

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: NEW PORT RICHEY SERVICE HEARING

BEFORE: CHAIRMAN LISA POLAK EDGAR
COMMISSIONER KATRINA J. McMURRIAN
COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, June 20, 2007

TIME: Commenced at 10:10 a.m.
Concluded at 11:07 a.m.

PLACE: West Pasco Government Center
County Commission Board Room, Suite 160
7530 Little Road
New Port Richey, Florida

REPORTED BY: LINDA BOLES, RPR, CRR
Official FPSC Reporter
(850) 413-6734

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12 Staff.

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P R O C E E D I N G S

1
2 CHAIRMAN EDGAR: Good morning. My name is Lisa
3 Edgar, and I serve as Chairman of the Florida Public Service
4 Commission. We welcome you all here. With me today to my
5 right, my colleague Commissioner Katrina McMurrian, to my left,
6 Commissioner Nathan Skop. And we are glad that you joined us
7 here this morning. We are looking forward to hearing your
8 comments about the petition that is before us. We'll go
9 through a few procedural things and then we will have a
10 presentation of our staff, who will give more detail. And then
11 I will talk about how we're going to proceed with hearing your
12 comments and then we will move into that basically. So let me
13 next ask our staff to please read the notice.

14 MR. JAEGER: Yes, Chairman Edgar. By notice issued
15 May 30th, 2007, this time and place has been set for a Customer
16 Service Hearing in Docket Number 060368-WS, application for
17 increase in water and wastewater rates in Alachua, Brevard,
18 Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk,
19 Putnam, Seminole, Sumter, Volusia and Washington Counties by
20 Aqua Utilities Florida, Inc.

21 CHAIRMAN EDGAR: Thank you. And let's go ahead and
22 take appearances from the attorneys who will be participating
23 in this proceeding today.

24 MR. McDONNELL: My name is Marty McDonnell. I'm here
25 on behalf of Aqua Utilities. And seated next to me is Mr. Carl

1 Smith. He's the Director of Corporate Development for Aqua
2 Utilities Florida, Inc.

3 CHAIRMAN EDGAR: Thank you.

4 Mr. Reilly.

5 MR. REILLY: Steve Reilly with the Office of Public
6 Counsel on behalf of the ratepayers.

7 CHAIRMAN EDGAR: Thank you.

8 MR. JAEGER: Ralph Jaeger on behalf of the Public
9 Service Commission.

10 CHAIRMAN EDGAR: Thank you. I'd also like to go
11 ahead and take a moment and introduce to my left here members
12 of our staff, Ms. Banks and Mr. Willis, who will help with
13 presenting some information and also be available to help
14 answer any questions that you may have.

15 And I hope you also saw that we have staff at the
16 doorway and at the signup sheets who are also available to be
17 of assistance and to help with any questions that you may have.

18 Today, again, we are here to hear your comments on
19 the petition from Aqua Utilities about their request for a rate
20 increase and also any service issues that you may have that you
21 would like to discuss with us. I hope that you will take
22 advantage of this opportunity to come here today and share your
23 comments with us. If for some reason you don't want to speak,
24 although I hope that you will, but if for some reason you would
25 rather just listen and then share comments with us later, I

1 hope you will have seen that at the sign-up sheets there are
2 these green sheets that have information about the petition
3 before us and then also at the back there is a sheet that you
4 can use to write down your comments, and you could either give
5 that to our staff or you could send it in to us, mail it, it's
6 preaddressed, you could mail it to us. And those also will
7 become a part of the proceedings that are before us.

8 Also, if you have friends or neighbors who have
9 comments that were not able to be with us today, I would ask
10 that you would please be sure and make them aware that there is
11 this option and they can share comments with us. Also I note
12 that there is a hearing in this same room on the same matter at
13 6:00 this evening. So we will be back and hopefully hear from
14 others who were not able to make this proceeding here this
15 morning.

16 When we go to calling the names from the list we will
17 use the sign-up sheets. We will call people in the order that
18 they have signed up. If you haven't had a chance to sign up
19 but would like to speak with us this morning, please see our
20 staff and they'll make sure that you get on the list. When we
21 get to that point, Mr. Reilly from the Office of Public Counsel
22 will be calling your name. When he does that, we will ask that
23 you come forward, that you tell us your name, that you spell
24 it, if it's a difficult or unusual spelling, and that you also
25 tell us what service area you are in. That is information that

1 is very helpful to all of us, to the company and to the record.

2 We will have presentations from the Office of Public
3 Counsel, from our staff and from the utility here in just a few
4 moments. I hope that information will be helpful to you as
5 well. When we do get to the time here just very shortly where
6 we will call your name, I do note that this proceeding is being
7 recorded and that there will be a transcript. We have our
8 court reporter here to the right who will be taking everything
9 down. Also, because this is an evidentiary proceeding, we will
10 swear you all in. We will do that as a group here in a few
11 moments, and I'll walk us through that as well. And then after
12 you speak with us, there will be the opportunity for questions
13 from Commissioners or from the utility or from the Office of
14 Public Counsel as well.

15 Okay. I think that what I'd like to do is go ahead
16 and move into presentations. And, Mr. Willis, you are first.
17 If you could please take the floor.

18 MR. WILLIS: Thank you, Chairman.

19 What I want to do is make a short presentation trying
20 to familiarize you with the process the Commission uses to
21 process rate cases such as this one. We're here today, as
22 Chairman Edgar said, talking about the Aqua Florida Utilities
23 application. The company itself serves 80 service areas
24 throughout the State of Florida, which you heard Mr. Jaeger
25 call out just a minute ago. There are 15 counties they serve

1 in the State of Florida. They filed their application that
2 we're here today on on December 1st of this year -- of last
3 year actually. They met what's called their minimum filing
4 requirements. That's the bare minimum information that the
5 Commission requires the company to file when they filed for a
6 rate case on March 26th. That means they filed a huge stack of
7 documents. That starts the process for staff and the parties
8 to start the discovery.

9 In their application the company requested two things
10 as far as a rate increase. They requested something called
11 interim rates, which is a temporary rate, and they also
12 requested a final rate out of this proceeding. The Commission
13 acted on that interim request and issued an order on April 16th
14 that actually finalized the interim request for this point.

15 Now interim rates are a temporary increase that is
16 authorized by our statutory law, Chapter 367, Florida Statutes.
17 By law we have to act; the Commission must act in 60 days on an
18 interim petition. The interim is exactly what it means, it's
19 an interim amount to bring the company up to the low end of its
20 range of reasonableness to allow them to operate and continue
21 operating until a final rate is approved by the Commission.
22 Now being an interim temporary, it is collected subject to
23 refund. And if there is a refund necessary, it will be
24 refunded with interest, and that's normally at the commercial
25 paper rate.

1 Now the company in the filings requested a total
2 increase for their company, and this varies by system, and you
3 can look at the Special Report and look at the actual increase
4 by system. It can be calculated here based on how much
5 quantity of water or wastewater you actually consume. But
6 overall the company has asked for about an 80 percent increase
7 for its water systems and a 105 percent increase for
8 wastewater. And as I said, that varies. It varies from --
9 some are actually going down, some are actually going up much
10 higher than that. That's what they're asking for.

11 Now the other thing Aqua has requested is something
12 called a uniform countywide rate. And that means that if you
13 have systems like the three systems in Pasco County, they're
14 requesting that they all be combined into one rate so that all
15 those three systems would have one rate within the county. Now
16 if you only have one system in the county, it would not really
17 affect you. If you would like to see what the proposed rates
18 are, they are included in the Special Report that the Chairman
19 talked about. You will have in here a listing of the actual
20 rate prior to the company filing the interim rate that was
21 approved and what the company is requesting on the final.

22 Also there are pages in here that will actually
23 calculate the various bills at certain usage. So it'll give
24 you an idea of what your bill might be at those proposed rates.

25 Now just to familiarize yourself with what happens

1 when a company does file a rate increase -- a lot of people
2 don't really understand the behind the scenes what goes on at
3 the Commission and with other parties.

4 When a utility files a petition, the first thing that
5 happens is the Commission through its -- will send out a team
6 of auditors. The team of auditors will go to the company, they
7 will do a complete audit of the company's books and records and
8 will file as a result an audit report which will be placed
9 through evidence into the hearing. At the same time we have a
10 team of engineers from our staff who will actually make a site
11 inspection of every single system. They'll be reviewing it for
12 not only quality of service but what we term used and useful to
13 the current customers.

14 Now along with the Commission staff conducting its
15 own discovery process, other parties will do the same thing.
16 The Office of Public Counsel as well as any intervenor who
17 chooses to intervene in the process can conduct what's called
18 discovery. They will issue interrogatories, they will have
19 depositions of parties, they'll gather information. Staff will
20 be doing this also as part of our discovery process.

21 Now the other part of the whole discovery process is
22 a service hearing. We're holding several of these across the
23 state, today, tonight, next week we'll have more of these
24 service hearings, and then this is all going to come down to a
25 technical hearing which will actually be held in Tallahassee,

1 and you can see the dates up here, October 24th through the
2 30th in Tallahassee, and hopefully we'll be able to get done in
3 that time period.

4 At that -- just to give you an idea first, but what
5 happens in a service hearing, a service hearing, as the
6 Chairman said, is to collect information from customers. It's
7 part of an evidentiary hearing. And what we're looking for is
8 information from you dealing with the quality of service
9 provided from the company, how the company interacts with you,
10 the customers, and anything you want to tell us about the
11 proposed rate increase or the company itself. This is
12 basically a hearing to talk to the customers.

13 And I think the Chairman has already gone through
14 this, but this is the page that the Chairman was talking about
15 if you decide to not actually testify but just go ahead and
16 write your comments down.

17 Now the technical hearing that's going to be held in
18 Tallahassee is, just to give you an idea of what happens there,
19 is kind of like a court of law. Every, every party will be
20 responsible for filing testimony, prefiled testimony of their
21 positions and what they believe should happen in this case. To
22 do that they're going to have to conduct their own discovery
23 process from here until the technical hearing starts. They're
24 going to have to attend the prehearing conference where the
25 issues are defined, where all the parties' issues that they

1 want presented will be defined in what's called a prehearing
2 order, and that will govern the process for the technical
3 hearing. Each party, the utility, Public Counsel and including
4 staff, will be presenting witnesses in this case to support
5 their testimony and their positions. There will be a lot of
6 cross-examination of these witnesses by other parties. And
7 after the hearing the parties, Public Counsel, the utility,
8 intervenors, will have to actually prepare a brief to the
9 Commission that basically outlines what they believe the
10 evidence taken at the technical hearing produces as the final
11 outcome.

12 Now after the hearing when those briefs are filed,
13 the staff will actually prepare a recommendation, and that
14 recommendation has to be based on only the evidence adduced at
15 the actual hearing itself. It's going to be considered at a
16 public meeting which is called an agenda conference in
17 Tallahassee where a final vote will be taken and an order will
18 be written which basically codifies the vote itself. After
19 that order is issued, it basically becomes final after a period
20 for reconsideration. And just to let you know, the only appeal
21 process of the order from the Commission is with the 1st
22 District Court of Appeals up to the Florida Supreme Court.

23 Chairman, that concludes staff's presentation.

24 CHAIRMAN EDGAR: Thank you, Mr. Willis. And I note
25 for the record that Mr. Willis is not presenting record

1 testimony in this matter.

2 Okay. We will move on to the next presentation, and
3 I'd like to recognize Mr. McDonnell to speak for, to us, excuse
4 me, on behalf of the utility.

5 MR. McDONNELL: Thank you, Madam Chair.

6 Good morning. My name is Marty McDonnell and I
7 represent Aqua Utilities Florida. As Mr. Willis stated, back
8 on December 1st, 2006, Aqua filed an application with the PSC
9 to increase its monthly rates and to increase its service
10 availability charges. Aqua also has requested approval of
11 allowance for funds prudently invested to certain systems
12 located in seven counties, but not including Pasco County. The
13 entire application addresses 56 water systems and 24 wastewater
14 systems located in 15 counties. The 80 systems included in
15 this case have not sought rate relief through a formal rate
16 case for over a decade.

17 Since the date relief was last provided by the
18 Commission or a county regulator for the various systems
19 included in this case the company has made significant capital
20 investments and its operating and maintenance expenses have
21 increased as a result of new rules, standards, ordinances or
22 other requirements of federal, state and local regulators.

23 The company is seeking a rate increase to recover the
24 costs of these investments and the increased operating and
25 maintenance expenses required to maintain and enhance our

1 service to our customers. We are asking the Commission to
2 establish a countywide rate structure where the rates would be
3 the same for the water or wastewater systems in each county.

4 Since the parent company Aqua America's acquisition
5 of the AquaSource properties in 2003 and the former Florida
6 Water properties in 2004, Aqua Utilities will have invested
7 almost \$22 million in capital investments for the systems
8 included in this rate case through December 31st of 2007.

9 Focusing on the 2005 through 2007 time frame, Aqua
10 Utilities will have invested approximately \$6.5 million in our
11 water facilities, \$10.7 million in our wastewater facilities
12 and \$1.4 million in general plant facilities. Here in Pasco
13 County, Aqua will have invested over \$4 million in this
14 county's infrastructure through 2007 to improve the quality and
15 reliability of water and wastewater service in its three water
16 and wastewater systems.

17 For the Zephyr Shores system, the last water and
18 wastewater base rate increase occurred in October 1996 and this
19 is the utility's first rate request since acquiring this system
20 in July of 2004. Since that time the utility will have made
21 infrastructure investments of more than \$240,000 through the
22 end of 2007 to improve the quality and reliability of water and
23 wastewater services. Upgrades include installation of a new
24 water supply well which will eliminate the need to purchase
25 water from Pasco County and reduce the water system's costs.

1 For Jasmine Lakes the last water and wastewater base
2 rate increase occurred in December 1991. Since 2003 when Aqua
3 purchased Jasmine Lakes, the utility will have invested more
4 than \$2.7 million in this community's infrastructure through
5 2007 to improve the quality and reliability of water and
6 wastewater service. This translates to a capital investment of
7 more than \$850 per customer.

8 Upgrades include new pumping and electrical systems
9 at the water treatment facility and a new emergency generator
10 to run the water system in the event of a power failure. The
11 utility has also installed automated flushing valves to enhance
12 water quality. This improvement was required in a consent
13 order with the Florida Department of Environmental Protection
14 or DEP, which was later lifted in 2006. For your wastewater
15 system the utility is upgrading lift stations that pump waste
16 from collection points in the system to the sewage treatment
17 facility, as well as replacing deteriorating pipe that carries
18 the waste to the plant. The utility is also making wastewater
19 plant improvements and rehabilitation percolation ponds to
20 increase efficiency and performance of sewage treatment. In
21 addition, DEP requirements mandate that the utility analyze and
22 develop plans to improve the wastewater system's capacity to
23 handle increased flows during heavy rainstorms.

24 For Palm Terrace the last water and wastewater base
25 rate increase occurred in October 1996, and this is again the

1 utility's first rate request since acquiring the system July of
2 '04. Since then the utility will have invested more than
3 \$1.1 million in Palm Terrace's infrastructure through 2007 to
4 improve the quality and reliability of water and wastewater
5 services. Specifically the utility is replacing deteriorating
6 pipe that carries the waste from collection points in the
7 system to the wastewater treatment plant. The utility is also
8 making wastewater plant improvements and rehabilitating
9 percolation ponds to increase efficiency and performance of
10 sewage treatment.

11 A rate increase is necessary for the utility to be
12 given an opportunity to recover these additional investments.
13 Without rate relief and utilizing a projected 2007 test year,
14 which is the year that will be used to establish rates, Aqua
15 Utilities' overall rate of return is a negative 6.74 percent
16 for its water systems and a negative 6.26 percent for its
17 wastewater systems. These returns will not allow Aqua
18 Utilities to remain viable, much less continue to attract
19 capital to finance investments and operate its systems in
20 Florida. Ultimately these deficient returns and a significant
21 level of capital investments and increased operating expenses
22 have caused Aqua Utilities to file this proceeding for rate
23 relief.

24 We are here today to hear from you. Speaking on
25 behalf of the company, we appreciate the fact that you've taken

1 the time to come here this morning, and we will listen
2 attentively to your comments. Also, as I stated earlier, there
3 is a representative from the company here, Carl Smith, who is
4 the Director of Corporate Development.

5 Finally, I have a request for you. If you will be
6 providing testimony -- we do take your input seriously and
7 intend to research your concerns. So when you begin speaking,
8 it would be very helpful if you could state your name and your
9 address and tell us whether you receive service from Zephyr
10 Shores, Jasmine Lakes or Palm Terrace. Again, thank you for
11 the time to be here today.

12 CHAIRMAN EDGAR: Thank you.

13 Mr. Reilly, will you speak to us on behalf of the
14 Office of Public Counsel.

15 MR. REILLY: Thank you.

16 Steve Reilly again with the Office of Public Counsel.
17 Our office is funded by your Florida Legislature to provide
18 free legal representation in cases such as this, rate cases.
19 We are very engaged in the case. We've already sent out a
20 substantial amount of discovery. We have hired what we believe
21 is one of the best regulatory accounting firms in America that
22 specializes in looking at water and wastewater cases. We've
23 hired also one of the best engineering firms to inspect each
24 and every system, water/wastewater plant, distribution
25 collection system, to verify, you know, the improvements that

1 have been alleged to have been made, to verify the capacities
2 of those systems and to compare those capacities to the demands
3 on those systems. And it's exactly that comparison of capacity
4 to demand that determines whether the plant which has been
5 installed is more than what is needed to serve current
6 customers. The statutory framework allows recovery of current
7 rates of plant that is used and useful in providing service to
8 current customers, plus a statutory allowed amount of growth.
9 So that can be one of the issues in this case. And so we have
10 an engineering firm that looks at not only, you know, what has
11 been spent, but to determine whether a plant is available for
12 future growth. If that is the case, there are other ways and
13 means of allowing the company to recover its investment in
14 plant held for future use. So we'll look at that.

15 On the accounting side, we are talking about Aqua
16 America, which is the largest publicly-traded company in
17 America that owns and operates water and wastewater systems.
18 One of the key issues, one of the accounting issues would be
19 they have affiliated transactions. They have Aqua Services
20 that provides much of the management and services to serve all
21 the various affiliates, and they will allocate those costs down
22 from their affiliates to these operating systems. And so we'll
23 be scrutinizing that and determining the fairness of those
24 allocations and the reasonableness of those costs, as well as a
25 whole host of all the expenses they've asked for. They're

1 seeking pretty substantial increases in transportation,
2 salaries, insurance, management fees, et cetera. So, so the
3 whole range will be looked at by our office. It is our, it is
4 our responsibility to, to sponsor these formal -- these
5 witnesses to present prefiled testimony and to present those,
6 those witnesses at the formal evidentiary hearing in
7 Tallahassee in late October, make them available for
8 cross-examination, as we will, of course, cross-examine the
9 company's witnesses.

10 We also will prepare a brief that will itemize all
11 the issues and try to show a way to the Commission where they
12 can perhaps not approve what in many cases are just a fabulous,
13 fabulous increase. We're very, very troubled. There's a
14 number of very, very small systems that this large holding
15 company has taken over, and there's no question some of these
16 little small systems have not been in a rate case for seven,
17 eight, nine, ten years, and one might expect, you know, some
18 increase to occur. But from what we've been able to determine,
19 the increase is just so much higher than it should be, and so
20 it's our task to scrutinize that and look at it and to find out
21 why it is that they've asked for such an incredible increase,
22 which, frankly, pushes us up against the issue of
23 affordability. I mean, there are really some systems here in
24 Florida that have just gone completely over the continuum into
25 affordability, and there are people in many of these

1 communities who are facing water and wastewater charges that
2 are in excess of what they pay for their mortgage and in excess
3 of what they pay for power, electricity. And it's just, it's
4 something that, of course, is causing our office a lot of
5 concern and it's our task to truly look at that and see, you
6 know, to be able to try to explain why these high rates are
7 being asked.

8 We are very thankful that you're here today.
9 Obviously you have information that almost no one else can
10 provide. It's unique information. You're on the ground,
11 you're right there in the communities, you know a great deal
12 about the actual operations of these systems. And I really
13 appreciate you taking the time and I know the Commission
14 appreciates you taking the time to share this information with
15 us.

16 One minor addition I'd make to Mr. Marshal's (sic.)
17 presentation, the staff recommendation when it's filed, it is
18 based on the evidence, the formal evidence at the formal
19 evidentiary hearing, but it's also based on the sworn testimony
20 at these service hearings. So the information you provide is
21 absolutely information this Commission can rely upon to help
22 form their ultimate decision. So thank you again for coming.
23 Be assured we will do what we can to critique and look at this
24 rate increase request. Thank you very much.

25 CHAIRMAN EDGAR: Thank you, Mr. Reilly.

1 And as I think all of our speakers so far have
2 pointed out -- Mr. Reilly, I appreciate you making note of
3 this -- we have had hearings across the state. We will be
4 having more hearings across the state on this. And the
5 testimony that we hear is taken very much into consideration,
6 becomes a part of the record and is addressed as we move
7 forward through this proceeding.

8 And we are just about at the point where we can begin
9 to call some names. I would reiterate the request that we've
10 made that when you are called, if you would come forward, tell
11 us your name, spell the last name if it is somewhat of an
12 unusual spelling. That's helpful to the court reporter and to
13 me as well. It's very helpful also if you give us your address
14 and, again, the name of the system that provides your water to
15 you.

16 So with that, we will move to the next step, which is
17 that we will -- I will need to swear you in. We will do that
18 as a group to save time. And so if all of you who are here as
19 customers to present testimony to this Commission will please
20 stand with me together and raise your right hand.

21 (Witnesses collectively sworn.)

22 Thank you very much.

23 Mr. Reilly, I think we're ready. If you would call
24 the first name, please.

25 MR. REILLY: Okay. Our first witness is Joe Cabana.

1 Whereupon,

2 JOSEPH CABANA

3 was called as a witness on behalf of the Citizens of the State
4 of Florida and, having been duly sworn, testified as follows:

5 DIRECT STATEMENT

6 MR. CABANA: Good morning. My name is Joseph Cabana.
7 I live at -- C-A-B-A-N-A. I live at 3257 County Road 676,
8 Webster, Florida, and we are in the Woods subdivision. I don't
9 know what the name of Aqua Utilities is outside of that's where
10 I get my bills.

11 They have raised our rates. We're a small community;
12 we're about 150 families. They've raised our rates in excess
13 of 100 percent, which is way too much for a lot of people. I
14 have a sister-in-law that lives across the street, recently
15 widowed, and she can't afford this. I mean, an extra hundred
16 dollars a month is a lot of money.

17 Now their service is terrible. We never hear from
18 them unless we have a no boil -- a boil water notice or a bill.
19 And I gave your staff a, a folder about their service, the
20 actual service. On the 30th of May I called the service. I
21 needed my water shut off because I have a broken pipe. Today,
22 the 20th of June, I have not heard from them.

23 And there's a lot of people that can't afford this.
24 And this thing about paying a certain percentage, they pay us
25 back if you don't okay it and we get, you know, interest with

1 it, in the interim it doesn't do these people any good. It's
2 just too much money. That's my spiel.

3 CHAIRMAN EDGAR: Thank you. Mr. Cabana, did you --

4 MR. CABANA: Oh, one more thing, if I may, please.

5 CHAIRMAN EDGAR: You may. Yes, sir.

6 MR. CABANA: An increase, in 2004 they had an
7 increase. Thank you.

8 CHAIRMAN EDGAR: Mr. Cabana, I need to ask you to, if
9 you would, stay with us for another minute.

10 MR. CABANA: Sure.

11 CHAIRMAN EDGAR: And you mentioned that you had given
12 our staff some information. You gave it to Ms. Banks. Thank
13 you.

14 Mr. Jaeger, do we need to address that?

15 MR. JAEGER: Are those bills and a memo on an outage,
16 is that what it is?

17 MR. CABANA: Yes, sir.

18 MR. JAEGER: Your bills.

19 MR. CABANA: Yes.

20 MR. JAEGER: And we'll mark that as an exhibit.

21 CHAIRMAN EDGAR: That would be 55, Mr. Reilly.

22 MR. REILLY: 55. That would be fine.

23 CHAIRMAN EDGAR: And we will have that as bills and
24 related information from Customer Cabana.

25 (Exhibit 55 marked for identification.)

1 And I believe, Commissioner Skop, do you have a
2 question?

3 COMMISSIONER SKOP: Yes, Madam Chair.

4 Mr. Cabana, I'm trying to make the microphone work.

5 Mr. Cabana, the notice of the increase that you have, has that
6 also been provided to staff or could staff also get a copy of
7 that letter that you just raised up a second ago?

8 MR. CABANA: Oh, you're talking about the 2004?

9 COMMISSIONER SKOP: Yes, sir.

10 MR. CABANA: No, I didn't give them a copy of that,
11 but you're welcome to it.

12 COMMISSIONER SKOP: Mr. Jaeger.

13 MR. JAEGER: Do you want to just add that into this
14 Exhibit 55 as related information?

15 CHAIRMAN EDGAR: Yes. Mr. Cabana, are you
16 comfortable leaving that with us?

17 MR. CABANA: Yes. We need all the help we can get.

18 CHAIRMAN EDGAR: Okay. And I appreciate that. It
19 is -- we can get a copy back to him or we can make a copy and
20 send that back to him.

21 MR. JAEGER: I think Ms. Simmons has been
22 spearheading sending stuff back to the customers, so we'll go
23 through Ms. Simmons.

24 CHAIRMAN EDGAR: Well, we will see what we can do
25 about that, if you'll work with us.

1 MR. CABANA: No problem.

2 CHAIRMAN EDGAR: And if that's all right with you in
3 the meantime, if you can share that -- go ahead and give a
4 copy --

5 MR. JAEGER: Chairman, I had just a couple of
6 questions I'd like to ask.

7 CHAIRMAN EDGAR: Absolutely. Okay. Mr. Cabana, stay
8 with us for a few more moments.

9 Mr. Jaeger.

10 CROSS EXAMINATION

11 BY MR. JAEGER:

12 Q Did the utility have anything or the Office of Public
13 Counsel? I just wanted to make sure I didn't -- you talked
14 about outages and boil, I think you said something about a boil
15 water notice; is that correct?

16 A Yes.

17 Q When -- do you know if these are planned outages or
18 just an outage that --

19 A We don't know anything because they do not contact
20 us. They don't tell us anything. Like last Saturday we found
21 this on our fence or our mailbox and the water was out for most
22 of the day. But we're never told about it. It could be on a
23 Sunday morning or Friday evening when you're cooking dinner.
24 It could be any time. We don't have any contact with this
25 company at all.

1 Q And on the bills, I think I was reviewing one and saw
2 a 59-day time period between one bill and the next; is that
3 correct?

4 A I believe that that -- there was a problem then, and
5 I don't remember exactly what it is, but my sister-in-law has a
6 bill in here that she gave me to show it was the same thing.
7 It, it goes from, like, just hypothetically \$60 to \$150 each
8 month. It's ridiculous. They're always different. I don't
9 believe, I firmly do not believe that they read the meters.

10 UNIDENTIFIED SPEAKER: No, they don't.

11 UNIDENTIFIED SPEAKER: No way.

12 MR. JAEGER: That's all, that's all the questions I
13 have.

14 CHAIRMAN EDGAR: Okay. Commissioner Skop.

15 COMMISSIONER SKOP: Thank you, Madam Chair.

16 And, again, thank you, Mr. Cabana, for coming out
17 this morning.

18 With respect to the billing and metering issues that
19 you've indicated, also for other speakers that may have brought
20 bills, we'd be happy to have you provide them to us, if you
21 would. And thank you for providing that information to us.
22 Thank you.

23 CHAIRMAN EDGAR: Mr. Reilly.

24 MR. REILLY: Yes. No further questions.

25 CHAIRMAN EDGAR: No further questions.

1 All right. Mr. Cabana, thank you very much.

2 MR. CABANA: I'd like to thank the Commission for
3 allowing me to speak.

4 CHAIRMAN EDGAR: Mr. Reilly.

5 MR. REILLY: Okay. Joan D'Eletto.

6 Whereupon,

7 JOAN D'ELETTO

8 was called as a witness on behalf of the Citizens of the State
9 of Florida and, having been duly sworn, testified as follows:

10 DIRECT STATEMENT

11 MS. D'ELETTO: My name is Joan D'Eletto. I live in
12 Palm Terrace Gardens at 7908 Judith Crescent, Port Richey. I
13 have a lot of complaints, but the main one is, oh, that
14 customer service. Get on the telephone and try to get
15 something straight with the company. It is a lost cause. I
16 talk to some people and it's like they're eating something.
17 And I turn around, I'm just -- I'm so frustrated I'll say, "Are
18 you in India?" And one time they said they were from Texas.
19 And I thought how do they even get a job when their voices on
20 the telephone are absolutely terrible?

21 My main complaint -- I, I got divorced 14 years ago.
22 I have an anniversary this year, I'm in my house 25 years June
23 the 11th, and everything was taken care of through the divorce
24 and I've paid all the bills for 25 bills. And I called, when
25 it was the other company, "All you have to do is take off my

1 husband's name. He no longer lives in this house." They said
2 they would. They never did. Now that I've got Aqua, they said
3 I have to send something saying I'm divorced. I said, "Forget
4 it. I don't have that problem with Progress Energy, all my
5 companies. No way. What do you need to know? I'm telling you
6 no one lives in this house but me."

7 Then when they have some problem with the water,
8 there's no way we know. And occasionally, occasionally
9 somebody comes through, not with the red tag like the other
10 gentleman, but a sheet of paper saying that you have a broken
11 pipe.

12 Also, I was headed for the airport and I had an early
13 pickup, it was about 5:00 in the morning. And when the van
14 took me down the street, I said, "Oh, my God, we must have a
15 leak in a pipe." The sewer -- the street was all full of
16 water. So I contacted my neighbor and I told her to make a
17 call. She said she never got through. But she did say when I
18 called her at my other destination, "Yeah, we didn't have water
19 for hours." That's my main problem.

20 Plus in the divorce I used to pay only \$18,
21 around \$18, \$19 in my water bill. My water bills are \$55, \$60.
22 I'm one person. I haven't changed anything. I got a new
23 toilet with the low back, less water. Nothing. My plumber has
24 come out, he's done this and that. I said, "There's got to be
25 a leak. There's no way I am using this water." Then they turn

1 around and they send me a beautiful, every month a -- let me
2 know -- the graph. They claim they read my water. There for a
3 while they were sending me water bills \$38.20, \$38.40, and yet
4 on the graph showing the meter was read. And I thought what
5 are they doing now? And then all of the sudden it goes the
6 reverse way and you've got these horrible amounts. And when
7 you call, nobody can help you. That's it.

8 The water I think is terrible though. There's -- my
9 sister, she'll come down and she'll say, "It smells like rotten
10 eggs." I said, "Oh, they'll blame our pipes." She said,
11 "You've got all PVC. You get everything checked." I said, "It
12 makes no difference. They'll blame us."

13 CHAIRMAN EDGAR: Ma'am, can I ask you to spell your
14 name for us?

15 MS. D'ELETTO: D, apostrophe, capital E, L-E-T-T-O.

16 CHAIRMAN EDGAR: D'Eletto?

17 MS. D'ELETTO: D'Eletto. Yeah.

18 CHAIRMAN EDGAR: Commissioners, questions for
19 Ms. D'Eletto?

20 Mr. Reilly.

21 CROSS EXAMINATION

22 BY MR. REILLY:

23 Q Did you bring any of your bills with you?

24 A No. I was thinking about doing it. But I used to
25 keep a stack of them. It doesn't pay. I'm getting old and if

1 I drop dead, I don't want the family to have a million things
2 to look over.

3 But I do not understand why my water is going up.
4 And I heard the gentleman say in 1996 or something we got an
5 increase. Well, if that's the case, how come -- I'm divorced
6 14 years. How come my bills went from \$18 and now they're up
7 into the 50s? And I go away a lot. So it's weird.

8 CHAIRMAN EDGAR: Ms. D'Eletto, thank you so much for
9 coming and speaking with us today.

10 MS. D'ELETTO: You're welcome.

11 CHAIRMAN EDGAR: Mr. Reilly.

12 MR. REILLY: Okay. Cheryl Rose.

13 Whereupon,

14 CHERYL ROSE

15 was called as a witness on behalf of the Citizens of the State
16 of Florida and, having been duly sworn, testified as follows:

17 DIRECT STATEMENT

18 MS. ROSE: He's my neighbor. My name is Cheryl Rose,
19 and it's C-H-E-R-Y-L. And I live at 3244 County Road 676,
20 Webster, Florida, the Woods subdivision.

21 I live by myself. I wash three loads of clothes once
22 a week, and I work five, six hours every night. My water bill
23 went from \$60 to \$135. No way -- with 500 gallons less usage
24 this month than it was last month when it was \$60. No way can
25 I afford to pay that. I work for Wal-Mart. That's

1 self-explanatory right there. My sole income. I have no way
2 of paying this bill.

3 The water is basically undrinkable, has been -- I've
4 been living there for 15 years. It has been that way since
5 I've been living there. They do no repairs. They leave a
6 water notification saying that you have to boil and they leave
7 it in your mailbox. Well, I talked to my neighbor last week.
8 She had no idea. She'd already checked her mail. She went out
9 and there it was in her mailbox. First of all, that's illegal.
10 They're putting it in a mailbox. They should put it on the
11 mailbox, on the fence, on a doorknob. They didn't do that.

12 So, you know, people can't pay this. My neighbor was
13 just widowed. She can't afford \$135. That's for a lousy 3,000
14 gallons of water. It's ridiculous, totally and completely
15 ridiculous.

16 CHAIRMAN EDGAR: Ms. Rose, when you say the water is
17 undrinkable, do you mean the appearance or the taste or odor?
18 Can you just describe it a little bit for me?

19 MS. ROSE: A little bit of everything. A little bit
20 of everything.

21 CHAIRMAN EDGAR: All of it?

22 MS. ROSE: Yeah. You know, we've had, we've got grit
23 in our water. You know, it's like it's sandy, sulfury. And my
24 ex-husband works for a facility such as this. I've handed it
25 to him. He says, "Oh, that's fine. It's just chlorine."

1 Well, I've lived in the city. I've had chlorine water. No, it
2 was different. Now when they do put chlorine in it, the water
3 is totally undrinkable for two days. I mean, that's an
4 overencumbrance of chlorine as far as I'm concerned.

5 Another thing, every three months we get a notice
6 from Aqua Utilities telling us that our water has this in it,
7 has that in it. "We don't recommend that you boil it, but you
8 may not want to drink it because it could cause kidney
9 problems, liver problems." You know, and it's like why should
10 we have, why should we have to worry about our health? We
11 should be able to drink our water. I can't afford one of these
12 \$5,000 water systems. You know, it's hitting everybody like
13 that real bad, real, real bad.

14 CHAIRMAN EDGAR: Thank you, Ms. Rose.

15 Commissioners? No?

16 Thank you so much.

17 MS. ROSE: Thank you.

18 CHAIRMAN EDGAR: Mr. Reilly.

19 MR. REILLY: Okay. Pasquale Colasurdo.

20 MR. COLASURDO: I think I better spell that one.

21 CHAIRMAN EDGAR: I was going to ask you to do that,
22 please.

23 Whereupon,

24 PASQUALE COLASURDO

25 was called as a witness on behalf of the Citizens of the State

1 of Florida and, having been duly sworn, testified as follows:

2 DIRECT STATEMENT

3 MR. COLASURDO: It's C-O-L-A-S-U-R-D-O. I live at
4 10015 Salix Lane in Port Richey, Jasmine Lakes utility. Am I
5 allowed to ask some questions?

6 CHAIRMAN EDGAR: Yes.

7 MR. COLASURDO: I heard the lawyer say that they've
8 done some work on their plant. Now I've asked the question
9 that I never get an answer to: Why do they have a usage
10 ability to charge us to use their pipes? Why is there a usage?
11 They're charging us \$9 or \$10 for sewage usage. I called the
12 state about four years ago and asked this question. And the
13 answer I got back from the girl there was, "That's the way it
14 always has been." And I asked the girl, "That's not an
15 answer." Why do they have to -- if Publix hooked up a store
16 and they put up a parking lot and they put up a whole building,
17 they put up everything, if something of theirs breaks down,
18 that comes out of their end profit. These guys got a usage.
19 The lawyer said that they put in so much money to pass the
20 system. They bought the place. My neighbor has been there --
21 I live in Jasmine Lakes. I've only been here eight years. And
22 I'm sure the company knows me because I live directly behind
23 their utility.

24 Two years ago they had a fish kill. I called them
25 up, I said, "There's dead fish all over the place." They said,

1 "Well, we'll get somebody out there." It always happens on a
2 Friday. You know who cleaned the ponds up? The buzzards. I
3 had 200 buzzards in a tree behind my house. There were
4 buzzards all over the place. I called them back on Monday, I
5 said, "Don't send nobody out because the people you sent out
6 this weekend cleaned it up." The girl said, "That's good." It
7 was buzzards.

8 (Laughter.)

9 The last two months they sent us -- nobody has read
10 the meter. They send an estimated bill. All right. I just
11 read my bill. I read my meter a little while ago. I'm
12 already -- I used about 3,000 gallons this month because they
13 estimated it so far. All right. I called the company. It
14 took me three days. I don't know, there must have been a lot
15 of people. It took me three days to get through to the
16 company. And I told the girl -- I probably made a mistake
17 because the gentleman said that you gave them the okay to start
18 collecting their increase, which I don't understand anyhow.
19 Why they -- this might not be settled up until December. Why
20 should they be holding our money from now until December? And
21 they are -- when you, when you call them up, they've got two,
22 two and a half million customers. They can't tell me that if
23 they can't get somebody to read my meter that they're going to
24 get somebody to go over two and a half million bills and
25 reimburse us our money. I deducted \$7 off my bill last month.

1 They're not holding my money. If they want to hold other
2 people's, fine.

3 CHAIRMAN EDGAR: Can I ask, can I ask you to back up
4 for a second? There's at least one point that I wasn't quite
5 clear on. You said it took you three days to reach the
6 company. Is that by telephone and is that a busy signal, no
7 answer, no return?

8 MR. COLASURDO: The person coming on said all lines
9 are, "All lines are busy." For three days that came on. When
10 I got the girl, I told her I was going to deduct the money.
11 She said, "Okay," and I hung up.

12 But still I haven't gotten back to this usage problem
13 here. Nobody can give me an answer to why they have the right
14 to charge us a usage for using our pipes. Now the lawyer said
15 that they've spent so much money since they bought their pipes.
16 All right. Jasmine Lakes has been there for 30 years. They've
17 been collecting a usage for 30 years on these pipes. I've only
18 been here eight years and I know the pipes in front of my house
19 are worth \$17 a foot right now. That's what they're charging
20 me to use their pipes. Now I don't understand how they can do
21 that.

22 CHAIRMAN EDGAR: Let me, let me ask you to stop for a
23 moment. Mr. Willis or Ms. Banks, can you either ask a
24 clarifying question or give us some discussion?

25 MR. WILLIS: Well, let me, let me try and address the

1 usage itself. When you're talking about usage, you're talking
2 about the actual base charge or gallonage charge?

3 MR. COLASURDO: The base charge.

4 MR. WILLIS: The base charge. Okay.

5 MR. COLASURDO: The base charge, my understanding is
6 that it's for the pipes and stuff that they have in the ground.

7 MR. WILLIS: This is the fixed costs.

8 MR. COLASURDO: Right.

9 MR. WILLIS: That's the way the Commission normally
10 sets rates based on a base facility usage rate structure. The
11 base charge is predominantly fixed costs. Those are
12 depreciation on assets that haven't been depreciated, the fixed
13 costs of maintaining those facilities when they break down, the
14 fixed cost of maintaining the plant. It's just not the pipes,
15 it's the plant itself.

16 The actual usage charge, which we call our, you know,
17 the billing component by thousand gallons, is where we put the
18 variable costs of electricity used to pump the water, chemicals
19 they use to put into the water.

20 MR. COLASURDO: And that part I understand. I can
21 understand the chemicals might have went up and everything else
22 that they're talking about.

23 MR. WILLIS: Right.

24 MR. COLASURDO: One other, one other question while
25 I'm up here. All right. When you use the 6,000 gallons they

1 charge you an increased rate. Why? Why is there an increased
2 rate? I mean, they put water -- this is the only outfit I know
3 that has a commodity that's for sale that when you buy so much
4 you get charged more after a certain amount. Why?

5 CHAIRMAN EDGAR: Mr. Willis, can you speak to the
6 rate structure a little bit for us, please?

7 MR. WILLIS: Chairman, that's what I'm trying to
8 determine. I don't have it in front of me. I'm not, I'm not
9 sure if they have an inclining block rate structure here or not
10 on this one without having that in front of me.

11 MR. COLASURDO: You've got to use smaller language.
12 I'm just --

13 MR. WILLIS: Okay. An inclining block rate structure
14 is a conservation rate structure. It's where -- it's -- a lot
15 of water companies are doing that because of the drought
16 conditions in Florida, the unavailability of water and water
17 running out in Florida.

18 MR. COLASURDO: Fine. But I use, I use their water.
19 I don't have, I don't have a well to water my lawn and
20 everything else. You know, this is double jeopardy to one
21 point. If I water my lawn and I use 11,000 gallons, number
22 one, they're going to charge me more for 5,000 gallons that I
23 used. Number two, they're going to charge me more for the
24 sewage that didn't go into the sewer. They're using it as a
25 sewage fee.

1 Now I'm going to bring it up, when I was up north our
2 guy used to know in the summertime the rate was going to go --
3 we were using more water because we watered our lawns, so they
4 just took it from January to a certain period in the wintertime
5 they based it on. But they're basing it on water usage. They
6 billed me 11,000 gallons last month and I know I didn't use
7 11,000 gallons because, like I said, this month I'm just about
8 being even because I used about 4,000 gallons. They're talking
9 about 2,000 (sic.) gallons a day. If you have an elderly
10 couple -- myself, I have a little bit of a problem, I go to the
11 bathroom quite often. And if a woman has a bladder problem, an
12 elderly couple that's home all day, they're going to -- just
13 flushing their toilet and washing their clothes they're going
14 to use 2,000 -- 200 gallons a day. Why should these people be
15 penalized for this? My neighbors around me, I've got four or
16 five neighbors around me, they go to work all day. Just like
17 this lady here was saying, she goes to work all day long. They
18 don't use 3,000 gallons. They're not compensated. These
19 people put water into the line. Who uses it? They don't know
20 until they read the meter. So if I use more than 6,000
21 gallons, why should I pay when there's five people around me
22 using less than 6,000? They're putting -- they're selling a
23 commodity and penalizing us for using their commodity.

24 This is bull. I'm sorry. That's about all I have to
25 say. I could tell you a few more things. But they were

1 supposed to change my water meter two years ago. They haven't
2 changed it yet. Because I called them once, my meter was, my
3 bill was, had come down three different months. And I got the
4 bill, it said I used a thousand gallons and I know I used more
5 than a thousand gallons. I called them up and I said, "There's
6 something wrong with the meter." Because when I called them
7 the next month the bill was a hundred and ninety some dollars,
8 I think. The girl said, "Well, you didn't call when it was a
9 thousand gallons." I said, "I was up north for three weeks.
10 So I came back, I just thought that's maybe what was used."
11 They've been changing my meter, they've been changing my meter
12 for two and a half years.

13 CHAIRMAN EDGAR: I'm quite certain that Mr. Smith is
14 taking this down and will check on the change at the address
15 you've given us.

16 I would like to say this, if I may, sir. A number of
17 the issues that you have raised we have also heard in some of
18 our other proceedings. I'm sure we will hear some more today
19 as far as estimated bills and perceived --

20 (Simultaneous conversation.)

21 MR. COLASURDO: Well, it just seems, it just seems a
22 little odd if they're going to increase their prices and now
23 after two months they're estimating a bill. Now they're
24 collecting over -- you know, like I said, it just takes five or
25 six months to straighten out. They're holding five or six

1 months of our money, they're collecting interest, we're losing
2 interest, you know, and it just -- I don't know. I just --
3 there's a few things that I just don't understand the way it
4 operates, but that's just my -- he said that they worked on
5 percolating ponds behind my house. They haven't done a thing
6 to them. There's three ponds behind my house. They're
7 supposed to work on the percolating ponds. They haven't done a
8 thing to them. They bring a pump out there once in a while and
9 move the water from one pond to the other. They put a new
10 sewer thing in front of my house and my next-door neighbor's.
11 When I asked, the guy said this was to help us from -- get the
12 groundwater -- it should lower your rate, it should lower your
13 water bill on your wastewater. It didn't lower it. It raised
14 it. So that's about it. Anybody got any questions?

15 CHAIRMAN EDGAR: Mr. Reilly.

16 CROSS EXAMINATION

17 BY MR. REILLY:

18 Q Yes. You mentioned about a fish kill and I was
19 curious about that. What is the water body where these fish
20 are --

21 A Their percolating pond.

22 Q The actual ponds themselves?

23 A Their percolating pond. There's three percolating
24 ponds behind my house.

25 Q And there are fish normally in there and --

1 A You can come over any time you want and I'll show you
2 them jumping out of the water. They don't jump out. You know,
3 they're there.

4 My next-door neighbor's line had broken. They were
5 out there working. There was a guy named Carl running the
6 plant at the time. I said, "Carl, we've got a problem." I
7 said, "The fish are dying." He called up the man that's
8 running the place right now and the man told them, "Is that our
9 responsibility?" Carl said, "It's our pond. Of course it's
10 our responsibility." And he was out there on a Sunday picking
11 them up. And he was a little irate at me because I heard him
12 tell his wife over the phone, "I've got to get this stuff
13 picked up because this guy might call our president next."
14 Because I called the senator, I called everybody. I have
15 nothing to do, I guess. I sit there most of the days, I look
16 out the window, you know. So I don't have much to do. So when
17 I see a problem, I call them up. I'm a pain, but I'll be a
18 pain because I don't like what's going on with this stuff.
19 These guys are getting away with murder and now they want a pay
20 increase. I'm on a fixed income. Today my check finally come
21 in, you know, so I can pay them.

22 MR. REILLY: Thank you.

23 CHAIRMAN EDGAR: Thank you.

24 Mr. Reilly.

25 MR. REILLY: That's all we have as far as signed up.

1 MS. ROSE: Hello.

2 CHAIRMAN EDGAR: Okay. Ms. Rose.

3 UNIDENTIFIED SPEAKER: Go up.

4 MS. ROSE: No. I guarantee you they'll hear me.

5 CHAIRMAN EDGAR: Okay. Ms. Rose, just a moment.

6 Okay.

7 Let me first ask this question, which is is there
8 anybody who has come in late or for some reason did not sign up
9 that would like to speak to this Commission at this time? I do
10 want to make sure that we hear from everybody at least once.
11 Okay.

12 And for the record, seeing none, Ms. Rose, if you
13 would like to make an additional comment, I will need to ask
14 you to please come to the microphone.

15 Whereupon,

16 CHERYL ROSE

17 was recalled as a witness on behalf of the Citizens of the
18 State of Florida and, having been duly sworn, testified as
19 follows:

20 DIRECT STATEMENT

21 MS. ROSE: When he was talking about having --

22 CHAIRMAN EDGAR: And if you would again, for the
23 record, for the court reporter -- we remember you, but if you
24 would tell us your name.

25 MS. ROSE: My name is Cheryl Rose. Do you need the

1 address again?

2 CHAIRMAN EDGAR: No. That will do. Thank you.

3 MS. ROSE: Okay. He's speaking of them not checking
4 the water meters or moving his water meter. Where I live, I
5 live here, there's a piece of the property over here. There's
6 a ditch. Okay. Over on that piece of property is where my
7 meter is. There is an 8-foot wood fence around that property
8 with pit bulls in that yard. Okay. Last year there were 13
9 pit bulls in that yard. They had to go and knock on my
10 neighbor's yard, door behind me to go in and check my water
11 meter.

12 I had estimated water bills last year. Don't tell me
13 they're not estimating it this year. They have to be. Because
14 Jennie is not sitting at home 24/7 waiting for them to come and
15 read the meter. Okay.

16 I have asked them when they had to put that fence up
17 because we had to take them to court, when we -- my neighbors,
18 okay, because of the smell. Anyhow, that's another story. I
19 had to ask Aqua Utilities to move that meter over to my
20 property or halfway between, but on this side of the fence.
21 "Oh, we can't do that." Now why can't Aqua Utilities move that
22 meter? It is their responsibility to put the meter on my
23 property; correct?

24 CHAIRMAN EDGAR: And I am once again watching, and
25 I'm quite certain that the utility is taking this down and will

1 follow up on that. Can I get an affirmative on, on that?

2 MR. McDONNELL: Yes, Madam Chair, we are.

3 CHAIRMAN EDGAR: Thank you.

4 MS. ROSE: Good. Because I have asked them. You
5 know, I've been there 15 years. I've asked them several times.
6 So thank you.

7 CHAIRMAN EDGAR: Thank you, Ms. Rose.

8 Okay. Let me ask again, or ask our staff in the back
9 to make sure that I haven't missed anybody. And I'm being told
10 that nobody else has signed up to speak.

11 Yes, Mr. Jaeger.

12 MR. JAEGER: I believe the only exhibit I showed was
13 Number 55 for Mr. Joseph Cabana. Could we move that into
14 evidence?

15 MR. REILLY: Yes.

16 CHAIRMAN EDGAR: Seeing no objection, Exhibit 55 will
17 be moved into the record.

18 (Exhibit 55 admitted into the record.)

19 MR. McDONNELL: Madam Chair, I also have an exhibit
20 that I would like to put into the record.

21 CHAIRMAN EDGAR: Okay. So that will be Number 56.

22 MR. McDONNELL: It's the legal -- I'm sorry. It's
23 the legal notice.

24 CHAIRMAN EDGAR: The notice.

25 MR. McDONNELL: Yes. Legal notice and proof of

1 publication. It's 56, I believe.

2 CHAIRMAN EDGAR: Yes. We will number that 56, the
3 legal notice and verification of publication. Thank you for
4 offering that. I know you will give that to the court
5 reporter.

6 (Exhibit 56 marked for identification.)

7 Mr. Jaeger.

8 MR. JAEGER: Is that for Pasco County or just --
9 never mind.

10 MR. McDONNELL: Yes. Pasco.

11 CHAIRMAN EDGAR: For Pasco County.

12 Okay. Seeing no objection, Exhibit 56 will be
13 entered into the record. Thank you very much.

14 (Exhibit 56 admitted into the record.)

15 Mr. Jaeger, are there other matters that we need to
16 address?

17 MR. JAEGER: Not that I know of, Chairman.

18 CHAIRMAN EDGAR: Okay. I would say again before we
19 adjourn that we will be back here this evening at 6:00 for a
20 very similar proceeding. If you know of others who have
21 comments that they would like to share with us, please
22 encourage them to come. We will be here and we would like very
23 much to hear from your friends and neighbors.

24 Mr. Reilly, do you have any closing comments?

25 MR. REILLY: Nothing further.

1 CHAIRMAN EDGAR: Thank you. Commissioners, before we
2 adjourn? No?

3 And thank you again very much. I assure you that the
4 comments we have heard today we take very seriously. As I had
5 started to say a littler earlier, we have heard similar
6 comments on the issues that have been raised here today, and I
7 know that our staff will be looking into all of them. So thank
8 you very much, and we are adjourned.

9 (Service hearing adjourned at 11:07 a.m.)

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1 STATE OF FLORIDA)
: CERTIFICATE OF REPORTER
2 COUNTY OF LEON)

3

4 I, LINDA BOLES, RPR, CRR, Official Commission
Reporter, do hereby certify that the foregoing proceeding was
5 heard at the time and place herein stated.


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

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

12 DATED THIS 10th day of July, 2007.

13

14



LINDA BOLES, RPR, CRR
FPSC Official Commission Reporter
(850) 413-6734

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Bills and Related Information
of Mr. Cabana

CONTENTS:

ORIGINAL STATEMENT

COPY OF BILLS TO SHOW THEY DO NOT READ METERS

STATEMENT OF NON-SERVICE

LATEST BOIL WATER NOTICE

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS EXHIBIT 55

COMPANY Aqua Utilities FL Inc.

WITNESS customer bills + related information - Joseph Cabana

DATE 06/20/07

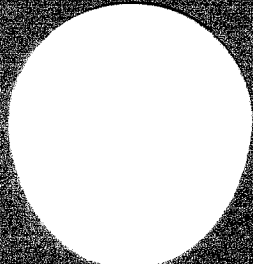
FLORIDA PUBLIC SERVICE COMMISSION

THE AQUA UTILITIES FLORIDA INC HAS CHOSEN TO RAISE OUR MONTHLY WATER RATES IN EXCESS OF 100%. THEY HAVE NOT IMPROVED THEIR PRODUCT OR THEIR SERVICES, AND DO NOT DESERVE AN INCREASE UNTIL THEY DO, AND NOT SUCH AN OUTLANDISH INCREASE. THE ONLY CONTACT WE HAVE WITH THIS COMPANY IS WHEN WE RECIEVE A BILL OR A BOIL-WATER NOTICE WHICH IS EVERY OTHER MONTH. THEY DO NOT RESPOND TO EMERGENCIES OR NEVER NOTIFY US THAT OUR WATER SUPPLY IS GOING TO BE SHUT OFF, IN SHORT THEIR NON-SERVICE DOES NOT WARRANT AN INCREASE AT ALL, NEVER MIND ONE OF SUCH GREAT PROPORTIONS.

THANK YOU

A handwritten signature in cursive script, appearing to read "Joseph Cabana".

JOSEPH CABANA
3257 CR676
WEBSTER, FL. 33597



Acqua Utilities Florida Water Notice

Date: 1/16/16
System Name: Apalachee
Address: _____

Due to recent air moisture, we advise you may see some condensation on your pipes. We suggest you take a good look at:

- Water Meter Piping
- Water Meter Connections
- Water Meter
- Other Piping

In accordance with the Florida Building Code, water systems are not permitted to release any hazardous substances that exceed the limits of the Florida Building Code.

To ensure compliance with the Florida Building Code, we advise you to check for any condensation on your pipes and connections. The water should be clear and free of any particles. If you see any particles, please contact your water provider.

If you have any questions regarding this notice, please contact:

CUSTOMER SERVICE
1(877)WTR-AQUA



Service To:
JOSEPH & S CABANA
3257 COUNTY ROAD 676
WEBSTER, FL 33597-7357
Lot: 1190360 Block:

PD. 5/4/07
CHK # 3139

Account Number
000895750 0638668
 THE WOODS

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

Tel: **877.987.2782**
 Fax: **866.780.8292**
 e Mail: **custserv@aquaaamerica.com**
 Bill Date
April 24, 2007

Questions about your water/sewer service?.. Contact us before the due date.
 Total Amount Due
\$ 69.91
 Due Date
May 16, 2007

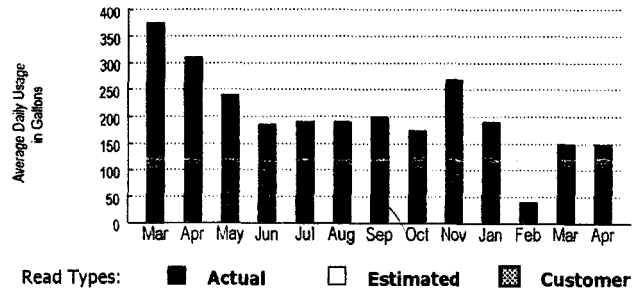
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426145	5/8	04/12/07	31	Actual	577700	4,800	Gallons
		03/12/07		Actual	572900		
Average Daily Usage = 154 Gallons		Total Days: 31		Total Usage:		4,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 63.06
Total Payments Received.....	63.06
Balance	0.00
Current Water Charges.....	32.86
Current Sewer Charges.....	37.05
Amount Due 05/16/07	\$ 69.91

Water Usage History



Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347 PAP-515-A-0
REV 01/07



Service To:
JOSEPH & S CABANA
3257 COUNTY ROAD 676
WEBSTER, FL 33597-7357
Lot: 1190360 Block:

Account Number
000895750 0638668
 THE WOODS

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

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

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

Bill Date **March 15, 2007** Total Amount Due **\$ 63.06** Due Date **April 06, 2007**

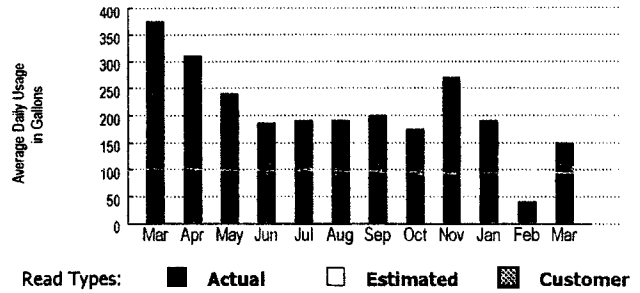
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426145	5/8	03/12/07	28	Actual	572900	4,300	Gallons
		02/12/07		Actual	568600		
Average Daily Usage = 153 Gallons		Total Days: 28		Total Usage:		4,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 41.49
Total Payments Received.....	41.49
Balance	0.00
Water Base Facility Charge.....	16.40
4,300 gallons @ \$0.00309 per gallon	13.29
Current Water Charges.....	29.69
Sewer Base Facility Charge.....	15.74
4,300 gallons @ \$0.0041 per gallon	17.63
Current Sewer Charges.....	33.37
Amount Due 04/06/07	\$ 63.06

Water Usage History



Message Center

*Paid
 Chk # 3119
 3-30-07*

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347

RECEIVED
 3/30/07



Service To:
JOSEPH & S CABANA
3257 COUNTY ROAD 676
WEBSTER, FL 33597-7357
Lot: 1190360 Block:

Account Number
000895750 0638668
 THE WOODS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **May 15, 2007**
 Total Amount Due **\$ 162.23**
 Due Date **June 06, 2007**

Meter Data

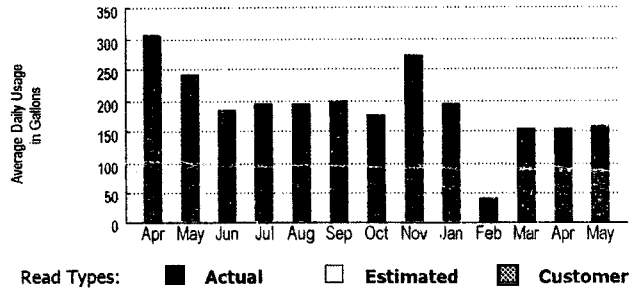
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426145	5/8	05/10/07	28	Actual	582200	4,500	Gallons
		04/12/07		Actual	577700		
Average Daily Usage = 160 Gallons		Total Days: 28		Total Usage:		4,500	Gallons

*PP. 5/25/07
CHK # 3150*

Billing Detail

Amount Owed from Last Bill	\$ 69.91
Total Payments Received.....	69.91
Balance	0.00
Current Water Charges.....	79.42
Current Sewer Charges.....	82.81
Amount Due 06/06/07	\$ 162.23

Water Usage History



OVER 100% INCREASE

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.



Service To:
JOSEPH & S CABANA
3257 COUNTY ROAD 676
WEBSTER, FL 33597-7357
Lot: 1190360 Block:

Account Number
000895750 0638668
 THE WOODS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 15, 2007** Total Amount Due **\$ 41.49** Due Date **March 09, 2007**

Meter Data

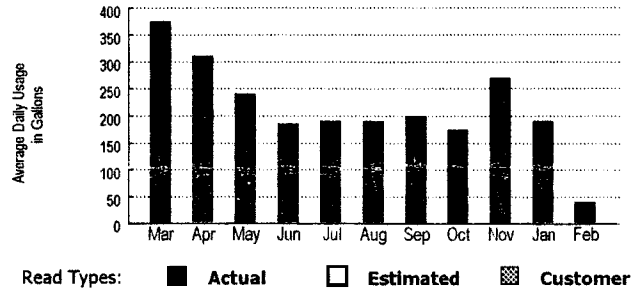
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426145	5/8	02/12/07	31	Actual	568600	1,300	Gallons
		01/12/07		Actual	567300		
Average Daily Usage = 41 Gallons		Total Days: 31		Total Usage:		1,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 145.18
Total Payments Received	145.18
Balance	0.00
Water Base Facility Charge	16.40
1,300 gallons @ \$0.00309 per gallon	4.02
Current Water Charges	20.42
Sewer Base Facility Charge	15.74
1,300 gallons @ \$0.0041 per gallon	5.33
Current Sewer Charges	21.07
Amount Due 03/09/07	\$ 41.49

*PD, 2/20/07
 CHK# 3098*

Water Usage History



Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347

PAP-515-A-G
 REV 01/07

Service To:

A UA

Service To:
JOSEPH & S CABANA
3257 COUNTY ROAD 676
WEBSTER, FL 33597-7357
Lot: 1190360 Block:

Account Number
000895750 0638668
 THE WOODS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **January 23, 2007** Total Amount Due **\$ 145.18** Due Date **February 14, 2007**

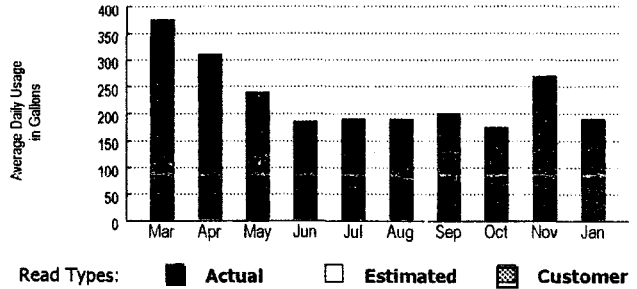
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426145	5/8	01/12/07 11/14/06	59	Actual Actual	567300 555900	11,400	Gallons
Average Daily Usage = 193 Gallons		Total Days: 59		Total Usage:		11,400	Gallons

Billing Detail

Amount Owed from Last Bill \$ 81.15
 Total Payments Received 81.15
Balance **0.00**
 Water Base Facility Charge 32.25
 11,400 gallons @ \$0.00309 per gallon 35.22
 Current Water Charges 67.47
 Sewer Base Facility Charge 30.96
 11,400 gallons @ \$0.0041 per gallon 46.75
 Current Sewer Charges 77.71
Amount Due 02/14/07 **\$ 145.18**

Water Usage History



*PD. 1/28/07
 CHK# 3079*

Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347

Service To:

AQUA UTILITIES FLORIDA INC. NON-SERVICE

TO WHOM IT MAY CONCERN:

ON 5/30/07 AT 10:00 AM I TELEPHONED AQUA UTILITIES FLORIDA INC. SERVICE CENTER TO REPORT THAT I HAD A WATER LEAK AT MY HOME AND FOUND THAT THE SHUTOFF AT THE HOUSE DOES NOT WORK AND THAT I NEEDED THEM TO COME OUT TO SHUT THE WATER OFF AT THE WATER METER SO THAT I COULD REPAIR THE BROKEN SHUTOFF. THEY DID NOT COME OUT OR CONTACT ME AFTER 24 HOURS AS TO WHEN THEY WOULD COME OUT. SO I WENT OUT AND TRIED TO FIND THE SHUTOFF AFTER A HALF HOUR OF DIGGING OUT THE METER I COULD NOT FIND THE SHUTOFF AND ALSO REALIZED THAT THERE WAS NO WAY THAT THEY COULD OF POSSIBLY READ THE METER UNDER 7 INCHES OF DIRT. THIS IS ONLY ONE INSTANCE OF THE COMPANIES NON-SERVICE POLICY THAT THEY SHOULD BE TAKEN TO TASK FOR. AS TO THIS DAY 6/20/07 I STILL HAVE NOT HEARD FROM THEM AND I STILL HAVE A LEAK.

SINCERELY



JOSEPH CABANA

3257 CR676

WEBSTER FL. 33597

(352) 303-5875

NOTICE TO CUSTOMERS

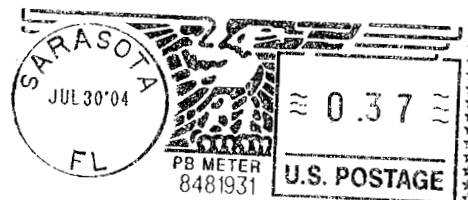
Pursuant to Section 367.081(4) (a), Florida Statutes, water and wastewater utilities are permitted to adjust the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in non-controllable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On June 16, 2004, Crystal River Utilities, Inc. d/b/a Aqua Utilities Florida, Inc., filed its Notice of Intention with the Florida Public Service Commission to increase water and wastewater rates for its The Woods System in Sumter County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. Water rates will increase by 2.06% and wastewater rates will increase by 2.34%. These rates should be reflected on your bill for service rendered on and after August 14, 2004.

If you have any questions, please contact the local utility office at 1-800-250-7532. Be sure to have your account number handy for quick response.

Crystal River Utilities, Inc.
d/b/a Aqua Utilities Florida, Inc.
(The Woods System)

Aqua America
8374 Market Street, #419
Bradenton, FL 34202



JOSEPH AND S CABANA
3257 COUNTY ROAD 676
WEBSTER FL
33597-7357

If you have any questions, please contact the local utility office at 1-800-250-7532. Be sure to have your account number handy for quick response.

Crystal River Utilities, Inc.
d/b/a Aqua Utilities Florida, Inc.
(The Woods System)

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 22, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following time and place:

Date and Time: June 20, 2007 at 10:00 a.m. and 6:00 p.m.
Place: West Pasco Government Center
County Commission Board Room (Suite 160)
7530 Little Road
New Port Richey, FL 34654

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 56
COMPANY Aqua Utilities, FL, Inc
WITNESS Legal Notice + Proof of Publication for Pasco County
DATE 06-20-07

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 30, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearings to you will be conducted at the following times and places:

Date and Time: June 20, 2007 at 10:00 a.m. and 6:00 p.m.

Place: West Pasco Government Center
County Commission Board Room (Suite 160)
7530 Little Road
New Port Richey, FL 34654

Date and Time: June 27, 2007 at 10:00 a.m. and 6:00 p.m.

Place: Mount Dora Community Center Auditorium
520 Baker Street
Mount Dora, FL 32756

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

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AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

Affidavit for Proof of Publication
THE ZEPHYRHILLS NEW
Published Weekly
Zephyrhills, Pasco County, Florida

STATE OF FLORIDA,
COUNTY OF PASCO:

Before the undersigned authority personally appeared Ryan O'Reilly who on oath says he is Editor/Associate Editor of The Zephyrhills News, a newspaper published in Zephyrhills in Pasco County, Florida; that the attached copy of advertisement, being a Legal Notice in the matter of Notice Of Commission Customer Service Hearing in the Court, was published in said newspaper in the issues of May 24, 2007

Affiant further says that said Zephyrhills News is a newspaper published at Zephyrhills, in said Pasco County, Florida, and that the said newspaper has heretofore been continuously published in said Pasco County, Florida, each week and has been entered as second class mail matter at the post office in Zephyrhills, in said Pasco County, Florida for a period of the attached copy of advertisement; and affiant further says that he has neither paid not promised any person, firm or corporation any discount, rebate commission or refund for the purpose of securing this advertisement for publication in the said newspaper.



Editor/or Associate Editor

Sworn to and subscribed before me
This 24th day of May, 2007



Notary Public

(Seal)



LINDA WOOD
NOTARY PUBLIC - STATE OF FLORIDA
COMMISSION # DD267555
EXPIRES 11/30/2007
BONDED THRU 1-888-NOTARY1

My commission expires _____

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 24, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates of service. The nearest customer service hearing to you will be conducted at the following time and place:

Date and Time: June 20, 2007 at 10:00 a.m. and 6:00 p.m.
Place: West Pasco Government Center
County Commission Board Room (Suite 160)
7530 Little Road
New Port Richey, FL 34654

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates of service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

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Proof of Publication

from the
SUMTER COUNTY TIMES
Bushnell, Sumter County, Florida
PUBLISHED WEEKLY

STATE OF FLORIDA
COUNTY OF SUMTER

Before the undersigned authority personally appeared

Amanda K. O'Kelley

Of the Sumter County Times, a newspaper published weekly at Bushnell, in Sumter County, Florida, that the attached copy of advertisement being a public notice in the matter of the

627-0531 SCT

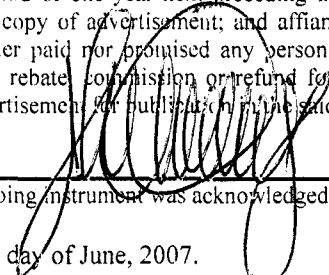
LEGAL NOTICE

NOTICE OF COMMISSION

CUSTOMER SERVICE HEARINGS

published in said newspaper in the issues of
May 31st, 2007.

Affiant further says that the Sumter County Times is a Newspaper published at Bushnell in said Sumter County, Florida, and that the said newspaper has heretofore been continuously published in Sumter County, Florida, each week and has been entered as second class mail matter at the post office in Bushnell in said Sumter County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.


The foregoing instrument was acknowledged before me

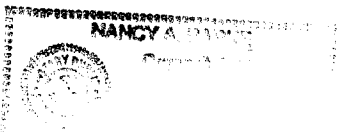
This 8th day of June, 2007.

By: Amanda K. O'Kelley

who is personally known to me and who did take an oath.



Notary Public



Proof of P

from
SUMTER COU

Bushnell, Sumter
PUBLISHED

STATE OF FLORIDA
COUNTY OF SUMTER
Before the undersigned authority per

Amanda K. O'Kelley

Of the Sumter County Times, a t
Bushnell, in Sumter County, Flor
advertisement being a public notice i

627-0531 SCT **LEGAL NOTICE** *NOTICE OF COMMISSION CUSTOMER SERVICE HE*

published in said newspaper in the is
May 31st, 2007.

Affiant further says that the Sumter
published at Bushnell in said Sumte
said newspaper has heretofore been c
County, Florida, each week and has b
matter at the post office in Bushnell
for a period of one year next preced
attached copy of advertisement; and
has neither paid nor promised any
discount, rebate, commission or refe
this advertisement for publication.

The forgoing instrument was acknowl

This 8th day of June, 2007.
By: Amanda K. O'Kelley

who is personally known to me and w

Notary Public

627-0531 SCT

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 31, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearings to you will be conducted at the following times and places:

Date and Time: June 20, 2007 at 10:00 a.m. and 6:00 p.m.
Place: West Pasco Government Center
County Commission Board Room (Suite 160)
7530 Little Road
New Port Richey, FL 34654

Date and Time: June 27, 2007 at 10:00 a.m. and 6:00 p.m.
Place: Mount Dora Community Center Auditorium
520 Baker Street
Mount Dora, FL 32756

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

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