

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS

In the Matter of:

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



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PROCEEDINGS: GAINESVILLE SERVICE HEARING

BEFORE: CHAIRMAN LISA POLAK EDGAR
 COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, May 16, 2007

TIME: Commenced at 6:00 p.m.
 Concluded at 8:17 p.m.

PLACE: City Commission Chambers
 Gainesville City Hall
 200 E. University Avenue
 Gainesville, Florida

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

1 PARTICIPATING:

2 STEPHEN C. REILLY, ESQUIRE, Office of Public Counsel,
3 c/o The Florida Legislature, 111 W. Madison Street, Room 812,
4 Tallahassee, Florida 32399-1400, representing the Citizens of
5 the State of Florida.

6 MARSHA RULE, ESQUIRE, Rutledge Law Firm, P.O. Box
7 551, Tallahassee, Florida 32302-0551, representing Aqua
8 Utilities Florida, Inc.

9 RALPH JAEGER, ESQUIRE, FPSC General Counsel's Office,
10 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850,
11 representing the Florida Public Service Commission Staff.

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P R O C E E D I N G S

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2 CHAIRMAN EDGAR: Good evening. I call this service
3 hearing to order.

4 My name is Lisa Edgar, and I serve as the Chairman of
5 the Florida Public Service Commission. With me this evening --
6 let me go ahead and do some introductions. My colleague to my
7 left, Commissioner Nathan Skop.

8 To my right, Mr. Steve Reilly, who is with the Office
9 of Public Counsel. To the left of Commissioner Skop, Ralph
10 Jaeger, who is with the Public Service Commission's Office of
11 General Counsel, our staff attorney working on this matter with
12 us tonight. To his left, Mr. Troy Rendell, who is with our
13 technical and analysis staff side of the house. And the court
14 reporter, Jane Faurot. Thank you, Jane.

15 I would also like to go ahead and introduce some of
16 the other staff with the Commission that are here with us this
17 evening in the audience, Sandy Simmons, Stan Rieger, and also
18 at the door where hopefully you found some useful information
19 and the sign-up sheets, Bev DeMello.

20 All of these people who are here with us tonight,
21 with the Public Service Commission staff are here to be of
22 assistance. Any questions that you have this evening, they
23 will help us answer. And if there are questions or matters
24 that you would like to speak to them about separately, they are
25 available to help you with that, as well.

1 We have some formalities that we need to go through,
2 and after that we will then have some presentations briefly,
3 and then we will be hearing from those of you who would like to
4 speak with us and share your comments today. I hope that you
5 will take advantage of this.

6 Welcome. We are so glad that you have come this
7 evening. It is very, very important, and it's a very important
8 part of our process to try to reach good and sound decisions to
9 hear from the customers. We would like to hear any comments or
10 concerns you have about the petition that is before us that has
11 been filed by Aqua Utilities, and also if you have any comments
12 or concerns regarding the service that you have received, we
13 would like to hear about that, as well.

14 The proceeding this evening -- I mentioned the court
15 reporter, Jane, at the end -- is being tape-recorded and will
16 be transcribed, so please be aware of that. After we go
17 through a few more of these formalities, we will be calling the
18 names in order, and we will ask you to come forward, and I will
19 talk about that a little later in the proceeding and in the
20 discussion.

21 Before we go any further, I would like to ask our
22 staff to read the notice, please.

23 MR. JAEGER: Yes, Madam Chairman.

24 By notice issued April 26, 2007, this time and place
25 has been set for a customer service hearing in Docket Number

1 060368-WS, the application for increase in water and wastewater
2 rates in Alachua, Brevard, Highlands, Lake, Lee, Marion,
3 Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter,
4 Volusia, and Washington Counties by Aqua Utilities Florida,
5 Inc.

6 CHAIRMAN EDGAR: Thank you.

7 And I would like to go ahead and take appearances
8 from the attorneys that are representing parties and staff in
9 this matter.

10 MS. RULE: Chairman, I'm Marsha Rule, and I'm here
11 representing Aqua Utilities Florida.

12 CHAIRMAN EDGAR: Thank you.

13 MR. REILLY: Steve Reilly with the Office of Public
14 Counsel on behalf of the ratepayers.

15 MR. JAEGER: Ralph Jaeger. I work with the Public
16 Service Commission, staff attorney.

17 CHAIRMAN EDGAR: Thank you.

18 I would also like to mention and point out to each of
19 you this packet of blue paper that is available at the door.
20 It does have some basic information about the petition that has
21 been filed. Also, at the back there is a sheet that would give
22 you the opportunity to write in any comments that you have.
23 You could do that this evening and hand one of these to any
24 member of our staff, or you could take it home. And as you can
25 see from the paper, it has the address pre-labeled and you could

1 mail it in to us. This is also available on our website, and
2 you could print it off of the website and mail it in.

3 And I could encourage, if any of you are aware of
4 other family members, or neighbors, or friends who were not
5 able to participate this evening, but do have comments that
6 they would like to share with us, this is a way that they could
7 do that, as well. But for those you that were able and are
8 able to join us this evening, I strongly encourage you, please,
9 to take advantage of this opportunity so that we can hear from
10 you.

11 We have a couple of brief presentations to give us
12 some additional overview information, and we will move to those
13 here in just a moment. After those presentations, as I
14 mentioned, I will talk for just a minute more about the
15 procedure we will use when we are calling names to come
16 forward, and then we will get to the customer testimony portion
17 of this proceeding.

18 But before we do that, what I would like to do now is
19 ask the attorney for Aqua Utilities to please come forward and
20 give us an overview. Thank you.

21 MS. RULE: Thank you.

22 Madam Chairman, I hope you don't mind if I turn my
23 back on you again, I would like to talk to the customers.

24 CHAIRMAN EDGAR: Please do.

25 MS. RULE: Thank you.

1 Good evening, and thank you all for being here. My
2 name is Marsha Rule, and I'm here to represent Aqua Utilities
3 Florida.

4 And as you will hear in more detail later from the
5 staff, in December of last year Aqua Utilities filed an
6 application with the PSC to increase its monthly rates and also
7 increase its service availability charges.

8 Aqua has requested approval of allowance for funds
9 prudently invested charges for certain systems in seven of its
10 counties, including Lake County and Putnam County. The entire
11 application that the Commission will hear addresses 56 water
12 systems and 24 wastewater systems in a total of 15 counties.
13 The 80 systems that are included in this rate case haven't
14 sought rate relief through a formal rate case for over a
15 decade. And since the date that rate relief was last provided
16 by the Commission, or by a county regulator for some systems,
17 the company has made significant capital investments, and
18 operating and maintenance expenses have increased for the
19 company, too. There are a lot of new rules and standards,
20 ordinances, requirements of federal, state, and local
21 governments that caused some of these increases.

22 The company is requesting a rate increase to cover
23 these increased costs, to cover its investments, and to
24 maintain and improve service to customers. We're asking the
25 Commission, in addition, to establish a countywide rate

1 structure so the rates will be the same for water and
2 wastewater systems within each county.

3 Since the parent company, Aqua America, since its
4 acquisition of the Aqua Source properties in 2003, and then the
5 former Florida Water properties in 2004, Aqua Utilities has
6 invested almost \$22 million in capital investments for the
7 systems in this rate case through December of this year.
8 Focussing just on the 2005/2007 time frame, Aqua will have
9 invested about \$6.5 million in water facilities, \$10.7 million
10 in our wastewater facilities, and \$1.4 million in general plant
11 facilities.

12 Here in Alachua County, since the parent company
13 acquired the utility in July of 2004, Aqua will have invested
14 nearly \$600,000 in the community's infrastructure through the
15 end of this year to improve the quality and reliability of
16 water and wastewater service. Upgrades include structural
17 improvements to water treatment plant and replacing
18 deteriorating equipment. In its wastewater system, Aqua is
19 operating lift stations that pump waste from collection points
20 in the system to the sewage treatment facility, and also
21 replacing deteriorating pipe that carries the waste to the
22 plant.

23 In Putnam County, since the 2004 acquisition, Aqua
24 Utilities Florida will have spent about 900,000 through the end
25 of this year to upgrade water and wastewater treatment

1 facilities, replace undersized and deteriorating pipes,
2 rehabilitate storage tanks, and make other capital improvements
3 so that the system meets environmental standards. And this
4 translates to a capital investment of more than \$600 per
5 customer in Putnam County.

6 In Lake County, the company spent nearly \$3 million
7 in capital improvements, including water treatment plant
8 upgrades, tank rehabilitation, and replacing undersized and
9 deteriorating pipe.

10 They have also invested a good deal of money in
11 Marion County, nearly \$1.3 million since acquiring the system
12 in August of 2003, and that went to improve quality and
13 reliability of water service. Those upgrades include
14 electrical and structural improvements to the water treatment
15 plant, installing new pressure stabilizing tanks, and, again,
16 replacing undersized and deteriorating pipe.

17 Aqua is also upgrading treatment equipment and piping
18 at its water treatment plants and installing some security
19 equipment to comply with federal regulations. And that
20 \$1.3 million investment translates to a capital investment of
21 more than \$700 per customer in Marion County.

22 And, finally, in Volusia County, Aqua will have
23 invested approximately \$215,000 through the end of this year,
24 again, to improve quality and reliability of its water and
25 wastewater services. Upgrades made in Volusia County include

1 equipment rehab, structural improvements to wastewater
2 treatment plant, replacement of deteriorating pipes, and
3 replacing a deteriorating water storage tank to improve water
4 quality and water pressure. And the company is asking for a
5 rate increase so it can have the opportunity to recover these
6 additional investments.

7 Without rate relief, and using the projected test
8 year of 2007, and that's the year that the Commission will use
9 to set rates, Aqua Utilities' overall rate of return is
10 negative. It's a negative 6.74 percent for its water systems
11 and a negative 6.26 percent for its wastewater systems. And
12 these returns don't allow Aqua Utilities to remain viable, much
13 less continue to attract capital in order to finance
14 investments and operate the Florida systems. And ultimately
15 these deficient returns and the significant level of capital
16 investments needed, as well as increased operating expenses,
17 have caused Aqua Utilities to file this proceeding.

18 We are here this evening to hear from all of you. We
19 would appreciate hearing whatever you have to say. I want you
20 to know that I appreciate you coming here, and we will listen
21 attentively to your concerns. I also want you to know that we
22 have the president of the company here. Jack, will you stand
23 up. This is Jack Lihvarcik, he is the President and Chief
24 Operating Officer. He is happy to talk to each of you
25 individually after the meeting. He wants to address your

1 concerns, and we hope you will take the time to tell the
2 Commission about them.

3 Thank you very much.

4 CHAIRMAN EDGAR: Thank you, Ms. Rule.

5 Mr. Reilly, will you please speak to us from the
6 Office of Public Counsel.

7 MR. REILLY: Thank you very much.

8 Steve Reilly, again with the Office of Public
9 Counsel.

10 The Florida Legislature funds our office to provide
11 free legal representation for ratepayers in cases such as this
12 one. We have already been very engaged in the case. We have
13 already hired what we believe is one of the best regulatory
14 accounting firms to look at all the accounting issues. The
15 chief regulatory accountant of that firm will be the witness
16 that sponsors all of our issues and all of our positions on the
17 accounting issues, and she will be actively involved in the
18 formal evidentiary hearing which will take place in Tallahassee
19 this fall.

20 This is a projected test year, so we are obviously
21 scrutinizing what our accountant believes are an understatement
22 of projected revenues for the test year as well as an
23 overstatement of the expenses. I mean, across the board.
24 There is just -- I see some shaking of heads back there, that
25 this has already been scrutinized by some of the customer

1 groups, and certainly we are doing the same.

2 Also, we are hiring one of the best engineering firms
3 in the world, really, Tetra Tech is an international
4 engineering firm. They have a major office in Orlando which we
5 thought would be centrally located to look at not only the
6 systems that are represented here in this particular customer
7 meeting, but we are talking about approximately 80 systems
8 statewide. So it is just a tremendous, daunting task, but we
9 are resolved to inspect each and every single system to verify
10 the amount of improvements that they have made or have not
11 made, the prudence of those improvements, the cost of those
12 improvements, as well as what portion of the plant-in-service
13 should be included in rate base, which is considered used and
14 useful to providing service to current customers, plus a
15 statutory allowance of five years of growth.

16 So we will be looking at, you know, a wide range of
17 issues from all the accounting as well as the engineering. You
18 can count on us to handle the formal evidentiary hearing. I
19 speak certainly for our office as well as I'm sure for the
20 Commission that this is just a terribly critical part of it.
21 The customers with their knowledge of their particular systems
22 and day-to-day operations of the systems we find often just
23 incredibly valuable pieces of information that we just could
24 not learn any other way than through testimony of customers.
25 So I appreciate so much each and every one of you being here

1 today, and you will see me furiously taking notes of everything
2 that's said, and I thank you for your participation and look
3 forward to the customer testimony.

4 CHAIRMAN EDGAR: Thank you, Mr. Reilly.

5 And I would also like to ask Mr. Rendell with our
6 staff to give, again, an overview and also share some
7 information with us about the process and the procedure that
8 this petition takes as we work through our review and hearing
9 process.

10 Mr. Rendell.

11 MR. RENDELL: Thank you, Madam Chairman.

12 I appreciate this opportunity to give an overview and
13 offer additional information on the utility's application as
14 well as the Commission's related activities that are involved
15 in this rate increase.

16 For the record, this case has been docketed as Docket
17 060368-WS, and it is an application for an increase for water
18 and wastewater rates by Aqua Utilities Florida, Inc. Aqua
19 Utilities provides service in over 80 service areas in 15
20 counties throughout the state of Florida. They filed this
21 application requesting an increase in water and wastewater
22 rates on December 1st of 2006 pursuant to Section 367.081,
23 Florida Statutes.

24 The minimum filing requirements were met on
25 March 26th, 2007. That's when the utility met all the

1 requirements that are required for an official application with
2 the Commission, and that became the official date of filing.

3 In its application, Aqua Utilities has requested both interim
4 rates as well as a final rate increase. By Order Number
5 PSC-07-0325, which was issued April 16th, 2007, the Commission
6 did grant interim rates for Aqua Utilities.

7 Interim rates, if I can take a minute to explain,
8 they must be authorized within 60 days of the filing date of
9 the application. So when the utility filed its application in
10 December, the Commission, by law, had 60 days to act upon that.
11 They are calculated, again, by law using a formula based on a
12 prima facie case. However, this interim increase is held
13 subject to refund with interest.

14 The utility has requested a final increase, and this
15 is statewide, of approximately \$4.2 million for its water
16 systems, which represents a 79.52 percent increase, as well as
17 just over \$3 million in wastewater, which represents
18 105.64 percent. And, again, it's important to note this is a
19 utility-wide basis. Each individual system in each county is
20 different. Each increase they have requested is different, so
21 this is the utility's statewide request.

22 The utility has also requested what's called
23 countywide uniform rates, so that in each county they are
24 requesting the same rates for the water and wastewater systems
25 that are contained within that county. The rate schedules are

1 attached to the special report, which is at the back of the
2 blue programs that were handed out. The rate schedules are
3 listed by system name, by county, as well as schedules showing
4 bills at various consumption levels. So if you know
5 approximately what your consumption is each month you can see
6 what impact the request may have on you, the consumer.

7 The Commission hearing process I'm going to briefly
8 go over. The utility files a petition for a rate increase, as
9 I mentioned earlier, the staff of the Public Service Commission
10 conducts an audit as well as engineering inspections. The
11 engineers from staff have gone out into the service areas and
12 have done engineering inspections of each and every one of the
13 systems. The Commission staff and the parties to the case
14 conduct discovery which is related to the application. We
15 conduct the service hearings where the customers have an
16 opportunity to present testimony before the Commission, and
17 there is a technical hearing which is currently scheduled for
18 October 24th through 26th, as well as October 29th and 30th in
19 Tallahassee.

20 As has been stated numerous times already, this is a
21 very important night. This is your night, the consumers. This
22 is your opportunity to come forward and give testimony
23 regarding the quality of service provided by Aqua Utilities,
24 the utility's interaction with the customers. When you call,
25 how do they react to your calls when you call them if it's

1 related to line breaks or billing information, as well as give
2 your comments and questions concerning the proposed rate
3 increase. As was stated, we want to hear from you. The
4 Commission is here to hear from you, the customers.

5 During the technical hearing, each party to the case
6 is responsible for filing testimony, conducting discovery,
7 attending the prehearing conference which is held in
8 Tallahassee, conducting cross-examination questions, presenting
9 witnesses, as well as preparing legal briefs after the hearing.

10 As was indicated by the Chairman earlier, the special
11 report which was handed out has some valuable information on
12 the case itself, the Commissioners, as well as a schedule
13 showing the rates and bills at various usage. As was also
14 indicated, at the back is an opportunity to provide written
15 comments if you are uncomfortable coming before a crowd or if
16 you know of any neighbors that weren't able to come tonight,
17 please take these with you and hand them to them and they can
18 submit their comments.

19 After the hearing, after the hearing has been
20 concluded, the staff will then prepare a recommendation which
21 is based on the evidence which was presented during the hearing
22 process. That recommendation is considered by the Commission
23 at a public hearing which is called on agenda conference which
24 is held in Tallahassee. At that agenda conference, the
25 Commission will vote. That is a final vote and a written order

1 will be issued. A party to the case may seek review of that
2 decision by the First District Court of Appeal, which is,
3 again, located in Tallahassee.

4 That's the end of the presentation. I do believe
5 that there will be an opportunity to turn the projector on. I
6 believe there are some documents, and in a minute we will turn
7 it on, and if you want it to be shown, you can put it on the
8 podium.

9 CHAIRMAN EDGAR: Thank you, Mr. Rendell.

10 We will move to that in just a few moments. I have a
11 few more procedural formalities that we need to take care of,
12 and after that then I will ask Mr. Reilly to begin calling the
13 names in the order that you have signed up on the list.

14 As we mentioned earlier, or when we first got started
15 here, the comments that you will share with us this evening are
16 considered to be testimony in this docket. It's considered to
17 be testimony in this case in our legal procedures and
18 processes. As such, we will need to swear you in. We will do
19 that as a group here in just a moment. Also, there will be the
20 opportunity for Mr. Reilly, for Ms. Rule representing the
21 utility, or for Commissioner Skop, or for me to ask questions
22 if we do have questions.

23 If you have questions for us, as I said, we will try
24 to answer them. Our staff will try to answer them. And if it
25 is something that cannot be answered briefly tonight, we will

1 make sure that we follow up with you. As part of that, we ask
2 that when you come forward that you tell us your name, that you
3 spell your last name for us. That helps. It helps me and it
4 also helps our court reporter to make sure that we get the
5 information correct. And if you have your service from a
6 system that is not the Arredondo system, then please share that
7 with us, as well. That would be very helpful.

8 Yes, Ms. Rule.

9 MS. RULE: Chairman, if we could also have the
10 address, the company would like to follow up on the complaints
11 with each individual customer, too.

12 CHAIRMAN EDGAR: Certainly, thank you.

13 If you would as well, share your address with us.
14 That, again, is helpful so that our staff can follow up and the
15 company can follow up. If indeed you have some concerns about
16 your service, I know that they will be taking notes; we will be
17 taking notes so that we can try to follow up on your comments
18 and also answer any questions.

19 And so we will begin. I would like to ask those of
20 you who have signed up or plan to speak with us tonight to
21 please all stand as a group with me and raise your right hands.

22 (Witnesses sworn collectively.)

23 CHAIRMAN EDGAR: Thank you.

24 Mr. Jaeger, before we begin names, is there anything
25 that I have left out or that we needed to address?

1 MR. JAEGER: I believe you've covered everything.

2 CHAIRMAN EDGAR: Okay, thank you.

3 Then, Mr. Reilly, I think we're ready.

4 MR. REILLY: Our first witness is Robert Goetz.

5 MR. GOETZ: Is this on?

6 MR. REILLY: Yes.

7 ROBERT GOETZ

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

9 testified as follows:

10 DIRECT STATEMENT

11 MR. GOETZ: My name is Robert Goetz. I live at
12 5021 Southwest 63rd Court. This gentleman over here and I have
13 been working for a whole week at the library digging things up,
14 so it would be nice if he follows me right along with the
15 presentations of the papers, because I'm part of this and he is
16 the other part. Okay?

17 CHAIRMAN EDGAR: Okay.

18 MR. GOETZ: If that's all right.

19 CHAIRMAN EDGAR: That's all right.

20 MR. GOETZ: I don't know -- this is Arredondo
21 Estates.

22 CHAIRMAN EDGAR: Mr. Goetz, I'm sorry. I need you to
23 slow down with me for just a moment. A couple of things before
24 you get started. If you would, pull that other microphone,
25 right here in front of me, this microphone, pull that over,

1 that that might help to make sure that we all can hear you.
2 And then I need you to spell your name and give us your
3 address, if you would, please.

4 MR. GOETZ: Okay. Robert Goetz, G-O-E-T-Z, 5021
5 Southwest 63rd Court.

6 CHAIRMAN EDGAR: Thank you.

7 MR. GOETZ: Okay. Now, we all think of an estate as
8 a beautiful -- like going out to Hale Plantation and the
9 beautiful estate. Now, this is our estate. It might not be
10 much, but it's ours. Across the street is Arredondo Farms.
11 You think of farms, one and two, three, five, six, seven acres.
12 They are smaller lots than we are. So this is where we live.

13 Now, people have not been trying to come out there.
14 The only gentleman that has been out there so far is this
15 wonderful engineer of yours. He drove with me, and we drove
16 around and saw the place. Now, all of this got started because
17 of this picture here of water in the meter cans, where the
18 meter is. I don't even see that, but that is full of water.
19 Now, that meter was right here, okay, and that has been fixed.
20 The gentleman that put the new meters in repaired the water
21 leakage. The water leakage was not from the meter to the home,
22 it was from the line to the meter. There was another one on
23 the street over here, another leak.

24 Now, I also have an empty lot right over here where
25 I'm pointing. That's a very interesting scenario there because

1 that is an asbestos pipe. There is a tree growing over the
2 asbestos pipe. The gentleman that put the new meters in did
3 not put the meters in there because he was scared to do that
4 because of the water problem there. So there is a lot of water
5 being lost there through that asbestos pipe.

6 Now, I don't know if they're going to replace that
7 pipe, but I'm just saying they are spending all of this money,
8 and we have this gentleman that's supposed to be getting
9 \$31,000 a year. Why hasn't that been repaired? We are
10 spending \$25,000 that Mr. Morris will go over about outside
11 consultants, why hasn't that asbestos pipe and that leak been
12 fixed?

13 Now, I want to show you, these are the homes that are
14 there. Somebody's homes in there, I just want to say that --
15 you know, bear with me. This is one of the homes there. This
16 is another one. These are single-wides. Some of them are
17 developments in there. The neighborhood is improving somewhat
18 because we are getting now some solid homes in there, new
19 masonry and wood homes. Here is another one.

20 So you can see these aren't 80, 90, 100,000, \$200,000
21 homes that can be affording this great big rate increase.
22 There is another home. There are roughly 200 and some homes in
23 our subdivision on these lots. Here is another one, and here
24 is another one.

25 Now, across the way in the Farms, it is owned by

1 Clayton Homes, and they have a little bit better upgraded homes
2 because Clayton Homes owns the park, and they try to put brand
3 new homes in there. Now, I would like to say that the interim
4 rate increase of \$4, and then roughly \$3 for the 1,000 gallons
5 is as much almost as GRU charges now. GRU is 4.65 and \$1.40.
6 Morris will go over that figure with you. So we're paying as
7 much more -- or when we get through with this rate increase, we
8 will be paying four times what Gainesville Regional Utility
9 charges.

10 Now, this is my cat dish, that is after a week. Can
11 you see all that lime in there. And you are going to have
12 people in here giving testimony of their hot water heaters in
13 this. Now, I called Gainesville Utilities and they put a
14 softening agent in their water, also fluoride in their water.
15 All we have in our water is bleach, chlorine. And we have a
16 sealed tank. I don't think it is fiberglass. I don't know if
17 they ever backflush that or not.

18 Would you like to come up now and continue? You have
19 all the inserts for that. He is going to show the pictures and
20 go over that with you, then I will give out the handouts.

21 (Audience applause.)

22 MR. REILLY: Mr. Goetz, are you finished or will you
23 be getting back?

24 MR. GOETZ: No, I'm finished, unless there are any
25 questions.

1 CHAIRMAN EDGAR: Okay. If you will wait just a
2 minute. You can stay right there.

3 Mr. Reilly, do you have questions for Mr. Goetz?

4 MR. REILLY: I guess not at this time.

5 CHAIRMAN EDGAR: Not at this time. Okay.

6 MR. BEMBRY: I was told there was a remote control up
7 here.

8 CHAIRMAN EDGAR: Mr. Rendell, could you give us some
9 assistance.

10 MR. REILLY: This is Morris Bembry.

11 Mr. Bowe, who was the very first person to sign up.
12 Is this with your blessing?

13 MR. BOWE: It has my blessing.

14 MR. REILLY: All right. Thank you very much.
15 Appreciate it.

16 MR. BOWE: No problem.

17 CHAIRMAN EDGAR: And if you will, also for the
18 record, give us your name and additional information.

19 MORRIS BEMBRY
20 appeared as a witness and, swearing to tell the truth,
21 testified as follows:

22 DIRECT STATEMENT

23 MR. BEMBRY: My name is Morris Bembry. The last name
24 is spelled B-E-M-B-R-Y. I reside at 5316 Southwest 69th
25 Street, just a few blocks from Mr. Goetz. I apologize for my

1 tardiness, but it's what I do, and I certainly appreciate your
2 indulgence.

3 CHAIRMAN EDGAR: We're just glad that you made it.

4 MR. BEMBRY: Well, you have already heard just a
5 little bit about what we find in terms of service out there, at
6 Arredondo Estates, and we don't believe it's up to standard,
7 obviously. But what I want to add to that is given that our
8 service is not up to standard, can we really justify increasing
9 our rates to four times what our neighbors are paying just a
10 few blocks away, and they are served by GRU? Certainly we are
11 paying more than what they pay as it is.

12 Referring you to Schedule F-1, I believe Mr. Goetz
13 passed that out to you already. Based on our figures there,
14 I'm sure that Aqua Utilities will correct me on this, but this
15 is what we came up with over the last few days. We have got
16 about 35 percent of the water that is purchased by our utility
17 that is not accounted for. I won't read this, you all can read
18 it for yourself.

19 Basically, they pump up 41 million gallons of water.
20 They list 2 million gallons, 2.2 million gallons as water that
21 is unaccounted for, and 12 million gallons of water for other
22 uses. Now, what do you think is other uses? As it turns out,
23 based on their definition, and they are right there on the same
24 schedule, Arredondo Estates really has no other uses. There
25 are very few, if any at all. We don't have fire hydrants at

1 Arredondo Estates, and that's another use according to their
2 definition. We don't have sewers at Arredondo Estates. We
3 have a fire out there, you have to truck it in, truck the water
4 in.

5 There were a few broken lines, as Mr. Goetz has
6 pointed out, but are those broken lines responsible for
7 12 million gallons of water that we can't account for? Another
8 thing that you use other uses for is plant use. Well, where is
9 this plant? I am sure there will be an answer for that, but
10 that is a question we have. And is that plant only used at
11 Arredondo Estates and Farms? We don't think so.

12 The slide that I just skipped over was one that I
13 hope that -- some questions that I hope that the utility will
14 answer for us. These are snowbirds. We all appreciate our
15 snowbirds coming down every year. They are great neighbors,
16 but they have asked me to come and ask a few questions. They
17 can't be here right now, they have gone back north to the snow
18 line. They would like to have their water turned off when they
19 are not here.

20 Well, according to them, if they have the water
21 turned off there be a charge for that. If you want to have
22 your water turned back on when you come back down in the
23 wintertime, there is a charge for that. If you want to keep
24 your water on you have to pay the monthly rate, which is about
25 to be increased. Well, the rate, as was stated before, is

1 already too much. Well, these are people who are not putting a
2 strain on the system. They are not even here.

3 And the folks that I've talked to agree that, well,
4 if we own property at Arredondo Estates, then we should be
5 responsible for upkeep, for the maintenance and upkeep of the
6 system so that we will have water when we come back. But why
7 should the rate be so much, and why do you want to increase the
8 rate? Why do you need to charge to turn the water off. There
9 are utilities there, GRU won't charge anything to come out and
10 turn your power off. Why do you have to charge snowbirds? So
11 that was just one thing they wanted me to ask. I believe we
12 will get an answer to that hopefully.

13 I refer you now to Schedule B-5. Schedule B-5 is a
14 list of the operating expenses that has been reported by the
15 utility. These are just a few of them. Included there we have
16 salaries, contract services, bad debt, and so forth. Well, the
17 question we have is are all of these operating expenses
18 prorated just for Arredondo Estates and Farms? For example,
19 the salaries. You have one person out there who is doing the
20 maintenance on their lines and so forth. Well, how much -- are
21 you paying this person, what, \$100,000? So that \$31,000 of
22 that can be assessed to Arredondo Estates and Farms? If that
23 is the case, then that would explain it, but I would probably
24 doubt that that is the case. And if that is not the case, then
25 how do we know how much of your other expenses have been

1 assessed only to Arredondo Farms and Estates.

2 The last thing I would point is bad debt. There's
3 some question as to what happens to the deposit that we pay for
4 our water when we have our water turned on. If I skip town
5 without paying, do you not recoup at least whatever I paid you
6 in deposits to cover what I have owed you? And that, to my
7 knowledge, is not listed on your operating expenses, and that
8 should be discounted somewhere when you say you have bad debt.
9 The bottom line is if there is bad debt, if there are salary
10 expenses, should all of these be borne by Arredondo Estates.

11 The next item is also on A-5, Schedule A-5. And
12 these are some expenses that we've assessed to Arredondo
13 Estates and d Farms outside of operating expenses. These are
14 just purchases, equipment purchases and so forth. While these
15 are -- it just lists basically some odd numbers that we can't
16 really understand and they're not itemized. For example,
17 purchased water treatment equipment.

18 We need our water treated certainly, but should we
19 not see some improvement in the water service after you have
20 purchased all of this water treatment equipment over a year's
21 period of time? And when you purchase that water equipment,
22 water treatment equipment, did you purchase all of that for
23 Arredondo Estates? If you didn't, then it should be prorated
24 just for us. If you are going to say that you are using all of
25 this money for Arredondo.

1 The same thing with this computer equipment. Where
2 did they put this computer equipment, \$20,000-something worth
3 of computer equipment? I don't think it went to Arredondo. I
4 mean, you can put your equipment anywhere, but did all of that
5 go to Arredondo Farms and Estates?

6 And this is something just to reiterate what Mr.
7 Goetz pointed out in terms of how much more we are going to be
8 paying in water. Well, those bills don't look terribly high to
9 a lot of people, but they look pretty high to people who don't
10 make very much money. A lot of us out there are students, or
11 retirees on fixed income, snowbirds who saved all of their
12 lives to get a little plot of land down in Arredondo. It's not
13 very much, but it's theirs. We are going to put this added
14 burden on people who just really cannot afford it. And you can
15 see right there, no matter how you slice it, we end up paying
16 twice as much as people who live a few blocks away for just the
17 water that is not as good.

18 Another question was you add the \$40 -- add to that
19 \$40, whatever tax is going to be assessed against that, and I
20 don't know who gets the taxes. I would hope there is someone
21 who can answer that question for us. That was a question that
22 came up, what is the tax that we pay on our water, and where is
23 that going to?

24 The last thing I wanted to point out was with all due
25 respect to Mr. Reilly, the first time that we had spoken to Mr.

1 Reilly was, I believe, on yesterday morning. I'm sure he is
2 very competent and certainly very much experienced in handling
3 these matters. But we believe that if he is here to represent
4 the consumer, the consumer should have an opportunity to meet
5 with him to be able to show him what we are talking about
6 before the meeting. And then to the extent that we haven't
7 been able to do that, perhaps the Commission will find that we
8 are not properly or fairly represented and will give us an
9 opportunity to sit down and talk with our counsel about what's
10 going on before a decision is made.

11 And that's all. Thank you.

12 CHAIRMAN EDGAR: Thank you, Mr. Bembry.

13 MR. REILLY: May I --

14 CHAIRMAN EDGAR: Mr. Reilly.

15 MR. REILLY: -- respond to that? And I think that is
16 a very good point. To just give you a little background, the
17 Office of Public Counsel has been confronted with almost a
18 double tsunami of rate cases. There are two major -- well,
19 Aqua Utilities is the biggest water and wastewater holding
20 company in America. Utilities, Inc. is the other big player in
21 the state, and both of these utilities chose to come in at the
22 same time with cases all over the state. So our little office
23 has been running around. I think we have an agenda, several
24 more dockets that will come to agenda on Tuesday. Our deck is
25 being cleared off and we are just really working full steam

1 ahead on this case.

2 We have spoken to several customers. These are
3 customers who have called our office and we have responded to
4 them. There are 80 systems around the state. From this point
5 forward we will be -- we are, I guess, not staffed to really go
6 out and meet with each of these 80 systems. We just don't have
7 the staffing and the resources and the money to do that. We
8 have been very engaged in discovery, we have been hiring our
9 consultants, we have been preparing for the formal hearing. We
10 do attend the customer meetings. But as far as our having the
11 staffing capability to actually go out -- and I think it would
12 be ideal, and I would like to hope and think that we could hire
13 some more people and actually be able to go out, but it just is
14 not possible, and I apologize for that.

15 We are very engaged in the case and certainly we
16 respond to everybody who calls us. I don't know if that's a
17 satisfactory answer, but with the resources we have we are
18 working as diligently as we can. And you can count on -- by
19 the way, many of these issues you are raising about the
20 unaccounted for water, and what is this 12 million gallons, and
21 is there -- in fact, it is my understanding that our engineer
22 will be following up and making sure, well, how documented are
23 these unaccounted for? And it's easy enough for a company to
24 just say, well, 12 million gallons is unaccounted for.

25 So, that is the kind of thing that hopefully you can

1 rely on our office with our consultants to follow up on a lot
2 of the issues that you have raised today. In fact, we were
3 already working on those same issues. It's just we don't have
4 the resources to go out to each of these 80 systems, and maybe
5 the day will come when we will have more funding and we can do
6 that.

7 CHAIRMAN EDGAR: Thank you, Mr. Bembry.

8 And just a few comments as well to follow up,
9 Mr. Reilly, on yours.

10 As you know from the presentation that Mr. Rendell
11 made, the hearing is scheduled for October. Of course, that
12 hearing will address all of the different pieces that were
13 included in the petition, but there is still time for dialogue
14 and for discussion and for information. This is not a decision
15 that is going to be made tomorrow is the point I'm trying to
16 make. There are months still involved in it before it comes to
17 us in the format that is the decision-making stage, so there is
18 the opportunity for Mr. Reilly and the others in his office to
19 work with customers, and I know that he will do so.

20 I also would like to thank you for sharing the
21 information, both of you gentlemen. It is very helpful to us,
22 truly. I have the handouts, but I do not have copies of the
23 slides, and I am wondering if that is something that we could
24 get as well for our staff. Would you be able to supply a copy
25 of the slides? That might be helpful as we are trying to

1 address the questions that you --

2 MR. BEMBRY: Yes, I can provide that.

3 CHAIRMAN EDGAR: Thank you. And we will need to take
4 up the documents, Mr. Jaeger.

5 MR. JAEGER: Chairman, I think we could make these an
6 exhibit with the handout. And can we get those tonight, or how
7 soon --

8 MR. BEMBRY: I have them on disk. I could just leave
9 the electronic --

10 MR. JAEGER: I think Mr. Rendell said he could print
11 them out, or did you want to keep the disk? If you will give
12 us that disk, then we will take it back and print it out.

13 CHAIRMAN EDGAR: Will that work with you? And if
14 there are other questions, I know that Sandy and Stan will work
15 with you to make sure that we get that accomplished.

16 MR. JAEGER: I guess I would propose it was the joint
17 presentation of Mr. Bembry and Mr. Goetz.

18 CHAIRMAN EDGAR: Thank you.

19 So that will be these documents together with the
20 copy of the slides will be marked as Exhibit 20. And as we
21 have at the other customer service hearings, we will take
22 exhibits up as a group at the end of the proceeding this
23 evening.

24 (Exhibit 20 marked for identification.)

25 CHAIRMAN EDGAR: Mr. Reilly.

1 MR. REILLY: Just two small points. I am still
2 responding to you.

3 Is Gayle Baxtel (phonetic) here tonight? She is one
4 of the ladies that did call our office, and I have actually had
5 four or five conversations with her over a period of a couple
6 of months. I'm sorry she's not here tonight. But we do try
7 to -- in fact, we don't try, we do respond to everyone who
8 actually calls us. And, again, your call came in just the
9 other day.

10 MR. BEMBRY: If I could just respond and say that
11 your office was very good about getting ahold of you, and you
12 responded as soon as you got there, I believe the very next
13 day, and so we don't have a problem with your response.

14 Gayle, unfortunately, has decided to move out of the
15 estates, but she was instrumental in getting this issue
16 highlighted and certainly brought it to my attention. But,
17 yes, the Office of Public Counsel has been very responsive.
18 The problem is we didn't know who to contact and so forth until
19 just recently, so we haven't had a chance to talk to --

20 CHAIRMAN EDGAR: I understand. And thank you again
21 for coming, Mr. Goetz. And, Mr. Bembry, thank you for your
22 comments and the information.

23 Mr. Reilly.

24 MR. REILLY: Okay. Thank you for your patience.

25 Mr. Bowe, James Bowe, who was the first person to

1 sign up.

2 JAMES BOWE

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

5 DIRECT STATEMENT

6 MR. BOWE: My name is James Bowe, B-O-W-E, and I live
7 at 7117 Southwest Archer Road, Lot 117. I just moved into this
8 trailer. I had a fire at my old address at Lot 106. And I
9 have been there approximately two months now, and I haven't
10 received a water bill yet. When I was at 106, I can tell you
11 where a lot of the water went to, this lost water that they
12 had. They estimated the bills for three months running at a
13 time, and I would have to go out there and read my meter and
14 call in so that I could get my bill lowered. Where I was
15 having to pay 60 bucks instead of 35 because they were
16 estimating.

17 At both trailers I have had to hire a plumber to come
18 in and backflow my system, because I have no water pressure in
19 the trailer because of the hard calcium deposits that break
20 loose and get caught up in the main lines that come in there
21 and it clogs up the water lines. You have no water pressure.
22 You have to change the hot water heat out about every two or
23 three years because of the build-up of the hard water in there.

24 When you call for a water break line, it will take
25 anywhere from one to eight hours for somebody to respond, and

1 they have to respond to one in a month three different times
2 because it wasn't repaired. Water just flowing all over the
3 place. Three people out there had a pond in their front yard.
4 One man has got to have his trailer resettled because it took
5 eight hours, eight hours to respond to get the water main
6 turned off. And it flowed under his trailer and took out his
7 footings.

8 They want to increase it -- I'm a disabled veteran.
9 I'm on VA disability. I'm on Social Security disability. My
10 wife is on workmen's comp disability. We can't afford it. For
11 the service we get, we call and all we get is a computer. We
12 can't get ahold of a person.

13 And I have a question for the young lady, the
14 counselor to the president that's here. You said you had
15 \$600,000 in improvements in Arredondo. Where? I have not seen
16 any improvements in that area, and I'm home all the time. I
17 have not -- the only improvements I have seen is when a water
18 main breaks or something else. And it's ridiculous. We're on
19 fixed incomes and we have to spend this money to hire a plumber
20 to come in and flush our lines and everything else.

21 And I went from a 15-year-old trailer down to a
22 six-year-old trailer, and even at six years old, I'm going to
23 wind up having to replace a hot water heater before too much
24 longer, and I've got to hire a plumber to come in and backflush
25 the lines. At the supply lines I have got plenty of pressure,

1 but in our second bathroom, I can't use the cold water because
2 it doesn't come on. Nobody can use that bathtub, because all
3 we have got is hot water coming out of it, because you turn it
4 on, and it is so full of lime deposits and calcium deposits
5 that we can't use it.

6 Then you get the water, the taste of the water. They
7 are going to address this, but you get the chlorine taste in
8 there so bad you can't even stand to be in the house when you
9 turn the water on. And it just gets to be ridiculous. And,
10 like I said, I'm going to probably get a \$100 bill because I
11 haven't gotten a bill since I moved in there. All I've got is
12 the fliers to show up here.

13 And when we call nobody knows anything. You go from
14 one department to another department to another department, if
15 you can talk to a person at all. You go from one computer to
16 another. Who can talk to a computer? And when you call and
17 leave a message, nobody calls you back. So, what's going on?
18 Why do they deserve an increase when they are not giving the
19 service that they are supposed to give, that's my question to
20 you.

21 Thank you very much.

22 CHAIRMAN EDGAR: Thank you, Mr. Bowe.

23 Mr. Reilly.

24 MR. REILLY: I believe the first name is Joann and I
25 know the last name is Johnson. Joann Johnson.

1 MS. JOHNSON: Good evening.

2 CHAIRMAN EDGAR: Good evening.

3 JOANN JOHNSON

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

6 DIRECT STATEMENT

7 MS. JOHNSON: Joann Johnson. I live at
8 7117 Southwest Archer Road in Arredondo Estates, 2201. The
9 same thing. We have not seen a water meter person in at least
10 six months. Our bills are estimated. I live alone. I'm on
11 Social Security. My water bills run from \$80 up. I do not
12 shower every day because I try to conserve water. I wash maybe
13 once a week. But you call the office, if you're lucky to get a
14 live person and you ask too many questions, they hang up on
15 you. You can't get any response. If you leave your name and
16 number, no one calls you back.

17 As far as water meters, the new ones that were just
18 put in, why should we have to pay for it? It's Aqua's
19 responsibility for the meters to provide us with better
20 service. You can't drink the water, forget about that. It's
21 the most horrible thing that you ever want to taste. To cook
22 with it, to make coffee with it, you can't do it. You have to
23 use bottled water.

24 Thank you.

25 CHAIRMAN EDGAR: Thank you.

1 MR. REILLY: The next witness is Joe Howard.

2 UNIDENTIFIED SPEAKER: I think he left.

3 MR. REILLY: Okay. Harriet Landers.

4 HARRIET LANDERS

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

7 DIRECT STATEMENT

8 MS. LANDERS: I'm Harriet Landers, 5302 Southwest
9 70th Terrace, Arredondo Estates. I'm a science teacher and I
10 know about the water situation here in Florida. I know that
11 the water levels have been going down. Since I live in
12 Arredondo, I have been there since '83, and we have had a
13 turnover of service and different people live there, and I kept
14 hoping that when the next person comes in or the next company
15 comes in I would have better water. But I have a financial
16 investments in Aquafina, Nestles, and those type of water,
17 because I don't drink the water. We don't cook with it,
18 either. So you are talking about buying, you know, 55 cents
19 for a gallon of water from Publix, putting it in the pot to
20 boil some spaghetti water. So it's expensive, because I'm
21 paying for two water bills, not just one.

22 In the past they have shut off the water; and, you
23 know, I'm in there taking a shower, washing my hair, no water.
24 And I am sitting there under a little tiny drippy, hoping I can
25 get enough water to rinse off so I can get to work. And so you

1 get no notice when they are working on the stuff. And then
2 when they turn the water back on, there is always sand and
3 stuff that is in your tanks and in your lines.

4 You have to put in a one-way valve. Since I'm in a
5 trailer, you have to put in a one-way valve because once they
6 turn the water off and the pressure drops, all the water runs
7 out of your trailer, and when all the water runs out of your
8 trailer, your hot water heater is still on. So then the hot
9 water heater is running, the elements are running with no water
10 to dissipate the heat, and so the elements are burned out. And
11 I have probably bought about 15 or 20 elements, and I know from
12 the previous owner who was there, when we were cleaning up and
13 we moved in there, there were all these little elements under
14 the edge of the trailer where they just took them out of the
15 heater and stuffed them under the trailer and hid them. I have
16 put in three hot water heaters where it finally just -- the
17 calcium build up. I can't afford to hire a plumber, and since
18 I'm a smart person, I take out the element, bring out a wet
19 vac, put on a clear tubing, and suck all the calcium deposits
20 out of the hot water heater.

21 I keep thinking they are going to improve the water,
22 that I will have better water. I go to my friend's house and
23 they offer me coffee and soda and wine and stuff, and I say,
24 oh, do you have any water? So I'm drinking their ice water,
25 and I don't have to worry about the stinky smelly ice cubes. I

1 don't have my water -- my ice machine hooked up, because why?
2 You can't drink the water.

3 There is a person just across the street from me, who
4 just put in a nice house. I hope that at some point 50 years
5 in the future I can put in a house, too, and get out of a
6 trailer, but she was driving in my neighborhood. She said I
7 don't have any water. What's going on? What's going on? I
8 don't have any water. She hasn't even been in the house but a
9 few months and just moved in, everything was all finished. And
10 I said, oh, you've got to remember where you live. You're in
11 Arredondo Estates, and if you want water all the time, what you
12 need to do is make sure you have a few bottles of Publix water
13 to keep there, because you need to prepare for all the
14 shutoffs. And I said, oh, make sure that you go back and get
15 your plumber to -- because it's a new house, put in a one-way
16 valve, because the water will be shut off without notice, the
17 water is going drain out and your hot water heater will blow up
18 -- I mean, the elements will back up. And save some money
19 during the year for your plumber bill so he can fix your hot
20 water heater every so often.

21 I don't think anybody would complain about a
22 reasonable rate increase if the water quality was good. Now,
23 if GRU can provide water that goes right down Archer Road, down
24 to the other communities down there, and if they are taking a
25 loss and it's so detrimental for them to continue service to

1 Arredondo, then we will just -- why can't we get GRU water?
2 (Audience applause.) And if GRU can do it, why can't they? If
3 they are a nationwide, super-powerful, wonderful water company.

4 Thank you.

5 CHAIRMAN EDGAR: Thank you, Ms. Landers.

6 Mr. Reilly.

7 MR. REILLY: Kathryn Jones.

8 KATHRYN JONES

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

11 DIRECT STATEMENT

12 MS. JONES: My name is Kathryn L. Jones, last name
13 J-O-N-E-S.

14 CHAIRMAN EDGAR: Ms. Jones, will you pull the mike
15 toward you a little bit. Thank you.

16 MS. JONES: And I live -- my husband Cecil and I live
17 at 7117 Southwest Archer Road, Lot 2101. Our basic complaint
18 is that the water is undrinkable. We buy about 15 to
19 18 gallons of water from Publix. And I stopped watering the
20 lawn, which upsets the manager, because she thinks that we
21 should do the landscaping and make it look nice. But that's
22 where it's at.

23 My husband and I are both 100 percent multiple
24 disabled service-connected Vietnam veterans. Fortunately in
25 different body parts. And we live on fixed income, too.

1 Now, we are also part of neighborhood watch. So we
2 have gotten to know the neighborhood pretty well where we live
3 at Arredondo Farms. Most of these people, I would say
4 90 percent of these people are working class; 10 percent
5 retired. There is no welfare. And to do a rate four times as
6 high when their salaries haven't gone up, is not realistic. We
7 have approximately 20 people that are two months or more behind
8 in their mortgage and their lot rent, and they are struggling.
9 There are a lot of single parents who live there who are
10 working at two to three minimum wage jobs without health
11 benefits.

12 I can understand you wanting a fair rate of profit.
13 But, you know, we're having a drought, and we're having a war,
14 and we are all expected to make sacrifices. And I don't see
15 any reason why you should be expecting to recoup all of your
16 expenses at the same time. I also don't hear anything in
17 terms -- when I was in charge of things, when I was a manager
18 and we had hard times, we voluntarily took 10 percent pay cuts
19 to make up for things with the understanding that when things
20 got better we would get our money back. If you're willing to
21 reduce the rates in half, sir, are you willing to institute a
22 policy for 10 percent pay cuts beginning with yourself? I
23 would like you to think about that.

24 Thank you.

25 CHAIRMAN EDGAR: Thank you, Ms. Jones.

1 MR. JONES: My name is Cecil Jones. May I add a
2 couple of things?

3 MR. REILLY: Come forward if you would.

4 CHAIRMAN EDGAR: Can you come to the microphone, sir?

5 MR. JONES

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

8 DIRECT STATEMENT

9 MR. JONES: I'm Kathy's husband. Water at Publix has
10 gone up to 80 cents a gallon now. And with our stamps going up
11 also, this is outrageous. I mean, you take a drink of water
12 and you gag for 30 minutes. I live at Bachelor Apartments on
13 the other side of 10th Street, on the other side of 13th Street
14 down 10th Avenue for about three years before I moved to the
15 trailer park. Never had no problems with the water. You could
16 drink it from the spigot. You could literally take a cup out
17 of the commode and drink it, if you wanted to, because it was
18 that good.

19 I don't see how people get by passing this water off
20 as being good. Hell, the animals won't even drink it. Because
21 I have two dogs and I don't let them drink it. We buy bottled
22 water all the time for us and our dogs. And I just don't see
23 no justifiable reason for any kind of an increase. But
24 business is business, and they are going to get it one way or
25 the other. Either through this or through some other idiot

1 charges we can't object to. Just like the Post Office. Maybe
2 them two ought to join together.

3 Thank you.

4 MR. REILLY: Mr. Jones, just one quick question. You
5 may not know the answer to this question, and if you don't,
6 perhaps one of the other customers do. What percent of the
7 community are renters versus homeowners? I'm curious. Because
8 there was a statement made that a number of people had left or
9 were in the process of leaving the community because they were
10 able to leave because they were renting.

11 UNIDENTIFIED SPEAKER: We do not own the land. We
12 rent the lot that our trailer sits on, and a lot of us own our
13 trailers, but they are trying to get out of the rent business.

14 UNIDENTIFIED SPEAKER: About 80 percent own.

15 UNIDENTIFIED SPEAKER: At Arredondo Farms, it is
16 80 percent.

17 UNIDENTIFIED SPEAKER: Yes, 80 percent owns.

18 MR. REILLY: Now, that is own the homes and then you
19 lease the land?

20 UNIDENTIFIED SPEAKER: Right.

21 MR. REILLY: But most of the homes are not really
22 able to be moved, correct?

23 MR. JONES: And the lot rent goes up every year, too,
24 but we don't get nothing out of it. It took us over five years
25 to get them to pave the roads. We don't have any street signs

1 there, so you can't direct emergency vehicles or anything like
2 that unless we are down there on someone's property. But yet
3 you talk to Sandy, you talk to Margaret, that's our office
4 personnel there, you talk to the city you don't getting nothing
5 but for computers.

6 You know if the Lord wanted us to use computer he
7 wouldn't have gave us a mind. And I had an instructor in
8 college that told me that. Your mind is the biggest computer
9 that has ever been born.

10 Thank you.

11 CHAIRMAN EDGAR: Thank you, Mr. Jones.

12 Mr. Reilly.

13 MS. JOHNSON: May I add something? The ones that
14 have not received water bills for several months, are we going
15 to get a gigantic water bill?

16 How are we going to pay it?

17 MR. JAEGER: Ma'am, could we get your name for the
18 court reporter?

19 MS. JOHNSON: Joann Johnson.

20 CHAIRMAN EDGAR: Thank you, Ms. Johnson.

21 Okay. Let's work our way through the list, so that
22 we can be sure that we get everybody, please.

23 Mr. Reilly.

24 MR. REILLY: The next witness is Steve Miller.

25 STEVE MILLER

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

3 DIRECT STATEMENT

4 MR. MILLER: My name is Steve Miller. That is
5 M-I-L-L-E-R. I live at 7117 Southwest Archer Road, Lot Number
6 2619. And I'm basically here because for the last year and a
7 half -- well, basically the customer service there at Arredondo
8 there really isn't. For the last year and a half at least, I
9 personally have not seen a meter reader there. I mean,
10 Mr. Bowe and Ms. Johnson are lucky that they have gone two or
11 three months with overcharged water bills. I have had
12 overcharged water bills for a year and a half.

13 My first six months in Arredondo, I had pretty much
14 average water bills, and for a year and a half I have been up
15 to triple charged on my bills, and I have proof of bills and
16 receipts. And as for the meters, they just put the meters in.
17 For any service that they have done, they did that on the first
18 of April when they wanted on the 16th to be approved for their
19 first rate increase.

20 And now with the new meter, I have been watching the
21 new meter on my own, and I have used 500 gallons in five weeks.
22 I'm one person in a single-wide mobile home without a washer
23 and dryer. I don't do dishes every day, and the only purpose I
24 really have for my water is to shower. My last bill that I got
25 from Aqua Utilities said I used 164 gallons of water a day.

1 And that's on my own. And all of us have been taken advantage
2 of, I feel. And I don't know how -- you know, I can't get any
3 compensation for this?

4 I mean, I should have \$40 water bills and not up to
5 \$189 water bills, unless -- obviously I'm now paying the
6 \$12 million worth of missing water there. And I'm also on a
7 fixed income. I'm disability. And how I can pay this, I don't
8 know. And for them to think they need a rate hike, their water
9 plants -- their water plants are in use for us to get good
10 water, so it should be their responsibility to make sure that
11 they have all the proper equipment and all the good filters to
12 give us the clean water. And that's really all I have to say.
13 But I definitely have proof that for the first six months that
14 I lived there that I had water bills under \$60, and for a year
15 and a half they increasingly went up to where I was paying
16 close to \$200 for one person.

17 MR. REILLY: Mr. Miller, did you bring any of your
18 bills with you.

19 MR. MILLER: Yes, sir, I sure did.

20 MR. REILLY: Do we have copying capability?

21 CHAIRMAN EDGAR: I don't believe we do, Mr. Reilly.
22 I'm afraid to say the offices -- you know, realizing that we
23 are just using this space, the offices are closed here in the
24 evening.

25 MR. MILLER: These are my first -- these are my first

1 six months where the bill is \$54, and I have all of these
2 bills. These are where it is \$54; \$24 was one of my first
3 ones. 35, 29, and this is where it started to go up at 89.
4 And all of these bills, for the last year and a half started at
5 120.

6 MR. REILLY: And is your testimony that your usage
7 has really not changed during this time?

8 MR. MILLER: No, sir, not at all.

9 MR. REILLY: Now, our office will volunteer, if you
10 will lend it to us to make copies of those bills, and I will
11 make it a point to get them back to you if you would allow us
12 to do that and we could offer it as an exhibit for this
13 customer meeting.

14 MR. MILLER: Sure, you can do that. Yes, I have one
15 here. I have one of my receipts for \$200 for a water bill, and
16 I'm one person without a washer and dryer. I have to go to his
17 house to do my laundry.

18 UNIDENTIFIED SPEAKER: That's why his water bill is
19 so high. (Laughter.)

20 MR. MILLER: Thanks. Now get me in trouble.

21 CHAIRMAN EDGAR: It is always good to have good
22 friends.

23 Mr. Miller, if you would pause for a moment.

24 Commissioner Skop.

25 COMMISSIONER SKOP: Thank you, Madam Chair.

1 Mr. Miller, I would like to thank you for coming out
2 and offering your testimony as well as bringing your bills.
3 And I would urge any other consumers in the audience that
4 happen to have their bills to provide them to the appropriate
5 staff and counsel. And at least I have over the course of
6 attending three service hearings heard numerous instances of
7 sworn testimony that directly implicates both metering and
8 billing issues. And staff has assured me, and I have requested
9 staff that we take a look at this in conducting discovery, and
10 those instances of having invoices and payments lends itself to
11 that discovery process. So that is something that's of deep
12 concern to me, and I appreciate you taking the time to come
13 today.

14 Thank you.

15 MR. MILLER: I do have one more thing I wanted to
16 show you. This is the last bill that I've got, and that is
17 where it says I had 164 gallons of water usage a day. And
18 since they have had the new meters put in in April, I kept the
19 reading every week, and I only used 500 gallons in five weeks.

20 COMMISSIONER SKOP: Thank you, sir.

21 MR. JAEGER: Chairman, I have one clarifying
22 question.

23 CHAIRMAN EDGAR: Yes.

24 MR. JAEGER: I have heard several times about new
25 meters. I'm right here, Mr. Miller.

1 MR. MILLER: Sorry.

2 MR. JAEGER: And I've heard a couple of other
3 customers talk about new meters. Are these the electronic
4 meters, or what kind of meters are they putting in?

5 MR. MILLER: No, they are the regular meters, but
6 they said that they have added a line to it where it can have
7 an electronic run to go directly to their office so they don't
8 have to come out and read our meters. So I haven't seen
9 someone out there in a year and a half.

10 (Simultaneous audience conversation.)

11 CHAIRMAN EDGAR: Ladies, I want to make sure that we
12 hear every comment, truly, and we are going to be here for a
13 quite awhile longer and gladly so -- but it is very difficult
14 for the court reporter to get comments when they are not at the
15 microphone and when they are coming at the same time. So we
16 will be sure to get to everybody on the list. I assure you we
17 will do that. That's why we are here. But just bear with us
18 and we will get to you and we want to hear everything that you
19 would like to say.

20 Mr. Reilly, I will look to you in just a moment. My
21 suggestion -- but then if there are other suggestions as to how
22 to work this better, at this point I would suggest that maybe
23 we have Mr. Miller -- and I'm going to volunteer you, Sandy --
24 to get with Sandy, and maybe with you and Bev, and work out a
25 way that we could get copies made. I'm sorry that we do not

1 have that capability this evening. And then if we have other
2 customers after Mr. Miller, as they come up to speak that also
3 have either bills or other documents, we can also try to do
4 that similarly.

5 And, Mr. Jaeger, I'm thinking that then maybe what we
6 want to do is have those documents together as one exhibit as
7 customer bills that have been submitted. And maybe late-filed
8 is the way to do that, knowing that we will need to get copies
9 later. I'm trying to think through the best way to do it.

10 Mr. Jaeger, do you think that will work or do you
11 have an additional suggestion?

12 MR. JAEGER: I think when we get to the end of the
13 customers then we can see how we want to do that.

14 CHAIRMAN EDGAR: What we have and we will see how to
15 do it then? Okay. We will mark them at that point.

16 Mr. Reilly, both you and Ms. Rule, we will figure it
17 out at the end of the proceeding.

18 Thank you, Mr. Miller.

19 MR. MILLER: I do have one more point to make.

20 CHAIRMAN EDGAR: Oh, I'm sorry.

21 MR. MILLER: The gentleman here who had the slide
22 show that was up here when you told us about the rate hike and
23 how they applied for it and everything, I saw one date on there
24 that said that they had to apply for something by April 16th of
25 2007. It's really interesting that in the month of April they

1 come to Arredondo Farms and put their new meters in in April
2 before a deadline on the 16th of April.

3 CHAIRMAN EDGAR: Thank you, Mr. Miller. And if you
4 would, as I mentioned, Bev DeMello is right there. And, Sandy,
5 if you and Bev could maybe just coordinate together to help Mr.
6 Miller make sure that we get the information. And then, also,
7 I know there are others here as well that would probably like
8 to do the same. Thank you very much.

9 And, Mr. Reilly, I think we are ready for the next
10 name.

11 MR. REILLY: Our next witness is Reg Ison.

12 MR. ISON: Good evening. My name is Reg Ison.

13 CHAIRMAN EDGAR: Would you step up to the microphone
14 a little closer. Either one, just get a little closer to one
15 of them so that we can hear you better.

16 REG ISON

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

19 DIRECT STATEMENT

20 MR. ISON: Okay. My name is Reg Ison, R-E-G, last
21 name I-S-O-N. I reside at 5209 Southwest 70th Terrace. And a
22 lot the issues have been already talked about, but there are
23 still a few that I have that I'm concerned about.

24 Number one, once again the high amount of estimated
25 billings. I know that since the latter part of last year my

1 bills have been estimated, and I would say that at least from
2 October, if not prior to October. And during some of this time
3 last year the house was vacant, as has been mentioned earlier,
4 and you're required to pay a fee whether the water is being
5 used or not.

6 And I don't have the one with me that -- I've been
7 looking for it, but I did not move back into 5209 Southwest
8 70th Terrace until February, so therefore I left my water on so
9 I did not have the expense of having to have it turned off and
10 then turned back on again. I received a monthly maintenance
11 bill even though water is not being used. And I'm getting this
12 outrageous -- I mean, our water bill with other water utility
13 companies has never been as poor as what it has with this
14 company, nor has the customer service.

15 I called them up to complain about my high water
16 bill, and in March -- let's see, March was when I complained
17 about it. And during the course of March, by the time my next
18 bill came out I was issued a \$90.46 credit toward my water
19 bill. Shortly after I received this bill, I don't have the
20 date, but I was visited by Aqua, and they had several
21 representatives. One was Carol Cobbler (phonetic) that came, I
22 have her business card, and she was assuring me how that my
23 credit that had been issued was due to them coming out and
24 reading my meter, that that is how they came to an amount to
25 give me back as far as my credit. And as we were walking back

1 to where my water meter is at, and they're going to read my
2 water meter, we have to you unbury it from all the leaves and
3 all the dirt. And they just got done telling me how they had
4 read my meter.

5 I didn't even -- that's kind of like the time when
6 you talk about the weather, you are not getting anywhere with
7 these people. I'm also concerned, I know that Chip, my next
8 door neighbor, myself, we were issued a credit. I believe Pat
9 and Mark Potter, which live directly across the street from me,
10 also have received a credit. I can't help but wonder what
11 happens to the other residents that their meters have not been
12 read. Because, in fact, if all the ones that I am aware of
13 have been issued a credit due to the overcharge, I'm sure that
14 there are many other residents that are also due a credit.

15 Which brings up another concern as far as Aqua going
16 and making the changes that they have for our meters. They did
17 not notify us at all. Past water companies have always, if
18 they are going to turn off the water, would post a note and let
19 you know that they -- maybe not the exact day, but it could be
20 this or that date. We never received any message at all from
21 them. I mean, you're just in the middle of doing something --
22 I color my hair. Heaven forbid I've got the coloring on, and I
23 can't rinse it out. I mean, you get no notice from these
24 people at all.

25 I think what I was hoping is before they went and

1 they put in that electronic thing so they can read our meter,
2 I'm not really sure of how that works other than they
3 supposedly drive by and they can read the meter. I would have
4 very much appreciated them informing me when that date came
5 more close, because I was in high hopes of reading my meter
6 before this took place. Well, lo and behold, unfortunately, I
7 decided that I would wait until we came here so I could compare
8 my water reading with my -- well, too late for me, I was not
9 notified. I didn't go out there and get it. That information
10 is gone. And if they have been overbilling me before, I'm at
11 their mercy now to tell me how much water I use, and I can't
12 even argue the point with them. I mean, that's a high amount
13 of estimated water bills.

14 Another thing about a lot of people, as you have
15 heard, there is a lot of people that are on fixed incomes. If
16 you look at any or call up the police department you will find
17 that our area that we live in is a very bad area considered,
18 quote, unquote, bad neighborhood. There's a lot of alcoholics,
19 there's a lot of drugs, there's a lot of just common average
20 people mixed in with all of this. A lot of people in that area
21 don't even know how to read their water bill.

22 You were asked earlier about Gayle, I have spoke with
23 Gayle. A lot of those properties in there are also rental
24 properties. If you look at the tax roll, you will see that a
25 lot of those places, the people don't actually reside there,

1 they're rental properties. They're there to make money off of
2 those properties, and when they get ready to sell, they will
3 have money.

4 We would have had more people at this meeting, if, in
5 fact, you had more people living there because they own the
6 house. This is not the community for that; it is a money-maker
7 for many people. Gayle happened to be one of them. In fact
8 she was so furious about the water company that she said, look,
9 I'm just a renter, I can move out at any time. Ya'll are
10 permanent, you're stuck with it. And we are.

11 It's my understanding that if I wanted to buy a
12 business, that more or less, and as far as I'm concerned, I
13 think the IRS you have three, four, or five years that you can
14 claim a loss with any business. This seems to be one business
15 that can come in and purchase a water company from somebody
16 else, not take any loss, just pass it on to the consumer.

17 And you must be aware, also, that the biggest
18 employment opportunity here in the City of Gainesville would be
19 the University of Florida. There is no other competitors other
20 than the University of Florida. That means that the majority
21 of people are minimum wage. So there's not much money. And
22 you have a lot of people on disability, you have people that
23 are trying to raise families. I mean, people are struggling as
24 is. I don't understand how a company like Aqua can come in and
25 go and not -- how can you possibly, when you are buying a

1 business, how can you go and put all of this expense into a
2 business when you are not even aware of the low income people
3 that you have living in there, that they are not going to be
4 able to meet the needs or -- by no way can they come up with
5 the kind of money that you are looking for.

6 If I go and buy a business, I need to make sure that
7 either I'm willing to take a loss, or I've got the funds to
8 keep it going for awhile until it does start producing money.
9 I certainly can't go and claim all the money off of the people
10 that live there. This is not the area to do that.

11 Everything else had been -- and I would really like
12 an answer as far as how people are going to get their credits
13 back, because I think that every single resident in there is
14 due a credit. I know that the ones that I have talked to are.
15 And, I mean, even the testimony that you have heard and the
16 amount of water usage that is not even the actual water bill.
17 I mean, these people don't even -- some of them don't even
18 understand how to read their bill.

19 All right. Well, thank you.

20 CHAIRMAN EDGAR: Thank you, Ms. Ison.

21 MR. REILLY: The next witness is Marie Dence.

22 MARIE DENCE

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

25 DIRECT STATEMENT

1 MS. DENCE: My name is Marie Dence. I live next to
2 Reg. Out water meters are about a foot apart.

3 Mr. Lihvarcik, I'd like to say you are a brave person
4 for coming here, and I appreciate it. As someone who can
5 affect change and have chats with your staff when you go back,
6 I hope some of this testimony is interesting to you.

7 It seems that Aqua has already received a raise from
8 us by charging us for water that we're not using. If they're
9 going to raise rates beyond that, we need to start out with
10 refunds so we are all starting in the same place. Although
11 they say they can't get in to read our meters because of fences
12 and dogs, they were able to get in to replace our meters before
13 we could read them and request refunds.

14 (Audience applause.)

15 My meter is not behind a fence, and my dogs are in
16 the backyard. I'm hoping and assuming that when they went in
17 to replace the meters, they read them before they did so,
18 because they have started the count over, so they should have
19 an accurate count of how much each of us should get as a refund
20 if we are going to start at the beginning. Otherwise, I'm sure
21 they could have used some of this \$28,000 worth of computer
22 equipment to figure out an average refund for our area. So I
23 would like to see that come.

24 When I first moved in, water was seven bucks a month
25 with the same system that we are now using. It was owned by

1 other people. Since then, of course, expenses have gone up,
2 but the quality of the water hasn't changed at all. It still
3 has too much stuff in it. If we're going to give a raise to
4 Aqua, I would like them to make the water such that I do not
5 have to, on top of my water bill, pay three bills to Culligan
6 Systems so that I can filter my water and refilter it once it
7 comes in the house, and have a Culligan Water System in the
8 kitchen so that I can have drinking water.

9 You cannot use the water. You saw the cat bowl. If
10 you live in Arredondo that's what your ice trays will look like
11 after awhile, that is what your coffee pot would look like
12 after awhile, that's what your shower head will look like after
13 awhile. It's pretty bad water. You don't want it in your body
14 and you don't want it in the body of your pets.

15 So I hope that some of this \$600,000 they are saying
16 they have spent, or is going to be spend, is going to be felt
17 in the change in the quality of water, otherwise we are just
18 paying more on top of, you know, good money after bad and still
19 having to pay other companies to make the water usable.

20 The same with pressure. Sometimes you get water
21 pressure, sometimes you don't. It's tough if you live in
22 Arredondo to go to Lowe's and buy a sprinkler for your yard,
23 because they require a certain amount of pressure. And when
24 you get home, the sprinkler may not work, because we don't have
25 enough pressure.

1 The reliability of the water is bad. If you go to
2 take a shower, wash your dishes, wash your clothes, it's pot
3 luck whether or not you have water at that time. If you call
4 them, they have no idea what the problem might be, they have no
5 idea when the problem might be fixed.

6 One night at 2:00 o'clock in the morning, I called to
7 report the water, and I was told that the only person who can
8 work on that water lives in Brooker, and he doesn't come out at
9 night. There's a problem with the money that we are already
10 spending. The service is bad. We never get notifications
11 about anything. If they are going to turn off the water, we do
12 not get notified. If they are going to turn the water back on,
13 we do not get notified. We don't know if we need to boil our
14 water or not. We get no notice at all.

15 After the hurricanes, we didn't have water for weeks
16 at a time. We got the notice about boiling the water when it
17 came back on from television, not from Aqua. It's as though
18 there are not people on the other end of these pipes. And
19 there are people on the other end, and we need that water. We
20 need good water.

21 Customer service has been addressed. You call, they
22 know nothing. I don't even know where their 800 number rings,
23 but they never know anything. They are not helpful. If you
24 ask them to call you back with more information, they don't.
25 If you ask them to call you on your cell phone when the water

1 is fixed so that you don't have to go to the Gainesville
2 Fitness Center and take a shower, you don't hear from them. So
3 it's like we don't exist except to give them money for water we
4 don't even use, which isn't usable.

5 I would like to know specifically what this \$600,000
6 was or is going to be for, and I would like to know
7 specifically what improvements each of these items should be
8 making in the service that we receive. Because if we are just
9 going to get the same old same old, then we should just keep
10 paying the same old same old.

11 Thank you.

12 (Audience applause.)

13 CHAIRMAN EDGAR: Thank you.

14 Mr. Reilly.

15 MR. REILLY: Madam Chair, is it possible we could a
16 company late-filed exhibit that would respond to this
17 customer's questions relating to whether they did, in fact, do
18 a last meter reading of the meters that were replaced. And if
19 those readings were taken and recorded, could that be a
20 late-filed exhibit as to what those readings were?

21 CHAIRMAN EDGAR: Mr. Jaeger.

22 MR. JAEGER: I think staff will probably do discovery
23 of that, that's one thing that we are going to ask,
24 interrogatories or PODs of that nature. And then we would, of
25 course, put that in at the hearing, based on --

1 MR. REILLY: I see. I didn't know whether it could
2 be a late-filed exhibit in response to this customer, but
3 that's fine.

4 MS. DENCE: I'm sure if they didn't, the computers
5 can do averages.

6 CHAIRMAN EDGAR: Mr. Reilly, thank you for the
7 question and the suggestion. And as Commissioner Skop has said
8 earlier, we have had discussions and our staff is looking at a
9 number of questions that have been raised regarding the reading
10 of meters and other related issues, and we will add this to the
11 list of related issues on this same topic that our staff will
12 be looking at. And as Mr. Jaeger said, including in their
13 discovery process. Thank you.

14 MR. REILLY: Our next witness is Shirley Crosby.

15 SHIRLEY CROSBY

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

18 DIRECT STATEMENT

19 MS. CROSBY: I'm Shirley Crosby, C-R-O-S-B-Y. I
20 reside at 7117 Southwest Archer Road, Lot Number 2808.

21 I would like to address several items. Everybody
22 keeps calling this new meters. I don't have a new meter. I
23 have an electronic reader attached to my old meter. If they
24 put in new meters, I can understand why they think they ought
25 to have no more money for meters. But since I'm sure they did

1 not put any new meters in, just electronic readers, then why
2 do -- they are using meters that go back many, many years. I
3 have been where I'm at for nine years. And like someone said,
4 we have gone through several companies. And this is the worst
5 company we have ever had. You have about 20 pounds of water
6 pressure. I hired a plumber to come look at mine. At the best
7 you have 40 pounds, and that is not acceptable. And 20 is like
8 having nothing. It takes 25 minutes to fill a washing machine
9 so that you can wash a load of clothes. And my trailer was new
10 when I bought it.

11 As far as structures, where are the structures? They
12 are not in Arredondo Farms. And I heard testimony saying there
13 is nothing in Arredondo Estates, so why are we paying for
14 structures that are nonexistent? As far as computers, that is
15 the cost of doing business, I would think. If this is in such
16 bad repair, why did they buy it?

17 (Audience applause.)

18 Why didn't they make the people fix it before they
19 bought it. They bought a white elephant that they are trying
20 to make us turn to gray, and it's not fair. I think that this
21 is -- I've got to applaud the Public Service Commission for
22 listening to some of these people that are being, like the man
23 said, raped. And we are waiting for you to give us justice.
24 Thank you.

25 CHAIRMAN EDGAR: Thank you, Ms. Crosby.

1 Mr. Reilly.

2 MR. REILLY: The next witness is John Mazzerle.

3 JOHN MAZZERLE

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

6 DIRECT STATEMENT

7 MR. MAZZERLE: Good evening. I'm going to be rather
8 brief, because everybody really has covered it fully. The
9 quality has not improved -- we moved in there in Arredondo
10 Farms -- I'm sorry, my address -- do you need the spelling?

11 CHAIRMAN EDGAR: Yes, sir. I was going to wait until
12 if you were finished and then ask, but if you could spell your
13 name, it does help.

14 MR. MAZZERLE: M-A-Z-Z-E-R-L-E. And the address is
15 7117 Southwest Archer Road, Lot 2802. We moved in there in
16 1997, and I complained about the water quality immediately. I
17 was told "Lowe's sells whole-house water softeners." That was
18 the answer. It wasn't Aqua Source, it was another company
19 completely different.

20 In 1998, we did install a water softener so we could
21 drink the water, so that we could make coffee, so that we
22 didn't have to clean our utensils with SOS every day, and we
23 didn't have to clean out our pipes. The people in there that
24 do not have a water softener, I don't know how they can
25 possibly live. I truly don't. The water is terrible. The

1 quality is bad.

2 As far as meter reading, I know my own meter was
3 covered with sand for six months. I don't know how it could
4 have been read. Because I checked it every month, I looked at
5 it. I didn't remove the sand, I just looked. How can they
6 read a meter? That was one complaint.

7 The rates. Right now the interim raise on an average
8 4,000 gallon a month bill from 53 to \$71, that is an \$18
9 increase just on the interim rate. On the proposed rate, we
10 are looking at \$104 a month for the 4,000 gallons. That's
11 water and sewage. GRU's base is 4.86 a month, just their base.
12 Our base is 17.71. A major difference in just the base, not
13 even in the usage.

14 We gave up watering the lawn. Now we have brown
15 grass. We can't afford it, we really can't. I would advise
16 Aqua Source, I'm not a businessman, and welcome to Gainesville,
17 a friendly city. I would definitely advise you to cut your
18 losses and offer GRU an awful good deal.

19 (Audience applause.)

20 CHAIRMAN EDGAR: Thank you, sir.

21 Mr. Reilly.

22 MR. REILLY: Our next witness is Sharon Huey.

23 SHARON HUEY

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

DIRECT STATEMENT

1
2 MS. HUEY: My name is Sharon Huey, H-U-E-Y. I live
3 at 5119 Southwest 67th Terrace. I have three locations out
4 there, and I'm making a whole lot of money off of those other
5 two, let me tell you.

6 But I lot of my complaints are the same as what the
7 people have been saying here. However, someone had mentioned
8 that the lots they can't get into they managed to change their
9 meter. They changed the meter on one lot that they have not
10 been in in two years, because they say there's a dog. Well,
11 the dog is older than dirt and can't do anything, and most of
12 the time he is inside anyway.

13 For the last year and a half or so, I have read the
14 meters every month. I fax them into the locations to let them
15 know what the readings are. Most of the time they don't pay
16 any attention to them. The reason I do this is because the
17 system is so old, I think it is about 45 years old, I have been
18 out there 25 years, and the only way I can check for whether
19 any of them are leaking is to check the meters every month.
20 And I used to be able to do that with the bills, and they made
21 sense.

22 One of my lots uses almost none, another uses an
23 extreme amount of water, but they all average about the same.
24 So one of them is way under-billed and one of them is way
25 over-billed, so that's why I keep sending faxes in to them.

1 But I kind of look at them and say, well, let me see if they
2 paid any attention to them this month. But most of the time
3 that doesn't happen.

4 I have even called them to say, look, how can I get a
5 job reading your meters? I know you need somebody here. And
6 if you get a person to talk to about that, they tell you to
7 check the website. Every time I've checked the website, they
8 always indicate that there are no vacancies in this area.

9 Another time my husband called me at work, after work
10 to say there was no water. Well, you know, men can't call
11 emergency numbers and find out what's wrong, but he can get the
12 emergency number and call me and tell me what it was. So I
13 called in, and I was told that, well, we don't have any record
14 of having a water problem in your area, so, therefore you don't
15 have an emergency. And you will not get a call back tonight.
16 And I said, well, you know it may not be an emergency to you,
17 but it's an emergency to me because I'm out of water, plus my
18 husband is out of water, and that's even worse.

19 Someone had mentioned about the hurricanes. We
20 didn't have water that was usable for three weeks. I found out
21 that I don't make a very good pilgrim at all. I was not a
22 happy person. But like they had mentioned, we got no
23 notification from the water company. We saw it on TV. We
24 called the health department to find out about it. No letters
25 afterwards with the bill that said we apologize, or, by the

1 way, here is some money back. They just acted like it didn't
2 happen. They cut the water off to change the meter, none of us
3 got notices. When it got put back on, we get stuck all the
4 time.

5 One of my tenants, I went over to her house to check
6 something, and it probably took about half an hour for the hot
7 water heater to fill back up, because of the fact she has got
8 so much lime rock and stuff caught in the lines. I had to call
9 a plumber to go straighten that part out. You know, with no
10 notice and no apologies.

11 I would just like to feel like that there is somebody
12 that we can call and get information and we could get regular
13 bills. We haven't had any water to drink for years. We also
14 buy water to go in there. But I think the whole system needs
15 to be looked over. And we thank you for coming and listening
16 to us tonight. I do have this letter that I would like to put
17 in as an exhibit with you all.

18 CHAIRMAN EDGAR: If you could -- Sandy, would you
19 grab of copy of that? Thank you.

20 MS. HUEY: One thing I forgot to mention, I did know
21 that they were there to change the meters because they left all
22 of their trash on the ground right next to the meters.

23 CHAIRMAN EDGAR: Sandy, if you would, bring that up
24 for Ralph to take a quick look at.

25 Mr. Reilly, we can, of course, have you take a look,

1 too. Since we just have one copy and there are pictures, we
2 will need to see --

3 MR. JAEGER: Chairman, there are five copies.

4 CHAIRMAN EDGAR: I'm sorry, I thought that was one
5 document with multiple pages. And thank you for bringing us a
6 number of copies, that is very useful. I appreciate that.

7 MR. REILLY: Do we have an exhibit number on this?

8 CHAIRMAN EDGAR: We're about to. I'm at 21, Exhibit
9 21, and this is --

10 MR. REILLY: Sharon Huey's letter.

11 (Exhibit 71 marked for identification.)

12 CHAIRMAN EDGAR: Yes. Thank you.

13 MR. REILLY: We have as the next witness Dana
14 Dahlstrom.

15 DANA DAHLSTROM

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

18 DIRECT STATEMENT

19 MS. DAHLSTROM: Good evening. My name is Dana
20 Dahlstrom, that's D-A-H-L-S-T-R-O-M. I live at 6622 Southwest
21 49th Place.

22 And to start off, I would like to say that I find
23 Florida or Aqua Utilities is in violation of Florida
24 Administration Code 25-30, Chapter 261, Section 261, 265, and
25 355; 261 is where they are supposed to read the meters at

1 regular intervals. Well, they have not been doing it, they
2 have been estimating it. And I sent an e-mail out to their
3 customer service to have my meter re-read and they came out to
4 re-read it and never followed up on it after that. And when
5 they re-read it, or when I sent them the e-mail, my meter read,
6 let's see, 471,170 galls. They billed me for 508,100 gallons,
7 a difference of 46,930 gallons. Now, that's where the water
8 loss is.

9 (Audience laughter.)

10 Now, conspicuously, they changed the meters out while
11 all of these people are having billing problems. So now the
12 evidence is all gone. And they put my new meter in, let's see,
13 on April 26th. I read it yesterday, 19 days after they put it
14 in, and I used 940 gallons. They said in the last month I used
15 4,100 gallons, the month before that 4,100, 44 before that, and
16 6,000 gallons before that. It doesn't look like it's at the
17 level that I will reach 6,000, or even 4,000 gallons, if I only
18 used 940 in 19 days.

19 Okay. Now, in Subsection 265, they are supposed to
20 test the meters at a certain period of time, and if it is a
21 5/8th-inch meter, they have to test it every ten years. If
22 it's three-quarters of an inch, every eight years. These
23 meters have never been tested since I have been there over
24 20 years. And my bill states that I have a 5/8th inch meter.
25 I actually have a 3/4-inch meter.

1 And then we have Subsection 355 about complaints,
2 responding promptly and fully. Well, I have a neighbor that
3 passed away last year in February. And the woman that was
4 willed his property, she was still getting a bill for about
5 800 or 900 gallons a month. Nobody lives there. But on the
6 other side of the meter there was a leak, on the other side of
7 the POS, point of service. And she called it in to the
8 customer service at Aqua Source three times and nobody ever
9 came out and looked at it.

10 When the gentleman came to re-read my meter after my
11 e-mail, I pointed out that leak. After that I have not seen
12 him. It was the people that changed out the meters that
13 actually fixed the leak. They are a contract worker, they were
14 there just to put in the meters and not fix leaks. So far I
15 have heard they fixed someone else's leak, too.

16 Let's see. When I got some of my earlier bills back
17 before Aqua Source even came into the place, when Arredondo
18 Estates actually owned it, and I used -- on one bill there's
19 600 gallons for the month, another one 1,600, another one
20 1,400. My water usage -- the way I use my water has not
21 changed. I use it the same way as I always have since I have
22 been there. And I'm not going to touch the quality of the
23 water because everybody else already pretty much have, and
24 that's pretty much about it. If anybody has any questions.

25 MR. REILLY: One question. Now, you have a new meter

1 that was installed in your home. There was another earlier
2 witness who said she just had an electronic reader.

3 MR. DAHLSTROM: Well, they are an RFID meter, so
4 they're supposed to be able to read them from the road. The
5 problem is they were not given the transmitters, so all they
6 did was place the meters, but they do not have the use of the
7 transmitter, so they still have to physically read the meters.

8 There is another point, too. One of the upgrades in
9 computers was for some very expensive laptops whose batteries
10 do not hold more than 15 minutes charge. They were given a
11 wireless communications system that did not work, so they had
12 to turn around and invest in Verizon for a communications
13 service on those laptops.

14 If I remember correctly, I was told that each laptop
15 costs \$2,600. My \$900 laptop does more than what that one
16 does. So there is another expense right there on the
17 computers.

18 CHAIRMAN EDGAR: Thank you, Mr. Dahlstrom. Thank you
19 for your comments.

20 Mr. Reilly.

21 MR. REILLY: LaVonia Williams.

22 LAVONIA WILLIAMS

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

25 DIRECT STATEMENT

1 MS. WILLIAMS: Good evening. My name is LaVonia
2 Williams. That is L-A-V-O-N-I-A, Williams. I live at 5004
3 Southwest 69th Terrace, Arredondo Estates.

4 I have four basic key points. The main one is the
5 poor water quality. I won't touch any more on that than I
6 really need to, because it really is horrible. The second one
7 is the water outages. There is never a boil water notice after
8 the fact. The water is horrible after that.

9 I have two daughters, and when my youngest was an
10 infant, I continued to take her to the doctor because I
11 couldn't figure out why she just kept having these issues with
12 her bowels. It was because I was boiling the water, and just
13 making her bottles and such. And my husband was like, no, I
14 think we need to get bottled water. It didn't clear up right
15 away, because I was kind of intermittently doing it just to see
16 what happened, but that's how she got over it was by just going
17 to Publix and getting the water. That's ridiculous.

18 I mean, the water pressure was bad at that time as
19 well, too, because, you know you have to wait. So I would tell
20 my husband to watch the kids, and I would run to Publix and get
21 water and come back, and my washing machine still hadn't filled
22 up. So I'm still waiting. When you are a mama and you have
23 kids, that is an issue for me.

24 I have been employed at the VA since I graduated from
25 nursing school. And my heart goes out to the Jones, it really

1 does, because I sit and listen to them talk. Many of my
2 residents talk sometimes and they say they have issues with I
3 need to get home and check my bills, and this and that and
4 whatnot. These vets are, you know, hoping that they will get
5 well enough to go home and deal with another problem.

6 And to me that is an issue. I have a problem with
7 that. You're without water for hours. Why we should be
8 without water for hours, I have no idea. Like I said, I'm a
9 nurse, so a lot of times I'm staying over. And as one of the
10 other residents said, sometimes you know, your husband isn't
11 going to do it the way you do it, so it takes me several hours
12 to get things situated. If I'm on a 12-hour shift or a 16-hour
13 shift, they're not going to do it the way that mom does it. So
14 I can't do this, I can't do that, well, there is no water
15 pressure.

16 So a lot of times my husband packs my kids up and
17 takes them to my Grandma's house. He shouldn't have to go
18 15 miles to Alachua to do that. But, you know what, that is
19 the case, my granny doesn't mind. But if I'm paying my bill
20 every month, and sometimes we pay our bill, you know, a couple
21 of months ahead of time just to see what happens. We pay an
22 additional five dollars, or whatever, just to see what it is.
23 We don't have an issue with what we pay, what we have an issue
24 with is how horrible it is.

25 My third point is that I have to do other things for

1 my personal water consumption. Such as my husband is very dark
2 skinned and so are my kids. When we get out of the shower, I
3 buy all kinds of emollients so that we are not white and ashy.
4 And I have a problem with that. I can't allow my girls to go
5 to school -- and, yes, they smell clean, but they are just as
6 white as sheets. And that is ridiculous. So even when we wash
7 our hair, that water is so hard, it is so wiry, until our hair,
8 either I wind up buying extra conditioners for our hair, extra
9 shampoos for our hair, and even sometimes then, okay, well, go
10 ahead and get the grease. And my baby, he knows, okay, we have
11 got to get this and this and this in order to get a bath. Or
12 we have got to get this and this and this to get our hair done.
13 I don't let them even use, you know, bubble bath. Because once
14 you rinse the tub out, now you have got to scrub the tub. Now
15 I've got to scrub it again. Okay, one more time. And Lord
16 forbid you have company over. That's out the door.

17 The fourth thing, like I said, is the rates. The
18 only reason I have a situation with the rates is because, like
19 I said, my heart goes out to those people who are not on a
20 fixed income, but a strict income. I think you guys should
21 probably should do what Mr. Mazzerle said and give GRU that
22 business. They have already took the Alachua-Clay Electric, so
23 let them go ahead and be a monopoly and do that.

24 Thank God for Mr. Bembry, because I wouldn't have
25 known how they actually broke it down, and this is what's going

1 on and whatnot, as well as Mr. Goetz, but I really believe that
2 if they had dug a little bit deeper, they would have been able
3 to break it down to the penny what we owed GRU. So that when I
4 write my bill for the month, I can just go ahead and figure
5 that in for GRU. Instead of writing two checks, I would just
6 write one. Thank you.

7 (Audience applause.)

8 CHAIRMAN EDGAR: Thank you.

9 Mr. Reilly.

10 ROBERT SMITH

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

13 DIRECT STATEMENT

14 MR. SMITH: My name is Investigator Robert Smith. I
15 live at 5100 Southwest 70th Terrace, in the back of Arredondo
16 Estates. First, let me apologize, I didn't realize this was a
17 big problem. I am somewhat of a novice with this. I moved in
18 in the beginning of 2006. I have a brand new double-wide 2006.
19 I'm not rich, but I am not hurting either.

20 I did install a one-way valve. I did everything that
21 the people like June, Jim, and Roy told me to do to set up my
22 brand new double-wide trailer. In the past 12 months I have
23 bought two water heaters. The FM transmitters that were just
24 installed were supposed to make it easier for the guys in the
25 trucks to drive by and find out exactly how much water usage we

1 have used. So, again, I'm not as organized, but if I
2 understand it, Aqua Utilities is making it easier for them to
3 count the money and it's making it harder for us to fix a
4 problem that has obviously been there for quite sometime.

5 I could cover as many points as everybody else here,
6 but if you factor in the conditioners that you have to buy, if
7 you factor in the water filtration system, if you factor in the
8 filters that go on those water filtration systems, I mean,
9 every single concern that everybody has come up with here is a
10 cost to us.

11 And, unfortunately, I think some of us here have
12 forgot that, if I understand correctly, Aqua Utilities is a
13 multi-billion dollar nationally traded company out of
14 Pennsylvania. If I'm not correct, we're not millionaires or
15 billionaires, some of are not even thousandaires. I mean, you
16 know, we have very limited resources to battle a company like
17 this. And it's funny that the young lady brings up the word
18 monopoly, because if my definitions are correct, a monopoly is
19 something that restricts any other vendor from providing a
20 service. And from what I'm noticing, Aqua is restricting GRU
21 from providing services. We are obviously paying considerably
22 more for the same service that GRU would provide.

23 And as somebody who was trapped on 34th Street during
24 the worst hurricanes we have ever seen in Florida, I was out of
25 power, water, everything for over two months. And, you know,

1 that was GRU's services. I despise them. No disrespect
2 intended to Gainesville, I have lived here all of my life. I
3 can't stand GRU. But it has got to be better than Aqua
4 Utilities.

5 And, again, if little old Arredondo Estates and
6 Arredondo Farms is not profitable for you guys to condone
7 putting in these new transmitters and condone improving the
8 water quality. I know it has been beat to death, but maybe
9 this is not your market. Maybe this needs to be given back to
10 a community, or GRU serves the people, GRU is owned by the
11 people it serves, correct? I don't see this gentleman walking
12 around here at Arredondo Farms or Estates. That's about all
13 I've got.

14 I'm sorry, you guys got really happy with paperwork.
15 I will gladly provide my bills for repairing my hot water
16 heaters, the elements, the transmitters that were put in. I
17 have got three inches of sand in my water heater. I'm probably
18 going to have to go to Sears and buy another one. I have
19 called Aqua Utilities to correct this. They said they were
20 going to send a plumber out to fix my lines. They were very
21 cooperative on the phone. I actually got somebody on the phone
22 after a week and a half of trying, but I still haven't seen a
23 plumber, and I still haven't heard anything from Aquafina (sic)
24 about fixing the sand in my line.

25 I turn on my water, I don't see calcium, things like

1 that. I get a backed up sink. To see the calcium and the
2 other hard water deposits, you have to go look in my bathrooms
3 and everywhere else. We bought this house with the
4 interpretation (sic) of we were going to start a PI firm and a
5 day care out of it. We can't put a pool in this yard. We
6 can't have sprinklers, or water toys, or outside activities for
7 any of the kids. Obviously, the quality of life there would be
8 less than adequate. Even with the filtration systems, you
9 can't afford to keep them running, not replacing the filters
10 and replacing the tanks and everything that it takes to
11 maintain the systems.

12 Thank you, and God bless.

13 CHAIRMAN EDGAR: Thank you, Mr. Smith.

14 MR. REILLY: The next and the last witness I have
15 recorded here is Lea Triggs.

16 LEA TRIGGS
17 appeared as a witness and, swearing to tell the truth,
18 testified as follows:

19 DIRECT STATEMENT

20 MS. TRIGGS: Hi. My name is Lea Triggs, T-R-I-G-G-S.
21 I live at 5229 Southwest 70th Terrace in Arredondo Estates. I
22 am like the young lady, I'm a nurse also, and I work 12 to 16
23 hour days. I'm never at home. I raised four children in that
24 house. All of my children are out, it is me and my husband.
25 My bills are now much more than they ever were.

1 When I first moved out there twenty years ago, I was
2 with Arredondo Utilities, and we paid seven to ten dollars a
3 month. If you want transactions, I will give you some. At one
4 point I was billed for a \$2,200 a month bill. I have it here.
5 I had the easy pay where they automatically took it out of my
6 account. I went to the store one day and noticed my money was
7 not right in my account. I called the bank and she was, like,
8 oh, you had this large transaction. And I was like what
9 transaction. So I got home, I pull it up on-line, I see where
10 they have taken out \$400 for a one-month water bill.

11 What really upset me is when I called them and
12 requested this. I looked at my bill and every other month they
13 were over-billing me three and \$400. They would bill me 385,
14 the next month it would be 21. Or it will go back to 400, and
15 then it would drop down to 13.17. Okay. You would not notice
16 to call someone if they have that differential in a bill.

17 Well, I called them. My response, what I got, the
18 repair guys says, the meter reader said you have the greenest
19 yard in the neighborhood, so maybe you have a leak. I said,
20 excuse you? I have a leak? I said if I have a leak, I
21 wouldn't have water pressure. You know, I would know if I had
22 a leak. Well, something is not right. I said look at the
23 bill. If I've got a leak and I didn't know about it until now,
24 how did my bill go from \$400 and drop back down to 19? The
25 next month it goes back up to 300, and because I have it

1 automatically taken out of my account, I never even realized
2 what was going on.

3 When it was brought to their attention, I didn't get
4 any refunds, I got a lot of those short messages. They were
5 very rude about it. They had this lady, you called this lady
6 at her house. She is the after-hours person. She was so rude
7 and ugly that it made no sense. I called the lady, I want to
8 say about in March or April about a bill I got for 185 for
9 another one-month bill this year. And she looked at me and
10 said, well, ma'am, I can't help it if you are over-using your
11 water. I said, I wouldn't have a problem if I was over-using
12 the water if I was at home, but I'm never there, so this is a
13 problem. And she got real short. I said, excuse me, until you
14 have been billed for a \$2,200 water bill that you and your
15 husband lived in, do not get smart with me. Because, really,
16 you know, I have had about all I can take with this company.

17 But I have bills here to document and show you where
18 I was overcharged. You can take the bills and mail them back
19 to me. I mean, it's just ridiculous. The water quality,
20 everyone has beat it in the head. I mean, I bought a new
21 refrigerator. I have to replace my filter on my refrigerator
22 every month and a half or two months. It's a six-month filter.
23 It never goes six months.

24 I don't drink the water. I use it to cook with, but
25 I buy water. Like most people here, I buy the water bottles

1 from Publix. I mean, I have receipts for years. But what can
2 you do? I mean, they won't talk to you. I called, left a
3 message, they told me the president or someone of the company,
4 she was on vacation for two months, never called me back to
5 this day, and that was in October.

6 They came out in error and cut off my water. I
7 called them. Oh, if it's before 2:00 o'clock, we'll have it
8 back on before 5:00. At 5:00 o'clock, I'm calling them at five
9 minutes to 5:00. I got the last guy, he told me he was on his
10 way out the door, but it would be cut back on. The next day in
11 the afternoon is when they showed back up.

12 Of course, me and my husband had cut the lock off at
13 this point, because I was livid. The day he comes out and
14 threatens my husband. I mean, it just got ugly. I mean, I
15 have no idea what the advertisements say for people that work
16 for them, I really do not, because the customer service stinks.

17 And I just want to leave these with someone.

18 CHAIRMAN EDGAR: Thank you, Mrs. Triggs.

19 Sandy, can you get a copy of those and make sure that
20 we have -- I know that Mrs. Triggs gave her address, but make
21 sure we have what we need. Okay. Thank you.

22 Mr. Reilly, are there other names?

23 MR. REILLY: That was the last listed name.

24 CHAIRMAN EDGAR: Okay. Give me a minute, I will call
25 on you, but I want to make sure -- first let me ask this

1 question: Is there anybody who came in late or for whatever
2 reason did not get their name on the list that has not yet had
3 the opportunity to speak that would like to at this time?

4 Okay. I just want to make sure we get everybody.
5 And let me work through. Okay.

6 Mr. Goetz, I think I saw you raise your hand first.
7 Did you have any additional comments?

8 MR. GOETZ: Yes. Since we are handling documents
9 here, I would like to present these pictures, and this for the
10 staff.

11 CHAIRMAN EDGAR: Mr. Goetz, could you please give
12 those to Sandy.

13 Mr. Goetz, is that information that you are giving
14 us?

15 MR. GOETZ: Yes, you can use that.

16 MR. REILLY: For the record, is that the map that you
17 referred to earlier?

18 MR. GOETZ: Yes. I don't have one of the Farms, I'm
19 sorry.

20 CHAIRMAN EDGAR: I'm sorry, Mr. Goetz, I did not mean
21 to interrupt. I think what we have, correct me if I'm wrong,
22 is the one document that we have already, this one, but with
23 the addition of pictures that Mr. Goetz had shown us.

24 Ralph.

25 MR. JAEGER: Chairman, I would just say, we called

1 Exhibit 20 joint presentation of Goetz and Bembry, and he did
2 show those photos, so we will add that to your presentation.
3 And I believe we were going to get a disk. Have we got that
4 disk?

5 Okay, we have got the disk. So we do have everything
6 for that exhibit, and I will just put it as joint presentation
7 of Goetz and Bembry and that will include the photographs.

8 CHAIRMAN EDGAR: Thank you.

9 MR. GOETZ: I just have one other thing. I ride
10 around in there on a scooter all the time, and I saw the
11 gentleman about ten times that was installing the meters in the
12 Estates, and he had two Mexicans helping him, and he would go
13 out there and he replaced my meter in about ten minutes. But I
14 never, never, ever saw them read the meter. The only thing
15 that -- they might have read the meter, but the thing they were
16 checking was the number of the meter against the house. So
17 they would trying to go over somewhere and try to turn the
18 water on to see if the old meter would turn, and then they
19 would know that that meter was for that house. Whether they
20 read that meter before they took it out, I do not know because
21 I read my meter, and I read my meter every week, and I only pay
22 them for what I use.

23 Also, for anybody here who would like to know,
24 Neptune PG (phonetic) is their website for the meter company
25 that makes the meters. They have been in business for

1 114 years. And I think that Aqua should send out a paper on
2 how to read the meter. When the big dial goes around once, it
3 is ten gallons, that is how that thing reads. A lot of people
4 here say maybe they are only using 300 or 400 gallons. They
5 were using three or 4,000. Thank you.

6 CHAIRMAN EDGAR: Thank you.

7 And, Mr. Miller, did you have additional comments?

8 MR. MILLER: I have a question for the owner of Aqua
9 and his lawyer.

10 CHAIRMAN EDGAR: Well, go ahead and put it on the
11 record, and then I'm sure there will be follow-up.

12 MR. MILLER: Okay. I noted that you all are going to
13 have -- you are not going to take this issue back up until
14 October, and a lot of us have been overcharged, and are we
15 going to have to wait until them to be reimbursed or get some
16 sort of refund? Because I am on a fixed income, and if I don't
17 get a bill for a certain amount of time that would help my
18 bills. But if I'm going to continue to get billed until you
19 all bring this issue up in October, then I have no recourse or
20 any of these people have any refund.

21 CHAIRMAN EDGAR: Ms. Rule, do you want to try it?

22 MS. RULE: Sure.

23 MR. LIHVARIK: The plan is that I have taken down
24 all of these notes, listened to everybody. When I get back to
25 the office, we plan on addressing every issue that they have

1 brought up and in some form, either personal contact or through
2 a letter, respond to the customers.

3 CHAIRMAN EDGAR: Thank you, Mr. Lihvarcik.

4 And, sir, thank you for being patient and working
5 with me. And I'm so sorry, I have forgotten your name, so if
6 you would tell me again.

7 MR. BOWE: James Bowe.

8 CHAIRMAN EDGAR: Thank you.

9 MR. BOWE: The question is to either one of these two
10 representing Aqua Utilities. Where is the \$600,000 in
11 improvements in Arredondo Farms and Estates? Nobody has seen
12 it. I was a member Crime Watch in Arredondo Farms, and I would
13 travel day and night looking. I mean, I'm home, I'm a disabled
14 veteran, I've got time on my hands. I have not seen any repair
15 crews or any kind of crews in there doing any repairs.

16 Now, as far as facilities, I know the pump, and the
17 well house, you have got a pump or two well heads there. One
18 well head is by the school bus stop and the other one is by the
19 mailboxes. And there is a sewage treatment plant in the back,
20 it looks like it's 40 years old and hadn't been updated in
21 years. And you have got two trucks that come in there once a
22 week to suck it out, and all of this stuff. Where has the
23 \$600,000 gone? That is a question that has been raised twice,
24 and this is the third time. I would like an answer tonight if
25 I can get that, please.

1 CHAIRMAN EDGAR: Thank you, Mr. Bowe.

2 Ms. Rule, if you can just speak generally at this
3 point.

4 MS. RULE: Well, I'm a lawyer, I'm not technical
5 expert, and I'm not prepared to tell you where the \$600,000
6 went. But I am prepared to tell you that the PSC will look
7 very carefully at every cent that we are requesting, and that
8 we will have to document every cent with documentary evidence.
9 We are going to have to show receipts, invoices, and we are
10 going to have to present testimony, too. So, I'm sorry I'm not
11 able to answer your questions in detail tonight, but I know the
12 questions will be answered in detail later.

13 MR. BOWE: I've got one other question, if I can ask
14 that, as well.

15 CHAIRMAN EDGAR: Okay. Go ahead and get that on the
16 record. We are almost done this evening, but go ahead and
17 let's make sure we hear from you.

18 MR. BOWE: What are you going to do about the water
19 quality, the hard water supply, the sand, and the garbage that
20 is in this water that we are trying to drink? Because I just
21 bought a new refrigerator and it's a six-month filter, and it
22 is already starting to show. I haven't even had it a month and
23 it is starting to show that I will have to get ready to change
24 the filter on it. So, what is going to happen there?

25 MS. RULE: Well, again, I wish I was prepared to

1 answer all of your technical questions. I'm not. I'm a
2 lawyer. But I can tell you these are the same questions that
3 the Department of Environmental Protection asks and the company
4 is prepared to respond to. We will be presenting evidence at
5 the technical hearing. But this is not the time and place,
6 because the Commission will be asking these questions and we
7 would like the opportunity to bring witnesses who will be able
8 to answer, as I'm not. I'm sorry.

9 MR. BOWE: But --

10 CHAIRMAN EDGAR: I understand.

11 Thank you, Ms. Rule. I appreciate your willingness
12 to step up and be responsive.

13 We will make sure that we have the information and
14 follow up with you. I know that the company is going to look
15 into it. As Commissioner Skop, and I, and our staff have said,
16 all of these questions will be part of the proceeding and we
17 will be looking into it in more detail.

18 Okay. Mr. Reilly, do you have anything else before
19 we take up paperwork, et cetera.

20 MR. REILLY: Nothing further.

21 CHAIRMAN EDGAR: Thank you, Mr. Reilly.

22 Mr. Jaeger, can you help me walk through the
23 exhibits. I have 20 and 21, and then we also had some customer
24 bills that we were going to get copies of. I know we are going
25 to get from Ms. Triggs.

1 MR. JAEGER: I saw three. Steve Miller was the
2 first, and then Reg Ison, and Lea Triggs, they all said they
3 had bills. I'm not sure if they gave the bills or we got them.

4 Sandy, do you have -- yes, there are three
5 individuals. Steve Miller, John Mazzerle and Lea Triggs.
6 Okay. What about Reg Ison? She said something about having
7 bills, but --

8 CHAIRMAN EDGAR: While Bev is getting those, how do
9 you want to address it as far as the exhibits?

10 MR. JAEGER: I think you were looking at combining
11 those four and just saying bills and list the four customers.

12 CHAIRMAN EDGAR: Mr. Reilly.

13 MR. REILLY: That sounds good to me. Could we get
14 those names again just for the record? Steve Miller.

15 CHAIRMAN EDGAR: Yes. And Reg Ison, Lea Triggs, and
16 John Mazzerle, I'm sorry, I know I am pronouncing that wrong.
17 I apologize. We will get the spelling right.

18 MR. JAEGER: And Lea Triggs is the last one.

19 MR. REILLY: A total of four.

20 CHAIRMAN EDGAR: Four.

21 MR. JAEGER: And Lea is spelled L-E-A or L-E-A-H, or
22 how?

23 MS. TRIGGS: L-E-A.

24 CHAIRMAN EDGAR: Okay. So Exhibit 2 will be the
25 copies of the bills that we have received from the four

1 customers that we have just listed.

2 MR. JAEGER: Did you mean 22? You said 2.

3 CHAIRMAN EDGAR: I'm sorry, it has been a very long
4 day. Bear with me and we will get it correct and we will get
5 through it together.

6 (Exhibit 22 marked for identification.)

7 CHAIRMAN EDGAR: Okay. I know I have one other
8 matter that I need to address, which is let me say for the
9 record that the overview presentation that Mr. Rendell gave on
10 behalf of staff is not testimony in this docket.

11 Mr. Jaeger, are there any other matters that we need
12 to address, or, Mr. Reilly, while we are gathered together and
13 still on the record this evening?

14 MR. JAEGER: And those three exhibits were admitted
15 then moved into evidence?

16 CHAIRMAN EDGAR: We are admitting and moving into the
17 record, seeing no objection from Ms. Rule, Exhibits 20, 21, and
18 22.

19 (Exhibits 20, 21, and 22 admitted into evidence.)

20 MR. JAEGER: I have nothing further that I know of.

21 MR. REILLY: Nothing further.

22 CHAIRMAN EDGAR: I want to thank everybody for your
23 participation. Thank you for coming out this evening. Thank
24 you for your patience as we tried to work through. I see one
25 more hand. We are about to close, but I do see one more hand.

1 UNIDENTIFIED SPEAKER: If we have a neighbor who
2 wants to fill this out, could they attach photocopies of their
3 bills with the same type of file?

4 CHAIRMAN EDGAR: Yes, they absolutely can. And I'm
5 going to ask Bev, if you would, to get with you and make sure
6 that she answers your questions. Yes, we will take whatever it
7 is that you or others want to send to us.

8 So, Bev, if there are further questions.

9 Commission Skop, before I close in a moment, do you
10 have some additional comments for us?

11 COMMISSIONER SKOP: Yes.

12 Chairman, again, I would like to thank the consumers
13 for coming out from Gainesville and Arredondo Farms. As many
14 of you know, I'm from the Gainesville area. I lived here
15 before getting appointed to the Commission, so in that regard I
16 appreciate the testimony and comments you made. We take it
17 very seriously, and we thank you for assisting us with the
18 proceeding. Thank you.

19 CHAIRMAN EDGAR: Thank you, Commissioner. And with
20 that, we are adjourned for this evening.

21 (The hearing concluded at 8:17 p.m.)

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1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

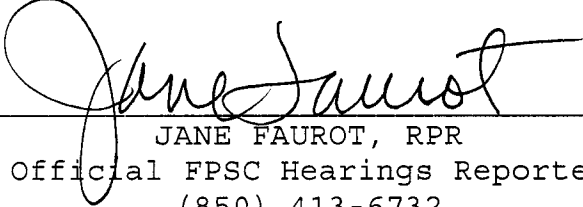
3 COUNTY OF LEON)

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

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

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

13 DATED THIS 14th day of June, 2007.

14 
15 _____
16 JANE FAUROT, RPR
17 Official FPSC Hearings Reporter
18 (850) 413-6732

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Detail of Operation & Maintenance Expenses By Month - Water
 SUMMARY OF TOTAL ANNUAL UTILITY ADJUSTED WATER O & M

Florida Public Service Commission

Arredondo Estates/Farms
 Docket No. 060368-WS
 Schedule Year Ended: 12/31/2005, 2006, 2007
 Historical [X] Projected [X]

Schedule: B-5
 Page: 1 of 4
 Preparer: Jack Schreyer

Explanation: Provide a schedule that shows adjusted O & M expenses.

Line No.	(1) Account No. and Name	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
		2005 Per Books	2005 Adjustments	2005 Adjusted	2006 Forecast	2005-06 Forecast Incr (5)-(4)	2006 Adjustments	2006 Adjusted	2007 Budgeted	2006-07 Forecast Incr (9)-(8)	2007 Adjustments	2007 Adjusted
1	601 Salaries & Wages - Employees	29,269	0	29,269	28,018	(1,251)	174	28,192	31,128	2,935	179	31,307
2	603 Salaries & Wages - Officers, Exec.	1,237	0	1,237	1,106	(131)	0	1,106	776	(329)	0	776
3	604 Employee Pensions & Benefits	8,316	0	8,316	8,502	186	0	8,502	11,389	2,888	0	11,389
4	610 Purchased Water	11,014	0	11,014	10,125	(889)	0	10,125	12,230	2,105	0	12,230
5	615 Purchased Power	10,108	0	10,108	9,121	(986)	1,088	10,209	10,542	333	1,120	11,662
6	616 Fuel for Purchased Power	65	0	65	60	(5)	0	60	73	13	0	73
7	618 Chemicals	1,787	0	1,787	2,127	339	0	2,127	2,382	255	0	2,382
8	620 Materials & Supplies	791	621	1,412	2,492	1,080	0	2,492	2,946	454	0	2,946
9	631 Contractual Services - Engineering	651	0	651	1,186	535	0	1,186	1,220	34	0	1,220
10	632 Contractual Services - Accounting	4,523	0	4,523	3,420	(1,103)	0	3,420	3,665	245	0	3,665
11	633 Contractual Services - Legal	(1,604)	1,613	9	6,092	6,083	0	6,092	6,140	48	0	6,140
12	634 Contractual Services - Mgmt. Fees	20,285	0	20,285	11,576	(8,709)	0	11,576	13,394	1,818	0	13,394
13	635 Contractual Services - Testing	5,607	0	5,607	4,374	(1,232)	0	4,374	4,614	239	0	4,614
14	636 Contractual Services - Other	7,688	17,017	24,705	20,201	(4,504)	0	20,201	21,055	854	4,267	25,321
15	641 Rental of Building/Real Prop.	716	0	716	658	(58)	0	658	795	137	0	795
16	642 Rental of Equipment	52	0	52	47	(4)	0	47	57	10	0	57
17	650 Transportation Expenses	8,612	191	8,803	3,997	(4,807)	0	3,997	5,019	1,022	0	5,019
18	656 Insurance - Vehicle	599	0	599	281	(317)	0	281	328	47	0	328
19	657 Insurance - General Liability	1,124	0	1,124	1,589	465	0	1,589	1,744	155	0	1,744
20	658 Insurance - Workman's Comp.	599	0	599	210	(389)	0	210	225	15	0	225
21	659 Insurance - Other	831	0	831	610	(221)	0	610	690	79	0	690
22	660 Advertising Expense	36	0	36	33	(3)	0	33	40	7	0	40
23	666 Reg. Comm. Exp. - Rate Case Amort.	0	0	0	0	0	0	0	0	0	9,807	9,807
24	667 Reg. Comm. Exp. - Rate Case Other	0	0	0	0	0	0	0	0	0	0	0
25	670 Bad Debt Expense	13,654	2,448	16,102	28,533	12,431	0	28,533	17,952	(10,580)	0	17,952
26	675 Miscellaneous Expense	1,189	4,332	5,520	20,228	14,708	13	20,241	24,435	4,193	(383)	24,052
27	TOTAL WATER O & M EXPENSES	127,147	26,221	153,368	164,586	11,217	1,275	165,861	172,838	6,977	14,991	187,829

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060368-WS EXHIBIT 20
 COMPANY: Aqua Utilities 24, The
 WITNESS: Debora J. ... Mr. G...
 DATE: 05/14/07

D. No. 060368-WS, Exh 20

Schedule of Water Plant in Service By Primary Account

Florida Public Service Commission

Test Year Average balance
 Arredondo Estates/Farms
 Docket No. 060368-WS
 Test Year Ending December 31 of
 Historical 2005, Projected 2006 & 2007

Schedule: A-5
 Page: 1 of 5
 Preparer: Robert M. Griffin

Explanation: Provide the Average Water Plant in Service by Primary Account and the calculation of the Average Non-Used and Useful Plant in Service

Line No.	Acct No.	(1) Account Name	(2) Historical Base Year 2005			(5) Intermediate Year 2006			(8) Projected Rate Year 2007		
			Adjusted Balance	(3) Non-Used & Useful %	(4) Adjusted	Adjusted Balance	(6) Non-Used & Useful %	(7) Amount	Adjusted Balance	(9) Non-Used & Useful %	(10) Amount
1		INTANGIBLE PLANT									
2	301.1	Organization	0	0.00%	0	0	0.00%	0	0	0.00%	0
3	302.1	Franchises	0	0.00%	0	0	0.00%	0	0	0.00%	0
4	339.1	Other Plant & Misc. Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
5		SOURCE OF SUPPLY & PUMPING PLANT									
6	303.2	Land & Land Rights	0	0.00%	0	0	0.00%	0	0	0.00%	0
7	304.2	Structures & Improvements	3,028	0.00%	0	9,497	0.00%	0	10,036	0.00%	0
8	305.2	Collect. & Impound Reservoirs	0	0.00%	0	0	0.00%	0	0	0.00%	0
9	306.2	Lake, River & Other Intakes	0	0.00%	0	0	0.00%	0	0	0.00%	0
10	307.2	Wells & Springs	9,519	0.00%	0	9,519	0.00%	0	9,519	0.00%	0
11	308.2	Infiltration Galleries & Tunnels	0	0.00%	0	0	0.00%	0	0	0.00%	0
12	309.2	Supply Mains	16,198	0.00%	0	16,198	0.00%	0	16,198	0.00%	0
13	310.2	Power Generation Equipment	30,068	0.00%	0	30,068	0.00%	0	30,068	0.00%	0
14	311.2	Pumping Equipment	13,031	0.00%	0	13,031	0.00%	0	15,050	0.00%	0
15	339.2	Other Plant & Misc. Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
16		WATER TREATMENT PLANT									
17	303.3	Land & Land Rights	2,960	0.00%	0	2,960	0.00%	0	2,960	0.00%	0
18	304.3	Structures & Improvements	28,245	0.00%	0	40,382	0.00%	0	40,710	0.00%	0
19	311.3	Pumping Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
✓20	320.3	Water Treatment Equipment	26,898	0.00%	0	30,318	0.00%	0	71,359	0.00%	0
21	339.3	Other Plant & Misc. Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
22		TRANSMISSION & DISTRIBUTION PLANT									
23	303.4	Land & Land Rights	0	0.00%	0	0	0.00%	0	0	0.00%	0
24	304.4	Structures & Improvements	0	0.00%	0	0	0.00%	0	0	0.00%	0
25	311.4	Pumping Equipment	29,046	0.00%	0	29,046	0.00%	0	29,046	0.00%	0
26	330.4	Distr. Reservoirs & Standpipes	50,803	0.00%	0	50,803	0.00%	0	50,803	0.00%	0
✓27	331.4	Transm. & Distribution Mains	89,869	0.00%	0	113,687	0.00%	0	123,084	0.00%	0
28	333.4	Services	23,448	0.00%	0	23,448	0.00%	0	23,448	0.00%	0
✓29	334.4	Meters & Meter Installations	67,558	0.00%	0	75,480	0.00%	0	93,906	0.00%	0
30	335.4	Hydrants	2,288	0.00%	0	2,288	0.00%	0	4,051	0.00%	0
31	336.4	Backflow Prevention	0	0.00%	0	0	0.00%	0	0	0.00%	0
32	339.4	Other Plant & Misc. Equipment	1,018	0.00%	0	1,018	0.00%	0	1,018	0.00%	0
33		GENERAL PLANT									
34	303.5	Land & Land Rights	0	0.00%	0	0	0.00%	0	0	0.00%	0
35	304.5	Structures & Improvements	7,183	0.00%	0	7,183	0.00%	0	7,183	0.00%	0
36	340.5	Office Furniture & Equipment	2,599	0.00%	0	2,599	0.00%	0	2,599	0.00%	0
✓37	340.51	Computer Equipment	1,328	0.00%	0	10,242	0.00%	0	28,975	0.00%	0
38	341.5	Transportation Equipment	1,046	0.00%	0	1,046	0.00%	0	1,046	0.00%	0
39	342.5	Stores Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
40	343.5	Tools, Shop & Garage Equipment	608	0.00%	0	608	0.00%	0	608	0.00%	0
41	344.5	Laboratory Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
42	345.5	Power Operated Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
43	346.5	Communication Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
44	347.5	Miscellaneous Equipment	0	0.00%	0	0	0.00%	0	0	0.00%	0
45	348.5	Other Tangible Plant	3,014	0.00%	0	3,013	0.00%	0	3,013	0.00%	0
46	TOTAL		409,754		0	472,435		0	564,683		0
	Total Land and Land Rights		2,960		0	2,960		0	2,960		0

Gallons of Water Pumped, Sold and Unaccounted For
In Thousands of Gallons

Florida Public Service Commission

Arredondo Estates/Farms
Docket No. 060368-WS
Test Year End: 12/31/2005

Schedule: F-1
Page: 1 of 1
Preparer: John F. Guastella

Explanation: Provide a schedule of gallons of water pumped, sold and unaccounted for each month of the test year. The gallons pumped should match the flows shown on the monthly operating reports sent to DER. The other uses may include plant use, flushing of hydrants and water and sewer lines, line breakages and fire flows. Provide all calculations to substantiate the other uses. If unaccounted for water is greater than 10%, provide an explanation as to the reasons why.

Line No.	Month 2005	(1) Gallons Pumped	(2) Gallons Purchased	(3) Gallons Sold	(4) Other Uses	(5) Unaccounted For Water (1)+(2)-(3)-(4)	(6) % Unaccounted For Water
1	Jan	3,493	0	2,462	850	181	
2	Feb	3,074	0	3,006	0	68	
3	Mar	3,364	0	1,858	1,323	183	
4	Apr	3,228	0	1,897	1,208	123	
5	May	4,212	0	2,205	1,820	187	
6	Jun	3,452	0	1,923	1,366	163	
7	Jul	3,558	0	2,037	1,295	226	
8	Aug	3,441	0	2,106	1,163	172	
9	Sep	3,630	0	2,645	716	269	
10	Oct	3,459	0	2,406	791	262	
11	Nov	3,411	0	2,457	713	241	
12	Dec	3,441	0	2,107	1,121	213	
13	TOTAL	41,763	0	27,109	12,366	2,288	5.5%

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Blood From Turnips

The Rape of Arredondo

35% of Purchased Water is Unaccounted For in the Base Year

■ See Schedule F-1

- 41,763,000 Gallons of water pumped
- 12,366,000 Gallons of water for “other uses.”
- 2,288,000 Gallons of water “unaccounted for.”

Snowbird Trap

- Why not reduce the monthly rate charged to customers who are away for half the year?
- Why charge a fee to turn the water off and then charge another fee to turn it back on?

Arredondo Estates has no “other use” for water

- We have no hydrants or sewer lines
 - Fire water must be brought to the scene by truck.

- Why are we paying for broken lines when we are already paying salaries and management fees for correct ensure the lines are repaired in a timely fashion

- Therefore, our *other uses* are “plant use.”
 - We question the inefficiency of a plant that uses 12.3M gallons of water

All For Arredondo???

■ See Schedule B-5

■ Salaries	\$31,307
■ Contract Services	25,321
■ Management Services	13,394
■ Misc. Expenses?	24,052
■ Bad Dept*	17,952

■ * Are not the deposits deducted from this amount?

■ Shouldn't these expenses be born by ALL who are served by them?

Questionable Increases in Expenses Assessed to Arredondo

- See Schedule A-5
- Water Treatment Equipment Purchases
 - \$41,041 between '06 and '07
- Water Meters and Meter Installation
 - \$26,318 between '05 and '07
- Computer Equipment
 - \$27,647 between '05 and '07

Must We Continue to Pay More For Less?

	GRU	Aqua
Current Monthly Rate	\$4.86	\$13.55
Increased Monthly Rate	NA	\$22.49
Current Cost/1000 gallons	\$1.42	\$2.30
Increased Cost/1000 gallons	NA	\$4.20
*Avg. Current Water Bill	\$11.04	\$23.56
*Avg. Increased Water Bill	NA	\$40.56
* Assuming 519 Households using 4353 gallons per month.	Who get's the tax?	Plus Tax??

The People Are Entitled to Fair Representation

- The number of cases brought by the utility is more than can be handled by one office within the time allotted
- Arredondo Residents should have an opportunity to meet with their counsel so that we can make our concerns known







Sharon C. Huey
P O Box 140388
Gainesville, FL 32614

May 16, 2007

Public Service Commission
Consumers Complaint Commission Clerk
2540 Shumart Oak Blvd
Tallahassee, FL 32399

RE:Doc# 060693
Gainesville, FL

I have been a resident of Arredondo Estates in Gainesville for many years and have three accounts with Aqua Utilities Florida, Inc.

As the water system is old and is prone to leaks, I keep close watch on the water bills to detect any overages indicating a leak somewhere. However, Aqua Utilities only reads one of the three meters, if any at all. After having several letters ignored, I have been reading the meters myself for the past year and faxing them in to their customer service. However, they are not consistent with their billing period so they have rarely used my readings. It makes it very difficult to budget for our utility costs with their erratic billing. Obviously, every one who lives in Arredondo has to budget carefully.

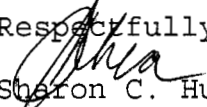
I have attempted to find out how to get a job reading the meters but their web site shows no vacancies and you cannot talk to a person about it.

Recently, one of my locations was without water but when I called the emergency number, I was told that no emergency existed since they had NO report of a water outage and so my call would not be returned. As it turned out, some water personnel had been there, according to the neighbors, all of whom had water. We had no prior knowledge, nor was there a courtesy notice left on our door. Recently, 2 of the 3 meters were changed out, also with no notice, either before or after. The only indication of a visit was the trash they left behind from their work, photo enclosed. Each time the water service is restored, the system is filled with debris and limerock that clogs my pipes and especially the faucets.

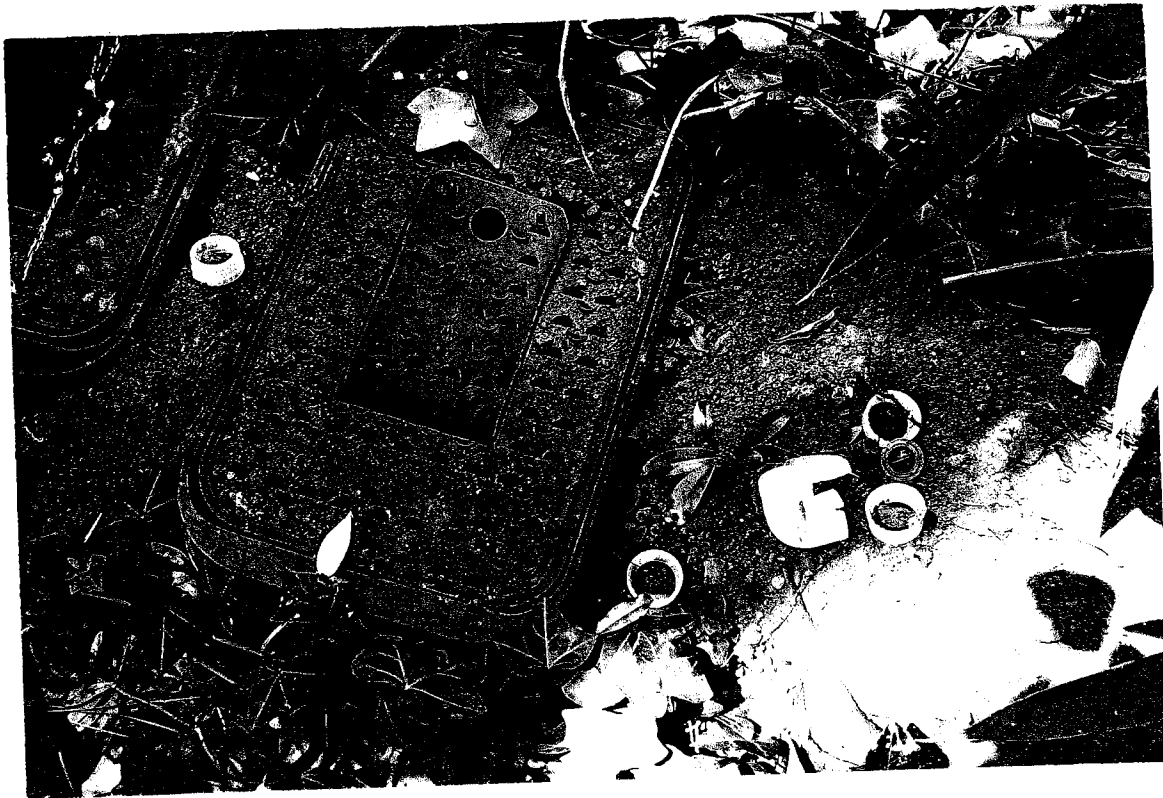
The immediate past billing was confusing as they used two different rates and estimated each usage. How can that be justified when their "readings" are not even close on 2 of the 3 accounts. Also, one account using 1700 gallons was higher than the one using 3200 gallons. Their explanation was a long billing cycle in which they pro rated the base facility charge in excess of 30 days, but they didn't lower the base facility charge on the account of only 27 days. Note that this is not for days of USAGE for days of BILLING. If the meter is not read, (and I can prove that it is not), why should I have to pay for an accounting mishap. And why is it called a BASE facility charge when it is not a BASE figure.

We also had no potable water for three weeks after the hurricanes of 2005, when the rest of the area had water in under a week. The conditions were not so terrible that they couldn't fix it in less time. No notices were ever received from Aqua Utilities, only from the news media, regarding the potability of the water, nor were any credits given for reduced services.

They haven't done anything to deserve a rate hike and I can't believe that they will ever do better. They know we don't have a choice in our water services.

Respectfully,

Sharon C. Huey

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 21
COMPANY Aqua Utilities FL, Inc.
WITNESS Sharon Huey letters
DATE 05/16/07



D. No. 060368-WS, Exh 21.

Shea Huey

Post Office Box 140388
Gainesville, FL 32614-0388

Home: (352) 377-4339
Cell: (352) 665-6138
E-mail: HueyShC@aol.com

PLEASE PRINT NAME AND RETURN THE BOTTOM OF BILL WITH YOUR PAYMENT.
MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
DBA AQUA UTILITIES FLORIDA INC
PO BOX 8010
PHILADELPHIA PA 19101-8010

2. No. 0652122, Ex-10-02
STEVEN MILLER
7117 SW ARCHER RD LOT 2619
GAINESVILLE FL 32608-4656

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0033-02-0820-7-2		7117 SW ARCHER RD #2619			7/15/05	8/04/05	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	6/01/05	7/02/05	31	481	479	2
USAGE HISTORY							
ONE YEAR AGO	WATER BASE FACILITY CHARGE					13.55	
8	WATER USAGE					4.60	
LAST MONTH	SEWER BASE FACILITY CHARGE					15.02	
5	SEWER USAGE					7.00	
LAST YEAR AVG.	UTILITY TAX					1.81	
6	PREVIOUS BALANCE					12.93	
FOR CUSTOMER SERVICE, CALL 800-250-7532							
						PAY THIS AMOUNT	54.91

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT.


FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 22
COMPANY Aqua Utilities FL, Inc
WITNESS Bills of Steve Miller, Reg Issued John Mazzerle & Lea Triggs
DATE 05/16/07

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 8010
 PHILADELPHIA PA 19101-8010

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				8/15/05	9/06/05	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	7/02/05	8/06/05	35	481	481	0

USAGE HISTORY		
ONE YEAR AGO	5	
LAST MONTH	2	
LAST YEAR AVG.	5	
WATER BASE FACILITY CHARGE 13.55 SEWER BASE FACILITY CHARGE 15.02 UTILITY TAX 1.35 PREVIOUS CREDIT BALANCE 5.09CR		
FOR CUSTOMER SERVICE, CALL 800-250-7532		
PAY THIS AMOUNT 		24.83


PAYMENT DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 PREVIOUS BALANCE, IF ANY IS DUE IMMEDIATELY.

PLEASE PRINT NAME AND RETURN FOR PORTION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 8010
 PHILADELPHIA PA 19101-8010

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				9/20/05	10/10/05	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	8/06/05	9/06/05	31	482	481	1


USAGE HISTORY		USAGE
ONE YEAR AGO	7	
LAST MONTH	0	
LAST YEAR AVG.	5	
FOR CUSTOMER SERVICE, CALL 800-250-7532		
		13.55
		2.30
		15.02
		3.50
		1.58
PAY THIS AMOUNT 		35.95

PAYMENT DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 PREVIOUS BALANCE, IF ANY IS DUE IMMEDIATELY.

PLEASE PRINT NAME AND RETURN TO: PORTION OF BILL WITH FOOTNOTED
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 8010
 PHILADELPHIA PA 19101-8010

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0033-02-0820-7-2		7117 SW ARCHER RD #2619			11/14/05	12/05/05	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	10/06/05	11/02/05	27	484	484	0
USAGE HISTORY		WATER BASE FACILITY CHARGE					13.55
ONE YEAR AGO		SEWER BASE FACILITY CHARGE					15.02
3		UTILITY TAX					1.35
LAST MONTH		PREVIOUS CREDIT BALANCE					.07CR
2							
LAST YEAR AVG.							
4							
FOR CUSTOMER SERVICE, CALL 800-250-7532							
						PAY THIS AMOUNT 	29.85


PAYMENT DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 PREVIOUS BALANCE, IF ANY IS DUE IMMEDIATELY.

PLEASE PRINT NAME AND RETURN TO: OFFICE OF THE CITY CLERK
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK PA 07101-1787

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				1/12/06	2/01/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	12/06/05	1/06/06	31	501	488	13

USAGE HISTORY		
	WATER BASE FACILITY CHARGE	13.55
	WATER USAGE	29.90
ONE YEAR AGO	SEWER BASE FACILITY CHARGE	15.02
3	SEWER USAGE	24.50
	UTILITY TAX	4.34
LAST MONTH	PREVIOUS BALANCE	2.04
4		
LAST YEAR AVG.		
4		
FOR CUSTOMER SERVICE, CALL 800-250-7532		
	PAY THIS AMOUNT 	89.35

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5514573364 01/03/07
117 YN \$134.00
RECIBO
1477203724577

EMPLOYEE
5514573364 3 618 (1/06) 500/5000
M 87534-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5539381884 08/07/06
299 YN \$200.00
RECIBO
1477203724577

EMPLOYEE
5539381884 3 618 (1/06) 500/5000
M 87905-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5576137733 10/05/06
148 YN \$147.00
RECIBO
1477203724577

EMPLOYEE
5576137733 1 618 (1/06) 500/5000
M 88431-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5576385394 11/07/06
09 YN \$100.00
RECIBO
1477203724577

EMPLOYEE
5576385394 8 618 (1/06) 500/5000
M 88431-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5574243595 09/26/06
101 YN \$122.00
RECIBO
1477203724577

EMPLOYEE
5574243595 8 618 (1/06) 500/5000
M 88430-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
W. Alon
5539141360 06/05/06
107 YN \$62.00
RECIBO
1477203724577

EMPLOYEE
5539141360 5 618 (1/06) 500/5000
M 87905-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5537697848 03/05/07
122 YN \$100.00
RECIBO
1477203724577

EMPLOYEE
5537697848 1 618 (1/06) 500/5000
M 87904-N

KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

MONEYGRAM PAYMENT SYSTEMS, INC. DRAWER
P.O. BOX 9476
MINNEAPOLIS, MN 55480
www.moneygram.com

PLEASE READ REVERSE SIDE DATE/AMOUNT

RECEIPT
5596086733 02/05/07
119 YN \$100.00
RECIBO
1477203724577

EMPLOYEE
5596086733 6 618 (6/06) 500/5000
M 89078-N


KEEP A COPY OF THIS STUB FOR YOUR RECORDS/
MANTENGA UNA COPIA DE ESTE RECIBO PARA SUS ARCHIVOS

PLEASE READ HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK PA 07101-1787

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				2/14/06	3/06/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	1/06/06	2/08/06	33	526	501	25

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
	WATER USAGE	58.75
11	SEWER BASE FACILITY CHARGE	15.30
	SEWER USAGE	24.92
LAST MONTH	UTILITY TAX	7.26
13		
LAST YEAR AVG.		
5		
FOR CUSTOMER SERVICE, CALL		
800-250-7532		
PAY THIS AMOUNT 		120.08


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE PRINT NAME AND RETURN TO: LOCATION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				3/15/06	4/04/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	2/08/06	3/07/06	27	530	526	4

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
	WATER USAGE	9.40
4	SEWER BASE FACILITY CHARGE	15.30
	SEWER USAGE	14.24
LAST MONTH	UTILITY TAX	2.32
	PREVIOUS BALANCE	.08
25		
LAST YEAR AVG.		
6		
FOR CUSTOMER SERVICE, CALL		
800-250-7532		
		PAY THIS AMOUNT 
		55.19


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				4/12/06	5/02/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	3/07/06	4/05/06	29	544	530	14

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
	WATER USAGE	32.90
4	SEWER BASE FACILITY CHARGE	15.30
	SEWER USAGE	24.92
LAST MONTH	UTILITY TAX	4.67
4		
LAST YEAR AVG.		
6		
FOR CUSTOMER SERVICE, CALL 800-250-7532		
PAY THIS AMOUNT 		91.64


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE CLIP HERE AND RETURN TO PORTION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				6/12/06	7/03/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	5/02/06	6/07/06	36	563	549	14

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
5	WATER USAGE	32.90
LAST MONTH	SEWER BASE FACILITY CHARGE	15.30
5	SEWER USAGE	24.92
LAST YEAR AVG.	UTILITY TAX	4.67
7	PREVIOUS CREDIT BALANCE	.74CR
FOR CUSTOMER SERVICE, CALL 800-250-7532		
PAY THIS AMOUNT 		90.90

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.


Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at www.aquautilitiesflorida.com to see your report.

PLEASE PRINT NAME AND ADDRESS FOR LOCATION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

STEVEN MILLER
 7117 SW ARCHER RD LOT 2619
 GAINESVILLE FL 32608-4656

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0820-7-2	7117 SW ARCHER RD #2619				10/12/06	11/01/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 93878767	R	9/07/06	10/10/06	33	590	588	2

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
2	WATER USAGE	4.70
LAST MONTH	SEWER BASE FACILITY CHARGE	15.30
13	SEWER USAGE	7.12
LAST YEAR AVG.	UTILITY TAX	1.85
9	PREVIOUS BALANCE	88.73
FOR CUSTOMER SERVICE, CALL 800-250-7532		
PAY THIS AMOUNT 		131.55

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT. IF DISCONNECTED, SERVICE WILL BE RESTORED WITHIN 24 HOURS OF RECEIPT OF PAYMENT.



Service To:
 STEVEN MILLER
 7117 SW ARCHER RD UNIT 2619
 GAINESVILLE, FL 32608-4656
 Lot: 1326147 Block:

Account Number
000906957 0649273
 ARREDONDO FARMS

Questions about your water/sewer service? ... Contact us before the due date.
 Aqua Utilities Florida, Inc. Tel: 877.987.2782
 762 W. Lancaster Avenue Fax: 866.780.8292
 Bryn Mawr, PA 19010-3489 e Mail: custserv@aquamerica.com

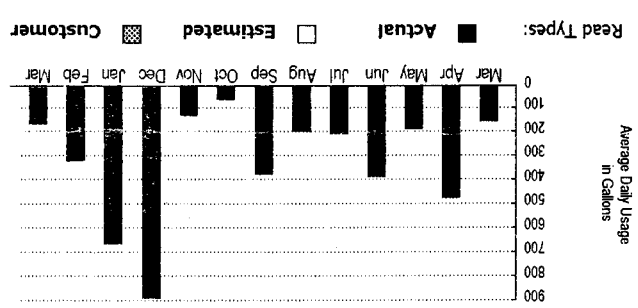
Meter Data

Meter	Size	Billing Period	Read Type	Meter Readings	Usage	Units
93878767	5/8	03/12/07	Actual	661400	4,600	Gallons
		02/12/07	Actual	656800	4,600	Gallons
		Total Days: 28	Total Usage:		4,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 193.68
Total Payments Received	100.00
Balance	93.68
Water Base Facility Charge	13.85
4,600 gallons @ \$0.00235 per gallon	10.81
Current Water Charges	24.66
Sewer Base Facility Charge	15.30
4,600 gallons @ \$0.00356 per gallon	16.38
Current Sewer Charges	31.68
Utility Tax	2.47
Amount Due 04/09/07	\$ 152.49

Water Usage History



Message Center

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

1336568

FL2010042
 PAPERLESS
 REV 09/07



Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

Account Number:
000902883 0645463
 ARREDONDO ESTATES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **December 13, 2006** Total Amount Due **\$ 4.04** Due Date **January 04, 2007**

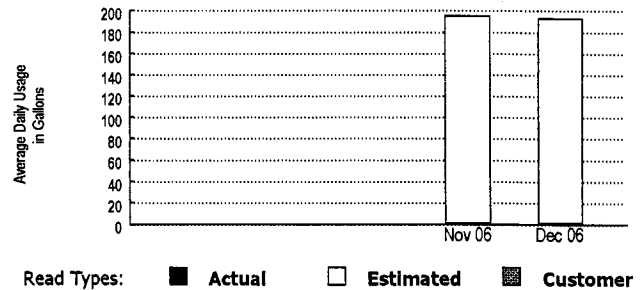
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
77113825	5/8	12/08/06	37	Estimated	244700	7,200	Gallons
		11/01/06		Estimated	237500		
Average Daily Usage = 194 Gallons		Total Days: 37		Total Usage:		7,200	Gallons

Billing Detail

Amount Owed from Last Bill \$ 33.36 Credit
 Total Payments Received..... 0.00
Balance..... 33.36 Credit
 Water Base Facility Charge 17.08
 7,200 gallons @ \$0.00235 per gallon 16.92
 Total Water Charges 34.00
 Utility Tax..... 3.40
Amount Due 01/04/07 \$ 4.04

Water Usage History



Message Center

- This bill is based on an estimated reading. Your actual usage could be higher. Please refer to the back for estimated billing procedure.

1336567

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

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

Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

AQUA Water Bill

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

Account Number
000902883 0645463
 Total Amount Due **\$ 4.04** Due Date **January 04, 2007**

Amount Enclosed

\$.

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

Seq=1040 Cyc=33M9 1up=299662

*****AUTO**MIXED AADC 189 C 6 P 11
 REG ISON
 5500 LAREDO ST
 KEYSTONE HEIGHTS FL 32656-8541



00090288306454630000000004042





Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

Account Number
000902883 0645463
 ARREDONDO ESTATES

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

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

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

Bill Date **January 23, 2007** Total Amount Due **\$ 46.56** Due Date **February 14, 2007**

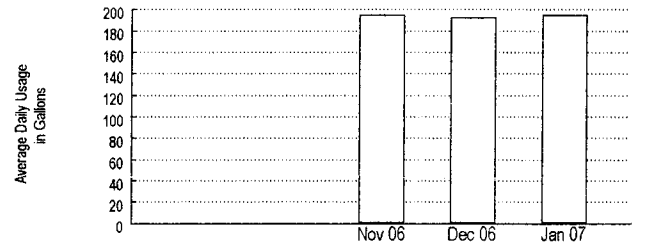
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
77113825	5/8	01/19/07 12/08/06	42	Estimated Estimated	252900 244700	8,200	Gallons
Average Daily Usage = 195 Gallons		Total Days: 42		Total Usage:		8,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 4.04
Total Payments Received.....	0.00
Balance.....	4.04
Water Base Facility Charge.....	19.39
8,200 gallons @ \$0.00235 per gallon	19.26
Total Water Charges	38.65
Utility Tax.....	3.87
Amount Due 02/14/07	\$ 46.56

Water Usage History



Read Types: ■ Actual □ Estimated ▣ Customer

Message Center

- This bill is based on an estimated reading. Your actual usage could be higher. Please refer to the back for estimated billing procedure.

1336567

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010041

Service To:



1536
3/1/07
#100

Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

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

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

Questions about your water service?... Contact us before the due date.
Bill Date February 19, 2007 Total Amount Due \$ 73.43
Due Date March 13, 2007

Account Number
000902883 0645463
ARREDONDO ESTATES

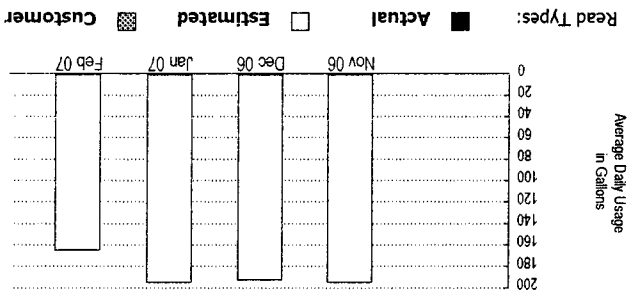
Meter Data

Meter	Size	Billing Period	Read Type	Meter Readings	Usage	Units
77113825	5/8	02/15/07 - 27	Estimated	257400	4,500	Gallons
		01/19/07 - 27	Estimated	252900	4,500	Gallons
		Total Days: 27		Total Usage:	4,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 46.56
Total Payments Received	0.00
Balance	46.56
Water Base Facility Charge	13.85
4,500 gallons @ \$0.00235 per gallon	10.58
Total Water Charges	24.43
Utility Tax	2.44
Amount Due 03/13/07	\$ 73.43

Water Usage History



Message Center

This bill is based on an estimated reading. Your actual usage could be higher. Please refer to the back for estimated billing procedure.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

1336567

FL2010041



Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

Account Number
000902883 0645463
 ARREDONDO ESTATES

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

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

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

Bill Date
March 16, 2007

Credit Balance
(\$ 90.46)

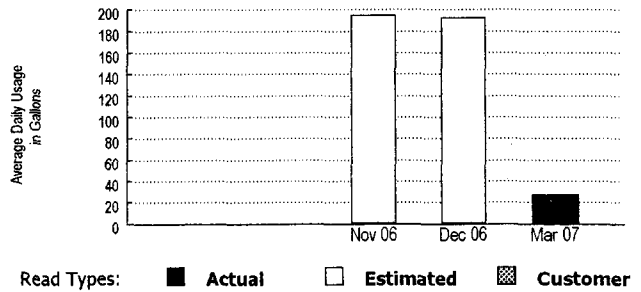
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
77113825	5/8	03/13/07	95	Actual	247500	2,800	Gallons
		12/08/06		Estimated	244700		
Average Daily Usage = 29 Gallons		Total Days: 95		Total Usage:		2,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 73.43	
Total Payments Received.....	150.00	
Balance	76.57	Credit
Adjustments	69.39	Credit
Water Base Facility Charge.....	43.86	
2,800 gallons @ \$0.00235 per gallon	6.59	
Total Water Charges	50.45	
Utility Tax.....	5.05	
Amount Due 04/09/07	\$ 90.46	Credit

Water Usage History



Message Center

1336567

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010041

AQUA Water Bill

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

Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

Account Number
000902883 0645463
 Credit Balance
(\$ 90.46)

Do Not Pay

You have a credit balance on your account.

Seq=16367 Cyc=33M9 1up=319549

*****AUTO**5-DIGIT 32608 C 52 P 71
 REG ISON
 5209 SW 70TH TER
 GAINESVILLE FL 32608-4557



00090288306454630000000090467





Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

Account Number
000902883 0645463
 ARREDONDO ESTATES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **April 25, 2007**
 Credit Balance **(\$ 56.26)**

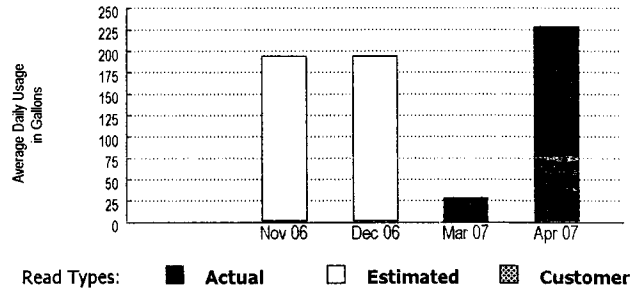
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
77113825	5/8	04/13/07	31	Actual	254600	7,100	Gallons
		03/13/07		Actual	247500		
Average Daily Usage = 229 Gallons		Total Days: 31		Total Usage:		7,100	Gallons

Billing Detail

Amount Owed from Last Bill \$ 90.46 Credit
 Total Payments Received..... 0.00
Balance..... 90.46 Credit
 Total Water Charges 31.09
 Utility Tax..... 3.11
Amount Due 05/17/07 \$ 56.26 Credit

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336567

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010041

AQUA Water Bill

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

Service To:
REG ISON
5209 SW 70TH TER
GAINESVILLE, FL 32608
Lot: 1326101 Block:

Account Number
000902883 0645463
 Credit Balance
(\$ 56.26)

Do Not Pay

You have a credit balance on your account.

Seq=25883 Cyc=33M9 1up=328508

*****AUTO**5-DIGIT 32608 C 69 P 75
 REG ISON
 5209 SW 70TH TER
 GAINESVILLE FL 32608-4557




00090288306454630000000056263



MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK PA 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE			
0033-02-0790-1-1		7117 SW ARCHER RD #2802			2/14/06	3/06/06			
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE		
		FROM	TO		CURRENT	PREVIOUS			
RG01 97205928	R	1/06/06	2/08/06	33	570	567	3		
USAGE HISTORY		<p style="text-align: right;"><i>pd 48.97</i> <i>✓ 1062</i></p>							
ONE YEAR AGO	WATER BASE FACILITY CHARGE								13.85
	WATER USAGE								7.05
1	SEWER BASE FACILITY CHARGE								15.30
	SEWER USAGE								10.68
LAST MONTH	UTILITY TAX								2.09
11									
LAST YEAR AVG.									
4									
FOR CUSTOMER SERVICE, CALL 800-250-7532		PAY THIS AMOUNT 			48.97				

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE PRINT NAME AND ADDRESS FOR PORTION OF BILL WITH FOOTPRINT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0033-02-0790-1-1		7117 SW ARCHER RD #2802			3/15/06	4/04/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 97205928	R	2/08/06	3/07/06	27	574	570	4
USAGE HISTORY		Pd 95.11 ✓ 1071					
ONE YEAR AGO	WATER BASE FACILITY CHARGE						13.85
	WATER USAGE						9.40
3	SEWER BASE FACILITY CHARGE						15.30
	SEWER USAGE						14.24
LAST MONTH	UTILITY TAX						2.32
3							
LAST YEAR AVG.							
4							
FOR CUSTOMER SERVICE, CALL 800-250-7532		PAY THIS AMOUNT →					55.11


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
DBA AQUA UTILITIES FLORIDA INC
PO BOX 1787
NEWARK NJ 07101-1787

JOHN MAZZERLE
7117 SW ARCHER RD LOT 2802
GAINESVILLE FL 32608-4664

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0790-1-1	7117 SW ARCHER RD #2802				4/12/06	5/02/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
RG01 97205928	R	FROM	TO		CURRENT	PREVIOUS	
		3/07/06	4/05/06	29	577	574	3

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
4	WATER USAGE	7.05
LAST MONTH	SEWER BASE FACILITY CHARGE	15.30
4	SEWER USAGE	10.68
LAST YEAR AVG.	UTILITY TAX	2.09
4	PREVIOUS BALANCE	.10
FOR CUSTOMER SERVICE, CALL 800-250-7532		
<i>Pd 49.07</i> <i>✓ 1076</i>		
PAY THIS AMOUNT 		49.07

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE			
0033-02-0790-1-1	7117 SW ARCHER RD #2802				5/11/06	6/01/06			
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE		
		FROM	TO		CURRENT	PREVIOUS			
RG01 97205928	R	4/05/06	5/02/06	27	581	577	4		
USAGE HISTORY		<p style="text-align: right;"><i>P255¹¹</i> <i>✓ 1081</i></p>							
ONE YEAR AGO	WATER BASE FACILITY CHARGE						13.85		
	WATER USAGE						9.40		
3	SEWER BASE FACILITY CHARGE						15.30		
	SEWER USAGE						14.24		
LAST MONTH	UTILITY TAX		2.32						
3									
LAST YEAR AVG.									
4									
FOR CUSTOMER SERVICE, CALL 800-250-7532							<div style="border: 1px solid black; padding: 2px; display: inline-block;"> PAY THIS AMOUNT </div>		
							55.11		

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.


PLEASE READ HERE AND RETURN TO: OFFICE OF THE UTILITY REGULATORY COMMISSION
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

*Pd 73.55
 ✓ 1087*

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0790-1-1	7117 SW ARCHER RD #2802				6/12/06	7/03/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 97205928	R	5/02/06	6/07/06	36	588	581	7

USAGE HISTORY		
ONE YEAR AGO	4	
LAST MONTH	4	
LAST YEAR AVG.	4	
FOR CUSTOMER SERVICE, CALL 800-250-7532		
		WATER BASE FACILITY CHARGE 13.85 WATER USAGE 16.45 SEWER BASE FACILITY CHARGE 15.30 SEWER USAGE 24.92 UTILITY TAX 3.03
		PAY THIS AMOUNT  73.55


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at www.aquautilitiesflorida.com to see your report.

PLEASE PRINT NAME AND ADDRESS OF CUSTOMER OF SERVICE
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
0033-02-0790-1-1		7117 SW ARCHER RD #2802			7/19/06		8/08/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
RG01 97205928	R	6/07/06	7/10/06	33	592	588	4	
USAGE HISTORY		WATER BASE FACILITY CHARGE 13.85 WATER USAGE 9.40 SEWER BASE FACILITY CHARGE 15.30 SEWER USAGE 14.24 UTILITY TAX 2.32					<i>PD 55¹¹</i> <i>✓ 1095</i>	
ONE YEAR AGO								
6								
LAST MONTH								
7								
LAST YEAR AVG.								
4								
FOR CUSTOMER SERVICE, CALL 800-250-7532							PAY THIS AMOUNT  55.11	

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE PRINT NAME AND ADDRESS FOR SERVICE OF BILL (SEE PAGE 1) (SEE SERVICE)

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0790-1-1	7117 SW ARCHER RD #2802				8/23/06	9/12/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 97205928	R	7/10/06	8/04/06	25	594	592	2
USAGE HISTORY		WATER BASE FACILITY CHARGE WATER USAGE SEWER BASE FACILITY CHARGE SEWER USAGE UTILITY TAX					13.85 4.70 15.30 7.12 1.95
ONE YEAR AGO							
5							
LAST MONTH							
4							
LAST YEAR AVG.							
4							
FOR CUSTOMER SERVICE, CALL 800-250-7532							
						PAY THIS AMOUNT	42.82

*Pd 42⁸²
 ✓ 1104*


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE PRINT NAME AND RETURN FOR PORTION OF BILL WITH FOOTPRINT
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
0033-02-0790-1-1	7117 SW ARCHER RD #2802				9/18/06	10/09/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 97205928	R	8/04/06	9/07/06	34	597	594	3

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
0	WATER USAGE	7.05
LAST MONTH	SEWER BASE FACILITY CHARGE	15.30
2	SEWER USAGE	10.68
LAST YEAR AVG.	UTILITY TAX	2.09
4		
FOR CUSTOMER SERVICE, CALL 800-250-7532		
<i>Pd 48⁹⁷ ✓ 1108</i>		
PAY THIS AMOUNT 		48.97


CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
 MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

ARREDONDO UTILITY CO. INC.
 DBA AQUA UTILITIES FLORIDA INC
 PO BOX 1787
 NEWARK NJ 07101-1787

JOHN MAZZERLE
 7117 SW ARCHER RD LOT 2802
 GAINESVILLE FL 32608-4664

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0033-02-0790-1-1		7117 SW ARCHER RD #2802			10/12/06	11/01/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 97205928	R	9/07/06	10/10/06	33	602	597	5

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	13.85
0	WATER USAGE	11.75
LAST MONTH	SEWER BASE FACILITY CHARGE	15.30
3	SEWER USAGE	17.80
LAST YEAR AVG.	UTILITY TAX	2.56
4		
FOR CUSTOMER SERVICE, CALL 800-250-7532		
PAY THIS AMOUNT 		61.26

*Pd 61²⁶
 ✓ 1109*

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
 SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.



Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT #2802
GAINESVILLE, FL 32608-4664
Lot: 1325145 Block:

Account Number
000906991 0649303
 ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **November 15, 2006** Total Amount Due **\$ 54.14** Due Date **December 08, 2006**

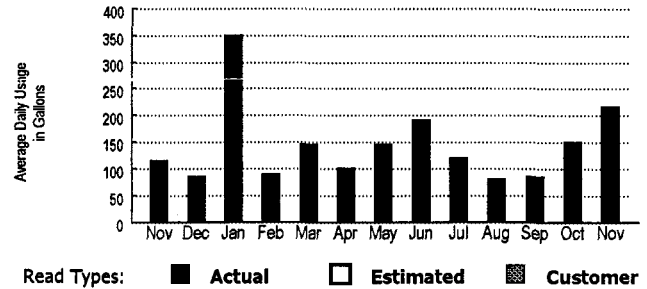
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97205928	5/8	11/02/06	23	Actual	607000	5,000	Gallons
		10/10/06		Actual	602000		
Average Daily Usage = 217 Gallons		Total Days: 23		Total Usage:		5,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 61.26
Total Payments Received.....	61.26
Balance	0.00
Water Base Facility Charge	10.62
5,000 gallons @ \$0.00235 per gallon	11.75
Current Water Charges.....	22.37
Sewer Base Facility Charge.....	29.53
Utility Tax.....	2.24
Amount Due 12/08/06	\$ 54.14

Water Usage History



*Pd 54.14
 ✓ 11/14*

Message Center

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

AUA

Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT #2802
GAINESVILLE, FL 32608-4664
Lot: 1325145 Block:

Account Number
000906991 0649303
 ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date: **December 20, 2006** Total Amount Due: **\$ 55.74** Due Date: **January 11, 2007**

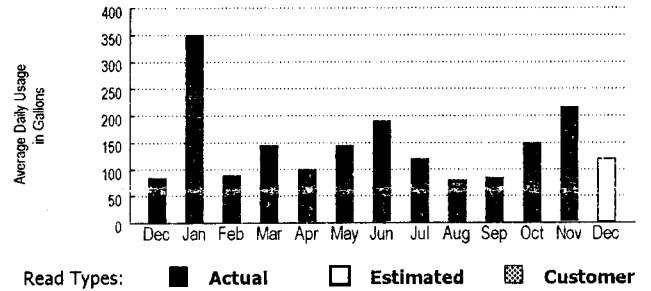
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97205928	5/8	12/06/06	34	Estimated	611100	4,100	Gallons
		11/02/06		Actual	607000		
Average Daily Usage = 120 Gallons		Total Days: 34		Total Usage:		4,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 54.14
Total Payments Received	54.14
Balance	0.00
Water Base Facility Charge	13.85
4,100 gallons @ \$0.00235 per gallon	9.64
Current Water Charges	23.49
Sewer Base Facility Charge	15.30
4,100 gallons @ \$0.00356 per gallon	14.60
Current Sewer Charges	29.90
Utility Tax	2.35
Amount Due 01/11/07	\$ 55.74

Water Usage History



Message Center

*pd 55.74
✓ 11/16*

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.

Service To:

A UA

Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT #2802
GAINESVILLE, FL 32608-4664
Lot: 1325145 Block:

Account Number
000906991 0649303
 ARREDONDO FARMS

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

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

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

Bill Date **December 27, 2006** Total Amount Due **\$ 27.96** Due Date **January 17, 2007**

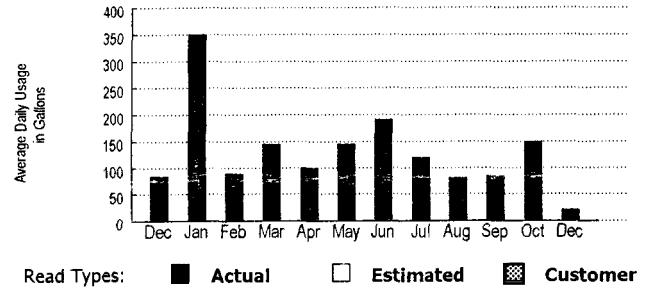
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97205928	5/8	12/20/06	71	Actual	603600	1,600	Gallons
		10/10/06		Actual	602000		
Average Daily Usage \square 22 Gallons		Total Days: 71		Total Usage:		1,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 55.74
Total Payments Received	0.00
Balance	55.74
Adjustments	109.88 Credit
Water Base Facility Charge	32.78
1,600 gallons @ \$0.00235 per gallon	3.76
Current Water Charges	36.54
Sewer Base Facility Charge	36.21
1,600 gallons @ \$0.00356 per gallon	5.70
Current Sewer Charges	41.91
Utility Tax	3.65
Amount Due 01/17/07	\$ 27.96

Water Usage History



*Pd 27.96
✓ 1117*

Message Center

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this section with your payment.

Service To:

A UA

Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT 2802
GAINESVILLE, FL 32608-4664
Lot: 1325145 Block:

Account Number
000906991 0649303
ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due date.
Bill Date **January 23, 2007** Credit Balance **(\$ 4.55)**

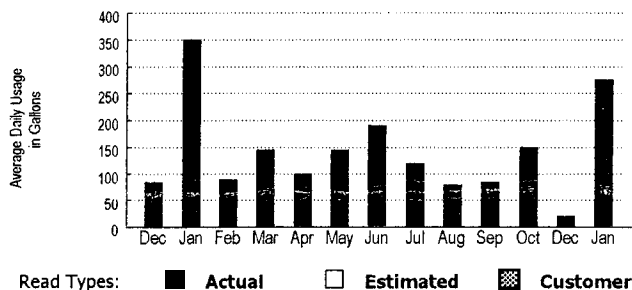
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97205928	5/8	01/09/07 12/20/06	20	Actual Actual	609100 603600	5,500	Gallons
Average Daily Usage = 275 Gallons		Total Days: 20		Total Usage:		5,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 27.96
Total Payments Received.....	83.70
Balance.....	55.74 Credit
Water Base Facility Charge.....	9.23
5,500 gallons @ \$0.00235 per gallon	12.93
Current Water Charges.....	22.16
Sewer Base Facility Charge	10.20
4,667 gallons @ \$0.00356 per gallon	16.61
Next 833 gallons @ \$0.00 per gallon.....	0.00
Current Sewer Charges	26.81
Utility Tax	2.22
Amount Due 02/14/07	\$ 4.55 Credit

Water Usage History



Message Center

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042

AQUA Water/Sewer Bill

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

Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT 2802
GAINESVILLE, FL 32608-4664
Lot: 1325145 Block:

Account Number
000906991 0649303
Credit Balance
(\$ 4.55)

Do Not Pay

You have a credit balance on your account.

Seq=21122 Cyc=33M9 1up=307117

*****AUTO**5-DIGIT 32608 C 59 P 71
JOHN MAZZERLE
7117 SW ARCHER RD LOT 2802
GAINESVILLE FL 32608-4664



00090699106493030000000004553





Service To:
JOHN MAZZERLE
7117 SW ARCHER RD UNIT 2802
GAINESVILLE, FL 32608-4664
Lot: 1325145 Block:

Account Number
000906991 0649303
 ARREDONDO FARMS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 19, 2007** Total Amount Due **\$ 45.04** Due Date **March 13, 2007**

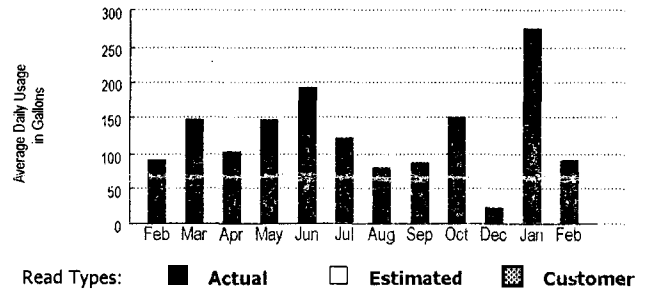
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97205928	5/8	02/12/07	34	Actual	612200	3,100	Gallons
		01/09/07		Actual	609100		
Average Daily Usage = 91 Gallons		Total Days: 34		Total Usage:		3,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 4.55 Credit
Total Payments Received.....	0.00
Balance.....	4.55 Credit
Water Base Facility Charge.....	13.85
3,100 gallons @ \$0.00235 per gallon	7.29
Current Water Charges.....	21.14
Sewer Base Facility Charge	15.30
3,100 gallons @ \$0.00356 per gallon	11.04
Current Sewer Charges	26.34
Utility Tax.....	2.11
Amount Due 03/13/07	\$ 45.04

Water Usage History



*Pd 45.04
 ✓ 1122*

Message Center

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042

PAF-ES-A-0
 REV 01/07

Service To:

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number:
866.261.2989.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

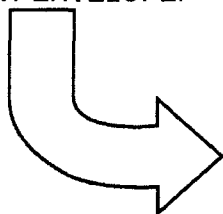
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE
NAME "Aqua Utilities Florida"
SHOWS THROUGH THE WINDOW
OF THE PAYMENT ENVELOPE.



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
LEA TRIGGS
5229 SW 70TH TER
GAINESVILLE, FL 32608-4543
Lot: 1326102 Block:

Account Number
000903002 0645580
 ARREDONDO ESTATES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **January 23, 2007** Total Amount Due **\$ 226.92** Due Date **February 14, 2007**

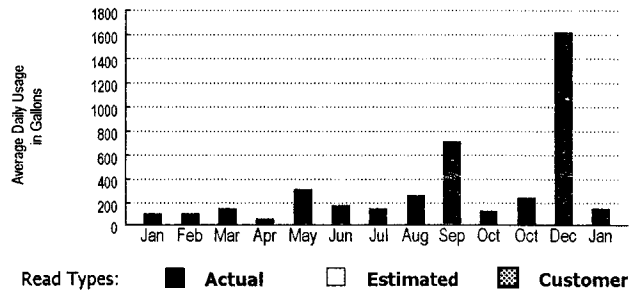
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46198553	5/8	01/11/07	35	Actual	1138300	5,200	Gallons
		12/07/06		Actual	1133100		
Average Daily Usage = 148 Gallons		Total Days: 35		Total Usage:		5,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 198.24
Total Payments Received	0.00
Balance	198.24
Water Base Facility Charge	13.85
5,200 gallons @ \$0.00235 per gallon	12.22
Total Water Charges	26.07
Utility Tax	2.61
Amount Due 02/14/07	\$ 226.92

Water Usage History



Message Center

1336567

FL2010041

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

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

Service To:
LEA TRIGGS
5229 SW 70TH TER
GAINESVILLE, FL 32608-4543
Lot: 1326102 Block:

AQUA Water Bill

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

Account Number
000903002 0645580
 Total Amount Due **\$ 226.92** Due Date **February 14, 2007**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

Seq=20795 Cyc=33M9 1up=307117

*****AUTO**5-DIGIT 32608 C 58 P 70
 LEA TRIGGS
 5229 SW 70TH TER
 GAINESVILLE FL 32608-4543



00090300206455800000000226921



Print: 'N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$0.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$0.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$0.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
	BILLING	UT	UTILTY TAX	\$7.33	
	BILLING TOTAL			\$80.68	\$0.00
4/29/05	EZ-PAY PAYMENT			\$25.02-	\$25.02
4/14/05	BILLING	WB	WATER BASE	\$13.55	
	BILLING	WU	WATER USE	\$9.20	
	BILLING	UT	UTILTY TAX	\$2.27	
	BILLING TOTAL			\$25.02	\$0.00
4/05/05	EZ-PAY PAYMENT			\$30.08-	\$30.08
3/21/05	BILLING	WB	WATER BASE	\$13.55	
	BILLING	WU	WATER USE	\$13.80	
	BILLING	UT	UTILTY TAX	\$2.73	
	BILLING TOTAL			\$30.08	+

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: **N** ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
	BILLING	WU	WATER USE	\$9.20	
	BILLING	UT	UTILTY TAX	\$2.27	
	BILLING TOTAL			\$25.02	\$135.06-
1/11/05	EZ-PAY PAYMENT				\$135.06-
12/29/04	ADJUSTMENT	WU	WATER USE	\$128.80-	
	ADJUSTMENT	UT	UTILTY TAX	\$33.81-	
	ADJUSTMENT TOTAL			\$162.61-	\$27.55
12/27/04	BILLING	WB	WATER BASE	\$13.55	
	BILLING	WU	WATER USE	\$11.50	
	BILLING	UT	UTILTY TAX	\$2.50	
	BILLING TOTAL			\$27.55	\$0.00
12/03/04	EZ-PAY PAYMENT			\$73.50-	+

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE					
Date	Transaction Type	Code	Description	Amount	Acct. Balance
					\$73.50
11/18/04	BILLING	WB	WATER BASE	\$13.55	
	BILLING	WU	WATER USE	\$128.80	
	BILLING	UT	UTILTY TAX	\$14.23	
	BILLING TOTAL			\$156.58	\$83.08-
11/04/04	ADJUSTMENT	WU	WATER USE	\$209.30-	
	ADJUSTMENT TOTAL			\$209.30-	\$126.22
11/04/04	EZ-PAY PAYMENT				\$126.22
10/20/04	BILLING	WB	WATER BASE	\$13.55	
	BILLING	WU	WATER USE	\$101.20	
	BILLING	UT	UTILTY TAX	\$11.47	
	BILLING TOTAL			\$126.22	\$.00 +

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
	ADJUSTMENT	WU	WATER USE	\$2,210.98-	
	ADJUSTMENT TOTAL			\$2,432.07-	\$2,446.77
7/06/04	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$2,210.98	
	BILLING	UT	UTILTY TAX	\$222.43	
	BILLING TOTAL			\$2,446.77	\$0.00
6/22/04	EZ-PAY PAYMENT			\$124.56-	\$124.56
6/07/04	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$99.88	
	BILLING	UT	UTILTY TAX	\$11.32	
	BILLING TOTAL			\$124.56	\$0.00
5/20/04	EZ-PAY PAYMENT			\$266.89-	+

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: **N** ACCT BALANCE TRACE **Utility Billing History** 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$0.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$0.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$0.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
8/06/03	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$13.62	
	BILLING	UT	UTILTY TAX	\$2.69	
	BILLING TOTAL			\$29.67	\$0.00
7/22/03	EZ-PAY PAYMENT			\$31.86-	\$31.86
7/07/03	BILLING	WB	WATER BASE	\$13.22	
	BILLING	WU	WATER USE	\$15.75	
	BILLING	UT	UTILTY TAX	\$2.89	
	BILLING TOTAL			\$31.86	\$0.00
6/20/03	EZ-PAY PAYMENT			\$46.71-	\$46.71
6/05/03	BILLING	WB	WATER BASE	\$13.22	
	BILLING	WU	WATER USE	\$29.25	+

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: 'N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
	BILLING	UT	UTILTY TAX	\$4.24	
	BILLING TOTAL			\$46.71	
					\$.00
5/20/03	EZ-PAY PAYMENT			\$39.29-	
					\$39.29
5/05/03	BILLING	WB	WATER BASE	\$13.22	
	BILLING	WU	WATER USE	\$22.50	
	BILLING	UT	UTILTY TAX	\$3.57	
	BILLING TOTAL			\$39.29	
					\$.00

* END-OF-HISTORY *

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: 'N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
					\$266.89
5/05/04	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$229.27	
	BILLING	UT	UTILTY TAX	\$24.26	
	BILLING TOTAL			\$266.89	
					\$.00
4/21/04	EZ-PAY PAYMENT			\$29.67-	\$29.67
4/06/04	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$13.62	
	BILLING	UT	UTILTY TAX	\$2.69	
	BILLING TOTAL			\$29.67	
					\$.00
3/20/04	EZ-PAY PAYMENT			\$37.16-	\$37.16
3/05/04	BILLING	WB	WATER BASE	\$13.36	+

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: **N** ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
	BILLING	WU	WATER USE	\$20.43	
	BILLING	UT	UTILTY TAX	\$3.37	
	BILLING TOTAL			\$37.16	\$.00
2/20/04	EZ-PAY PAYMENT			\$29.67-	\$29.67
2/05/04	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$13.62	
	BILLING	UT	UTILTY TAX	\$2.69	
	BILLING TOTAL			\$29.67	\$.00
1/21/04	EZ-PAY PAYMENT			\$421.70-	\$421.70
1/06/04	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$370.01	
	BILLING	UT	UTILTY TAX	\$38.33	+

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
	BILLING TOTAL			\$421.70	\$.00
12/20/03	EZ-PAY PAYMENT			\$24.68-	\$24.68
12/05/03	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$9.08	
	BILLING	UT	UTILTY TAX	\$2.24	
	BILLING TOTAL			\$24.68	\$.00
11/21/03	EZ-PAY PAYMENT			\$394.24-	\$394.24
11/06/03	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$345.04	
	BILLING	UT	UTILTY TAX	\$35.84	
	BILLING TOTAL			\$394.24	\$.00 +

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.

Print: N ACCT BALANCE TRACE Utility Billing History 5/11/06 14:38:55
 Account No: 00 3 3 01 0135 1 6 Act Bal: \$276.97 60 Day Bal: \$.00
 Name: TRIGGS, LEA Cur: \$256.57 90 Day Bal: \$.00
 Site: 5229 SW 70TH TER 30D: \$20.40 120 Dy Bal: \$.00

TRANSACTION HISTORY WITH RUNNING ACCOUNT BALANCE

Date	Transaction Type	Code	Description	Amount	Acct. Balance
10/21/03	EZ-PAY PAYMENT			\$34.67-	\$34.67
10/06/03	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$18.16	
	BILLING	UT	UTILTY TAX	\$3.15	
	BILLING TOTAL			\$34.67	\$34.67
9/20/03	EZ-PAY PAYMENT			\$164.51-	\$164.51
9/05/03	BILLING	WB	WATER BASE	\$13.36	
	BILLING	WU	WATER USE	\$136.20	
	BILLING	UT	UTILTY TAX	\$14.95	
	BILLING TOTAL			\$164.51	\$164.51
8/21/03	EZ-PAY PAYMENT			\$29.67-	\$29.67 +

Cmd18/ShiftF6=CMD KEYS Cmd9/F9=CYCLE THRU HISTORY ROLL UP/DOWN=MORE HIST.