOsE	903082	645653	WT	03/25/09	8.6	$ 175.72	49,400	$ 132.07	-34,400	$ 43.65	15,000	NN/NR	
Feb-2011	LkOsE	905258	647718	WT	02/08/11	2.0	$ 121.73	14,200	$ 93.47	-11,600	$ 28.26	2,600	NN/NR	
Dec-2010	LkSzy	884516	628049	WT	12/28/10	11.3	$ 639.11	61,000	$ 188.52	0	$ 450.59	61,000	PAR	
Sep-2009	LkSzy	885084	628595	WT	09/30/09	12.0	$ 511.20	51,498	$ 371.47	-34,057	$ 139.73	17,441	NN/NR	
Mar-2010	LkSzy	885468	628958	WT	03/31/10	10.6	$ 2,372.25	183,000	$ 942.39	-11,000	$ 1,429.86	172,000	PAR	
Jan-2010	LkSzy	885976	629428	WT	01/11/10	4.3	$ 247.90	23,900	$ 118.00	-4,100	$ 129.90	19,800	NN/NR	
Mar-2010	LkSzy	885976	629428	WT	03/17/10	1.1	$ 130.64	12,800	$ 103.95	-10,100	$ 26.69	2,700	NN/NR	
Jan-2011	LkSzy	886236	629672	WT	01/04/11	8.4	$ 223.72	10,400	$ 163.47	-800	$ 60.25	9,600	NN/NR	
Feb-2009	LkSzy	886286	629722	WT	02/04/09	2.5	$ 15,419.99	1,899,000	$ 10,549.37	-1,272,700	$ 4,870.62	626,300	ABAT PAR	
Jan-2011	LkSzy	886291	629727	WT	01/10/11	9.9	$ 470.99	41,000	$ 184.51	-1,600	$ 286.48	39,400	NN/NR	
Sep-2010	LkSzy	1488318	630024	WT	09/08/10	1.1	$ 78.52	6,300	$ 63.04	-6,200	$ 15.48	100	NN/NR	
Feb-2010	LkSzy	886654	630067	WT	02/11/10	9.8	$ 278.68	16,300	$ 205.81	-5,100	$ 72.87	11,200	NN/NR	
Feb-2011	LkSzy	886788	630196	WT	02/22/11	1.6	$ 78.13	5,100	$ 31.42	0	$ 46.71	5,100	NN/NR	
Feb-2011	LkSzy	886791	630199	WT	02/03/11	10.7	$ 938.55	94,900	$ 187.43	-2,000	$ 751.12	92,900	PAR	
Sep-2010	LkSzy	1127411	630260	WT	09/08/10	1.1	$ 34.66	300	$ 17.17	-200	$ 17.49	100	NN/NR	
Mar-2010	LkSzy	1543484	630267	WT	03/18/10	2.5	$ 107.63	7,200	$ 102.13	-3,400	$ 5.50	3,800	NN/NR	
Sep-2010	LkSzy	1543484	630267	WT	09/08/10	1.1	$ 54.40	3,000	$ 26.68	-1,500	$ 27.72	1,500	NN/NR	
Dec-2010	LkSzy	886863	630269	WT	12/28/10	12.0	$ 286.11	11,122	$ 199.25	0	$ 86.86	11,122	NN/NR	
Sep-2010	LkSzy	1429537	630284	WT	09/08/10	1.1	$ 33.94	200	$ 16.44	-100	$ 17.50	100	NN/NR	
Sep-2010	LkSzy	1125691	630342	WT	09/08/10	1.1	$ 267.64	23,900	$ 93.57	-9,600	$ 174.07	14,300	NN/NR	

Month	System	Cust #	Prem #	Srvc Typ	Charge Date	Mons Bck-Blld	Billed Chrgs	Billed Gals	Cncld Chrgs	Cncld Gals	Net Charges	Net Gallons	Payment Resolution	Note
Feb-2009	LkSzy	886946	630349	WT	02/19/09	3.9	$ 474.40	43,400	$ 281.41	-19,500	$ 192.99	23,900	ABAT PAR	
Sep-2010	LkSzy	1565774	630355	WT	09/08/10	1.1	$ 39.04	900	$ 17.90	-300	$ 21.14	600	NN/NR	
Sep-2010	LkSzy	1393867	630362	WT	09/08/10	1.1	$ 82.17	6,800	$ 39.83	-3,300	$ 42.34	3,500	NN/NR	
Sep-2010	LkSzy	1384882	630415	WT	09/08/10	1.1	$ 79.98	6,500	$ 32.52	-2,300	$ 47.46	4,200	NN/NR	
Feb-2011	LkSzy	1554567	630438	WT	02/16/11	6.7	$ 434.07	42,000	$ 168.76	-3,600	$ 265.31	38,400	PAR	
Sep-2010	LkSzy	1620125	630537	WT	09/08/10	1.1	$ 73.41	5,600	$ 33.25	-2,400	$ 40.16	3,200	NN/NR	
Dec-2010	LkSzy	887257	630648	WT	12/28/10	6.5	$ 189.92	8,500	$ 109.97	0	$ 79.95	8,500	NN/NR	
Oct-2010	LkSzy	887286	630673	WT	10/26/10	4.6	$ 103.32	2,100	$ 78.55	0	$ 24.77	2,100	NN/NR	
Sep-2010	LkSzy	1613226	630705	WT	09/08/10	1.1	$ 77.07	6,100	$ 34.72	-2,600	$ 42.35	3,500	NN/NR	
Sep-2010	LkSzy	1518881	1060370	WT	09/08/10	1.1	$ 85.83	7,300	$ 33.99	-2,500	$ 51.84	4,800	NN/NR	
Apr-2010	LsrLk	1444650	627543	WT	04/21/10	3.4	$ 188.30	15,800	$ 62.84	0	$ 125.46	15,800	NN/NR	
Jan-2009	LsrLk	885353	628846	WT	01/14/09	3.3	$ 311.78	27,400	$ -	0	$ 311.78	27,400	NN/NR	
Jan-2009	LsrLk	885664	629146	WT	01/14/09	12.0	$ 230.42	13,182	$ -	0	$ 230.42	13,182	ABAT	
Dec-2009	LsrLk	889082	632376	WT	12/18/09	6.6	$ 154.64	5,400	$ 108.86	0	$ 45.78	5,400	ABAT PAR	
Dec-2009	LsrLk	1537340	635637	WT	12/23/09	9.9	$ 305.73	22,400	$ 162.25	0	$ 143.48	22,400	PAR	
Jan-2010	LsrLk	903788	646310	WT	01/26/10	2.9	$ 112.72	7,300	$ 46.97	0	$ 65.75	7,300	NN/NR	
Jan-2011	LsrLk	1515601	1082522	WT	01/06/11	11.1	$ 352.10	22,100	$ -	0	$ 352.10	22,100	NN/NR	
Mar-2010	LsrLk	1606810	1107170	WT	03/05/10	1.4	$ 79.89	5,700	$ 70.07	-4,500	$ 9.82	1,200	NN/NR	
Mar-2010	Oakwd	1547697	637914	WT	03/30/10	11.1	$ 373.58	27,000	$ 255.30	-7,400	$ 118.28	19,600	PAR	
Feb-2010	Oakwd	895251	638188	WT	02/25/10	3.5	$ 175.65	13,900	$ 103.96	-2,900	$ 71.69	11,000	PAR	
Feb-2011	Oakwd	895957	638866	WT	02/08/11	3.8	$ 136.27	8,400	$ 133.14	-8,000	$ 3.13	400	NN/NR	
Jan-2009	Oakwd	896531	639419	WT	01/20/09	12.0	$ 1,877.59	520,372	$ 575.41	-82,512	$ 1,302.18	437,860	ABAT PAR	
Mar-2011	Oakwd	896973	639831	WT	03/28/11	1.2	$ 52.84	2,500	$ 47.50	-2,200	$ 5.34	300	NN/NR	
Jan-2011	OclOk	886452	629876	WT	01/10/11	10.5	$ 230.60	32,900	$ 175.66	-1,800	$ 54.94	31,100	NN/NR	
Mar-2010	OclOk	1606530	631039	WT	03/01/10	1.4	$ 108.89	27,600	$ 50.26	0	$ 58.63	27,600	BDW	
Jan-2010	OclOk	887728	631093	WT	01/08/10	4.9	$ 154.53	34,600	$ 69.93	0	$ 84.60	34,600	NN/NR	
Jan-2011	OclOk	887891	631244	WT	01/14/11	10.2	$ 225.98	25,300	$ 186.72	-100	$ 39.26	25,200	NN/NR	
Feb-2011	OclOk	1445300	631371	WT	02/22/11	6.4	$ 278.11	71,800	$ 108.02	0	$ 170.09	71,800	PAR	
Mar-2009	OclOk	891095	634211	WT	03/20/09	12.0	$ 545.83	234,380	$ 331.94	-32,020	$ 213.89	202,361	PAR	
May-2009	OclOk	891384	634489	WT	05/26/09	1.9	$ 107.50	30,400	$ 50.32	0	$ 57.18	30,400	ABAT	
Feb-2011	OclOk	1396425	634519	WT	02/22/11	10.0	$ 327.29	76,200	$ 172.68	-8,000	$ 154.61	68,200	NN/NR	
Dec-2010	OclOk	891561	634659	WT	12/16/10	1.1	$ 43.57	6,100	$ -	0	$ 43.57	6,100	ABAT	
Dec-2010	OclOk	892078	635156	WT	12/28/10	7.0	$ 207.06	44,700	$ 128.69	-12,800	$ 78.37	31,900	PAR	
Jan-2011	OclOk	892505	635562	WT	01/12/11	8.1	$ 231.14	51,100	$ 185.65	-11,200	$ 45.49	39,900	NN/NR	
Feb-2011	OclOk	1488458	636400	WT	02/11/11	10.2	$ 309.88	64,300	$ 208.93	-21,700	$ 100.95	42,600	PAR	
Mar-2011	OclOk	1401479	640648	WT	03/14/11	1.8	$ 65.31	9,500	$ -	0	$ 65.31	9,500	NN/NR	
Jul-2010	OclOk	898012	640837	WT	07/07/10	1.4	$ 86.78	23,500	$ 33.26	0	$ 53.52	23,500	PAR	
Jan-2011	OclOk	898735	641508	WT	01/14/11	12.0	$ 360.02	84,781	$ 186.95	0	$ 173.07	84,781	ABAT	
Dec-2010	OclOk	982975	642557	WT	12/16/10	12.0	$ 524.63	137,355	$ 168.16	0	$ 356.47	137,355	PAR	
Nov-2009	OclOk	900501	643200	WT	11/03/09	1.6	$ 48.20	6,100	$ 28.23	-200	$ 19.97	5,900	NN/NR	
Jul-2009	OclOk	903325	645882	WT	07/29/09	10.2	$ 510.86	153,100	$ 337.96	-102,500	$ 172.90	50,600	NN/NR	
Jun-2009	OclOk	905748	648171	WT	06/24/09	11.4	$ 428.19	128,000	$ 345.97	-50,700	$ 82.22	77,300	PAR	
Jan-2011	OclOk	905774	648196	WT	01/07/11	3.8	$ 92.17	10,900	$ 62.61	0	$ 29.56	10,900	NN/NR	
Jun-2009	OclOk	905800	648221	WT	06/16/09	4.2	$ 142.52	31,100	$ 104.80	-7,800	$ 37.72	23,300	PAR	
Feb-2011	OclOk	908406	650609	WT	02/28/11	6.4	$ 193.12	39,200	$ 103.02	0	$ 90.10	39,200	NN/NR	
Feb-2011	OclOk	909877	651990	WT	02/02/11	12.0	$ 402.01	95,905	$ 242.15	-5,714	$ 159.86	90,190	PAR	
Mar-2009	OHSCk	887350	630736	WT	03/23/09	5.9	$ 234.19	65,500	$ 181.19	-42,100	$ 53.00	23,400	NN/NR	
Jan-2011	OHSCk	891890	634974	WT	01/24/11	11.6	$ 578.03	60,600	$ 474.65	-2,100	$ 103.38	58,500	PAR	

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Mar-2011	OHSCk	894757	637718	WT	03/09/11	6.8	$ 313.73	28,500	$ 178.73	0	$ 135.00	28,500	NN/NR	
May-2009	Pccla	902637	645232	WT	05/14/09	12.0	$ 775.41	176,229	$ 183.37	-8,829	$ 592.04	167,400	ABAT	
Dec-2009	PcRvr	1122791	629693	WT	12/11/09	11.4	$ 3,210.81	470,500	$ 704.17	-29,000	$ 2,506.64	441,500	PAR BDW	
Mar-2010	PcRvr	906236	648634	WT	03/11/10	11.5	$ 1,130.21	154,500	$ 241.71	0	$ 888.50	154,500	ABAT	
Feb-2010	PcRvr	906287	648681	WT	02/09/10	3.2	$ 173.82	21,100	$ 87.99	-4,500	$ 85.83	16,600	BDW	
Nov-2010	PcRvr	1666915	650215	WT	11/15/10	3.0	$ 407.76	51,000	$ 247.99	-33,300	$ 159.77	17,700	PAR	
Jan-2009	PcRvr	1474700	821774	WT	01/05/09	1.0	$ 48.70	6,400	$ -	0	$ 48.70	6,400	NN/NR	
May-2009	PcRvr	1474700	821774	WT	05/04/09	1.0	$ 67.96	13,400	$ -	0	$ 67.96	13,400	NN/NR	
Jan-2009	PlmTr	985688	627216	WT	01/08/09	6.0	$ 746.57	181,200	$ 192.21	-30,600	$ 554.36	150,600	PAR BDW	
Jan-2011	PlmTr	1534035	627398	WT	01/06/11	12.0	$ 721.19	74,422	$ 202.69	0	$ 518.50	74,422	PAR	
Jan-2009	PlmTr	883865	627430	WT	01/14/09	12.0	$ 255.55	18,716	$ -	0	$ 255.55	18,716	ABAT PAR	
Jul-2010	PlmTr	883868	627433	WT	07/27/10	1.5	$ 209.02	21,200	$ 31.42	0	$ 177.60	21,200	ABAT	
Jan-2011	PlmTr	883887	627450	WT	01/25/11	9.8	$ 280.25	15,200	$ 189.15	-3,700	$ 91.10	11,500	PAR	
Jan-2009	PlmTr	1528800	627503	WT	01/08/09	4.4	$ 77.06	1,000	$ -	0	$ 77.06	1,000	BDW	
Jan-2011	PlmTr	1443456	627509	WT	01/06/11	12.0	$ 683.21	75,221	$ 219.65	0	$ 463.56	75,221	PAR	
Jun-2010	PlmTr	884520	628080	WT	06/07/10	2.8	$ 144.29	11,500	$ 116.29	-8,100	$ 28.00	3,400	ABAT PAR	
Mar-2011	PlmTr	884610	628138	WT	03/14/11	7.9	$ 391.84	31,400	$ 157.83	-100	$ 234.01	31,300	PAR	
May-2009	PlmTr	1540241	628357	WT	05/19/09	1.9	$ 118.65	15,000	$ 99.86	-10,800	$ 18.79	4,200	NN/NR	
May-2009	PlmTr	1452266	628560	WT	05/13/09	5.2	$ 124.05	7,600	$ -	0	$ 124.05	7,600	NN/NR	
May-2009	PlmTr	885061	628572	WT	05/13/09	5.2	$ 148.48	13,100	$ -	0	$ 148.48	13,100	NN/NR	
Jun-2009	PlmTr	1397014	649416	WT	06/16/09	2.4	$ 395.67	41,700	$ 198.30	-33,800	$ 197.37	7,900	PAR BDW	
Jan-2009	PlmTr	907531	649803	WT	01/08/09	1.0	$ 56.60	7,000	$ -	0	$ 56.60	7,000	NN/NR	
Feb-2009	PlmTr	907663	649918	WT	02/19/09	2.6	$ 102.02	9,600	$ 95.45	-9,500	$ 6.57	100	NN/NR	
Jan-2009	PlmTr	907791	650040	WT	01/08/09	1.0	$ 55.42	6,700	$ -	0	$ 55.42	6,700	PAR	
Apr-2010	PlmTr	907791	650040	WT	04/15/10	9.3	$ 273.51	15,700	$ 166.20	0	$ 107.31	15,700	PAR	
Mar-2009	PlmTr	1460488	650247	WT	03/19/09	3.8	$ 100.14	6,000	$ 75.15	-1,000	$ 24.99	5,000	BDW	
Mar-2010	PlmTr	884708	650247	WT	03/04/10	2.9	$ 189.39	17,600	$ 112.92	-9,000	$ 76.47	8,600	BDW	
Jan-2009	PlmTr	908025	650255	WT	01/08/09	1.1	$ 44.07	100	$ -	0	$ 44.07	100	NN/NR	
Jun-2009	PlmTr	1542762	650359	WT	06/12/09	3.4	$ 274.63	37,600	$ 183.28	-18,800	$ 91.35	18,800	PAR	
Jan-2009	PlmTr	908305	650516	WT	01/08/09	1.0	$ 38.04	2,300	$ -	0	$ 38.04	2,300	NN/NR	
Nov-2009	PlmTr	1547473	650557	WT	11/09/09	2.1	$ 112.75	9,700	$ 51.61	0	$ 61.14	9,700	PAR	
Dec-2010	PlmTr	1540491	650578	WT	12/23/10	9.3	$ 374.43	29,200	$ 182.10	0	$ 192.33	29,200	NN/NR	
Aug-2009	PlmTr	908508	650703	WT	08/25/09	2.2	$ 2,421.57	140,100	$ 119.41	-8,700	$ 2,302.16	131,400	ABAT PAR	
Jan-2011	PmnPk	890917	634052	WT	01/05/11	11.2	$ 766.21	75,100	$ 207.36	0	$ 558.85	75,100	NN/NR	
May-2009	PmnPk	891690	634783	WT	05/11/09	8.7	$ 1,071.37	183,200	$ 236.37	-11,500	$ 835.00	171,700	ABAT PAR	
Feb-2011	PmnPk	910140	652245	WT	02/28/11	6.4	$ 331.36	27,500	$ 170.72	-3,700	$ 160.64	23,800	NN/NR	
Jan-2011	PmnPk	1558271	1093088	WT	01/13/11	8.1	$ 430.53	39,000	$ 294.53	-13,600	$ 136.00	25,400	PAR	
Oct-2009	PnyWd	898034	640859	WT	10/16/09	3.4	$ 326.74	50,600	$ 285.87	-25,200	$ 40.87	25,400	ABAT	
Jul-2009	PnyWd	898148	640970	WT	07/07/09	3.3	$ 210.89	33,800	$ 116.48	-9,900	$ 94.41	23,900	PAR BDW	
Mar-2011	RslOk	909646	651777	WT	03/23/11	9.4	$ 381.26	21,200	$ 226.21	-1,100	$ 155.05	20,100	NN/NR	
Jul-2009	RvrGv	882902	626549	WT	07/17/09	11.5	$ 328.45	28,600	$ 270.45	-20,500	$ 58.00	8,100	NN/NR	
Jan-2011	RvrGv	884211	627760	WT	01/05/11	8.1	$ 545.37	53,300	$ 156.39	0	$ 388.98	53,300	PAR	
Feb-2010	RvrGv	885363	628856	WT	02/11/10	7.2	$ 298.21	24,700	$ -	0	$ 298.21	24,700	NN/NR	
May-2009	RvrGv	886825	630231	WT	05/11/09	9.2	$ 416.24	53,800	$ 250.85	-27,800	$ 165.39	26,000	NN/NR	
Feb-2011	Skyct	1677631	637408	WT	02/22/11	4.6	$ 541.65	55,700	$ 287.95	-22,900	$ 253.70	32,800	PAR	
Mar-2011	Skyct	1606973	641070	WT	03/30/11	10.8	$ 849.96	84,600	$ 228.52	0	$ 621.44	84,600	NN/NR	
Jun-2010	SLEWS	882120	625802	WT	06/22/10	12.0	$ 260.58	39,000	$ 213.02	-12,097	$ 47.56	26,903	NN/NR	
May-2010	SLEWS	882184	625865	WT	05/03/10	7.9	$ 384.90	100,800	$ 143.22	-7,700	$ 241.68	93,100	NN/NR	

Month	System	Cust #	Prem #	Srvc Typ	Charge Date	Mons Bck-Bild	Billed Chrgs	Billed Gals	Cncld Chrgs	Cncld Gals	Net Charges	Net Gallons	Payment Resolution	Note
Apr-2010	SLEWS	1596212	625885	WT	04/07/10	4.4	$ 911.00	173,500	$ 89.30	0	$ 821.70	173,500	PAR	
Sep-2010	SLEWS	882223	625901	WT	09/13/10	7.9	$ 153.51	13,400	$ 113.04	0	$ 40.47	13,400	NN/NR	
Dec-2010	SLEWS	1626969	625907	WT	12/07/10	3.6	$ 108.41	20,800	$ 56.52	0	$ 51.89	20,800	NN/NR	
Feb-2011	SLEWS	882303	625978	WT	02/09/11	9.7	$ 305.95	64,200	$ 239.01	-12,200	$ 66.94	52,000	NN/NR	
Jun-2010	SLEWS	882333	626008	WT	06/22/10	11.5	$ 251.32	37,600	$ 241.65	-18,400	$ 9.67	19,200	NN/NR	
Jul-2009	SLEWS	1391533	626075	WT	07/28/09	2.4	$ 189.72	45,300	$ 48.06	-3,200	$ 141.66	42,100	NN/NR	
Feb-2011	SLEWS	882407	626079	WT	02/11/11	11.6	$ 248.39	29,200	$ 200.88	-14,300	$ 47.51	14,900	NN/NR	
Jul-2009	SLEWS	882487	626156	WT	07/10/09	1.3	$ 82.02	19,800	$ 27.84	0	$ 54.18	19,800	NN/NR	
Jan-2011	SLEWS	882488	626157	WT	01/10/11	10.6	$ 249.94	39,200	$ 198.44	-3,400	$ 51.50	35,800	NN/NR	
Jan-2011	SLEWS	882502	626171	WT	01/05/11	10.4	$ 312.91	70,700	$ 156.64	0	$ 156.27	70,700	NN/NR	
Jun-2010	SLEWS	882583	626251	WT	06/22/10	12.0	$ 260.58	39,000	$ 218.25	-12,968	$ 42.34	26,032	NN/NR	
Jan-2011	SLEWS	626157	626499	WT	01/07/11	8.5	$ 300.79	72,500	$ 128.38	0	$ 172.41	72,500	NN/NR	
Feb-2011	SLEWS	1630364	626512	WT	02/11/11	8.5	$ 358.02	92,500	$ 129.89	0	$ 228.13	92,500	PAR	
Dec-2010	SLEWS	882937	626582	WT	12/28/10	8.3	$ 252.07	56,000	$ 128.38	0	$ 123.69	56,000	NN/NR	
Jan-2011	SLEWS	883005	626643	WT	01/25/11	9.6	$ 385.89	100,900	$ 250.02	-14,800	$ 135.87	86,100	PAR	
Jan-2011	SLEWS	883023	626658	WT	01/12/11	8.5	$ 311.48	76,700	$ 128.38	0	$ 183.10	76,700	NN/NR	
Feb-2011	SLEWS	883065	626697	WT	02/07/11	2.4	$ 83.03	14,400	$ 45.11	0	$ 37.92	14,400	NN/NR	
Feb-2011	SLEWS	884108	626697	WT	02/17/11	6.4	$ 156.58	18,800	$ 146.10	-6,300	$ 10.48	12,500	NN/NR	
Jul-2009	SLEWS	884099	627652	WT	07/27/09	1.3	$ 90.40	24,500	$ 27.84	0	$ 62.56	24,500	NN/NR	
Jul-2010	SLEWS	1459718	627660	WT	07/13/10	10.7	$ 422.72	112,600	$ 268.39	-23,500	$ 154.33	89,100	PAR	
Jan-2011	SLEWS	884126	627678	WT	01/18/11	10.6	$ 1,084.10	225,000	$ 156.84	-100	$ 927.26	224,900	PAR	
Nov-2010	SLEWS	1478873	628217	WT	11/04/10	2.4	$ 69.57	10,300	$ 42.39	0	$ 27.18	10,300	NN/NR	
Feb-2011	SLEWS	885551	629038	WT	02/28/11	10.2	$ 300.98	63,600	$ 174.66	0	$ 126.32	63,600	NN/NR	
Dec-2010	SLEWS	885562	629048	WT	12/03/10	8.8	$ 244.68	51,900	$ 127.17	0	$ 117.51	51,900	NN/NR	
Feb-2011	SLEWS	885589	629074	WT	02/16/11	6.5	$ 213.41	45,000	$ 140.55	-9,400	$ 72.86	35,600	NN/NR	
Jun-2010	SLEWS	885862	629333	WT	06/22/10	9.5	$ 211.04	31,500	$ 175.95	-12,100	$ 35.09	19,400	NN/NR	
Jul-2010	SLEWS	886084	629526	WT	07/27/10	10.6	$ 1,048.46	222,600	$ 254.65	-17,200	$ 793.81	205,400	PAR	
Jun-2009	SLEWS	886089	629531	WT	06/30/09	10.8	$ 704.50	280,800	$ 352.31	-161,200	$ 352.19	119,600	BDW	
Mar-2010	SLEWS	886898	630303	WT	03/03/10	3.2	$ 214.31	53,900	$ 91.59	-12,100	$ 122.72	41,800	NN/NR	
Jan-2011	SLEWS	887029	630430	WT	01/17/11	10.9	$ 1,235.48	249,800	$ 156.64	0	$ 1,078.84	249,800	PAR	
Feb-2011	SLEWS	888602	631914	WT	02/11/11	7.6	$ 322.35	82,500	$ 116.76	-500	$ 205.59	82,000	NN/NR	
Jan-2011	SLEWS	889170	632459	WT	01/18/11	1.8	$ 104.14	24,900	$ 29.47	0	$ 74.67	24,900	NN/NR	
Aug-2009	SLEWS	890283	633476	WT	08/03/09	3.2	$ 375.11	87,300	$ 104.87	-15,200	$ 270.24	72,100	PAR	
Aug-2010	SLEWS	891183	634295	WT	08/06/10	2.6	$ 89.91	18,900	$ 42.39	0	$ 47.52	18,900	NN/NR	
Jul-2010	SLEWS	891277	634385	WT	07/13/10	1.0	$ 67.58	17,700	$ 14.13	0	$ 53.45	17,700	NN/NR	
Aug-2010	SLEWS	891749	634842	WT	08/09/10	2.6	$ 315.60	66,800	$ 42.39	0	$ 273.21	66,800	NN/NR	
Feb-2011	SLEWS	891874	634960	WT	02/21/11	7.6	$ 153.76	8,200	$ 139.36	-3,600	$ 14.40	4,600	NN/NR	
Jan-2011	SLEWS	892617	635665	WT	01/03/11	3.6	$ 186.38	49,300	$ 141.39	-33,800	$ 44.99	15,500	NN/NR	
Sep-2009	SLEWS	896039	638945	WT	09/24/09	3.2	$ 150.64	40,500	$ 73.43	-8,200	$ 77.21	32,300	NN/NR	
Mar-2011	SLEWS	1530532	638957	WT	03/08/11	7.6	$ 200.83	32,800	$ 135.38	-1,800	$ 65.45	31,000	NN/NR	
Nov-2010	SLEWS	896174	639076	WT	11/04/10	3.4	$ 151.87	39,900	$ 56.52	0	$ 95.35	39,900	NN/NR	
Jan-2011	SLEWS	896175	639077	WT	01/11/11	5.5	$ 356.76	84,600	$ 85.99	0	$ 270.77	84,600	NN/NR	
Jan-2011	SLEWS	896183	639085	WT	01/11/11	10.6	$ 206.67	17,600	$ 165.04	-1,700	$ 41.63	15,900	NN/NR	
Jan-2010	SLEWS	896185	639087	WT	01/27/10	3.1	$ 96.60	18,900	$ 56.81	-300	$ 39.79	18,600	NN/NR	
Jan-2011	SLEWS	896207	639107	WT	01/11/11	6.6	$ 163.21	23,900	$ 100.12	0	$ 63.09	23,900	NN/NR	
Jan-2011	SLEWS	896235	639107	WT	01/11/11	10.6	$ 766.04	172,200	$ 186.40	-11,200	$ 579.64	161,000	NN/NR	
Sep-2010	SLEWS	896212	639112	WT	09/02/10	5.7	$ 115.14	10,000	$ 84.78	0	$ 30.36	10,000	NN/NR	
Apr-2010	SLEWS	896234	639133	WT	04/07/10	10.8	$ 405.47	107,700	$ 293.50	-28,000	$ 111.97	79,700	PAR	

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Aug-2010	SLEWS	896240	639139	WT	08/11/10	2.7	$ 251.83	57,100	$ 42.59	-100	$ 209.24	57,000	NN/NR	
Jul-2010	SLEWS	896249	639148	WT	07/14/10	10.7	$ 1,294.02	264,100	$ 230.11	-16,300	$ 1,063.91	247,800	PAR	
Apr-2010	SLEWS	896261	639159	WT	04/07/10	3.8	$ 128.76	29,000	$ 112.70	-13,100	$ 16.06	15,900	NN/NR	
Jan-2011	SLEWS	896268	639165	WT	01/17/11	7.8	$ 178.48	22,900	$ 115.25	-500	$ 63.23	22,400	NN/NR	
Jul-2009	SLEWS	896269	639166	WT	07/27/09	1.3	$ 152.58	35,000	$ 27.84	0	$ 124.74	35,000	NN/NR	
Aug-2010	SLEWS	1524399	639172	WT	08/17/10	1.7	$ 221.64	48,700	$ 121.43	-19,400	$ 100.21	29,300	NN/NR	
Jan-2011	SLEWS	896279	639176	WT	01/11/11	7.6	$ 231.34	49,600	$ 114.25	0	$ 117.09	49,600	NN/NR	
Jul-2010	SLEWS	1566077	639189	WT	07/13/10	7.4	$ 244.06	55,500	$ 145.11	-11,600	$ 98.95	43,900	NN/NR	
Jan-2011	SLEWS	896302	639199	WT	01/10/11	6.6	$ 936.50	183,000	$ 109.72	-4,800	$ 826.78	178,200	PAR	
Jan-2011	SLEWS	896399	639290	WT	01/24/11	3.8	$ 162.56	38,300	$ -	0	$ 162.56	38,300	NN/NR	
Aug-2010	SLEWS	896413	639303	WT	08/30/10	1.1	$ 36.35	3,100	$ 28.26	0	$ 8.09	3,100	NN/NR	
Jan-2011	SLEWS	896537	639425	WT	01/11/11	6.6	$ 522.48	116,100	$ 105.12	0	$ 417.36	116,100	NN/NR	
Jul-2009	SLEWS	896538	639426	WT	07/14/09	6.7	$ 513.28	169,300	$ 441.90	-99,300	$ 71.38	70,000	PAR	
Mar-2011	SLEWS	896710	639585	WT	03/16/11	1.2	$ 202.36	39,000	$ -	0	$ 202.36	39,000	NN/NR	
Jan-2011	SLEWS	896712	639587	WT	01/11/11	10.6	$ 535.12	134,200	$ 165.04	-4,200	$ 370.08	130,000	PAR	
Jun-2009	SLEWS	896730	639605	WT	06/18/09	4.6	$ 253.11	89,000	$ 175.93	-41,500	$ 77.18	47,500	NN/NR	
Oct-2010	SLEWS	896953	639811	WT	10/01/10	11.8	$ 337.52	75,500	$ 213.66	0	$ 123.86	75,500	NN/NR	
Jul-2010	SLEWS	897382	640227	WT	07/14/10	10.7	$ 546.17	139,100	$ 203.69	-14,400	$ 342.48	124,700	PAR	
Jan-2011	SLEWS	897404	640247	WT	01/12/11	5.6	$ 1,611.81	310,700	$ 778.32	-137,400	$ 833.49	173,300	PAR	
Jan-2011	SLEWS	897410	640253	WT	01/12/11	9.7	$ 759.79	167,400	$ 142.51	0	$ 617.28	167,400	NN/NR	
Apr-2010	SLEWS	897468	640308	WT	04/15/10	10.9	$ 4,591.73	817,700	$ 156.86	-1,600	$ 4,434.87	816,100	PAR	
May-2009	SLEWS	897587	640426	WT	05/13/09	1.6	$ 250.78	77,900	$ 113.58	-74,300	$ 137.20	3,600	NN/NR	
Jul-2010	SLEWS	1400135	645146	WT	07/22/10	3.2	$ 97.20	18,700	$ 62.92	-3,200	$ 34.28	15,500	NN/NR	
Jan-2011	SLEWS	1608959	651325	WT	01/11/11	3.5	$ 188.16	49,100	$ 57.73	0	$ 130.43	49,100	NN/NR	
Mar-2011	SLEWS	909357	651510	WT	03/08/11	7.6	$ 237.30	49,500	$ 137.81	-2,900	$ 99.49	46,600	NN/NR	
Apr-2010	SLEWS	909633	651765	WT	04/13/10	9.0	$ 520.61	127,100	$ 126.82	-300	$ 393.79	126,800	NN/NR	
Nov-2010	SLEWS	909666	651797	WT	11/04/10	4.6	$ 95.71	8,300	$ 70.65	0	$ 25.06	8,300	NN/NR	
Nov-2010	SLEWS	1427171	651835	WT	11/16/10	3.5	$ 163.55	42,100	$ 56.52	0	$ 107.03	42,100	NN/NR	
Jul-2010	SLEWS	909740	651863	WT	07/13/10	10.6	$ 713.70	167,100	$ 221.51	-15,700	$ 492.19	151,400	PAR	
May-2009	SLEWS	909747	651869	WT	05/01/09	5.8	$ 332.22	179,200	$ 140.85	-60,900	$ 191.37	118,300	PAR	
Jul-2010	SLEWS	909886	651999	WT	07/19/10	10.6	$ 647.40	156,400	$ 194.68	-12,900	$ 452.72	143,500	NN/NR	
Nov-2010	SLEWS	909888	652001	WT	11/30/10	6.5	$ 245.29	60,200	$ 182.47	-17,800	$ 62.82	42,400	NN/NR	
Jul-2010	SLEWS	909968	652077	WT	07/14/10	10.7	$ 2,032.29	387,500	$ 569.91	-72,100	$ 1,462.38	315,400	PAR	
Feb-2010	SLEWS	1122196	652114	WT	02/11/10	1.8	$ 466.63	89,200	$ 28.46	-100	$ 438.17	89,100	NN/NR	
Jan-2009	SLEWS	1390045	705965	WT	01/14/09	1.1	$ 30.56	10,600	$ -	0	$ 30.56	10,600	BDW	
Feb-2011	SLEWS	1632052	1100071	WT	02/16/11	6.4	$ 125.88	8,300	$ 122.13	-2,200	$ 3.75	6,100	NN/NR	
Feb-2011	SmtCh	1624405	637712	WT	02/09/11	9.4	$ 623.49	60,500	$ 202.10	0	$ 421.39	60,500	PAR	
Feb-2009	SnyHl	882100	625782	WT	02/09/09	1.1	$ 149.40	900	$ -	0	$ 149.40	900	NN/NR	
Jan-2009	SnyHl	891230	634341	WT	01/06/09	3.4	$ 218.66	28,400	$ 141.21	-5,500	$ 77.45	22,900	NN/NR	
Jan-2009	SnyHl	898136	640958	WT	01/14/09	3.6	$ 1,702.82	290,100	$ 1,157.51	-234,700	$ 545.31	55,400	PAR	
Jun-2009	SnyHl	899365	642112	WT	06/30/09	2.3	$ 152.46	23,100	$ 96.80	-10,800	$ 55.66	12,300	BDW	
Mar-2011	SnyHl	1449246	642702	WT	03/01/11	9.7	$ 371.87	47,000	$ 209.43	-3,800	$ 162.44	43,200	PAR	
Jul-2010	SoSea	883535	627124	SW	07/29/10	1.4	$ 213.19	14,700	$ 185.25	-11,100	$ 27.94	3,600	NN/NR	
Aug-2009	SoSea	884148	627699	SW	08/31/09	2.6	$ 277.28	295,500	$ 231.06	-46,500	$ 46.22	249,000	NN/NR	
Aug-2010	SoSea	884151	627702	SW	08/02/10	1.4	$ 239.50	55,200	$ 193.77	-12,300	$ 45.73	42,900	NN/NR	
Jul-2010	SoSea	884299	627843	SW	07/26/10	1.4	$ 239.50	39,400	$ 234.30	-25,300	$ 5.20	14,100	NN/NR	
Mar-2009	SoSea	884376	627915	SW	03/05/09	4.1	$ 607.09	96,600	$ 596.43	-90,900	$ 10.66	5,700	NN/NR	
Jan-2009	SoSea	1531243	627918	SW	01/23/09	5.4	$ 592.04	277,600	$ 264.00	0	$ 328.04	277,600	NN/NR	

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Jul-2010	SoSea	884625	628153	SW	07/21/10	1.1	$ 239.50	77,500	$ 234.30	-34,200	$ 5.20	43,300	NN/NR	
Aug-2010	SoSea	893580	636584	SW	08/20/10	12.0	$ 13,450.36	1,156,800	$ 11,642.88	-1,080,429	$ 1,807.48	76,371	NN/NR	
Jun-2010	SoSea	910037	652142	SW	06/08/10	1.0	$ 4,298.24	292,700	$ 2,107.49	-143,200	$ 2,190.75	149,500	NN/NR	
Dec-2009	SoSea	910137	652242	SW	12/09/09	1.1	$ 5,504.56	511,000	$ -	0	$ 5,504.56	511,000	NN/NR	
Jun-2010	SoSea	910137	652242	SW	06/08/10	2.1	$ 7,415.03	661,000	$ -	0	$ 7,415.03	661,000	NN/NR	
Oct-2009	StJnH	1567164	1098081	WT	10/05/09	2.5	$ 86.70	8,300	$ 72.93	-7,600	$ 13.77	700	NN/NR	
Feb-2009	ThWds	1521513	638712	WT	02/02/09	1.8	$ 157.37	24,600	$ 98.98	-9,300	$ 58.39	15,300	BDW	
Jan-2009	ThWds	896364	639256	WT	01/30/09	1.0	$ 77.01	3,300	$ 67.98	-1,200	$ 9.03	2,100	NN/NR	
Apr-2009	TmkTR	887492	630872	WT	04/13/09	1.2	$ 220.20	17,900	$ 131.16	-15,200	$ 89.04	2,700	PAR	
Apr-2010	TmkTR	887547	630923	WT	04/01/10	6.3	$ 238.96	17,100	$ 131.32	-2,300	$ 107.64	14,800	NN/NR	
Sep-2010	TmkTR	888499	631820	WT	09/23/10	11.2	$ 8,045.92	456,000	$ 203.25	0	$ 7,842.67	456,000	ABAT PAR	
Mar-2011	TmkTR	890559	633720	WT	03/10/11	8.6	$ 208.36	6,900	$ 147.28	-700	$ 61.08	6,200	NN/NR	
May-2009	TmkTR	891952	635034	WT	05/26/09	3.2	$ 111.86	18,900	$ 74.83	-5,500	$ 37.03	13,400	NN/NR	
Mar-2010	TmkTR	896447	639337	WT	03/26/10	4.4	$ 212.09	17,500	$ 124.00	-6,000	$ 88.09	11,500	NN/NR	
Feb-2010	TmkTR	1605111	639450	WT	02/26/10	3.2	$ 200.07	17,700	$ 89.77	0	$ 110.30	17,700	BDW	
Jan-2010	TmkTR	896793	639662	WT	01/08/10	3.8	$ 515.15	51,300	$ 62.38	0	$ 452.77	51,300	NN/NR	
Dec-2010	TmkTR	897109	639964	WT	12/07/10	2.5	$ 184.46	17,700	$ 47.13	0	$ 137.33	17,700	NN/NR	
Jan-2009	TmkTR	897838	640670	WT	01/05/09	12.0	$ 851.30	507,967	$ -	0	$ 851.30	507,967	ABAT PAR	
Feb-2011	TmkTR	1593258	641078	WT	02/10/11	10.1	$ 417.36	31,800	$ 180.73	-400	$ 236.63	31,400	ABAT	
Oct-2009	TmkTR	899511	642249	WT	10/21/09	12.0	$ 376.83	83,556	$ 143.74	-4,500	$ 233.09	79,056	ABAT	
Sep-2009	Tngm	902911	645491	WT	09/23/09	10.5	$ 360.20	83,600	$ 184.09	-6,300	$ 176.11	77,300	NN/NR	
Nov-2010	Tngm	904503	646997	WT	11/04/10	11.6	$ 256.25	27,300	$ 186.37	0	$ 69.88	27,300	NN/NR	
Feb-2011	Tngm	906408	648794	WT	02/10/11	10.6	$ 231.45	17,300	$ 173.93	0	$ 57.52	17,300	NN/NR	
Sep-2010	Tngm	906577	648945	WT	09/13/10	1.9	$ 50.04	4,300	$ 36.08	0	$ 13.96	4,300	NN/NR	
Mar-2011	Tngm	907136	649434	WT	03/30/11	11.1	$ 866.65	174,100	$ 222.79	0	$ 643.86	174,100	PAR	
Feb-2011	Tngm	907219	649513	WT	02/17/11	8.5	$ 330.41	67,200	$ 188.07	0	$ 142.34	67,200	PAR	
Apr-2009	Tngm	907437	649715	WT	04/21/09	6.2	$ 664.28	231,900	$ 221.89	-61,800	$ 442.39	170,100	PAR	
Jun-2009	VllgW	894705	637668	SW	06/15/09	3.1	$ 640.15	47,200	$ 382.56	-20,700	$ 257.59	26,500	NN/NR	
Jun-2009	VllgW	894855	637812	SW	06/15/09	3.1	$ 418.99	20,300	$ 341.11	-15,000	$ 77.88	5,300	NN/NR	
May-2010	VllgW	898921	641686	WT	05/17/10	3.2	$ 8,772.46	315,000	$ -	0	$ 8,772.46	315,000	NN/NR	
Jul-2010	VlnTr	897882	640713	WT	07/13/10	6.4	$ 223.85	24,200	$ 207.82	-14,000	$ 16.03	10,200	NN/NR	
Mar-2011	VlnTr	898037	640862	WT	03/30/11	9.6	$ 304.78	28,300	$ 271.71	-11,700	$ 33.07	16,600	NN/NR	
Mar-2009	VlnTr	906435	648820	WT	03/06/09	12.0	$ 279.38	15,127	$ -	0	$ 279.38	15,127	NN/NR	
May-2010	VlnTr	906435	648820	WT	05/07/10	3.2	$ 97.82	7,700	$ 63.14	-1,600	$ 34.68	6,100	NN/NR	
Sep-2009	VtnVg	910096	1054574	WT	09/25/09	4.8	$ 259.85	32,500	$ 209.60	-21,300	$ 50.25	11,200	NN/NR	
Apr-2009	WlkSH	1530904	627066	WT	04/15/09	2.6	$ 158.12	19,800	$ 61.96	0	$ 96.16	19,800	BDW	
Jun-2009	WlkSH	891630	634724	WT	06/10/09	2.9	$ 244.92	28,900	$ 106.99	-14,700	$ 137.93	14,200	NN/NR	
Jun-2009	WlkSH	1118732	652206	WT	06/03/09	10.6	$ 166.68	2,600	$ 135.36	0	$ 31.32	2,600	NN/NR	
Nov-2009	ZyrSh	1416569	639974	WT	11/06/09	5.1	$ 104.79	1,600	$ 81.56	-600	$ 23.23	1,000	NN/NR	
Feb-2010	ZyrSh	1536835	640259	WT	02/01/10	1.2	$ 27.80	1,500	$ -	0	$ 27.80	1,500	NN/NR	
Jan-2009	ZyrSh	897454	640295	WT	01/29/09	1.9	$ 61.82	6,900	$ -	0	$ 61.82	6,900	NN/NR	
Feb-2009	ZyrSh	897546	640386	WT	02/02/09	12.0	$ 245.30	26,710	$ -	0	$ 245.30	26,710	ABAT PAR	
Jan-2009	ZyrSh	987552	640394	WT	01/06/09	1.8	$ 96.29	13,600	$ 36.03	-3,000	$ 60.26	10,600	NN/NR	
Jan-2009	ZyrSh	1130762	640492	WT	01/28/09	2.4	$ 46.21	4,400	$ 36.89	-2,500	$ 9.32	1,900	NN/NR	
Jan-2009	ZyrSh	901365	644026	WT	01/20/09	10.5	$ 232.62	22,900	$ -	0	$ 232.62	22,900	ABAT PAR	
Nov-2009	ZyrSh	901534	644186	WT	11/16/09	2.6	$ 52.36	5,100	$ -	0	$ 52.36	5,100	ABAT	
Feb-2009	ZyrSh	901878	644513	WT	02/13/09	2.0	$ 44.10	4,500	$ 28.28	0	$ 15.82	4,500	NN/NR	

City of Atlanta

Department of Watershed Management

Meter and Billing Accuracy Assessment

Phase One

FINAL

Prepared by the Meter and Billing Accuracy Assessment Project Team
Department of Watershed Management
March 10, 2011
Rev 1

City of Atlanta Department of Watershed Management

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EXECUTIVE SUMMARY

The City of Atlanta's Department of Watershed Management (DWM) received an unusually high number of complaints concerning billing as a result of what customers perceive as unexplained increases in water consumption during August and September 2010. The City of Atlanta Auditor's Office conducted a performance audit of the Automated Meter Reading (AMR) Implementation Program in 2007. The purpose of the audit was to assess the major challenges of the AMR implementation Program and how the challenges were being addressed. The sample size of this audit was relatively small however; it noted several issues with the condition of the meter such as register damage, unlocked meter lids, lids that did not fit the meter box properly and meter interface units that were not tied to the meter lids. The City Auditor's Office, was unable to verify electronic readings for 13% of the sampled meters; 9% of those reads could not be verified due to broken or malfunction equipment. DWM's administration at that time agreed with all but one of the auditor recommendations; which included developing a small meter maintenance plan to identify the issues noted in the 2007 audit. DWM completed this plan in 2008. However, DWM continued to receive a high volume of complaints regarding customer water and sewer bills over the past 3 years. In 2009, the Department received 16,693 residential and commercial requests to place their accounts in dispute. The number of accounts in dispute decreased slightly in 2010 to 14,293. Many of the disputes are the result of customers receiving consecutively estimated bills. In July 2010, 5.4% of the water meters in the in City were being estimated. To understand the reasons for the perceived spikes in consumption for some customers, DWM chartered the Meter and Billing Accuracy Assessment (MBAA) to evaluate the residential water meters and the systems associated with the metering and billing processes.

Resources for this assessment included internal staff with system and data analysis support provided by the Program Management Team (PMT). The Project Team used problem-solving methods and statistical evidence to determine the overall health of the City's residential and

irrigation water meters and the root cause for the perceived unexplained water consumption spikes experienced by some of its customers.

The assessment included 9,193 (7% of the AMR meters in the system) residential and irrigation accounts, which were randomly sampled out of 127,000[1] residential and irrigation accounts. Within its service area, DWM supplies drinking water and wastewater services to five (5) cities, and five (5) counties in the Atlanta Metropolitan area to include the City of Sandy Springs, City of East Point, and Coweta, Clayton, and Fayette Counties. Data was collected from in-person field observations of meters following the published billing cycle and meter reading schedule in November and December 2010. The data collected from field observations and technology reviews was used to determine the overall health of the water meters in the water distribution system and the factors that contributed to the increase in meter and billing customer complaints. The Project Team was also able to determine whether recorded usage information is accurately communicated through the Automated Meter Reading (AMR) system for use in the billing system.

Meter Interface Units (MIU) in the City of Atlanta are accurately transmitting water usage from the meter to the Automated Meter Reader (AMR) Handheld device or Mobile Data Collector.

The assessment of the AMR meters installed, found no evidence of problems with the functionality of the meters that were installed properly, and with no external damage to meter components. However, when there is external damage to meter components such as damaged register and severed wires, it inhibits the AMR system from performing at the desired level. These problems could have a direct or indirect impact on the meter reading and billing processes.

[1]DWM has an estimated 132,000 residential and irrigation meter accounts which are read via AMR or manually. At the time of sampling, 127,000 residential and irrigation meters were AMR. The assessment only includes AMR meters.

Table 1: Components of the Meter Examined

	Population Estimate										
Cycle	Sample Size	Antenna in Lid	Register Match	Acct Info Correct	Meter Lid Fit	Lid Unbroken	Antenna Position	Handheld Reading	Estimated Reading	Correct MIU	Average Consumption (CCF)
City Wide	9193	74.80%	98.84%	94.76%	93.39%	98.01%	86.74%	96.27%	2.97%	98.85%	8.60

The MIU is accurately translating water usage to the meter reading system and billing system.

The Project Team reviewed the integrity of the technology involved in the meter reading and billing processes. After reviewing the system transfer process and comparing the field sampling data with recorded water usage received during the meter reading process, we found that water consumption is accurately transferred from the AMR system to the billing system. The Project Team found several explainable inefficiencies as a result of installation issues which delayed processing time to manually update information from the field into the billing system. At present, there has been no indication of mathematical or computational errors in the billing system. Current information suggests that the billing system accurately calculates customer billing statements based on consumption data received from the metering system.

The City's average residential consumption is compatible with the national residential consumption. The City's highest water consumers are customers with 1-inch meters and irrigation meters.

During the assessment period, the Project Team found that the average monthly water consumption for a residential account in the City is currently 8.6 CCF. If irrigation meters are removed, the city-wide average water consumption is 7.8 CCF. The Project Team found that the City's average is within the American Water Works Association (AWWA) residential consumption average of 6.89 CCF.

A further review of the data revealed that the billing routes with a high number of 1-inch domestic residential meters and irrigation meters significantly contribute to the City's higher monthly consumption. The average consumption for irrigation meters of all sizes in the City is

25.6 CCFs. The average consumption for a single family residence equipped with a 1-inch domestic residential meter is 21.2 CCF.

Meter-related issues found during the meter reading process are not timely updated in the billing system.

In its assessment, the Project Team found that existing meter repair work orders were a major factor in the AMR system's inability to receive a reading. In some cases, the sampled accounts had an open work order for a meter-related repair such as a broken register, duplicate MIU number or missing critical account information or the inability of the mobile data collector to receive a signal from the meter.

Additional findings are as follows:

- When correctly maintained all components of the meter work properly and can accurately record water usage.
- 98.84% of the AMR meters sampled have the correct register size and meter size.
- Customer account information matched 94.67% of the meters sampled.
- Water usage for 2.97% of the accounts in the sample was estimated.
- 96.27% of the AMR meters sampled successfully transmitted reading to data collection devices.
- Antenna Location: 74.8% of the antennas in the system are placed in the meter lid.
- Antenna Orientation: 86.7% of the antennas are standing upright in the meter box or placed in the meter lid.

OVERALL CONCLUSION

Based on its analysis of AMR meters in the City, the Project Team found that when an AMR water meter is properly installed, water usage is transmitted accurately to the data collector device. It also found that recorded water usage information is accurately communicated through the AMR system for use in the billing process. Although AMR meters are accurately transmitting water usage information and the AMR system is accurately communicating that usage information to the billing system. The Project Team found a percentage of AMR meters system is not operating at an optimal level. There are a number of factors contributing to the current performance level of the AMR meters. Several factors such as poor antenna position, missing critical customer account information, and meter/register match issues, incorrect MIU

numbers, and estimated readings indirectly and directly impact the billing process. These are all exacerbated by an overall perception of poor customer service and a failure to address issues rapidly.

RESOLUTION PLAN

The results and lessons learned from this assessment provided DWM with the information needed to create a comprehensive plan of action to resolve the meter and billing issues. From the data collected in the MBAA, several key initiatives are being implemented to fix the meter-related issues in the field and data-related concerns in the billing system.

DWM is planning a system-wide audit of the small meters in the utility. The audit will involve evaluating and recording information on the estimated 127,000 small residential meters, which will allow DWM to identify meters not performing at the desired level. The objectives of the audit are to correct data-related issues in the billing system and to identify those issues with the meter, a process that can only be determined via on-site meter investigations. The desired outcome of the audit is to reduce the number of billing related concerns, such as crossed MIU numbers, mismatched registers, and system-generated estimates. The audit will be performed by an outside contractor.

The Contractor will be required to record the following during the audit:

⅝-Inch to 2-Inch Small Meters:

- Meter size
- Meter type & manufacturer
- Meter serial numbers
- Account Number
- Type of setting resident or commercial
- Register size and date
- Register condition
- Register complete reading
- MIU / AMI number
- Antenna Position
- Water valves on or off
- Location of meter
- Backflow information
- Meter box and lid condition
- GPS Coordinates within 3 meters
- Remarks concerning the meter setting or any problem
- Digital photographs of meter setting

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GLOSSARY OF TERMS

Automated Meter Read (AMR) Device: Handheld Unit or Mobile hardware used to capture reading from the AMR System

AMR System: Radio-based meter system that transmits water usage via radio frequency signals, allowing readings to be collected remotely

Antenna: Component of the AMR system which is attached to the MIU to transmit readings from the register to the mobile data collection device

Billing Cycles: 1. Geographical zones or areas in the City used to read and bill customers account. 2. Period of 28-32 days etc.

Current Read: Water consumption recorded by meter reader which is used to bill current water and sewer charges (Current Read less Previous Read equals Current Period Consumption)

Data Collection Device: Device that is used to collect usage data from the MIU. There are two data collection devices used by DWM: Handheld and the Mobile Data Collector

Key Performance Indicator: Measurements used to define the success of the DWM or a critical function, project or activity of the Department

Meter: Device which measures the volume of water consumed by customer

Meter Interface Unit (MIU): Device that is attached to the meter which transmits radio signals to the handheld unit or mobile data collector using absolute encoder technology

One Hundred Cubic Feet or Centric Cubic Feet (1 CCF): Unit used to measure water consumption; units of one hundred cubic feet (CCF) or 1 CCF equals 748 gallons of water

Prior Read: Water consumption recorded by meter reader which is used to bill previous water and sewer charges

Register: Component of the meter which records the measured volume of water consumed by the customer

Residential or Domestic Meter: Meter less than 2 inches in size used for household usage in single family and multi-unit dwellings

Irrigational Meter: A meter (less than 2 inches in size) that is installed for irrigation usage on residential property.

OBJECTIVE, SCOPE, AND METHODOLOGY

In an effort to understand and determine the health of the AMR meters in the system and the accuracy of the metering and billing systems, DWM chartered a Meter and Billing Accuracy Assessment (MBAA) in September 2010. The objectives of the MBAA are as follows:

- To determine if the recorded water usage is accurately communicated from the meters through the Automatic Meter Reading (AMR) System for use in customer billing
- To determine if water usage is accurately measured and recorded by the utilities residential meters currently installed within the DWM water distribution system
- To identify any potential factors and causes contributing to the observed higher incidence of meter and billing customer complaints

The findings from the MBAA should assist greatly in improving customer relations and increasing the efficiency and effectiveness of the current system used to measure, record, and bill the customer for water usage. The project reviewed the accuracy of AMR residential (small) meters and residential irrigation meters used by the utility. The project scope does not include manually read meters (5,500), commercial accounts (13,900) or water meters larger than 1-inch (13,800). It did not include resolving any inaccuracies found during testing however the Project Team created work orders for all issues discovered.

The meter reading and billing process is dependent on the proper function of the mechanical and technological aspects of the metering system. As a part of the methodology used to conduct this assessment, the department conducted field observations of residential and irrigation AMR meters and technology reviews of the system used in the meter reading and billing process. From a technology perspective, DWM determined it should to review the transfer of data from the billing system into the meter reading system and back into the billing system. From a data perspective, the Project Team identified a need to verify the usage as it is transmitted from the handheld device to ensure it corresponded with the information in the field by performing on-site visual reads.

Meter inspectors performed investigations on 9,193 meters to record the physical condition of meter installations and obtain a visual manual read from the meter. The following key components were used to evaluate the performance of the AMR system:

1. Antenna installed in the meter lid
2. Register match
3. Account information correct
4. Meter lid fits
5. Meter lid is not broken
6. Antenna is in correct position
7. Data Collection Device receives reading
8. Estimated readings
9. Correct MIU number recorded on customer's account
10. Water consumption

These components are necessary to efficiently obtain a reading from the AMR system. The target used to determine the overall health of the system is a 99.00% observation rate. If the observation rate is less than 99.00%, the component is not operating at its optimal level. Meter repair work orders were created to repair defects found during field observations. DWM's goal is to have the AMR meters in the utility receive a reading 99.38% of the time.

BACKGROUND

In 2002, the City of Atlanta (City) combined its drinking water, wastewater, and storm water operations into one unit creating, the Department of Watershed Management. DWM's goal is to provide the highest quality drinking water and wastewater services to its residential, business, and wholesale customers at the lowest possible cost, while protecting urban waterways, conserving natural resources, and providing clean, safe water to communities downstream. DWM delivers drinking water and wastewater services to an estimated 1.2 million people daily. It serves an average 148,000 drinking water customer accounts and 120,000 wastewater customers monthly. Within its service area, it supplies drinking water and wastewater services to five cities and five counties in the Atlanta Metropolitan area. DWM also provides watershed protection and conservation services through its Clean Water Atlanta Program and conservation outreach and education and communications program conducted by the department.

DWM operates as an enterprise fund under the authority of the Mayor and with legislative oversight provided by the Atlanta City Council. To fund its operations and capital improvement projects mandated by two Federal Consent Decrees, the Atlanta City Council approved a three-tiered rate structure with a four year rate package in 2004 and 2008. In addition to water and sewer revenue, DWM receives funding from the 1% Municipal Option Sales Tax (MOST) which was approved via a ballot initiative in 2004 and reauthorized in 2008, with rate increases of 27.5% , 12.5%, 12.5% and 12% in Fiscal Years 2009-2012.

Customer water and wastewater charges are based on the amount of water consumed. The rate structure includes a base rate and a three-tier usage structure based on units of 100 cubic feet (1 CCF) of water consumed. Customers pay separate rates for drinking water service and wastewater service. Wastewater charges are higher due mainly to the cost associated with

treating wastewater and the demands of the Consent Decrees, which mandate a complete overhaul of the City's sewer infrastructure.

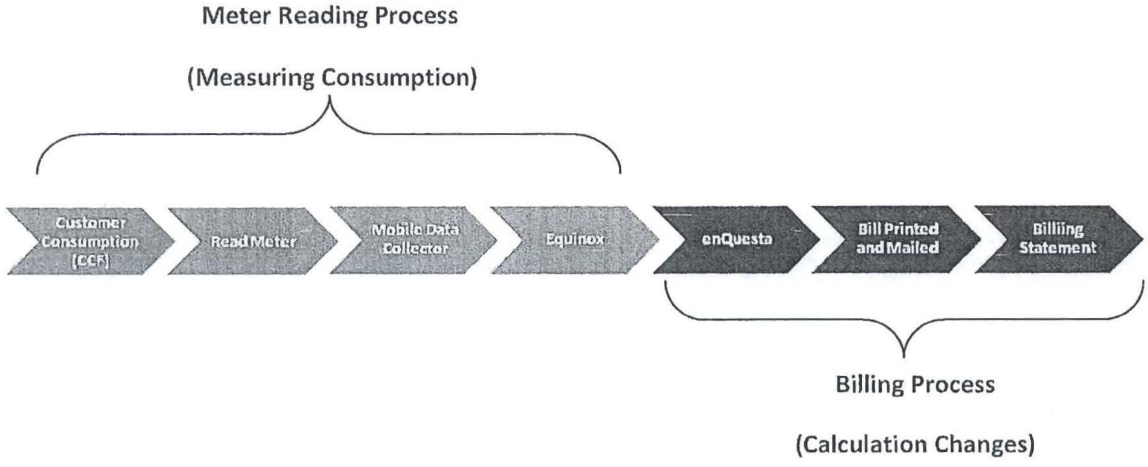
Water meters are necessary in a utility for efficiency and conservation management. It is a requirement in detecting water loss, rate development, and accounting. Meters are also used as a tool to evaluate the effect of any efficiency and conservation measures. Water meters assist with identifying leaks, locating pressure problems and identifying peaks and non-peaks water use among residential and commercial users. For this reason, it is important that water meters accurately measure water usage.

In 2006, the City entered into an agreement with K & V Meter Automation (K&V) to install 151,000 radio-frequency Automated Meter Reading (AMR) meters. The conversion to an AMR system was initiated to streamline the meter reading process. The contract required K&V to install Neptune Technology Group ARB ® Utility Management System ™ T-10: ⅝ inch, ¾ inch and 1-inch meters with ARB Absolute Encoder single dial odometer registers. This technology has been used throughout the country for 40 years. The Absolute Encoder register allows the MIU to directly communicate with the odometer of the register to ensure that the reading transmitted via radio signal matches the visual reading on the odometer with a 100% accuracy rate. It also provides leak, reverse flow, and tamper detection. New meters are tested and certified by the manufacturer before meters are installed in the utility. The meter itself is a mechanical device which records water usage as it passes through the device. The residential and irrigation meters in the City's system are positive displacement meters which are commonly used for residential homes because of its efficiency for measuring low flow. Positive displacement meters measure water flow against the previously measured volume of water held in a separate chamber. The flow rate is measured against how many times the chamber is filled and emptied. In order to measure the volume of water, pressure drives the nutating disc to wobble or rotate. With each revolution of the nutating disc water usage is recorded. The advantages of displacement meters are that they can measure wide variations of flow rates and are capable of registering low flows found in most residential dwellings.

There are five major components to a meter: the meter itself, the register, the meter interface unit (MIU), the antenna, and the mobile data collector (MDC) or handheld unit. The meter measures water flow from the city's main distribution line to a customer's home. The register records the volume of water consumed by the customer. The MIU is the device which transmits radio signals to the handheld unit or mobile data collector. The antenna attached to the MIU enables the MDC or handheld unit to receive the radio signal for transmission to the billing system.

The reading of the meter and the billing of customers are two separate processes. It is important that the process works seamlessly in order to bill customers each month.[2] It is important to note that the meters are read and data is recorded based on water usage. Water usage is used to bill customers monthly. Customers monthly billed dollar amount is calculated using the water usage recorded from the meter.

Meter Reading Process and Billing Process



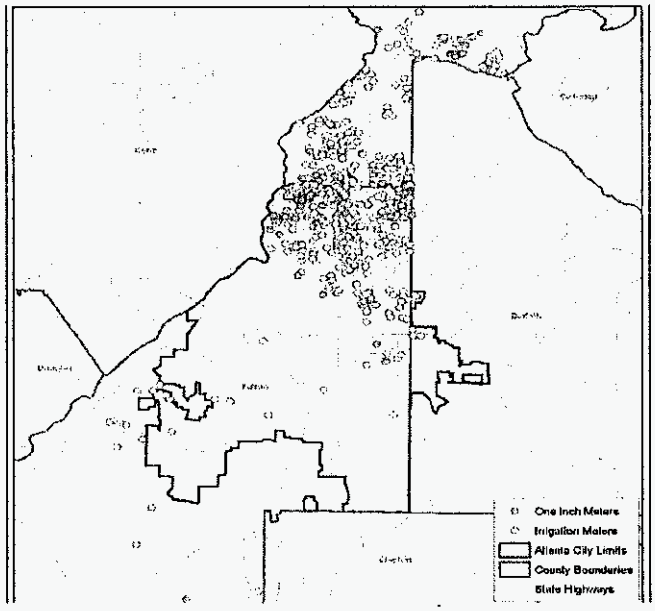
[2] This assessment did not review the accuracy of the calculation used to determine a customer's total monthly bill as converted from usage (CCF) to dollars.

OBSERVATIONS AND RECOMMENDATIONS

1. Water usage varies widely throughout of the City.

A large number of one-inch meters and irrigation meters are located in the northern part of the service area. The average consumption for a 1-inch meter is 21.2 CCF. The average consumption for irrigation meters in the City is 25.6 CCFs. It is important to note that residential irrigation meters in the system are installed in the following sizes: ¾ inch and 1-inch residential meters.

Irrigation and 1-inch Meters



Map above shows location of irrigation (yellow) and one-inch (green) residential meters in sample.

Based on the data collected, customers in the following billing cycles (areas) consume more water on average than any other area of the City: 52-Buckhead (average 23.50), 244- Sandy Springs (average 20.70 CCF), 51- Buckhead (average 19.5 CCF), 53-Buckhead (average 17.5 CCF), 43- Buckhead (16.6 CCFs), 42- Buckhead (average 13.9), 241-Sandy Springs (average 13.7 CCF), and 243- Sandy Springs (average 10.4 CCF). The highest water consuming customer in the sample is an irrigation meter (¾inch) with a 30-day usage rate of 527 CCF in bill cycle (area) 241 – Sandy Springs (Mt. Paran Road). The highest non-irrigation consuming customer in the sample, with a 30-day usage rate of 379 CCF (1 inch meter), is in bill cycle (area) 52 – Buckhead (Hillside Drive).

The lowest consumers of water in the service area are: 110 - East Atlanta (average 4.71 CCF), 152-East Point (Average 4.95 CCF) and 151- East Point (Average 5.06 CCF). Along with one-inch meter and irrigation meters, the Project Team also found that several accounts with usage above the average usage for its billing cycle are due to a property leak.

Recommendation:

a. Improve customer outreach component to include educating customers on rate structure and water conservation.

2. The City's average residential consumption is within the American Water Works Association average.

As expected, there is a direct correlation between increasing water consumption and high water bills. The American Water Works Association (AWWA) conducted a study of 12 sites in 1999. The study recorded the average daily per capita water consumption for a family. It is the most current study and a new one is planned for 2014. There are many other averages posted by different agencies, but AWWA includes indoor as well as outdoor usage.. This study states that the average daily water use for a family is 171.8 gallons, approximately 5,154 gallons per month. This is converted to a monthly average of 6.89 CCF excluding irrigation usage.

The Project Team found that the average monthly consumption for a residential account in the City is currently 8.6 CCF. If irrigation meters are removed from the sampled data, the city-wide average is 7.8 CCF.

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Department of Watershed Management

Meter and Billing Accuracy Assessment

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irrigation water meters and the root cause for the perceived unexplained water consumption spikes experienced by some of its customers.

The assessment included 9,193 (7% of the AMR meters in the system) residential and irrigation accounts, which were randomly sampled out of 127,000[1] residential and irrigation accounts. Within its service area, DWM supplies drinking water and wastewater services to five (5) cities, and five (5) counties in the Atlanta Metropolitan area to include the City of Sandy Springs, City of East Point, and Coweta, Clayton, and Fayette Counties. Data was collected from in-person field observations of meters following the published billing cycle and meter reading schedule in November and December 2010. The data collected from field observations and technology reviews was used to determine the overall health of the water meters in the water distribution system and the factors that contributed to the increase in meter and billing customer complaints. The Project Team was also able to determine whether recorded usage information is accurately communicated through the Automated Meter Reading (AMR) system for use in the billing system.

Meter Interface Units (MIU) in the City of Atlanta are accurately transmitting water usage from the meter to the Automated Meter Reader (AMR) Handheld device or Mobile Data Collector.

The assessment of the AMR meters installed, found no evidence of problems with the functionality of the meters that were installed properly, and with no external damage to meter components. However, when there is external damage to meter components such as damaged register and severed wires, it inhibits the AMR system from performing at the desired level. These problems could have a direct or indirect impact on the meter reading and billing processes.

[1]DWM has an estimated 132,000 residential and irrigation meter accounts which are read via AMR or manually. At the time of sampling, 127,000 residential and irrigation meters were AMR. The assessment only includes AMR meters.

Table 1: Components of the Meter Examined

	Population Estimate										
Cycle	Sample Size	Antenna in Lid	Register Match	Acct Info Correct	Meter Lid Fit	Lid Unbroken	Antenna Position	Handheld Reading	Estimated Reading	Correct MIU	Average Consumption (CCF)
City Wide	9193	74.80%	98.84%	94.76%	93.39%	98.01%	86.74%	96.27%	2.97%	98.85%	8.60

The MIU is accurately translating water usage to the meter reading system and billing system.

The Project Team reviewed the integrity of the technology involved in the meter reading and billing processes. After reviewing the system transfer process and comparing the field sampling data with recorded water usage received during the meter reading process, we found that water consumption is accurately transferred from the AMR system to the billing system. The Project Team found several explainable inefficiencies as a result of installation issues which delayed processing time to manually update information from the field into the billing system. At present, there has been no indication of mathematical or computational errors in the billing system. Current information suggests that the billing system accurately calculates customer billing statements based on consumption data received from the metering system.

The City's average residential consumption is compatible with the national residential consumption. The City's highest water consumers are customers with 1-inch meters and irrigation meters.

During the assessment period, the Project Team found that the average monthly water consumption for a residential account in the City is currently 8.6 CCF. If irrigation meters are removed, the city-wide average water consumption is 7.8 CCF. The Project Team found that the City's average is within the American Water Works Association (AWWA) residential consumption average of 6.89 CCF.

A further review of the data revealed that the billing routes with a high number of 1-inch domestic residential meters and irrigation meters significantly contribute to the City's higher monthly consumption. The average consumption for irrigation meters of all sizes in the City is

25.6 CCFs. The average consumption for a single family residence equipped with a 1-inch domestic residential meter is 21.2 CCF.

Meter-related issues found during the meter reading process are not timely updated in the billing system.

In its assessment, the Project Team found that existing meter repair work orders were a major factor in the AMR system's inability to receive a reading. In some cases, the sampled accounts had an open work order for a meter-related repair such as a broken register, duplicate MIU number or missing critical account information or the inability of the mobile data collector to receive a signal from the meter.

Additional findings are as follows:

- When correctly maintained all components of the meter work properly and can accurately record water usage.
- 98.84% of the AMR meters sampled have the correct register size and meter size.
- Customer account information matched 94.67% of the meters sampled.
- Water usage for 2.97% of the accounts in the sample was estimated.
- 96.27% of the AMR meters sampled successfully transmitted reading to data collection devices.
- Antenna Location: 74.8% of the antennas in the system are placed in the meter lid.
- Antenna Orientation: 86.7% of the antennas are standing upright in the meter box or placed in the meter lid.

OVERALL CONCLUSION

Based on its analysis of AMR meters in the City, the Project Team found that when an AMR water meter is properly installed, water usage is transmitted accurately to the data collector device. It also found that recorded water usage information is accurately communicated through the AMR system for use in the billing process. Although AMR meters are accurately transmitting water usage information and the AMR system is accurately communicating that usage information to the billing system. The Project Team found a percentage of AMR meters system is not operating at an optimal level. There are a number of factors contributing to the current performance level of the AMR meters. Several factors such as poor antenna position, missing critical customer account information, and meter/register match issues, incorrect MIU

numbers, and estimated readings indirectly and directly impact the billing process. These are all exacerbated by an overall perception of poor customer service and a failure to address issues rapidly.

RESOLUTION PLAN

The results and lessons learned from this assessment provided DWM with the information needed to create a comprehensive plan of action to resolve the meter and billing issues. From the data collected in the MBAA, several key initiatives are being implemented to fix the meter-related issues in the field and data-related concerns in the billing system.

DWM is planning a system-wide audit of the small meters in the utility. The audit will involve evaluating and recording information on the estimated 127,000 small residential meters, which will allow DWM to identify meters not performing at the desired level. The objectives of the audit are to correct data-related issues in the billing system and to identify those issues with the meter, a process that can only be determined via on-site meter investigations. The desired outcome of the audit is to reduce the number of billing related concerns, such as crossed MIU numbers, mismatched registers, and system-generated estimates. The audit will be performed by an outside contractor.

The Contractor will be required to record the following during the audit:

⅝-Inch to 2-Inch Small Meters:

- Meter size
- Meter type & manufacturer
- Meter serial numbers
- Account Number
- Type of setting resident or commercial
- Register size and date
- Register condition
- Register complete reading
- MIU / AMI number
- Antenna Position
- Water valves on or off
- Location of meter
- Backflow information
- Meter box and lid condition
- GPS Coordinates within 3 meters
- Remarks concerning the meter setting or any problem
- Digital photographs of meter setting

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GLOSSARY OF TERMS

Automated Meter Read (AMR) Device: Handheld Unit or Mobile hardware used to capture reading from the AMR System

AMR System: Radio-based meter system that transmits water usage via radio frequency signals, allowing readings to be collected remotely

Antenna: Component of the AMR system which is attached to the MIU to transmit readings from the register to the mobile data collection device

Billing Cycles: 1. Geographical zones or areas in the City used to read and bill customers account. 2. Period of 28-32 days etc.

Current Read: Water consumption recorded by meter reader which is used to bill current water and sewer charges (Current Read less Previous Read equals Current Period Consumption)

Data Collection Device: Device that is used to collect usage data from the MIU. There are two data collection devices used by DWM: Handheld and the Mobile Data Collector

Key Performance Indicator: Measurements used to define the success of the DWM or a critical function, project or activity of the Department

Meter: Device which measures the volume of water consumed by customer

Meter Interface Unit (MIU): Device that is attached to the meter which transmits radio signals to the handheld unit or mobile data collector using absolute encoder technology

One Hundred Cubic Feet or Centric Cubic Feet (1 CCF): Unit used to measure water consumption; units of one hundred cubic feet (CCF) or 1 CCF equals 748 gallons of water

Prior Read: Water consumption recorded by meter reader which is used to bill previous water and sewer charges

Register: Component of the meter which records the measured volume of water consumed by the customer

Residential or Domestic Meter: Meter less than 2 inches in size used for household usage in single family and multi-unit dwellings

Irrigational Meter: A meter (less than 2 inches in size) that is installed for irrigation usage on residential property.

OBJECTIVE, SCOPE, AND METHODOLOGY

In an effort to understand and determine the health of the AMR meters in the system and the accuracy of the metering and billing systems, DWM chartered a Meter and Billing Accuracy Assessment (MBAA) in September 2010. The objectives of the MBAA are as follows:

- To determine if the recorded water usage is accurately communicated from the meters through the Automatic Meter Reading (AMR) System for use in customer billing
- To determine if water usage is accurately measured and recorded by the utilities residential meters currently installed within the DWM water distribution system
- To identify any potential factors and causes contributing to the observed higher incidence of meter and billing customer complaints

The findings from the MBAA should assist greatly in improving customer relations and increasing the efficiency and effectiveness of the current system used to measure, record, and bill the customer for water usage. The project reviewed the accuracy of AMR residential (small) meters and residential irrigation meters used by the utility. The project scope does not include manually read meters (5,500), commercial accounts (13,900) or water meters larger than 1-inch (13,800). It did not include resolving any inaccuracies found during testing however the Project Team created work orders for all issues discovered.

The meter reading and billing process is dependent on the proper function of the mechanical and technological aspects of the metering system. As a part of the methodology used to conduct this assessment, the department conducted field observations of residential and irrigation AMR meters and technology reviews of the system used in the meter reading and billing process. From a technology perspective, DWM determined it should to review the transfer of data from the billing system into the meter reading system and back into the billing system. From a data perspective, the Project Team identified a need to verify the usage as it is transmitted from the handheld device to ensure it corresponded with the information in the field by performing on-site visual reads.

Meter inspectors performed investigations on 9,193 meters to record the physical condition of meter installations and obtain a visual manual read from the meter. The following key components were used to evaluate the performance of the AMR system:

1. Antenna installed in the meter lid
2. Register match
3. Account information correct
4. Meter lid fits
5. Meter lid is not broken
6. Antenna is in correct position
7. Data Collection Device receives reading
8. Estimated readings
9. Correct MIU number recorded on customer's account
10. Water consumption

These components are necessary to efficiently obtain a reading from the AMR system. The target used to determine the overall health of the system is a 99.00% observation rate. If the observation rate is less than 99.00%, the component is not operating at its optimal level. Meter repair work orders were created to repair defects found during field observations. DWM's goal is to have the AMR meters in the utility receive a reading 99.38% of the time.

BACKGROUND

In 2002, the City of Atlanta (City) combined its drinking water, wastewater, and storm water operations into one unit creating, the Department of Watershed Management. DWM's goal is to provide the highest quality drinking water and wastewater services to its residential, business, and wholesale customers at the lowest possible cost, while protecting urban waterways, conserving natural resources, and providing clean, safe water to communities downstream. DWM delivers drinking water and wastewater services to an estimated 1.2 million people daily. It serves an average 148,000 drinking water customer accounts and 120,000 wastewater customers monthly. Within its service area, it supplies drinking water and wastewater services to five cities and five counties in the Atlanta Metropolitan area. DWM also provides watershed protection and conservation services through its Clean Water Atlanta Program and conservation outreach and education and communications program conducted by the department.

DWM operates as an enterprise fund under the authority of the Mayor and with legislative oversight provided by the Atlanta City Council. To fund its operations and capital improvement projects mandated by two Federal Consent Decrees, the Atlanta City Council approved a three-tiered rate structure with a four year rate package in 2004 and 2008. In addition to water and sewer revenue, DWM receives funding from the 1% Municipal Option Sales Tax (MOST) which was approved via a ballot initiative in 2004 and reauthorized in 2008, with rate increases of 27.5% , 12.5%, 12.5% and 12% in Fiscal Years 2009-2012.

Customer water and wastewater charges are based on the amount of water consumed. The rate structure includes a base rate and a three-tier usage structure based on units of 100 cubic feet (1 CCF) of water consumed. Customers pay separate rates for drinking water service and wastewater service. Wastewater charges are higher due mainly to the cost associated with

treating wastewater and the demands of the Consent Decrees, which mandate a complete overhaul of the City's sewer infrastructure.

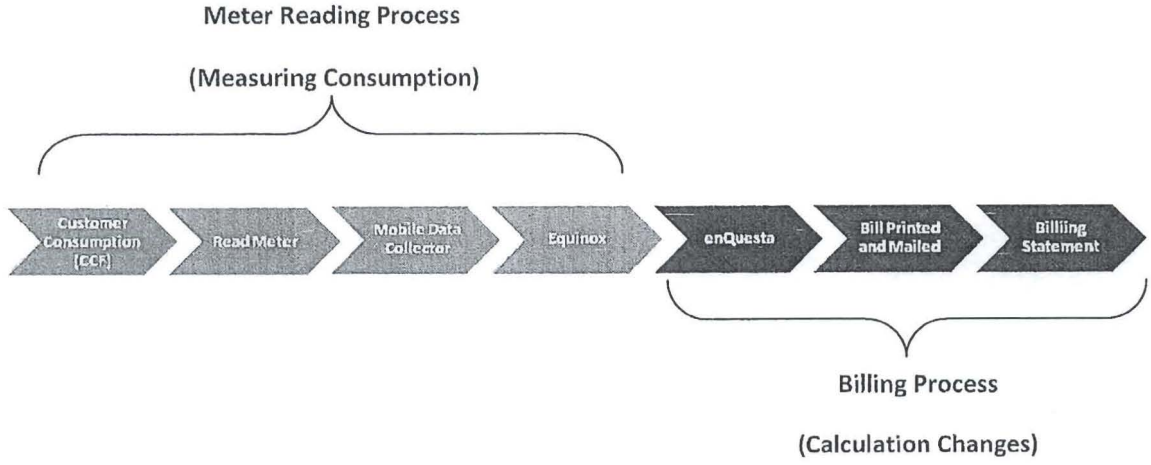
Water meters are necessary in a utility for efficiency and conservation management. It is a requirement in detecting water loss, rate development, and accounting. Meters are also used as a tool to evaluate the effect of any efficiency and conservation measures. Water meters assist with identifying leaks, locating pressure problems and identifying peaks and non-peaks water use among residential and commercial users. For this reason, it is important that water meters accurately measure water usage.

In 2006, the City entered into an agreement with K & V Meter Automation (K&V) to install 151,000 radio-frequency Automated Meter Reading (AMR) meters. The conversion to an AMR system was initiated to streamline the meter reading process. The contract required K&V to install Neptune Technology Group ARB ® Utility Management System ™ T-10: ⅝ inch, ¾ inch and 1-inch meters with ARB Absolute Encoder single dial odometer registers. This technology has been used throughout the country for 40 years. The Absolute Encoder register allows the MIU to directly communicate with the odometer of the register to ensure that the reading transmitted via radio signal matches the visual reading on the odometer with a 100% accuracy rate. It also provides leak, reverse flow, and tamper detection. New meters are tested and certified by the manufacturer before meters are installed in the utility. The meter itself is a mechanical device which records water usage as it passes through the device. The residential and irrigation meters in the City's system are positive displacement meters which are commonly used for residential homes because of its efficiency for measuring low flow. Positive displacement meters measure water flow against the previously measured volume of water held in a separate chamber. The flow rate is measured against how many times the chamber is filled and emptied. In order to measure the volume of water, pressure drives the nutating disc to wobble or rotate. With each revolution of the nutating disc water usage is recorded. The advantages of displacement meters are that they can measure wide variations of flow rates and are capable of registering low flows found in most residential dwellings.

There are five major components to a meter: the meter itself, the register, the meter interface unit (MIU), the antenna, and the mobile data collector (MDC) or handheld unit. The meter measures water flow from the city's main distribution line to a customer's home. The register records the volume of water consumed by the customer. The MIU is the device which transmits radio signals to the handheld unit or mobile data collector. The antenna attached to the MIU enables the MDC or handheld unit to receive the radio signal for transmission to the billing system.

The reading of the meter and the billing of customers are two separate processes. It is important that the process works seamlessly in order to bill customers each month.[2] It is important to note that the meters are read and data is recorded based on water usage. Water usage is used to bill customers monthly. Customers monthly billed dollar amount is calculated using the water usage recorded from the meter.

Meter Reading Process and Billing Process



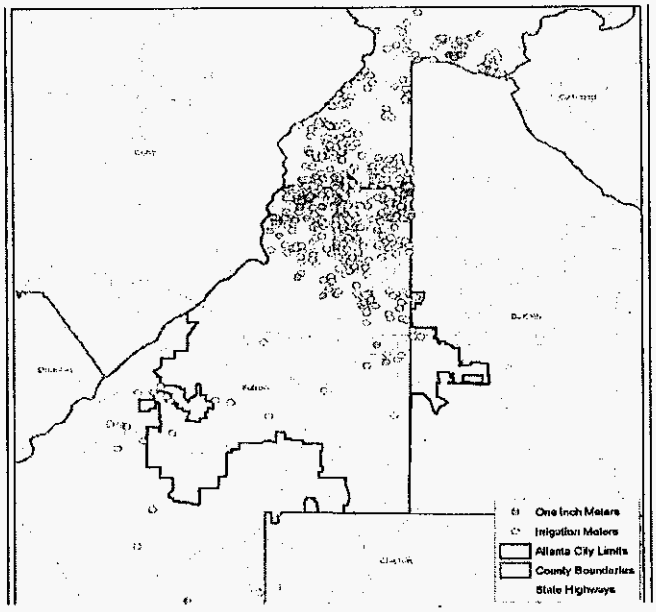
[2] This assessment did not review the accuracy of the calculation used to determine a customer's total monthly bill as converted from usage (CCF) to dollars.

OBSERVATIONS AND RECOMMENDATIONS

1. Water usage varies widely throughout of the City.

A large number of one-inch meters and irrigation meters are located in the northern part of the service area. The average consumption for a 1-inch meter is 21.2 CCF. The average consumption for irrigation meters in the City is 25.6 CCFs. It is important to note that residential irrigation meters in the system are installed in the following sizes: ¾ inch and 1-inch residential meters.

Irrigation and 1-inch Meters



Map above shows location of irrigation (yellow) and one-inch (green) residential meters in sample.

Based on the data collected, customers in the following billing cycles (areas) consume more water on average than any other area of the City: 52-Buckhead (average 23.50), 244- Sandy Springs (average 20.70 CCF), 51- Buckhead (average 19.5 CCF), 53-Buckhead (average 17.5 CCF), 43- Buckhead (16.6 CCFs), 42- Buckhead (average 13.9), 241-Sandy Springs (average 13.7 CCF), and 243- Sandy Springs (average 10.4 CCF). The highest water consuming customer in the sample is an irrigation meter (¾inch) with a 30-day usage rate of 527 CCF in bill cycle (area) 241 – Sandy Springs (Mt. Paran Road). The highest non-irrigation consuming customer in the sample, with a 30-day usage rate of 379 CCF (1 inch meter), is in bill cycle (area) 52 – Buckhead (Hillside Drive).

The lowest consumers of water in the service area are: 110 - East Atlanta (average 4.71 CCF), 152-East Point (Average 4.95 CCF) and 151- East Point (Average 5.06 CCF). Along with one-inch meter and irrigation meters, the Project Team also found that several accounts with usage above the average usage for its billing cycle are due to a property leak.

Recommendation:

a. Improve customer outreach component to include educating customers on rate structure and water conservation.

2. The City's average residential consumption is within the American Water Works Association average.

As expected, there is a direct correlation between increasing water consumption and high water bills. The American Water Works Association (AWWA) conducted a study of 12 sites in 1999. The study recorded the average daily per capita water consumption for a family. It is the most current study and a new one is planned for 2014. There are many other averages posted by different agencies, but AWWA includes indoor as well as outdoor usage.. This study states that the average daily water use for a family is 171.8 gallons, approximately 5,154 gallons per month. This is converted to a monthly average of 6.89 CCF excluding irrigation usage.

The Project Team found that the average monthly consumption for a residential account in the City is currently 8.6 CCF. If irrigation meters are removed from the sampled data, the city-wide average is 7.8 CCF.

Recommendation:

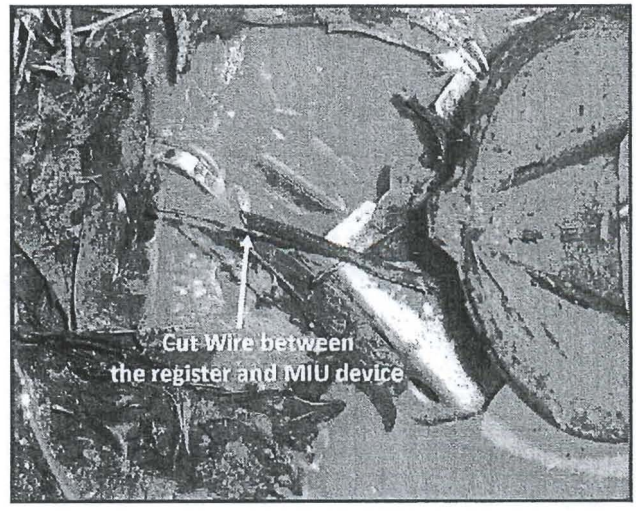
a. Improve customer outreach component to include educating customers on rate structure and water conservation.

3. When correctly maintained, all components of the meter work properly and can accurately record water usage.

The assessment of the AMR meters installed, found no evidence of problems with the functionality of the meters that were installed properly, and with no external damage to meter components. However, when there is external damage to meter components such as damaged register and severed wires, it inhibits the AMR system from performing at the desired level. These problems could have a direct or indirect impact on the meter reading and billing processes.

In its review of the data collected from field observations and data collected from the billing system, the Project Team found that 483 out of the 9,193 (5.3%) accounts sampled showed a difference in the visual read taken by the meter inspector and the Current Read transmitted from the AMR System and uploaded into the billing system. It reviewed sample accounts with a difference of 2 CCF or more in the reading from the visual read taken during field observations and the AMR reading.

After reviewing the data collected from the field and the account history in the billing system, the Project Team is able to provide the following information: In 100% of the cases, there was an explanation for the variance or the visual reads and AMR reads matched; 47% of the accounts with variances of 2 CCF or more had system generated estimates during the billing process. In most instances, this is not the same as the actual physical visual reading. Other findings show that 27% of the accounts sampled were read at least one day after the meter reader received an actual reading on the account (See Exhibit 18). However, the reading recorded by the inspectors was within normal consumption. The Project Team is confident that the meters with that are



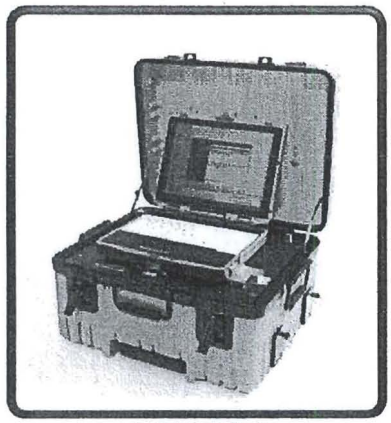
properly installed and with no external damage are accurate capturing data from the meter to the billing system.

Recommendations:

a. Department- wide implementation of the Mobile Work Order Management System and transition of all meter-related work orders to the mobile system.
b. Add key performance indicators to the Bureau of Operations' and Bureau of Management's Scorecards: reduce the number of open meter repair work orders.
c. Limit manual entry into the billing system.
d. Revise current meter investigation Standard Operating Procedures to allow meter inspectors to repair damaged meters when necessary.
e. Revise billing Standard Operating Procedures to reduce the time needed for closing field work orders. Include cross-training of billing representatives to increase resources available to complete work orders, and make system changes to alert billing representatives of necessary changes to account information.
f. Enforce City Code provisions that allow the department to apply fines and citations to residents that cover water meters with landscaping, concrete, etc.
g. Re-evaluate standard calculations used by the billing software for generating estimated consumption.
h. Complete transition of all meter-related information to one work order system.

4. AMR meters in the system are accurately transmitting usage information to the Data Collection Device.

Of the meters sampled, the readings transmitted from the MIU matched the visual read viewed on the odometer of the register in 100% of the readings received. Meter Inspectors recorded both visual readings and readings from the handheld device during the field observations. After reviewing data, the Project Team did not find any instances where the two readings did not correspond to each other. It did have instances where consumption was incorrectly entered manually using the Handheld due to human error.



Mobile Data Collector



Handheld Device

Recommendations:

a. Department-wide implementation of the Mobile Work Order Management System and transition of all meter-related work orders to the mobile system.

b. Limit manual entry into the billing system.

5. The AMR system is accurately communicating usage information to the billing system.

After reviewing the field data on 9,193 meters and validating the transfer of the data, only 154 (1.7%) of the readings received by the AMR Meter Reader did not match the visual reading as it was transferred into the billing system. However, further investigation into the cause for this difference showed the reading did not transfer because of issues with the MIU number. The MIU number is necessary to receive a reading from the meter. The following explanations are provided for the 154 meters:

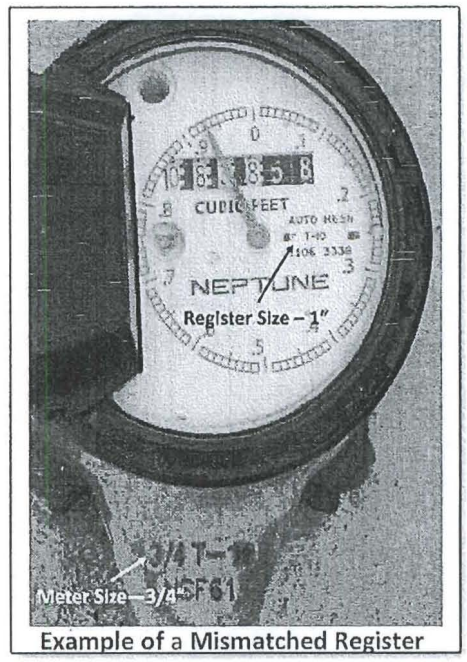
- The MIU device was changed after MBAA sample accounts were selected (70 out of 154, 45.5%).
- The reading was manually entered into the handheld or mobile data collector by the AMR meter reader incorrectly due to human error (31 out of 154, 20.1%).
- The AMR meter reader did not receive a reading from the meter (17 out of 154, 11.0%). This issue leads to a system-generated estimated reading.
- The MIU on the account sampled had a duplicate MIU number with another account that is in the same reading group (14 out of 154, 9.1%). This issue also produces a no read and a system generated estimated reading on both accounts in most instances.

Recommendations:

a. Department-wide implementation of the Mobile Work Order Management System and transition all meter-related work orders to the mobile system.
b. Limit manual entry of data into billing systems.
c. Add key performance indicators to the Bureau of Operations' and Bureau of Management's Scorecards: reduce the number of open meter repair work orders.
d. Prioritize all meter-related work orders associated with any of the scenarios identified in the assessment.
e. Revise current meter investigation Standard Operating Procedures to allow Meter Inspectors to repair damaged meters when necessary.

f. Revise Billing Standard Operating Procedures to reduce the time needed for closing field work orders. Include cross-training of billing representatives to increase resources available to complete work orders and make system changes to alert billing representative of needed changes to account information.
g. Enforce City Code provisions that allow DWM to apply fines and citations to residents who cover water meters with landscaping, concrete, etc.
h. Review estimate generating process to determine if the current estimation methodology is accurate.
i. Complete transition of all meter related information to one work order system.

6. 98.84% of the AMR meters sampled have the correct register size and meter size.



Example of a Mismatched Register

DWM completed a project in the summer of 2010 to correct mismatched registers after the AMR installation project. However, a number of mismatched registers still exist. Register mismatch occurs when the meter and the register are different sizes. For example, a one-inch register installed on a ¾ inch meter (as shown in picture to the right) would result in the customer being over-billed.

Correct register match is required to ensure that water usage is accurately measured and recorded. If the register and the meter base are not properly matched, the revolutions from the register and the meter will not correspond. This will lead to usage being over or under read and the corresponding account being over or under billed during the billing process. While this problem manifests itself as an incorrect bill, it is actually a metering issue and is tracked as such within DWM.

Table 2: Impact of incorrect register and meter size on customer billing

Register Size \ Meter Size	5/8"	3/4"	1"	1 1/2"
5/8"	X	1.8	3.84	8.65
3/4"	1.8	X	2.13	4.81
1"	3.84	2.13	X	2.25
1 1/2"	8.65	4.81	2.25	X

Legend: Under Billed; Over Billed; Most Common

Over/Under Billed by a factor of X Times

To operate properly at its optimal level, all register and meter sizes must be 100% compatible. Field observations conducted by the Project Team revealed 98.84% of its AMR meters sampled have the correct register match. Based on the sampled population estimate, 0.17% to 2.1% of the AMR meters in the City may have mismatched registers[3].

Recommendations:

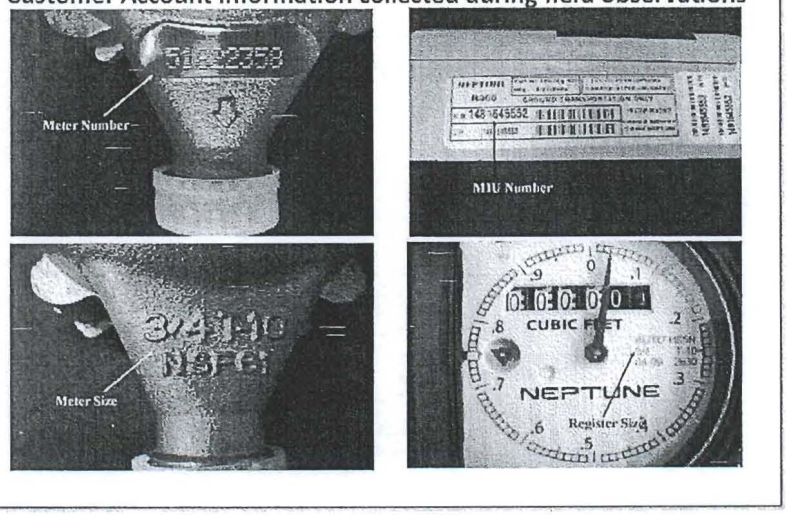
a. Create a system check within the billing system to compare register size to meter size when completing meter repair and installation work orders.
b. Perform a quarterly periodic desktop check of meter inventory data comparing the meter size and register size for compatibility.
c. Complete effort from 2010 to correct register mismatch utilizing internal resources to conduct field checks.
d. Revise the meter investigation procedures to require inspectors to verify register size and meter size compatibility on each visit.

[3] This is based on the 1% error rate used for statistical sampling.

7. Customer account information matched 94.67% of the meters sampled.

The Project Team observed that 94.67% of the accounts in its sample had the correct account information. This is captured by recording customer address, meter number, MIU number, register size and meter size (during field observations) and comparing it to the information in the billing system. Ensuring the account information is accurate in the billing system is essential to receiving a reading from the AMR system. If the account information in the billing system does not match the equipment at the customer's premise, the AMR system cannot receive a correct reading from the meter. This leads to an account receiving a system generated estimated reading or a customer possibly being billed for another customer's water usage (commonly known as a crossed MIU). Incorrect account information can result from errors in documentation at the time of installation or during field repairs, or when data in the billing system is not updated in a timely manner. Based on the data collected, critical account information may be incorrect on 4.2% to 6.2% of the AMR meter accounts in the utility.

Customer Account information collected during field observations



Recommendations:

a. Department-wide implementation of the Mobile Work Order Management System and transition of all meter-related work orders to the mobile system.
b. Revise current meter investigation Standard Operating Procedures to allow meter inspectors to repair damaged meters when necessary.
c. Revise billing Standard Operating Procedures to reduce the time needed for closing field work orders. Include cross-training of billing representatives to increase resources available to complete work orders and make system changes to alert billing representatives of necessary changes to account information.
d. Create scripts in work orders to allow meter inspectors to provide more information on the condition of the meter.

8. Water usage for 2.97% of the accounts in the sample is estimated.

Of the AMR meters sampled, 2.97% of the accounts received an estimated read (97.03% actual readings). Based on the population estimate, 3% of the AMR meters are estimated in the City. The MIU number is linked to the associated account correctly 98.58% of the time. This data indicates that the MIU number maybe incorrect on approximately 2.14% of the AMR meter accounts in the utility. Estimating water usage is a contributing factor to increased billing and complaints and disputes. Estimated readings can lead to inaccurate billing.

Further investigation into why 2.97% of the sampled accounts received an estimated read showed that 64% of the accounts had damaged registers (see Exhibit 12). The register is the component of the meter that records the volume of water consumed by the customer. The MIU is connected to the register allowing it to transmit radio signals from the register to the handheld device which then captures the consumption data. If the register is damaged or if the connection is severed between the register and the MIU, it may not transmit a radio signal to the handheld device.



Damaged Register: Cracked Register Glass

Accounts are estimated for the following reasons: high consumption readings, negative readings, zero readings, or the no reads/trouble codes.

High Consumption Readings

Based on the review of the current estimated billing process, a customer will receive an estimated read when the recorded billable consumption is outside its normal consumption pattern and there has not been an inspection to discover the source of the increase. High

consumption may be due to a leak, mismatched registers, incorrect MIU information, or actual increased consumption by the customer.

Negative Consumption Readings

Under normal circumstances it is not possible to register less consumption than the prior reading. For that reason, the existence of a negative read is cause for further attention. Primarily, the account is estimated for mostly the same reasons discussed in the section on high reads. The possible causes for a negative read include over reading the previous read, over-estimating previous reads, or incorrect meter installation and failure to update new meter information into the billing system before the account is billed.

Zero Consumption Readings

Zero consumption on an account that has historically had consistent consumption can be an indication of a problem with City equipment. The only reason for a true zero consumption reading is that the customer did not use any (less than 1 CCF) water during the billing cycle. If the meter is damaged, the account will receive a system generated estimation.

No Reads/Trouble Code Readings

No reads and trouble code reads are indicative of process or equipment problem. For example, should the antenna not be installed properly, be submerged in water, or not be present in the meter lid, a no read or an invalid read can result. From a system standpoint, if the MIU information is missing, wrong, or invalid, a no reading will be assigned to the account.

There are only three read states: (1) Good, Correct Read; (2) Trouble Code; (3) No Read.\

Table 3: Trouble Codes

Reading	Reason
::::::	The 6 colons transmitted means that there is a broken connection somewhere between the R900 and the register. It indicates that the R900 is working but it is unable to read the register.
HHHH	Register is damaged and needs to be returned for warranty replacement
243-45 or 245-46	The register has an electrical short located on the 4 odometer wheel. This short can be isolated to only one contact or can affect the entire wheel. This type of malfunction can be erratic, where it may or may not affect the reading from month to month. Thus, as soon as this is detected the register should be immediately replaced.

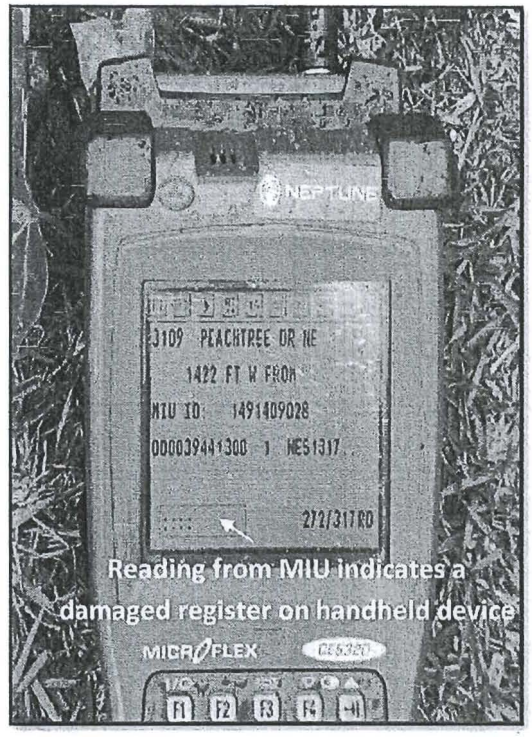
Recommendations:

a. Department-wide implementation of the Mobile Work Order Management System and transition of all meter related work orders to the mobile system.
b. Add Key Performance Indicator to the Bureau of Operations' and Bureau of Finances' Scorecards: reduce the number of open meter repair work orders.
c. Institute policy to allow one estimated reading per account in a twelve month period.
d. Prioritize all meter related work orders that are associated with any of the scenarios stated in assessment.
e. Revise current meter investigation Standard Operating Procedures to allow meter inspectors to repair damaged meters when necessary.
f. Revise billing Standard Operating Procedures to reduce the time needed for closing field work orders. Include cross training of billing representatives to increase resources available to complete work orders, and make system changes to alert billing representative of necessary changes to account information.
g. Enforce City Code provisions that allow the department to apply fines and citations to residents that cover water meters with landscaping, concrete, etc.

h. Re-evaluate standard calculations used by the billing software for generating estimated consumption.

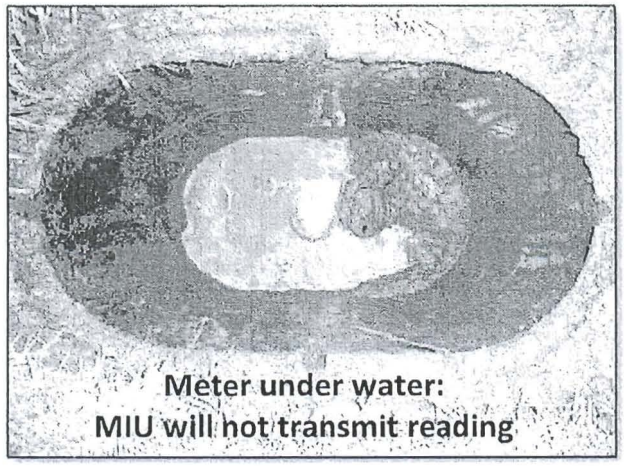
i. Complete transition of all meter-related information to one work order system.

9. 96.27% of the AMR meters sampled successfully transmitted readings to data collection devices.



Reading from MIU indicates a damaged register on handheld device

Based on the data collected, the Project Team found 96.27% of the samples received a reading from the MIU. Of the meters sampled, 3.73% (343) did not transmit readings from the meter to the data collection device. This is not necessarily an indicator that the meter itself is damaged. It is possible that the component which transmits the reading may be inoperable or unable to transmit the reading, or the wire may be severed, or the antenna may be under water or not properly oriented. If the register is damaged, it cannot transmit a reading (see example in picture to the right). The handheld device is not able to pick up the radio signal from the antenna if it is under water, which results in an unsuccessful read. Neptune Technology Group states that under proper conditions and when installed correctly, the meter has a 99+% first read success rate.


Meter under water:
MIU will not transmit reading

Analysis of the data indicates 2.7% to 4.7% of MIU devices are not successfully transmitting readings to data collections devices.

Recommendations:

a. Department -wide implementation of the Mobile Work Order Management System and transition all meter related work orders to the mobile system.
b. Complete AMR installation on non-AMR Meters
c. Repair damaged AMR meters in the system
d. Revise existing meter maintenance plan to increase the number of meter health assessments

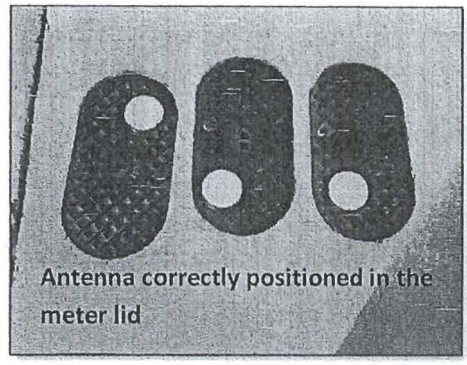
10. Meter related issues found during the meter reading process are not timely updated in the billing system.

The Project Team found that existing outstanding meter repair work orders were a factor in the AMR system's inability to receive a reading. In some cases, the sampled accounts had an open work order for a meter-related repair such as a broken register, duplicate MIU number, the inability to locate the meter, or other repairs. It also found that in some cases, account information was not updated in the billing system before the account was billed or the meter investigation had not been performed before the next billing cycle. Issues such as crossed MIU numbers, or duplicate/missing MIU numbers, or duplicate/missing numbers at times are unresolved for a number of bill cycles. These issues are not discovered until fieldwork is performed or a customer inquires about their consumption. While the number of affected account in each of these categories is relatively small, the issues created by the failure to address these factors have a detrimental effect of overall customer service.

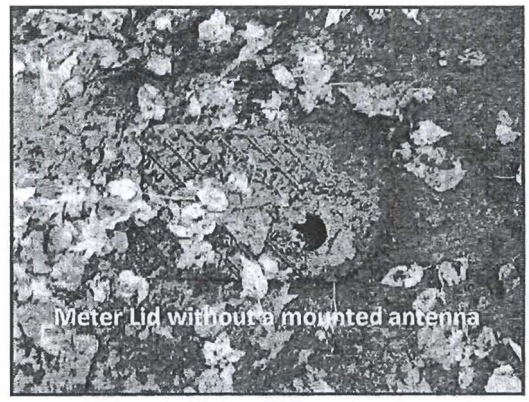
Recommendations:

a. Department -wide implementation of the Mobile Work Order Management System and transition all meter related work orders to the mobile system.
b. Add key performance indicator to the Bureau of Operations and Bureau of Finance's Scorecard: reduce the number of open meter repair work orders.
c. Complete transition of all meter-related information to one work order system.
d. Create scripts in work order to allow meter inspectors to provide more information on the condition of the meter.
e. Revise current meter investigation Standard Operating Procedures to allow meter inspectors to repair damaged meters when necessary.
f. Revise billing Standard Operating Procedures to reduce the time needed for closing field work orders. Include cross training of billing representatives to increase resources available to complete work orders, and make system changes to alert billing representatives of necessary changes to account information.

11. Antenna Location: 74.8% of the antennas in the system are placed properly in the meter lid.


Antenna correctly positioned in the meter lid

The antenna in the meter lid is not essential to receiving a correct reading from the AMR system. However, it has a significant impact on the overall efficiency of the meter reading process. Placing the antenna correctly in the lid, increases the range of the antenna; allowing it to transmit a radio signal for longer distances. From the observations performed, 74.8% of the antennas are placed properly in the meter lids. For optimal operational efficiency, it is best to have the antenna mounted in the meter lid. Based on the sampled population estimate of 74.8%, it can be determined that the antenna is missing from the meter lid in +/- 25% of the AMR meters in the utility.

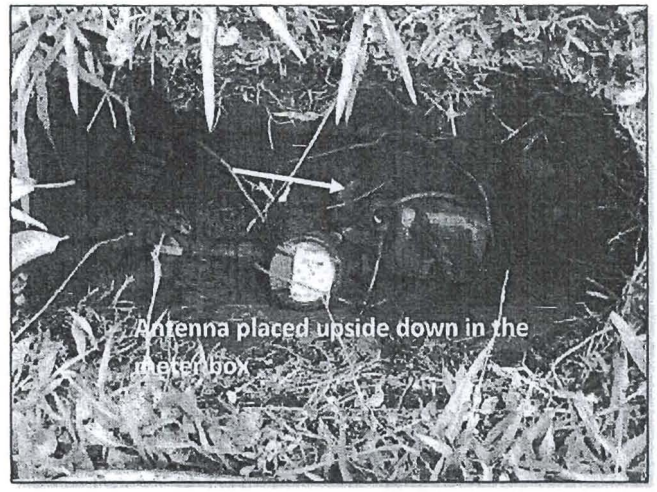

Meter Lid without a mounted antenna

Recommendations:

a. Complete Meter Lid Replacement Project
b. Department-wide implementation of the Mobile Work Order Management System, and transition all meter related work orders to the mobile system.
c. Create scripts in work orders to allow meter inspectors to provide more information on the condition of the meter

12. Antenna Orientation: 86.7 % of the antennas are standing upright in the meter box or placed in the meter lid.

Correct antenna orientation is essential to transmitting a reading to the mobile data collector or handheld device. The AMR system was designed to allow meter readers to receive radio signals on the mobile data collectors or handheld units from as far away as 1-2 miles from the location of the meter. In many instances during the sample, the Project Team found that the antennas were placed upside down in the meter box. This drastically reduces the range of the antenna, which in most cases forces a meter reader to attempt to get a reading by standing directly over the meter box. Delays in the meter reading process can result. Also, as stated in Observation 11, if the antenna is damaged or under water it will not transmit a reading. Placing the antenna in the box versus in the meter lid increases the chance of the antenna being damaged or being covered with water. In the sample group, 86.7% of the antennas are standing upright (either in the meter box or in the lid). Based on this data, antenna orientation for +/- 13% of the AMR meters are incorrect in the utility. For optimal operational efficiency, it is best when the antenna in the meter lid and properly positioned 100% of the system.



Recommendations:

d. Complete Meter Lid Replacement Project
e. Department-wide implementation of the Mobile Work Order Management System, and transition all meter related work orders to the mobile system.
f. Create scripts in work orders to allow meter inspectors to provide more information on the condition of the meter

SUMMARY OF RECOMMENDATIONS AND OBSERVATIONS

Based on the information collected from field observations performed and the technology review conducted by the Project Team, it found that water usage is successfully and accurately recorded from AMR meters in the system and recorded water usage is accurately transferred from the AMR system into the billing system as recorded by the meters. At present there has been no indication of mathematical or computational errors in the billing system. Current information suggests that the billing system accurately calculates customer billing statements based on consumption data received from the metering system. However, there are several areas of improvement needed to ensure the metering and billing processes perform optimal levels. The Project Team recommends the following actions:

Summary of Recommendation and Observations	
1. Department-wide implementation of the Mobile Work Order Management System and transition all meter-related work orders to the mobile system.	
Proposed Action	The Department is developing an action plan to place laptop computers in all field service vehicles so that work orders can be dispatched, executed, and closed within a 24 hour period.
Time Frame	Completion scheduled for 12/31/2011
2. Limit manual entry into the billing and meter reading systems	
Proposed Action	The Department is reviewing the meter reading, bill review and bill editing processes.
Time Frame	Commenced 12/1/2010 – Completion scheduled for 3/31/2011

3. Complete AMR Installation on non-AMR Meters	
Proposed Action	The Department has issued task orders to an outside contractor to replace all "manual" read meters in the system. This should lead to a significant increase in operational efficiencies and system monitoring capabilities
Time Frame	Scheduled Completion on or before 6/30/2011
4. Repair damaged AMR meters in the system	
Proposed Action	It is important to address all meter related issues quickly. The Department is currently utilizing internal resources to repair damaged AMR meter.
Time Frame	06/30/2011
5. Revise existing meter maintenance plan to increase the number of meter health assessments	
Proposed Action	Due to the fact that the majority of the small meters currently in service are less than five years old, any significant assessment projects will probably yield limited results. The Department will test meters using a statistical sampling methodology on meters in service for more than five years.
Time Frame	Under Review
6. Improve customer outreach component to include educating customers on rate structure and water conservation.	
Proposed Action	The Department will increase the number and duration of programs and campaigns dealing with rate structure, water conservation, and the use of water for activities such as irrigation.
Time Frame	Planning Phase

7. Create a system check within the billing system to compare register size to meter size when completing meter repair and installation work orders.	
Proposed Action	The Department is working with the manufacturers of the various system components to create a methodology for tracking all system components throughout its service life; as well as making system modifications to identify mismatched components at the point of installation and data entry.
Time Frame	Scope of work developed – Implementation by 09/30/2011
8. Perform a quarterly periodic desktop check of meter inventory data comparing the meter size and register size for compatibility.	
Proposed Action	Proposed system modifications which will flag and prevent meter/register mismatches.
Time Frame	Under review
9. Complete effort begun 2010 to correct register mismatches utilizing internal resources to conduct field checks.	
Proposed Action	It is incumbent on the installing contractor to address this issue. Should the contractor(s) fail to address this issue, the Department will take all necessary steps to remove mismatched meter/register combinations from the system.
Time Frame	Planning

10. Revise the meter investigation procedure to require inspectors to verify register size and meter size on each visit.	
Proposed Action	The Department has changed its meter investigation procedures to address this issue. The process of meter/register verification is now a core component of each field visit.
Time Frame	Fully Implemented – 10/01/2010
11. Utilize existing operational reports to reduce estimated bills.	
Proposed Action	DWM has implemented a process in which daily reports outlining the overall health of the system are distributed by 8:00am. Operational trends are reviewed and system issues are addressed.
Time Frame	Fully Implemented – 10/01/2010
12. Add key performance indicators to the Bureau of Operations' and Bureau of Finance's Scorecards: reduce the number of open meter repair work orders	
Proposed Action	The Department fully agrees with this recommendation. DWM currently monitors open repair work orders daily.
Time Frame	To be determined in consultation with the ATLStat Team
13. Institute policy to allow one estimated reading per account in a twelve month period.	
Proposed Action	While not utilizing estimated consumption is the ideal outcome, limiting estimated consumption to once per 12 month period is reasonable.
Time Frame	1/1/2012

14. Complete AMR replacement project and repair damaged AMR meters in system.	
Proposed Action	The Department is rapidly moving to address these issues. The Department has mobilized crews to make technical repairs to damaged AMR meters. The Department is scheduled to complete the installation of AMR meter on meters that are currently read manually by 6/30/2011
Time Frame	Ongoing
15. Prioritize all meter related work order that is associated with any of the scenarios listed above.	
Proposed Action	While addressing all work orders is important, the department is developing a prioritization methodology for dealing with meter related work-orders. The objective is to address any meter related service request within 72 hours. There are several critical parts to meeting this objective: • Rapid Issuance of Work Orders to Field Crews • Insuring that parts and equipment are available in the field • Insuring that field personnel are equipped with the technology to receive, respond, and report on work orders All of these items are in process.
Time Frame	Planning

16. Revise current meter investigation Standard Operating Procedures to allow Meter Inspectors to repair damaged meters where possible and necessary, and to provide more meter-related information on the work orders.	
Proposed Action	The Department is rapidly moving toward a one stop repair or replacement service model in which each inspector is fully equipped to handle most, if not all, meter-related issues. The Department is currently reviewing its policies on in truck inventory and the availability of spare parts onboard the service vehicles.
Time Frame	Planning
17. Revise billing Standard Operating Procedures to reduce data processing time from field to billing system. This would involve cross-training billing representatives to complete all work orders and system changes to alert billing representatives of necessary changes in the billing system.	
Proposed Action	Equip all field personnel so that data can be updated real-time from the field as part of the work-order close out process. The Department is working toward this as outlined in recommendation #1.
Time Frame	Planning

18. Enforce City Code provisions that allow DWM to apply fines and citations to residents who cover water meters with landscaping, concrete, etc	
Proposed Action	The Department believes that this could be a useful tool but it must be used judiciously.
Time Frame	Under Review
19. Re-evaluate standard calculations used by the billing software for generating estimated consumption.	
Proposed Action	The Department feels that estimated consumption is not acceptable. In those situations where estimated consumption must be used, it is important that the methodology used to generate estimates be seasonally adjusted and includes all other relevant factors and historic usage trends.
Time Frame	In discussions with Vendor
20. Complete transition of all meter-related information into one work order system	
Proposed Action	The Department is migrating to a single system to maintain all meter related assets.
Time Frame	Full implementation by 12/31/2011
21. Create scripts in work orders to allow meter inspectors to provide more information on the condition of the meter.	
Proposed Action	DWM is working with the Vendor to add more note fields in work order system
Time Frame	Planning Phase

22. Create and execute a plan to address critical database issues and maintain the integrity of the database.	
Proposed Action	DWM understands that addressing the database issues is a major component in ensuring that all customers are billed correctly. The Department is formulating a plan to address the following critical issues relating to the database: • Duplicate/Missing MIU Numbers • Duplicate/Missing Meter Numbers ▪ Crossed MIU Numbers
Time Frame	Planning Phase

PROJECT TEAM

The Meter and Billing Accuracy Assessment was conducted by a cross-functional team of 19 DWM employees and two Program Management Team consultants.

Natalie Knight - Project Manager (DWM)

Homer Cook - Meter Inspection Supervisor/Meter Subject Matter Expert (DWM)

Will Connor – AMR Meter Subject Matter Expert (DWM)

Phillip Harden – Billing Process and System Subject Matter Expert (DWM)

Princess Jackson – Information Technology/Reporting Subject Matter Expert (DWM)

Sidney Lewis – Data/Six Sigma Subject Matter Expert (DWM)

Miltresa McMichael – Data Support (DWM)

Michael Hall - AMR Meter Installation Technical Support (DWM)

Kendall Mitzner – Reporting Billing System/Data Support (Program Management Team)

Eric Griffin – AMR System Subject Matter Expert/ Data Support (Program Management Team)

Meter Inspectors: Cameron Alexander, Charles Brown, Ronald Ingram, Michael Jordan, Edrice Kerolle, Theodore Mike, Gary Philpott, Carlo Rosembert, Ralph Wells, Thomas Willis, Keeya Womack and Patricia Womack

ACKNOWLEDGEMENTS

The Project Team would like to thank Interim Commissioner Dexter White and Deputy Commissioner/ CFO Jim Beard for their leadership and guidance during the MBAA Project. The Project Team would also like to thank several Department of Watershed Management employees/consultants for providing technical supporting and expertise: Interim Deputy Commissioner Daphne Rackley, Benjamin Kuku, Lutosha Washington, DWM Information Systems, Dontrell Hardwick and Vickey Ponder. A very special thank you to the Meter Inspectors who performed the field observations during this assessment for a job well done.

APPENDIX

EXHIBIT 1: Project Charter

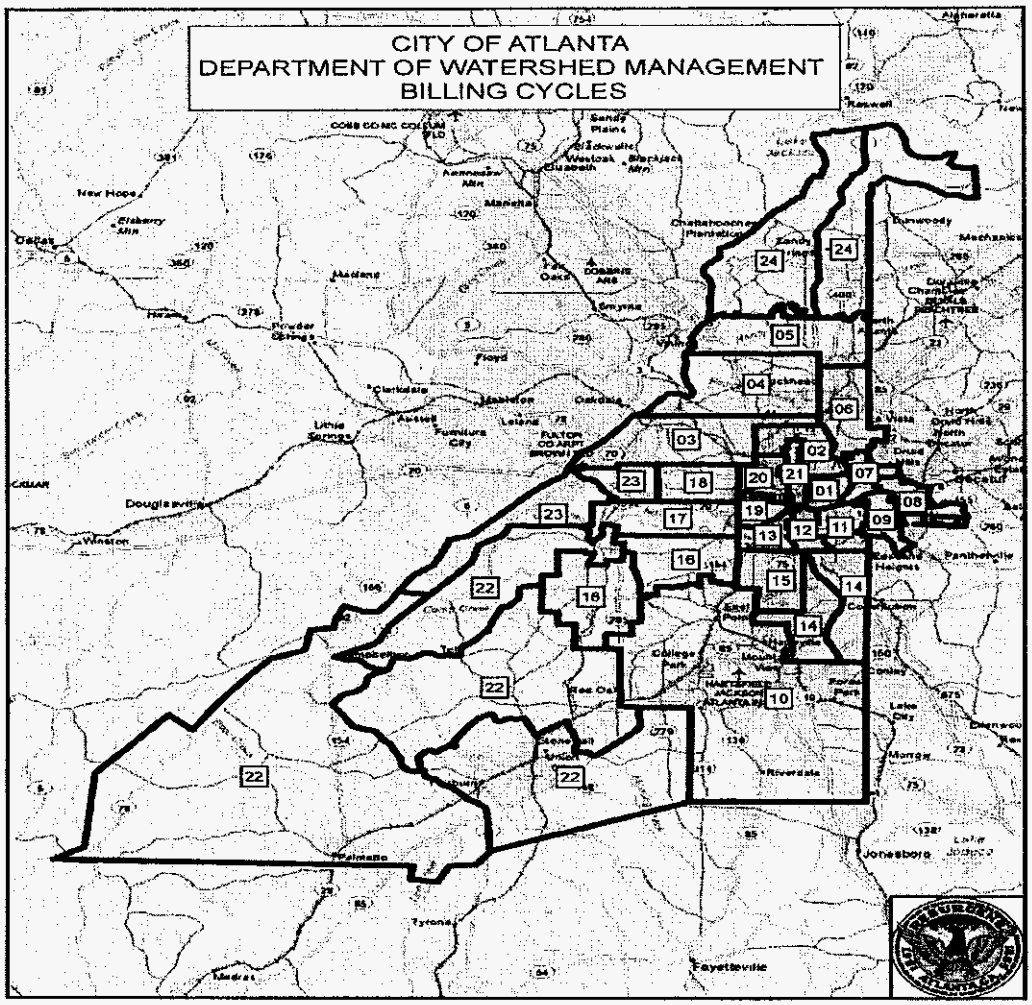
Project Name	Meter & Billing Accuracy Assessment (MBAA)
Date	September 13, 2010

Purpose	The purpose of the MBAA project is to answer the following questions: • Is the recorded water usage accurately communicated from the meters through the automatic meter reading (AMR) system for use in customer billing? • Is water usage accurately measured and recorded by the service (residential and irrigation) meters currently installed within the DWM water distribution system? • Are there other potential factors and causes contributing to the observed higher incidence of meter and billing customer complaints?
Objectives	The objectives of the team are as follows: • Provide statistical support for the answers to the questions listed in the Purpose section. • Provide recommendations to improve the current system
Business Needs	This project is being undertaken because of the high incidence of meter and billing-related complaints. This resulted in increased call center volumes, bill disputes, adjustments, new reports, letters, and emails. Success in this project will greatly improve customer relations and increase the efficiency and effectiveness of the current system used to measure, record and bill the customer for water usage. It will also improve public perception.
Summary Budget	The project will be detailed in two phases in the Project Management Plan. All costs associated with Phase 1 (AMR Consumption and Billing Verification) of the assessment will be internal and external (minimal usage of PMT technical services) and will impact operational resources (i.e. meter inspectors, vehicle usage and fuel). Phase 2 may require acquiring external resources to independently test meter accuracy in a cost to be determined.

Deliverables/ Methodology	Upon the conclusion of this project, a report will be presented. This report will include but not be limited to the outputs from the Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) Methodology. The project with be managed using Project Management Institute Guidelines and Processes. • Define the problem and project goals. • Develop Project Plan • Measure key aspects of the system currently used to measure, record and bill the customer for water usage and collect relevant data. o Verification test will be conducted to determine the accuracy of the water usage communicated from the meters through the AMR system for use in customer billing. o A verification test will be conducted to verify accuracy of the current system used to measure and record water usage. o Data from the two verification tests as well as information gathered throughout the project will be used to address other factors contributing to the observed higher incident of meter and billing-related customer complains.
Deliverables/ Methodology Continued	• Analyze the data to investigate and verify cause-and-effect relationships. Determine what the relationships are, and attempt to ensure that all factors have been considered. Seek out the root cause of the inaccuracy, should it exist. A 95% confidence interval with an acceptable error rate of 1% will be used. The sample size will be between 7,000 and 9,000 based on a true population estimate of 127,000 AMR residential and irrigation meters. • Improve or optimize the system currently used to measure, record, and bill the customer for water usage. Design of experiments and/or pilot runs may be used to establish and verify process improvements. • Control the future state of the system used to measure, record, and bill the customer for water usage to ensure accuracy of customer billing. Implement a system that will continuously monitor the process
Assumptions	All meters have MIUs and they match what is stored in enQuesta and Maximo.

Stakeholders/ Team Members	Team Members	Stakeholders
	Natalie Knight – PM	Department of Watershed Management
	Sidney Lewis – Six Sigma Black Belt	Office of the Mayor, City of Atlanta
	Princess Jackson – enQuesta SME	City Council
	Phillip Harding– Billing SME	Rate Payers
	Will Connor – Field Engineer	Vendors
	Eric Griffin and Mike Hall - AMR SME	
	Miltresa McMicheal – Resource	
	Kendall Mitzner - Resource	
Milestones	Kickoff Meeting – September 20, 2010	
	Project Plan – September 30, 2010	
	Phase One: Verification Tests – October 11, 2010 through December 31, 2010	
	Phase Two Meter Test – February 1, 2011	
	Phase Three: Analysis - March 1, 2011	
	Final Report: March 30, 2011	

EXHIBIT 2: Map of Billing Cycles



Map Legend:

01 – Cycle 101	09 – Cycle 90	16 – Cycles 161, 162, 163	22 – Cycles 221, 222, 223,
02 – Cycle 201	10 – Cycle 100	17 – Cycles 171, 172	224
03 – Cycle 30	11 – Cycle 110	18 – Cycles 181, 182	23 – Cycles 231, 232
04 – Cycles 41, 42, 43	12 – Cycle 120	19 – Cycle 191	24 – Cycles 241, 242, 243,
05 – Cycles 51, 52, 53	13 – Cycle 130	20 – Cycle 200	244
07 – Cycle 70	14 – Cycles 141, 143	21 – Cycle 201	25 – Entire Service Area
08 – Cycle 80	15 – Cycles 151, 152		

EXHIBIT 3: Six Sigma DMAIC Process

MBAA project scope required measuring key aspects of the system currently used to measure, record and bill the customer for water usage. Verification tests in the form of field observations and review of the technology associated with the meter and billing processes were conducted to determine the accuracy of the water usage communicated from the meters through the AMR system for use in customer billing and to verify accuracy of the current system used to measure and record water usage. Data from the two verification tests, as well as information gathered throughout the project, were used to address other factors contributing to the observed higher incident of meter and billing-related customer complaints. Data was analyzed to investigate and verify cause-and-effect relationships; determine what the relationships are; attempt to ensure that all factors have been considered and seek out the root cause of the inaccuracy, should it exist. Improve or optimize the system currently used to measure, record, and bill the customer for water usage. Control the future state of system used to measure, record, and bill the customer for water usage to ensure accuracy of customer billing.

Meter reading samples and field observations were obtained from 9,193 residential customer accounts, using a 95% confidence interval with an acceptable error rate of 1%. The information obtained for each customer account was compared with meter readings from the enQuesta billing system. The general process of collecting and consolidating data was as follows:

1. Generate a random listing of residential accounts with AMR meters. These accounts were visited to obtain meter reading samples and field observation.
2. Generate an enQuesta "Meter Reading Sample" work order for each account
3. Print out the enQuesta Meter Reading Sample work orders
4. Dispatch personnel to the customer accounts to record observations on the work order form
5. Enter field data from the work order forms into enQuesta and close the work orders
6. Merge the field data and enQuesta billing information for each account
7. Format the consolidated information in Excel spreadsheets for use in evaluation of the account information.

In order to answer the above questions, the following activities were conducted: review the AMR data process flow of information from the billing system to the Mobile Data Collector (MDC) for reading, and back into the billing system; and field observations to verify the accuracy of meter readings from residential and irrigation meters.

The Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) problem-solving process was used to identify opportunities for improvement. The Project Team conducted a qualitative analysis to identify potential causes for the number of increased customer complaints. This analysis was supported by the Process Map, Cause and Effect Matrix, and the Failure Mode and Effect Analysis (FMEA). This analysis produced the key input and output variables listed in the Summary. The Project Team established a data collection methodology and criteria to randomly obtain data from the meter. Accounts were randomly selected ensuring an appropriate number of accounts were included from each meter reading cycle. This ensured a proper representation of the City's service area. Meter Inspectors from the Department were used to perform field observation and record information from the meters associated with each account selected. This information was collected following the published Billing Cycle Schedule for the months of November and December. Data collected was used to determine the overall health of the meters in the water distribution system and what factors contribute to the increase in meter and billing customer complaints.

The scope of this project included AMR meters used for residential and irrigation accounts. Samples (accounts) were taken from all 43 billing cycles containing these types of meters. Commercial accounts and non-AMR meters were excluded from the sample. The scope included collecting required information, but did not include resolution of issues discovered during the execution phase.

In the Define phase, customer needs were defined and the processes and procedures to be improved are identified. This project examined the process of recording water usage in residential and irrigation meters and transferring that information to the billing system. This

process is presented in the high level process map and the detailed process map on (See Appendix). The following key input variables were used to evaluate the performance of the AMR system.

1. Antenna installed in the meter lid.
2. Register match.
3. Account information correct.
4. Meter lid fits.
5. Meter lid is not broken.
6. Antenna is in correct position.
7. AMR meter gives reading.
8. Estimated readings.
9. Correct MIU recorded on customer's account.
10. Water consumption

The Measurement phase determines the current performance level of the city water distribution system and validates the measurement system.

The current state of key measurements listed above is listed in Population Estimate (Exhibit 5). This is listed as the population estimate, and represents current performance level of the City's water distribution system. The upper bound confidence interval is listed in Exhibit 6 in the Appendix. It is the best DWM could expect its system to perform. The Neptune Technology Group (Neptune) reports that 99% of its AMR meters will record water usage once installed in the field. Several Neptune customers report a 99% accuracy rate on AMR meters installed in their water system. This will be the target used to determine the overall health of the AMR system.

Residential accounts were randomly sampled from the billing cycles with the following criteria.

- Account Status = Active
- Dwell Code = Residential Account
- Bill Cycles = 30 - 250
- Accounts with ERT (MIU) attached Other Device ID# = Is Not Null (i.e.: there is data entry in the MIU# field)

- Meter Size = 1" or ¾" or ⅝"
- Residential Units Served – Single-Unit and Multi-Unit Accounts with any preexisting open work order were included in the sample.

The samples were generated as work orders in mass from the billing the system. Resources for the observation were allocated in house in the form on staff and equipment. Additional training was offered in order to review the scope of the project with the meter inspectors involved in the project.

Several statistical tools were used to assist in identifying performance levels. A statistical control chart was used to determine the mean water consumption for each cycle and Citywide. The control chart also identified accounts that exceeded the upper control limit (more than three standard deviations from the mean). Each account exceeding the upper control limit was examined to determine the reason (See Appendix). The Project Team used Proportion Test to determine whether our population performance level is equal to a hypothesized value. In this case the hypothesized value is 99%. The following assumptions are required for the proportion test to be valid; data is random and binary, data is independent, the proportion of interest is consistent. The data in this sample met these requirements. Pareto charts were also used. A Pareto Chart focuses efforts on the problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar chart. Individual value plots were also used. These charts allow for observing variation between and within cycles.

Currently, DWM has only two key input variables that meet the target performance rate of 99%. There are correct register match and the correct MIU number on both the meter and in the billing system. The goal is to recommend an improvement program that will raise the level of the others.

Project risks were identified at the beginning of the project that had minor impact on the project team obtaining readings. These included:

- Meter inspector is unable to locate the meter because meter has been covered by concrete or landscaping
- Account is closed after meter sample taken from system
- Account is in Move In/Move out status after sample is generated from the billing system. The account may change and cause a missed read
- Providing high and low negative after data entry has been completed
- Billing process occurs prior to the review of the MBAA Sample work order. A New Read may convert to a present read leaving the reading blank until the read has been converted from a New Read to a Present Read
- Meter and/or billing system may be down or fail, causing a delay in the meter reading process and in the field observation process.

Work Orders were closed and data was entered by Project Team. All data was verified through Quality Assurance and Quality Control (QA/QC)Standard Operating Procedures conducted by a member of the MBAA Project Team consultants and review again and approved by the MBAA Project Team Project Manager and/or Six Sigma Subject Matter Expert (See Appendix for QA/QC Procedure for Field Observation Data and Data Transfer Process)

Findings

The Analyze phase of the Six Sigma Methodology uses data to establish the key process inputs that affect its ability to accurately read customer water consumption and to accurately transfer that reading to the customer's bill. A proportion test was used to determine if the key input variable for each account met the 99.00% performance level the Project Team is targeting. To perform the proportion test, the Project Team set the null hypothesis as; the number of failures in its AMR meter system is equal to 1% (99.00% acceptable performance level). It set the alternate hypothesis as; the number of failures in its AMR system is greater than 1% (less than 99.00%, and unacceptable performance level). If the P value generated from this test is .05 or higher, the Project Team fail to reject the null hypothesis. If the P value is less than .05, the Project Team rejects the null hypothesis. It also used Pareto charts and Individual Plot graphs to show other factors that are contributing to the high number of complaints from customers.

Antenna installed in the Lid is a major factor in getting a successful AMR reading. The antenna placement is the lid is essential to the efficiency of the AMR meter reading process. The P value for this key input variable is .000 which leads us to reject the null hypothesis and conclude that its expected performance is less that 99%. The estimated performance of this variable is 74.90%, and DWM is 95% confident that it will be no higher than 75.54%.

Correct Register Match is a requirement for an accurate water usage reading. The P value for this input variable is .066 which leads us to fail to reject the null hypothesis and conclude that its expected performance is equal to 99.00%. The estimated performance of this variable is 98.90% and DWM is 95.00% confident that it will be no higher than 99.01%.

Correct Account Information is very important for ensuring the measured water usage is recorded on the correct account and that customer and meter information is correctly recorded it the customer information system (enQuesta). The P value for this input variable is .000 which leads us to reject the null hypothesis and conclude that its expected performance is less than 99%. The estimated performance of this variable is 94.76%, and DWM is 95.00% confident that it will be no higher than 95.13%.

Meter Lid Fit contributes to the overall effectiveness of the AMR system by reducing potential damage to the meter and increasing the ability of the ARM to function correctly. The P value for this key variable is .000 which leads us to reject the null hypothesis and conclude that its expected performance is less that 99%. The estimated performance of this variable is 93.39% and DWM is 95% confident that it will be no higher than 93.81%

A meter lid that is not broken contributes to the overall effectiveness of the AMR system by reducing potential damage to the meter and increasing the ability of the AMR system to function correctly. The P value for this key variable is .010 which leads us to reject the null hypothesis and conclude that its expected performance is less than 99%. The estimated

performance of this variable is 98.01% and DWM is 95% confident that it will no higher than 98.24%.

Antenna Position is essential to an AMR system performing at an optimal level. The best position is in the lid, but if it is not in the lid it needs to be pointing straight up. Any other position is incorrect. The P value for this key variable is .000 which leads us to reject the null hypothesis and conclude that its expected performance id less than 99.00%. The estimated performance of this variable is 86.74% and DWM is 95.00% confident that it will be no higher than 87.32%.

AMR readings are a true measure of how the AMR system is performing. The P value for this key variable is .000 which leads us to reject the null hypothesis and conclude that its expected performance is less than 99%. The estimated performance of this variable is 96.27% and DWM is 95% confident that it will be no higher than 96.54%.

Estimated reads are done when electronic (AMR) or manual reads cannot be done or when system or billing personnel determine that it is required. The P value for this key variable is .000 which leads us to reject the null hypothesis and conclude that its expected performance is greater than 1%. The estimated performance of this variable is 2.97% and DWM is 95.00% confident that it will be no lower than 2.68%.

Correct MIU information is required to ensure that the recorded water usage information is being placed on the correct account. The P value for this key variable is .067 which leads us to fail to reject the null hypothesis and conclude that its expected performance is equal to 99.00%. The estimated performance of this variable is 98.85% and DWM are 95.00% confident that it will be no higher than 99.02%.

The Project Team validated the information being passed from enQuesta to Equinox and from Equinox back to enQuesta to determine the accuracy rate. The P value for this key variable is

1.000 (the highest it can be) which leads us to fail to reject the null hypothesis and conclude that its expected performance is equal to 99.00%. The expected performance of this variable is 99.89% and DWM are 95% confident that it will be no higher than 99.94%.

Consumption

The American Water Works Association (AWWA) conducted a study using 12 sites in 1999. The study included both indoor and outdoor usage. This study states that the mean daily per capita water use for a family is 171.8 gallons, approximately 5,154 gallons per month. This is converted to monthly average 6.89 CCF. The Summary shows that the average monthly usage for the City is currently 8.6 CCF. If irrigation meters are removed from the data set, the City Wide average is 7.8 CCF. The City average is in line with the AWWA average. A further review of the data reveals that the cycles with a high number of 1 inch residential meters and irrigation (all meter sizes) systems significantly contribute the City's higher monthly usage.

A statistical control chart for each billing cycle and for the City can be found in Appendix. The middle line represents the average (X bar), the top line is the upper control limit (UCL), and the bottom line represents the lower control limit (LCL). A review of the city-wide control chart shows an average monthly consumption of 8.6CCF with an upper control limit (UCL) of 28.8 CCF. There are 171 accounts with consumption rates that exceed the upper control limit. DWM analyzed these 171 accounts to determine what caused them to be above the upper limit. 42.7% can be explained by high usage. 28.7 of the these meter were residential irrigation meters. Leaks or potential leaks explain the remainder. Although accounts with 1 inch meters represent only 12% of the total number of accounts selected, they represent 53.8% of accounts above the upper control limit. The first five cycles on the chart represent 53% of the accounts above the upper control limit.

The average consumption of active irrigation accounts is 25.6 CCF, which represent about three times the city average. The average outdoor consumption rate in the AWWA study was only twice the average indoor consumption rate. Irrigation consumption in the City's water distribution system is high. Conservation efforts could help reduce this consumption rate.

Water usage for 2.97% of the accounts in the sample was estimated. Estimating water usage is a contributing factor to increased billing and meter complaints. Damaged registers is the predominate explanation.

Another contributing factor to increased billing and meter complaints are MIU issues. Although the Project Team proved that 99.00% of the MIU information on all accounts is correct, DWM wants that number to be 100%. Incorrect water usage on a small number of customer bills can cause the City to lose the trust of the larger population. The incorrect MIU number found on account information in the enQuesta represents 56.3% of the problem. Crossed MIU numbers represent 18.8% of the problem.

EXHIBIT 4: Summary of Active Residential and Irrigation AMR Meters Sampled

			Meter Size Distribution			
Billing Cycle	Active AMR Residential Accounts	Percent of Total	1"	3/4"	5/8"	# Of Samples In Cycle
30	3,883	3.05%	81	3,452	348	271
41	3,030	2.38%	76	2,721	233	211
42	2,753	2.16%	296	2,272	185	194
43	2,238	1.76%	347	1,794	97	155
51	2,530	1.99%	393	1,984	153	264
52	2,725	2.14%	239	2,362	124	287
53	2,456	1.93%	214	2,130	112	255
61	2,483	1.95%	42	2,217	224	174
62	2,746	2.16%	54	2,407	285	193
70	3,969	3.12%	143	3,521	305	276
80	4,172	3.28%	49	3,785	338	292
90	3,601	2.83%	22	3,207	372	253
100	5	0.00%	2	2	1	1
101	915	0.72%	38	805	72	63
110	4,264	3.35%	41	3,759	464	299
120	1,633	1.28%	41	1,463	129	114
130	1,927	1.51%	16	1,686	225	135
141	1,983	1.56%	10	1,751	222	140
142	3,015	2.37%	10	2,722	283	212
151	1,478	1.16%	5	1,348	124	103
152	2,150	1.69%	8	1,973	168	151
161	2,839	2.23%	18	2,663	158	200
162	3,037	2.38%	38	2,763	236	214
163	3,946	3.10%	37	3,695	214	278
171	3,366	2.64%	23	3,162	181	237
172	1,783	1.40%	9	1,558	216	125
181	1,786	1.40%	1	1,759	26	126
182	2,238	1.76%	11	2,158	68	158
190	1,175	0.92%	16	1,029	130	83
200	1,254	0.98%	31	1,109	114	88
201	2,995	2.35%	116	2,574	304	210
210	409	0.32%	19	375	15	29
221	5,878	4.61%	75	5,714	89	411
222	6,485	5.09%	86	6,334	63	453
223	8,279	6.50%	177	8,033	69	582
224	7,763	6.09%	133	7,549	79	540
231	1,636	1.28%	20	1,601	14	115
232	2,358	1.85%	9	2,216	133	166
241	4,213	3.31%	371	3,806	36	296
242	4,011	3.15%	478	3,480	52	281
243	4,216	3.31%	275	3,868	72	297
244	3,273	2.57%	462	2,804	7	228
250	487	0.38%	377	102	8	33
Totals	127,383	100.00%	4,909	115,713	6,748	9193

EXHIBIT 5: Population Estimate

Population Estimate											
Cycle	Sample Size	Antennae in Lid	Register Match	Acct Info Correct	Meter Lid Fit	Lid Unbroken	Antennae Position	AMR Reading	Estimated Reading	Correct MIU	Average Consumption (CCF)
151	103	80.58%	100.00%	92.23%	92.23%	91.26%	93.20%	92.23%	3.88%	100.00%	5.06
152	151	72.18%	98.01%	97.35%	87.42%	94.03%	86.09%	93.38%	4.64%	100.00%	4.95
181	126	92.06%	98.41%	96.03%	82.54%	95.24%	94.44%	96.03%	2.39%	97.62%	5.17
182	158	84.18%	96.83%	92.20%	87.34%	94.30%	94.30%	92.40%	5.70%	98.10%	8.00
231	115	88.69%	98.26%	96.52%	91.30%	93.91%	93.91%	96.52%	0.87%	100.00%	5.06
232	166	90.96%	98.79%	98.19%	95.18%	96.38%	93.97%	98.79%	0.60%	99.40%	5.60
171	237	84.81%	99.15%	96.62%	76.79%	95.35%	88.18%	97.05%	3.53%	99.58%	5.68
172	125	82.40%	99.20%	96.00%	96.80%	98.40%	93.60%	93.60%	3.20%	98.40%	6.58
161	200	63.50%	98.00%	95.50%	91.50%	96.50%	82.50%	96.00%	2.50%	98.50%	6.90
162	214	66.35%	98.13%	96.73%	95.32%	99.06%	86.91%	94.39%	3.28%	100.00%	6.15
250	33	75.76%	96.97%	87.88%	87.88%	96.97%	84.85%	90.91%	6.06%	100.00%	11.80
221	411	58.98%	99.76%	96.60%	94.42%	98.06%	82.52%	96.36%	2.91%	99.27%	6.08
223	582	68.73%	99.48%	95.20%	95.02%	99.31%	84.71%	97.59%	2.41%	99.14%	6.28
100	1	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00
241	296	83.78%	99.66%	96.62%	94.59%	98.65%	93.58%	98.31%	1.68%	98.65%	13.70
243	297	73.40%	100.00%	95.96%	95.96%	98.99%	82.83%	95.29%	2.02%	99.96%	10.40
244	228	85.09%	99.12%	90.35%	92.54%	99.12%	92.98%	95.17%	2.63%	96.49%	20.70
51	264	74.62%	98.11%	88.26%	95.83%	99.62%	78.41%	97.35%	4.17%	98.86%	19.50
52	287	66.55%	99.65%	96.86%	95.12%	99.65%	80.13%	97.21%	2.10%	99.30%	23.50
53	255	66.67%	99.21%	96.47%	96.08%	98.43%	92.16%	98.04%	2.75%	98.43%	17.50
41	211	73.93%	99.05%	91.46%	93.83%	96.68%	81.99%	98.57%	1.42%	97.63%	7.55
42	194	73.71%	97.42%	92.78%	94.33%	97.42%	88.14%	98.45%	2.07%	98.45%	13.90
61	174	79.31%	98.85%	94.83%	94.83%	98.85%	91.38%	98.28%	0.00%	98.85%	7.00
62	193	82.38%	100.00%	92.74%	93.26%	98.44%	94.30%	97.41%	2.08%	98.10%	7.53
201	210	76.70%	97.14%	93.33%	95.23%	98.57%	92.82%	97.15%	5.21%	98.10%	7.99
30	271	79.70%	98.52%	94.83%	90.40%	98.15%	85.24%	98.15%	2.21%	98.89%	7.05
70	276	88.04%	99.27%	91.97%	92.03%	98.55%	91.30%	96.74%	2.17%	98.19%	6.19
80	292	85.61%	98.29%	95.89%	93.15%	98.97%	92.46%	93.83%	4.79%	99.66%	6.00
90	253	82.21%	98.42%	92.88%	95.65%	98.81%	86.17%	96.44%	2.37%	97.23%	5.47
210	29	89.65%	100.00%	96.55%	93.10%	100.00%	96.55%	100.00%	10.35%	96.55%	5.60
141	140	82.73%	97.84%	94.96%	86.33%	98.56%	91.37%	95.68%	3.57%	99.29%	6.10
142	212	83.96%	98.11%	94.33%	98.11%	97.17%	89.15%	97.17%	1.42%	99.53%	6.45
43	155	74.19%	100.00%	94.19%	94.84%	99.35%	88.39%	96.98%	4.01%	98.57%	16.60
101	63	73.01%	96.82%	88.89%	96.82%	96.82%	82.54%	95.24%	4.76%	96.83%	6.64
110	299	82.27%	97.32%	91.97%	93.29%	97.99%	89.63%	95.32%	3.34%	98.66%	4.71
120	114	70.17%	95.61%	92.10%	96.49%	96.49%	86.46%	94.73%	6.14%	99.12%	6.44
130	135	77.78%	99.26%	88.89%	92.59%	100.00%	84.32%	92.54%	5.19%	99.26%	5.63
190	83	61.44%	96.38%	92.77%	95.18%	92.77%	78.31%	91.57%	1.12%	98.80%	8.00
200	88	55.68%	100.00%	90.91%	87.50%	96.59%	78.41%	87.50%	11.36%	98.86%	6.09
163	278	61.15%	98.92%	96.04%	93.52%	97.48%	82.01%	95.32%	3.60%	98.56%	5.78
222	453	67.99%	99.12%	97.79%	96.47%	99.12%	84.99%	95.58%	3.31%	99.56%	5.93
224	540	67.78%	99.62%	96.29%	95.00%	98.52%	82.04%	96.11%	3.15%	99.44%	5.57
242	281	67.97%	99.64%	95.37%	93.24%	98.93%	76.51%	97.86%	3.56%	98.58%	8.30
City Wide	9193	74.80%	98.84%	94.76%	93.39%	98.01%	86.74%	96.27%	2.97%	98.85%	8.60

City Wide Average Consumption without Irrigation meters: 7.8 ccf

EXHIBIT 6: 95% Confidence Interval Upper Bound

95% Confidence Interval Upper Bound

Cycle	Sample Size	Antennae in Lid	Register Match	Acct Info Correct	Meter Lid Fit	Lid Unbroken	Antennae Position	AMR Reading	Estimated Reading	Correct MIU
151	103	86.74%	100.00%	96.08%	96.08%	96.77%	95.37%	96.08%	1.34%	100.00%
152	151	78.15%	99.46%	99.09%	91.60%	96.86%	90.49%	96.36%	2.19%	100.00%
181	126	95.63%	99.72%	98.42%	87.87%	97.91%	97.36%	98.42%	0.65%	99.34%
182	158	88.75%	98.74%	98.33%	91.45%	96.99%	96.99%	95.56%	3.00%	99.48%
231	115	93.18%	99.67%	98.80%	96.20%	97.10%	97.10%	98.80%	0.04%	100.00%
232	166	94.34%	99.78%	99.50%	97.58%	98.41%	96.70%	99.78%	0.03%	99.97%
171	237	88.51%	99.85%	98.31%	81.24%	97.38%	91.47%	98.62%	1.10%	99.98%
172	125	87.77%	99.96%	98.41%	98.90%	99.71%	96.77%	96.77%	1.10%	99.71%
161	200	69.17%	99.31%	97.63%	94.51%	98.35%	86.78%	97.99%	0.99%	99.59%
162	214	71.71%	99.36%	98.45%	97.44%	99.83%	90.54%	96.73%	1.54%	100.00%
250	33	87.32%	99.84%	95.75%	95.75%	99.84%	93.83%	97.48%	1.09%	100.00%
221	411	63.03%	99.99%	97.93%	96.15%	90.30%	85.54%	97.74%	1.69%	99.80%
223	582	71.85%	99.86%	96.99%	96.41%	99.76%	87.11%	98.54%	1.46%	99.66%
100	1	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	100.00%
241	296	87.21%	99.98%	98.16%	96.58%	99.54%	95.76%	99.33%	0.67%	99.54%
243	297	77.60%	100.00%	97.65%	97.65%	99.72%	86.34%	97.13%	0.88%	99.98%
244	228	88.83%	99.84%	93.38%	95.19%	99.84%	95.55%	97.27%	1.15%	98.24%
51	264	78.99%	99.25%	91.37%	97.65%	99.98%	82.51%	98.75%	2.35%	99.69%
52	287	71.16%	99.98%	98.35%	97.03%	99.98%	83.94%	98.61%	0.91%	99.88%
53	255	71.55%	99.86%	98.15%	97.86%	99.46%	94.74%	99.22%	1.57%	99.46%
41	211	78.87%	99.83%	94.41%	96.32%	98.43%	86.22%	99.61%	0.39%	99.06%
42	194	78.87%	98.98%	95.58%	96.79%	98.98%	91.76%	99.58%	0.70%	99.58%
61	174	84.24%	99.80%	97.28%	97.28%	99.80%	94.96%	99.53%	0.00%	99.79%
62	193	86.76%	100.00%	95.56%	95.97%	95.75%	96.77%	98.97%	0.71%	99.29%
201	210	81.84%	98.75%	95.92%	97.39%	99.61%	95.16%	99.06%	2.60%	99.35%
30	271	83.65%	99.49%	96.85%	93.19%	99.27%	88.67%	99.27%	0.97%	99.70%
70	276	91.12%	99.87%	95.16%	95.15%	99.50%	93.93%	98.29%	0.95%	99.28%
80	292	88.88%	99.32%	97.61%	95.41%	99.72%	94.84%	95.98%	2.92%	99.98%
90	253	86.07%	99.46%	95.35%	97.53%	99.68%	89.60%	98.13%	1.04%	98.69%
210	29	95.15%	100.00%	99.82%	98.76%	100.00%	98.76%	100.00%	2.88%	99.82%
141	140	87.80%	99.41%	97.61%	90.86%	99.74%	94.94%	98.00%	0.98%	99.96%
142	212	88.80%	99.35%	96.70%	99.35%	98.76%	92.47%	98.76%	0.39%	99.97%
43	155	79.91%	100.00%	96.94%	97.41%	99.97%	92.36%	99.97%	0.23%	99.98%
101	63	82.01%	99.43%	94.67%	99.43%	99.43%	89.89%	98.69%	1.31%	99.43%
110	299	85.82%	98.66%	94.40%	95.25%	99.12%	92.40%	97.15%	1.82%	99.54%
120	114	77.20%	98.26%	95.82%	98.79%	98.79%	91.71%	97.68%	2.92%	99.95%
130	135	83.53%	99.96%	93.03%	95.93%	1.03%	86.33%	95.93%	2.46%	99.96%
190	83	70.41%	99.01%	96.81%	98.34%	96.81%	85.49%	95.97%	0.06%	99.94%
200	88	64.71%	100.00%	95.40%	92.83%	99.06%	85.38%	92.83%	6.29%	99.94%
163	278	66.03%	99.71%	97.77%	95.77%	98.81%	85.71%	97.21%	1.96%	99.51%
222	453	71.61%	99.70%	98.80%	97.77%	99.70%	87.68%	97.06%	2.05%	99.92%
224	540	71.10%	99.93%	97.53%	96.45%	99.27%	84.71%	97.38%	2.02%	99.85%
242	281	72.57%	99.98%	97.24%	95.53%	99.71%	80.63%	99.07%	1.94%	99.51%
City Wide	9193	75.54%	99.01%	95.13%	93.81%	98.24%	87.32%	96.59%	2.68%	99.02%

EXHIBIT 7: Meter and Billing Process Map

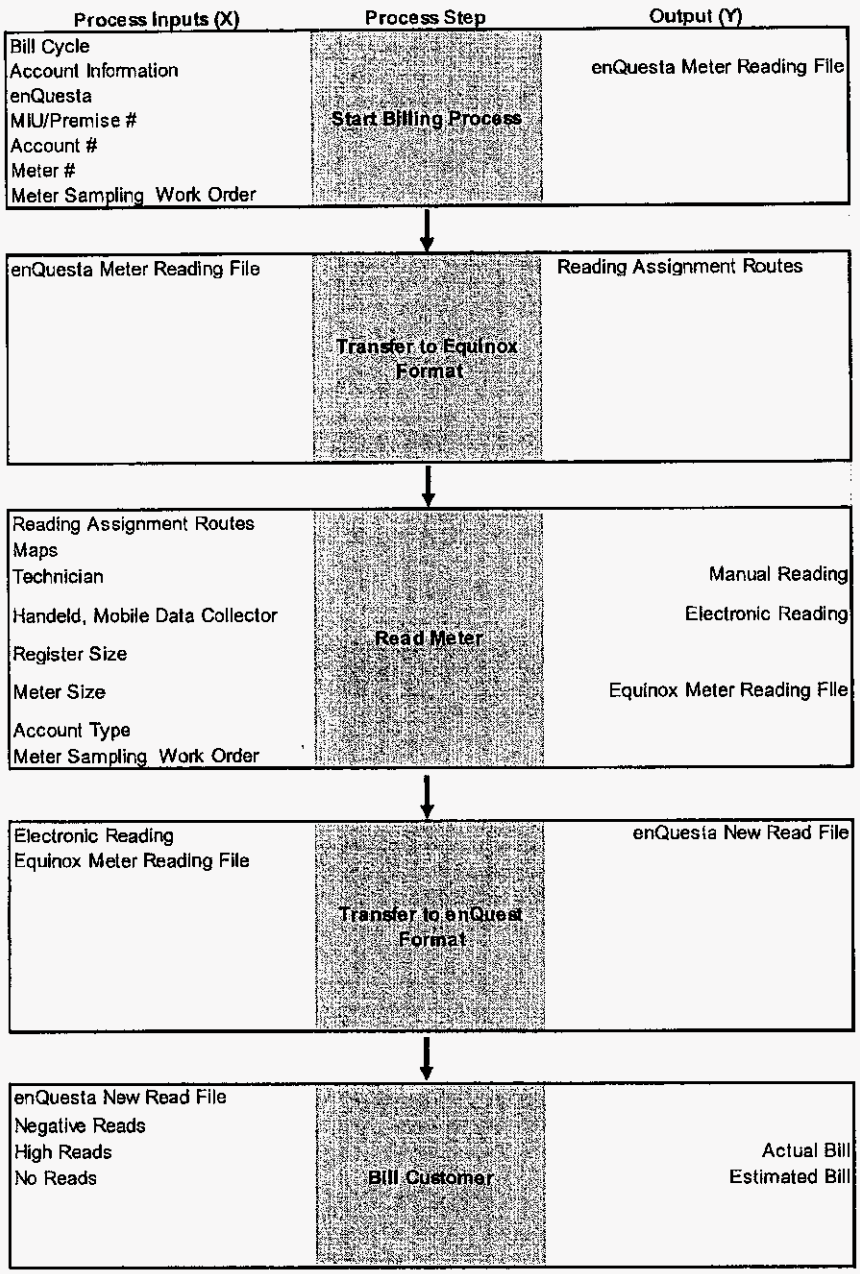
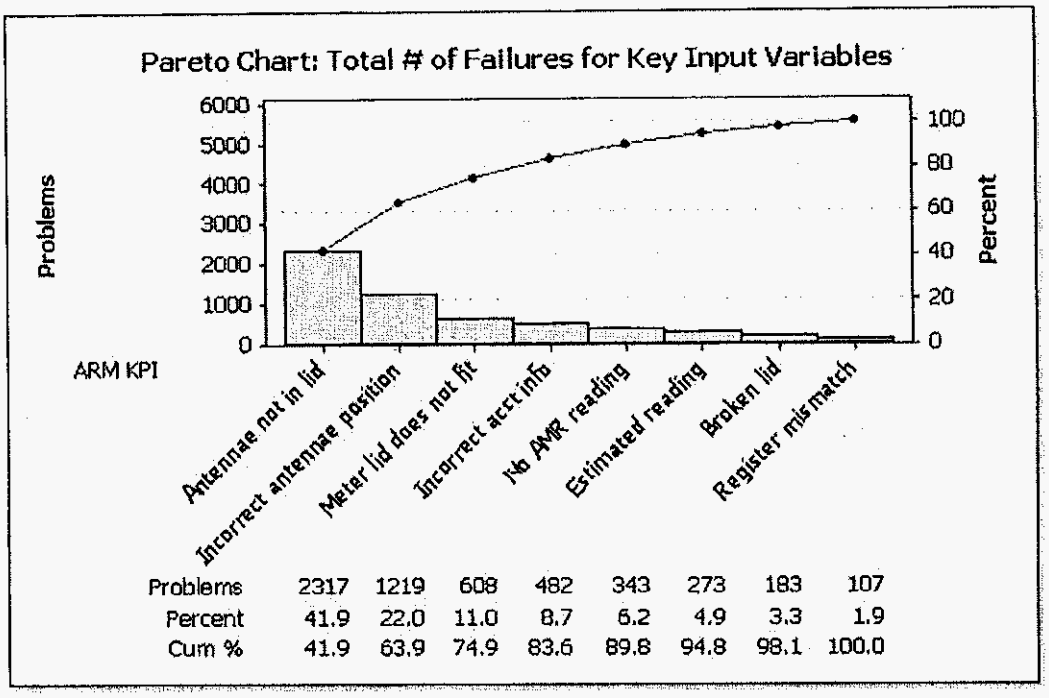
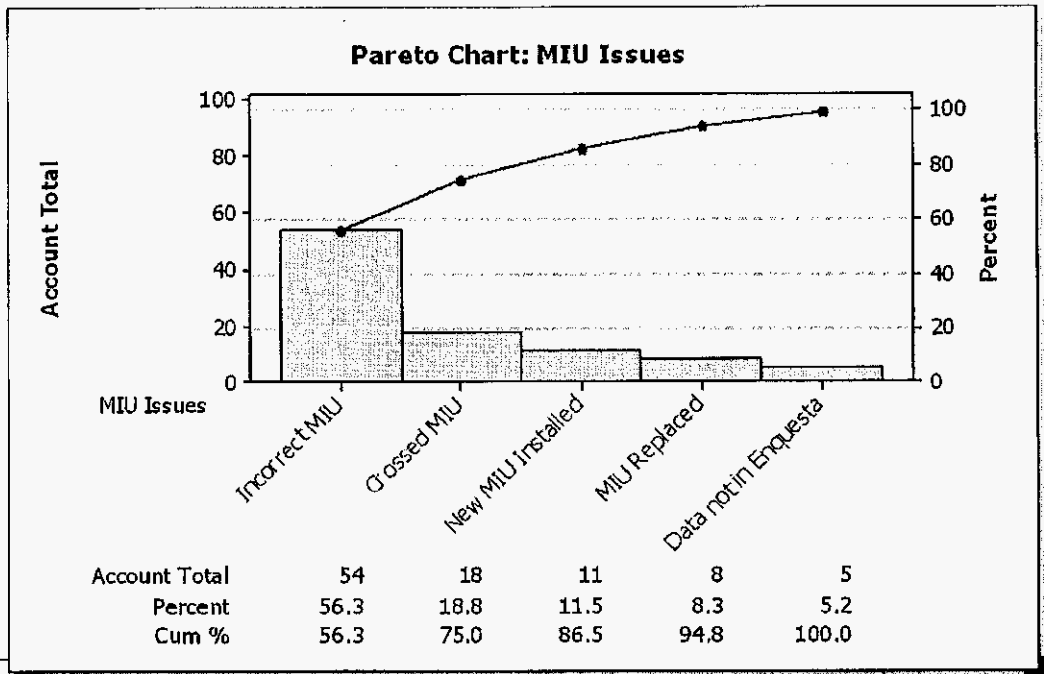


EXHIBIT 8: Pareto Chart – Total # of Failure for Key Input Variables



Problems	2317	1219	608	482	343	273	183	107
Percent	41.9	22.0	11.0	8.7	6.2	4.9	3.3	1.9
Cum %	41.9	63.9	74.9	83.6	89.8	94.8	98.1	100.0

EXHIBIT 9: Pareto Chart – MIU Issues



Account Total	54	18	11	8	5
Percent	56.3	18.8	11.5	8.3	5.2
Cum %	56.3	75.0	86.5	94.8	100.0

EXHIBIT 10: Pareto Chart – Account High Consumption Total by Meter Size

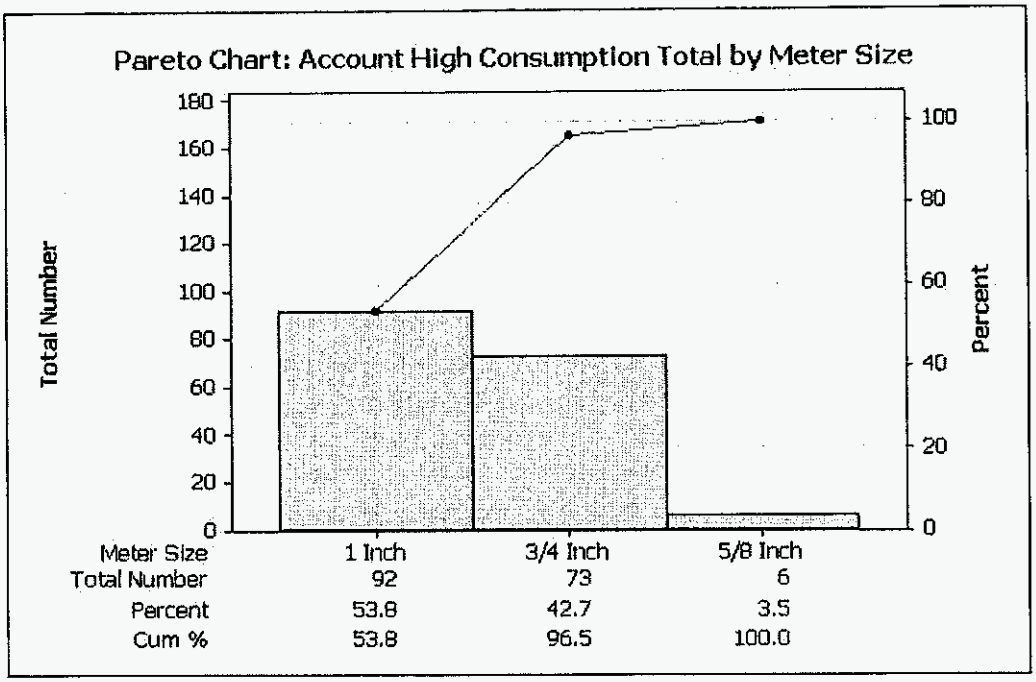
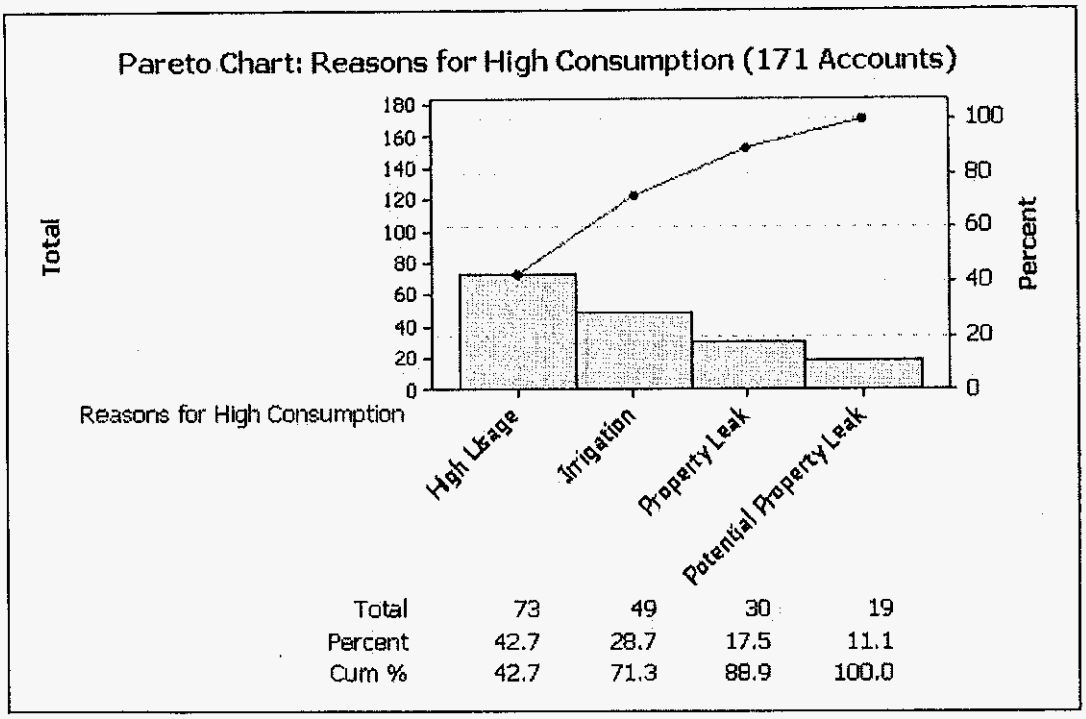
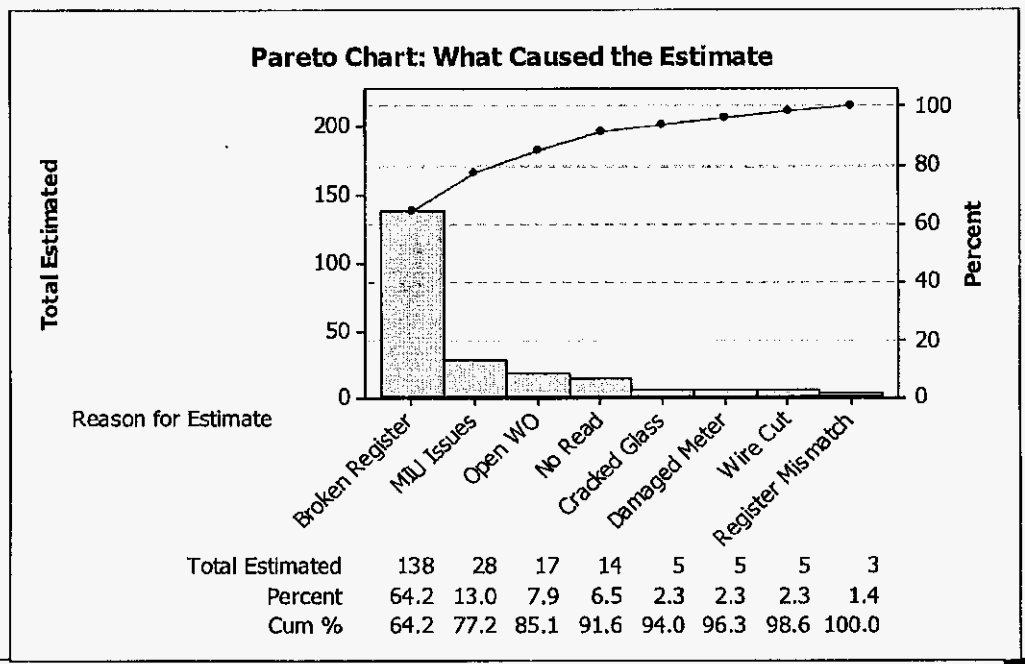


EXHIBIT 11: Reason for High Consumption



Total	73	49	30	19
Percent	42.7	28.7	17.5	11.1
Cum %	42.7	71.3	88.9	100.0

EXHIBIT 12: Pareto Chart - What Caused the Estimate



Total Estimated	138	28	17	14	5	5	5	3
Percent	64.2	13.0	7.9	6.5	2.3	2.3	2.3	1.4
Cum %	64.2	77.2	85.1	91.6	94.0	96.3	98.6	100.0

EXHIBIT 13: Control Chart – City Wide Consumptions

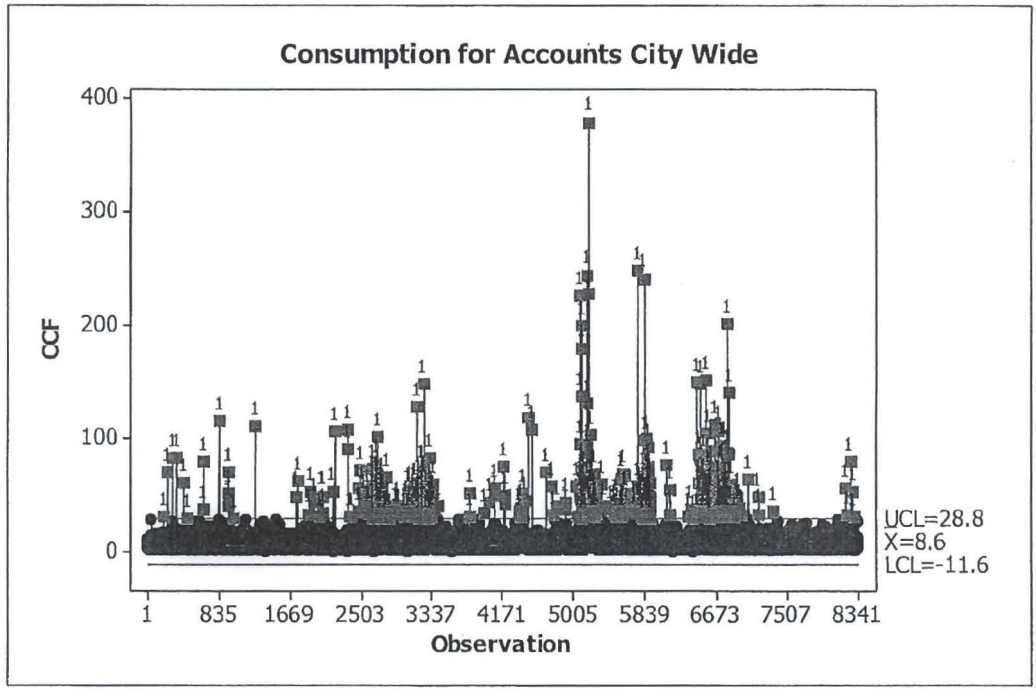


EXHIBIT 14: Control Chart – City Consumption without Irrigation

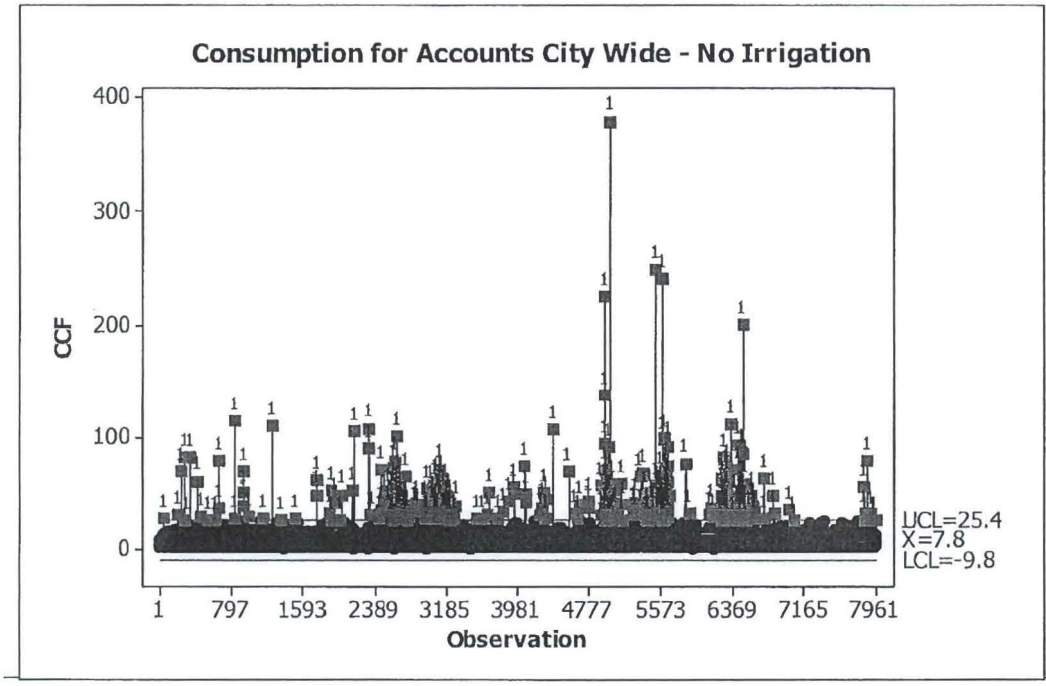


EXHIBIT 15: Control Chart-Irrigation Accounts Consumption

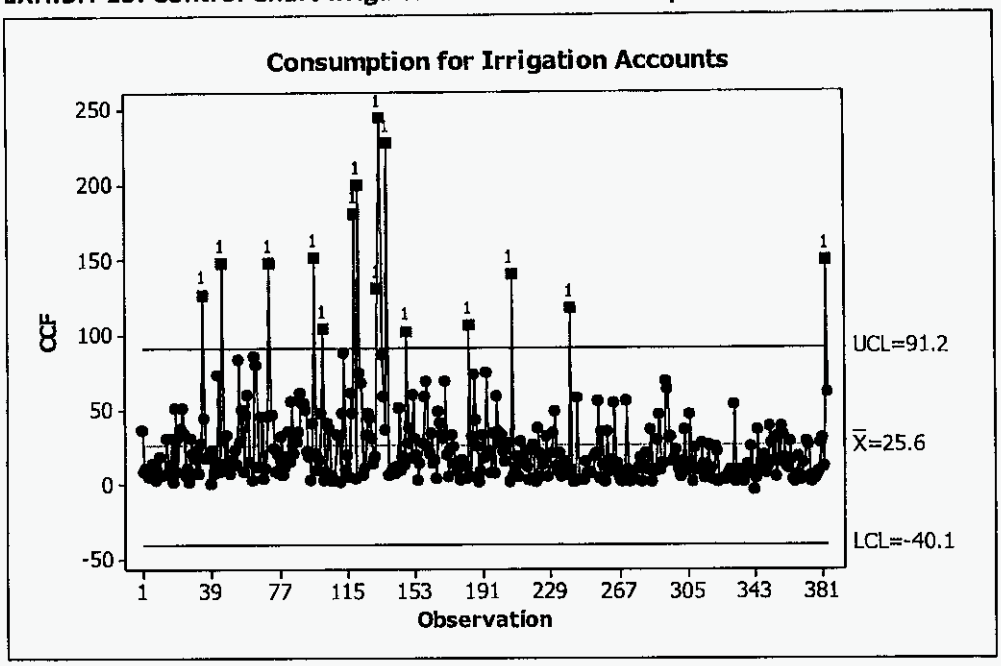


EXHIBIT 16: Consumption One-Inch Consumption

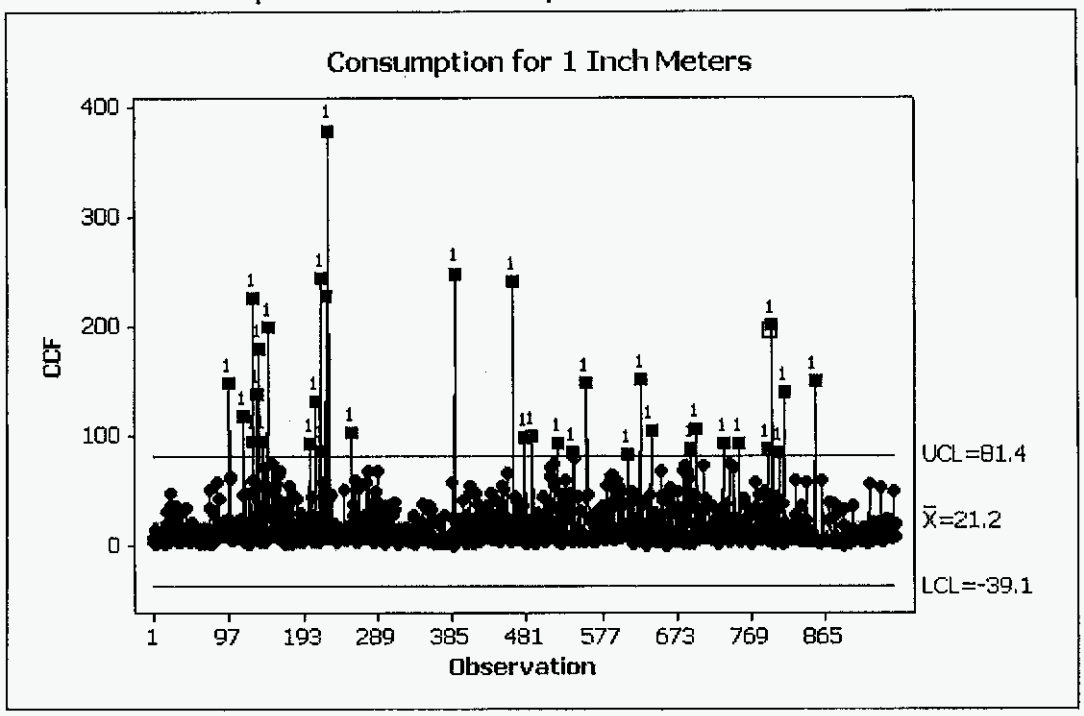


EXHIBIT 17: City-wide Consumption Comparison

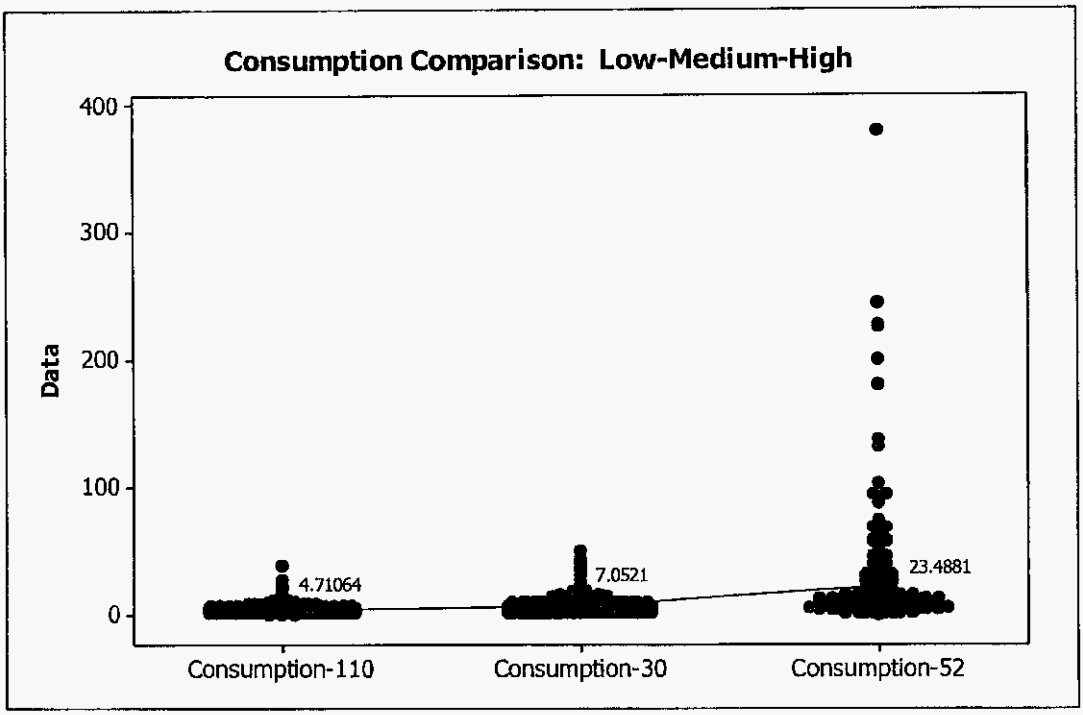


EXHIBIT 18: MBAA Control Plan

MBAA Control Plan

Process Step	Variable Name	Input / Output (I/O)	Process Specification (LSL, USL, Target)	Measurement Technique	Sample Size	Sample Frequency	Control Method	Reaction Plan (contact / action)
Start Billing Process	MIU (Crossed)	Input	0%	Number of crossed MIU's found when work order (WO) is completed	Open Work Orders (WO)	Daily	Watershed Inspection Supervisor Monitors and checks completed WO	When Watershed Inspector finds crossed MIU, he records correct MIU number, meter reading and location for both locations on WO which is then forwarded to Billing. Billing Supervisor takes required action to open WO or change account information.
Start Billing Process	MIU (Correct)	Input	100%	Duplicate, Invalid MIU Report, and number of incorrect MIU's found when WO is completed	All accounts and open work orders (WO)	Daily	Watershed Inspection Supervisor Monitors and checks completed WO. Billing supervisor reconciles accounts with duplicate or invalid MIU numbers	When Watershed Inspector finds incorrect MIU number, correct number is recorded on the WO. Billing Supervisor takes required action to open WO or change account information.
Bill Customer	Estimated Read	Output	0%	Estimated Read Report	All accounts	Every Billing Cycle	Run system report to identify all accounts on the Estimated Read Report with an open repair work order	Distirbution prioritizes work to be done based on accounts with open repair work orders.
Read Meter	AMR Read	Output	100%	No Read Report	All accounts	Every Billing Cycle	Work order automatically generated	Watershed Inspector work generated work order.
Read Meter	Register Match	Input	100%	Register match checked during completion of all WO	Open Work Orders (WO)	Daily	Watershed Inspection Supervisor Monitors and checks completed WO	When Inspector finds mismatched register, required repairs made and 4309 WO is opened.
Read Meter	Antennae in Lid	Input	100%	Checked when WO is being completed	Open Work Orders (WO)	Daily	Watershed Inspection Supervisor Monitors and checks completed WO	Watershed Inspector repairs if possible or opens and forwards WO to Distribution.
Read Meter	Antennae Position	Input	100%	Checked when WO is being completed	Open Work Orders (WO)	Daily	Watershed Inspection Supervisor Monitors and checks completed WO	Watershed Inspector repairs if possible or opens and forwards WO to Distribution.
Transfer to enQuesta Format	enQuesta New Fil	Output	100%	Validate data in Equinox and enQuesta files	Designated billing cycle	Whenever software in enQuesta or Equinox is updated	Billing validates data is correct	Call appropriate vendors to research any issue found during the validation of data.