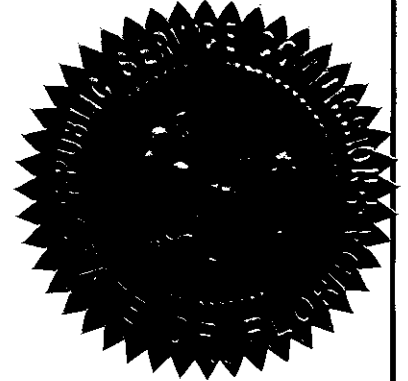


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS

In the Matter of:

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



PROCEEDINGS: GAINESVILLE SERVICE HEARING

BEFORE: CHAIRMAN MATTHEW M. CARTER, II
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER KATRINA J. McMURRIAN
COMMISSIONER NANCY ARGENZIANO
COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, July 2, 2008

TIME: Commenced at 10:05 a.m.
Concluded at 12:31 p.m.

PLACE: Alachua County Board of Commissioners
Administration Building
Board Room (2nd Floor)
12 S.E. 1st Street
Gainesville, Florida

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

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FPSC-COMMISSION CLERK

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4 on behalf of Aqua Utilities Florida, Inc.

5 CHARLES J. BECK, ESQUIRE, Office of Public Counsel,
6 c/o The Florida Legislature, 111 W. Madison St., Room 812,
7 Tallahassee, Florida 32399-1400, appearing on behalf of the
8 Citizens of the State of Florida.

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

1
2 CHAIRMAN CARTER: Good morning. Welcome to the
3 hearing we're having for our service hearing. My name is
4 Matthew Carter, Chairman of the Florida Public Service
5 Commission. To my immediate right is Commissioner Lisa Edgar.
6 To her immediate right, Commissioner Argenziano.

7 COMMISSIONER ARGENZIANO: Good morning.

8 CHAIRMAN CARTER: To my left, Commissioner McMurrian.
9 To her left, Commissioner Skop. We also have staff to my
10 right, Mr. Jaeger and Mr. Willis. And also to the immediate
11 right we have Mr. Beck from the Office of Public Counsel and
12 Ms. Christensen (sic.) from the Office of Public Counsel --
13 Merchant. Sorry. I knew I was going to blow that.

14 And also we do have -- additionally there's staff
15 from both the company here and staff from the Public Service
16 Commission. If there's some concerns here on issues of, of
17 consumer issues and all, we have staff here from both our
18 office as well as from the water company, if there's some
19 concerns there.

20 I want to kind of take a few moments to say thank you
21 all for being here today for this hearing. We have -- this is
22 kind of our public hearing. And the way it works is we take
23 information from the public because we want to hear from you,
24 and we go to different areas of the state where the company --
25 the area that's impacted by the company, and so we go there and

1 listen to you because we want to hear what you have to say and
2 we'll make it part of the record. This is the public portion
3 of it.

4 Then after we complete the series of public hearings
5 around the state in the areas that are impacted, then there
6 will be a formalized hearing process in Tallahassee. That's an
7 evidentiary hearing with lawyers and experts. And, you know,
8 an expert is just somebody from out of town with a business
9 card and different kind of things like that. And we'll go
10 through that and then we'll make our formal hearing from that.

11 So let me begin also by saying that we have staff
12 here that's going to kind of walk us through the process, and
13 then there will be some comments from the company and then
14 we'll go from that. And after that we'll ask you -- those of
15 you that are wishing to speak, we'll have you sworn in and then
16 take your comment because it will be part of the record. And
17 if you have exhibits and things of that nature, we'll mark
18 those and have those as part of the record. Those of you that
19 are shy about speaking, we have these blue forms here and our
20 staff has them outside the door if you want to -- even if
21 you're speaking, say there's something else I wanted to say
22 that you didn't get a chance, you can put it on that and send
23 it in to us and we can get it that way.

24 So with that, let's do this. Let's take our --
25 staff, would you read the notice, please?

1 MR. JAEGER: Yes, Chairman Carter. By notice this
2 time and place has been set for a customer service hearing in
3 Docket Number 080121-WS, application for increase in water and
4 wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake,
5 Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole,
6 Sumter, Volusia and Washington Counties by Aqua Utilities
7 Florida, Inc.

8 CHAIRMAN CARTER: Thank you. Now let's take
9 appearances of counsel.

10 MR. MAY: Mr. Chairman, I'm Bruce May with the Law
11 Firm of Holland & Knight appearing today on behalf of Aqua
12 Utilities Florida. With me today is Mr. Chris Franklin. He is
13 the President of the Florida operations. At the appropriate
14 time he'll make a very brief opening statement.

15 MR. BECK: Thank you, Mr. Chairman. My name is
16 Charlie Beck. I'm with the Office of Public Counsel in
17 Tallahassee. With me is Tricia Merchant, who is a CPA in our
18 office who is also working on the case.

19 MR. JAEGER: And I'm Ralph Jaeger appearing on behalf
20 of Commission staff, staff counsel.

21 CHAIRMAN CARTER: Thank you. Thank you. Let's do
22 this. As I said to you, we have a court reporter here that'll
23 be transcribing everything. So when you do get up to speak,
24 please state your name and address and where you live and so.
25 And if -- well, being from South Georgia, pretty much any name

1 is unusual for me. So if you can kind of help us with the
2 pronunciation, that would be helpful as well.

3 So let's do this. Let's have staff do their
4 presentation first, and then we'll have comments from the
5 company and then we'll go from there.

6 (Presentation given off the record.)

7 We'll go back on the record now and we'll hear, we'll
8 hear from the company briefly. And then, Mr. Beck, we'll give
9 you an opportunity to be heard, if you desire.

10 MR. MAY: Mr. Chairman, as I mentioned, Chris
11 Franklin, who is the President of the southern region for Aqua,
12 is prepared to make an opening statement. But if I may, I
13 wanted to take care of just a couple of technical issues.

14 One, would this be the appropriate time to enter into
15 the record just the proof of publication of the, of the
16 hearing?

17 CHAIRMAN CARTER: Yes, it will. And that will be
18 Exhibit Number 2. Exhibit Number 1 will be our index list,
19 Commissioners. Number 1 will be our index list. Number 2 will
20 be the proof of publication. Are you ready to present that to
21 the clerk at this point in time?

22 MR. MAY: Yes, Mr. Chairman. I've already
23 distributed it to Mr. Beck and Mr. Jaeger.

24 CHAIRMAN CARTER: Did you give one to the clerk?
25 There we go. Official record. Okay. Just some minor

1 housekeeping matters.

2 (Exhibit 1 marked for identification and admitted
3 into the record.)

4 (Exhibit 2 marked for identification.)

5 MR. MAY: And then the last housekeeping item, just
6 from our perspective we're here to respond to the customers'
7 concerns, and it would help us, because we're dealing with
8 multiple utility systems, if you could simply identify what
9 system you're currently taking service on, it would help us out
10 a lot. Thank you, sir.

11 MR. FRANKLIN: Mr. Chairman, thank you.

12 Well, first, if I could, one, one bit of confusion
13 before I get into my formal remarks that I just want to clear
14 up because we've had a number of customer calls about the
15 material that's been distributed. We talked about, you know,
16 all of our materials, 5,000 gallons, and we make all of
17 comparisons based on 5,000 gallons. We received a number of
18 calls to the company saying, customers complaining saying "I
19 don't use 5,000 gallons and why are you going to charge me for
20 5,000 gallons?" And I just wanted to say right up-front that
21 the 5,000 gallons was used for comparison purposes only. We
22 looked across the state; our average customer uses 5,000
23 gallons. So it was for comparison only. And, no, we're not
24 forcing any customer to take more water than they currently do
25 today. So I just wanted to make that clarification because I

1 know there was a bit of confusion in the last several days
2 since the material went out.

3 Secondly, thank you, Commissioners, for the
4 opportunity to say a couple of words, and thank you to you, our
5 customers, for joining us today. And I'm very eager to hear
6 what you have to say and give you a little bit of information
7 about where the company is.

8 I'd like to start though by introducing the
9 executives that are here in the room so that you can seek them
10 out if you have particular issues that you may want resolved
11 post-meeting. And in the front we have Jack Lihvarcik, who is
12 the Chief Operating Officer here in Florida. Jack. In the
13 back of the room we have Ed Pellenz, who is our Chief Manager,
14 Operation Manager in Florida. Next to Ed is Trish Williams.
15 She is the Chief Engineer in Florida. And then next to Trish
16 is Paul Thompson. Paul is the Area Manager, Area Supervisor.
17 And next to him is Brian Heath, who is the Area Manager. I
18 wanted to make sure you had -- out front we also have two
19 Customer Service Representatives live on the system so they
20 can, they can handle your issues after the meeting as well,
21 should you desire to have a billing issue or customer service
22 issue of some kind addressed.

23 Aqua is a 100-year-old company, over 100 years, and
24 during that 100-plus years we've been a water utility the
25 entire time. We've never varied from that. And we, we feel

1 very strongly about our service and, and our ability to provide
2 quality water and wastewater. And I think over the years we've
3 proven that in the many locations where we've been operating
4 for some time. We've got a very proud history and our
5 customers have rated us that way in most of the areas where we
6 serve. It's only been in the past decade or so that we've
7 started to branch out of even Pennsylvania where we were
8 originally started by some professors back over 100 years ago.

9 So in 2003 and 2004 we bought two companies. One
10 were the former Florida Water properties and another one was a
11 company called Aqua Source. Both of those companies were
12 previously owned by large electric utilities who decided to
13 exit the water market, exited fairly rapidly in 2003 and 2004.
14 And I think it's important to make the statement that, that we
15 bought both of these companies for what we call rate base,
16 which is to say that we didn't pay a premium when we purchased
17 those systems. So we didn't overpay. We paid essentially what
18 the value was and we paid rate base.

19 Despite the fact that we paid rate base for these
20 companies, many of them at the time of purchase were
21 undercapitalized, meaning that they had been let go, they were
22 in disrepair. And so at that time we immediately had to, to
23 triage, essentially decide where we're going to put the
24 investment dollars that we're going to put into our system.
25 And so we focused first and foremost on environmental

1 compliance and water quality standards, meeting the state
2 standards, meeting the federal standards. It was only then
3 that we could switch our attention to operational priorities
4 like meter upgrades. I'll tell you, we've made considerable
5 upgrades. As a matter of fact, we spent in excess of
6 \$30 million as of the end of last year since we purchased the
7 systems and we plan to spend another \$6.5 million in 2008.

8 When I worked for an electric utility it was fairly
9 easy to show the customers where we were spending our dollars.
10 It's been over 15 years since I worked for an electric utility,
11 but we could show a nuclear plant or we could show a gas
12 generated plant, we could show the wires. When I came to the
13 water utility industry, it was much more difficult to
14 demonstrate how we were making our investments because much of
15 it is underground. A replacement of pipe or a treatment
16 station which is in the woods someplace or a booster station or
17 a lift station most people don't even notice as they drive by
18 it. So it's very difficult to demonstrate to customers the
19 physical nature of the improvements we're making. But I don't
20 think we have to be financial experts to understand that over
21 the last ten years or so, and it's been more than ten years
22 since we've had a rate increase for these companies other than
23 some index allowances during that period of time, it's been,
24 it's been ten years plus, but I don't think we have to be
25 financial experts to understand that costs have continued to

1 climb over that period of time. In fact, you can imagine
2 chemicals and power, gasoline alone even over the last several
3 months, let alone the last ten years, have increased
4 significantly.

5 Now since we were last here, which is about a year
6 ago when we first tried to file a rate case in, in Florida,
7 we've made a lot of changes. There's been a lot of changes
8 over the last year. As a matter of fact, let me just tell you,
9 we have a new Chief Engineer, I just introduced you to Ed, a
10 new head of environmental compliance, a new Chief Operating
11 Manager, we have a new Area Manager in the south, we have a new
12 Customer Service Manager, and we have a new Regulatory Manager.
13 All of these staffing changes, management changes over the last
14 year were made to demonstrate our intent to operate efficiently
15 and to operate in compliance with all the Florida laws,
16 statutes and regulations.

17 Also in the last year our customer call center has
18 had dramatic improvement, and we've demonstrated those in six
19 meetings that we held publicly with Commission staff and
20 customers. We've added ten new employees and a training, a new
21 training team to better commit our Customer Service
22 Representatives to the quality of service that our customers
23 deserve. We're meeting our target times for how fast we answer
24 the phone, how quickly we handle the calls, and we also do
25 quality monitoring now on a constant basis to improve the

1 quality of service. And obviously our overall objective is to
2 please the customer by solving your issue with one single call
3 to our call centers.

4 Now we also heard last year when we were around that
5 most customers didn't know us and so we initiated over the last
6 year a dozen town hall meetings. We call them Aqua Connects.
7 It was a much more informal setting than this; there was no
8 podium in the front of the room and there was no audience. It
9 was an informal mixing of our customers and the management team
10 where customers could ask the management team any question they
11 wanted either in private or in a group setting, and we had
12 displays and educational materials available at each of those
13 meetings. We've had them already in Brevard, Lake, Marion,
14 Putnam, Sarasota, Seminole and Volusia Counties, and we're now
15 planning one for Alachua County. By the way, these are on --
16 we want these to be ongoing conversations with our customers
17 where we, where we regularly do this year in, year out, so that
18 we get closer to our customers and understand their needs.

19 Over the past year we've been working to establish a
20 more structured and disciplined culture in our Florida company.
21 We're measuring our performance and looking at our results to
22 see where we can improve.

23 For example, a year ago, one of our customers'
24 largest complaints was that they were receiving too many
25 estimated bills. So we developed a comprehensive plan to

1 change out all of our meters. All of our PSC-regulated meters
2 will be changed out by the end of 2008. And all of the meters
3 will have attached to them a radio frequency device so we can
4 drive a vehicle down the street and never enter our customers'
5 property again for meter readings. In total we'll spend about
6 \$5 million on our, on our metering program between 2007 and
7 2008. Last year at this time we were estimating about
8 5 percent of all of our bills that were going out the door.
9 Currently we're estimating less than a percent and a half.

10 Our investments don't stop there. We've made a lot
11 of investments locally. I'm happy to share those with you as
12 we -- after the meeting, if you want to get into specifics, I'd
13 be happy to do that.

14 I'll summarize by saying that I don't think our
15 expenses are out of line. If you compare us with other
16 utilities in the water utility industry, we compare favorably.
17 And I can share those numbers with you as well after the
18 meeting.

19 However, now that -- I believe our expenses are in
20 line. That's ultimately up to the Commission and the
21 Commissioners to decide whether that's true. Assuming that
22 though, why are we losing money in Florida? We're actually
23 operating in the red in Florida. Aqua is losing money. And
24 the answer is fairly simply. It's been a decade since we've
25 had a rate increase. And we talked about all the increases

1 that happened along with our capital investments over that
2 period of time. You the customers have been through several
3 ownership changes and maybe you think of us as a big Wall
4 Street company, but I can tell you nothing could be further
5 from the truth. Aqua is committed to Florida. I am personally
6 committed to our Florida customers. In the 15 months that I've
7 been in my current job I've made over 15 trips to Florida, and
8 I'm very committed to improving customer service.

9 Despite the fact that I've come down all these times,
10 we don't own a corporate jet. I search the Internet just like
11 everybody else does for the cheapest flights. I fly down as
12 inexpensively as I possibly can. Folks, this is the part of my
13 job I enjoy the least, asking for rate increases. Because I
14 believe in many ways we are making a contribution to people's
15 lives improving water and wastewater, basic services. I can
16 also tell you that I don't take this part of the job lightly.
17 We prepared this rate proposal with the brightest people and
18 have many iterations, versions of this, of this to find an
19 equitable solution that would impact our customers in the least
20 invasive way. While I can say our proposal is probably not
21 perfect and not everyone will agree with it, I can say that it
22 was prepared by people with great integrity and it was done
23 considering the impact to our customers.

24 Now I've said enough and I'm hear to listen to you
25 today and I'm looking for ideas and ways that we can continue

1 to improve our service. Thank you for the opportunity to
2 address you this morning.

3 CHAIRMAN CARTER: Thank you.

4 Mr. Beck.

5 MR. BECK: Thank you, Mr. Chairman. Good morning
6 everyone, and thank you for coming today.

7 (Technical difficulties with the sound system.)

8 Thank you everyone for coming this morning. Let me
9 briefly explain who we are and what our role is in the process.

10 The Office of Public Counsel was created by the
11 Legislature to represent you in hearings before the Commission.
12 We are completely separate from the Commission. We appear
13 before them as a party. Just as the utility is appearing as an
14 advocate for its case, we appear as an advocate on your behalf
15 to present the case in opposition to the utility.

16 The Commission will sit in the middle at the end of
17 the case and make a decision based on the evidence that's
18 presented to them by both sides. We have a staff of 12 persons
19 that are dedicated to cases in all utility areas before the
20 Commission. I'll be working on the case and another attorney
21 in our office, Steve Reilly, who some of you may know, is also
22 working on the case. Tricia Merchant, who is a CPA, is also
23 working hard on the case at this point.

24 You'll recall that we -- or if you were around during
25 the last case, which I imagine many of you were, Aqua filed a

1 rate case seeking a \$7.3 million increase last year. We
2 actively participated in that. We sent in a lot of discovery
3 and conducted a lot of questions to the company. We felt that
4 the data they were providing us in that case was a constantly
5 changing picture, and at least in our view months into the case
6 we felt they made a filing that essentially refiled the case
7 midstream. So at that point we filed a motion with the
8 Commission asking them to dismiss the case. We had a favorable
9 recommendation from the staff on that. And shortly before the
10 Commission was going to rule, the company decided to withdraw
11 the case and made a contribution of \$50,000 towards plant that
12 they paid for rather than asking the customers to pay for.

13 Now in this case the company is then asking for
14 \$8.4 million in this proceeding. We have already literally
15 sent hundreds of interrogatories and requests for documents to
16 the company. We are just starting now to get our responses in.
17 We have a lot of people working on that. We have already
18 retained three outside experts to appear on your behalf in this
19 case as well as our in-house staff.

20 Let me just describe briefly what they'll be doing.
21 One of the witnesses will address return on equity, which is
22 essentially the profit level that the company asks, asks for.
23 We've had several decisions recently from the Commission with
24 which we disagree. We had one case with Florida Public
25 Utilities that serves electric companies in the Panhandle. We

1 retained a full professor of finance to testify in that case,
2 and he testified that a return of 9.15 percent would be fully
3 compensatory and reasonable for the company. The Commission
4 granted an 11 percent return on equity in that case.

5 We've had another case that we did not intervene in
6 with St. Joe Natural Gas where they also gave an 11 percent
7 return on equity. We think that's too high. We're going to
8 present a witness in this case that will testify that the
9 return on equity the company is asking is too high. We hope to
10 change the Commission's view, if we can, on that.

11 We're also hiring an engineer that will visit each of
12 the systems, and he will be looking particularly at what's
13 called used and useful. In many systems the plant is built to
14 serve more than the existing customers, so part of the plant is
15 not actually serving customers. That portion should not be
16 supported by customers. And he will be looking into those
17 adjustments and testifying on that.

18 A third witness is an overall rate case expert who,
19 who specializes in a number of things besides all the
20 accounting and expense reviews. We'll also be looking very
21 closely at affiliate relationships. Many of the costs you see
22 in this case are allocated down from the corporate headquarters
23 in Pennsylvania into the Florida expenses. We'll be looking
24 very closely at that. We've asked a lot of questions on that
25 area, as well as all the expenses, looking at salaries, looking

1 at the costs they're incurring and seeing whether we think
2 they're reasonable or not. We will be presenting that case to
3 the Commission. Again, we're independent of the Commission, so
4 we'll act as an advocate there. We can and have at times
5 appealed cases of the Commission to the court. So that's
6 always open.

7 On the return on equity, let me back up one point,
8 one of the things the Commission looks at in determining a fair
9 return for the company or profit level is the service. So your
10 testimony here today is very important because that's one of
11 the things that the Commission considers when determining the,
12 the rates that are set. So your being here is very important
13 and we appreciate your coming and look forward to hearing your
14 testimony. Thank you.

15 CHAIRMAN CARTER: Thank you, Mr. Beck. Just some of
16 you have come in after I made my initial comments. There's a
17 white sheet out front, a form out front, a white form out front
18 for you to sign if you want to be heard. You probably can't
19 tell that I'm blushing now. (Laughter.) But, anyway, complete
20 the form out front and our staff will make sure that we get it.
21 And what will happen, as Mr. Beck will call your name, you'll
22 come up to the podium here, state your name and address and
23 we'll go from there, because it is a formal hearing and what
24 you're saying is being transcribed and put into the record.

25 Now at this point in time all of those of you that

1 are wishing to be heard this morning, would you please stand
2 because I need to swear you in as witnesses. Would you please
3 stand?

4 (Witnesses collectively sworn.)

5 Please be seated.

6 Mr. Beck, you're recognized, sir.

7 MR. BECK: Thank you, Mr. Chairman. Our first
8 witness is Charles Thomas.

9 CHARLES THOMAS

10 appeared as a witness on behalf of the Citizens of the State of
11 Florida and, swearing to tell the truth, testified as follows:

12 DIRECT STATEMENT

13 MR. THOMAS: Thank you. My names is Charles Thomas.
14 I live at 5508 S.W. 69th Terrace, Gainesville, Florida, and I'm
15 serviced by Aqua, and it's Arredondo Estates. And I think I
16 may have made a mistake because what that gentleman said about
17 the customer service has got to be someone else. I don't talk
18 to the same people on the telephone. You know, I have a
19 written statement. It just blows me away.

20 The water quality is just crappy and we've given up
21 on that. We buy bottled water for drinking and eating. We
22 flush the toilets and we wash clothes with Aqua, and we've been
23 doing that for a long time.

24 But really what's getting me now is they put in the
25 new automatic meter reading and ever since they did that in May

1 of 2007 my bills have just been going crazy. One month they
2 had me using 53,000 gallons of water. I can't imagine how long
3 it would take to pump 53,000 gallons of water through a
4 5/8-inch garden hose. That's what they say. And last month it
5 was 21,800 gallons. I've called these people more than ten
6 times. I've asked for meter tests twice: Once 11/21/07 and
7 then on 6/18/2008. As far as I know, nothing has ever
8 happened. I got on the website and filed a complaint with the
9 Public Service Commission. They sent me the countdown letter,
10 I guess you'd call it. I don't know. And I haven't heard from
11 Aqua Source on that. So really just no service. I mean, they
12 give crappy water. They don't even give crappy service, just
13 no service. And that's about it. But I'd like to have this
14 statement, it's copies of bills and things, entered into the
15 record, if I could.

16 CHAIRMAN CARTER: Absolutely. Just give it to our
17 staff over here and we'll have that -- Commissioners, this will
18 be marked as Exhibit Number 3. So we'll just make it a
19 composite exhibit.

20 MR. JAEGER: And that's bills and --

21 MR. THOMAS: This statement I've just summarized.
22 There's the letter from the Public Service Commission, the
23 claim number, the original complaint and some bills.

24 MR. JAEGER: We'll just call it package from customer
25 Charles Thomas.

1 CHAIRMAN CARTER: That will be fine. Mark it as
2 Exhibit 3.

3 (Exhibit 3 marked for identification.)

4 MR. THOMAS: And thank you for this opportunity.

5 CHAIRMAN CARTER: Mr. Thomas, one second.

6 MR. THOMAS: Sure.

7 CHAIRMAN CARTER: Any questions? Commissioner Skop,
8 you're recognized, sir.

9 COMMISSIONER SKOP: Thank you, Mr. Chairman.

10 Mr. Thomas, thank you for coming forth and providing
11 the documents. With respect to some of the concerns that you
12 raised on the RF meter readings and the consumption, do you use
13 irrigation at all or --

14 MR. THOMAS: I have no -- I have one soaker hose that
15 I run in a flower bed. I turn it on when I get home in the
16 afternoon, turn it off before I go to sleep.

17 COMMISSIONER SKOP: And the bills that you provide
18 show that up and down --

19 MR. THOMAS: Yes, sir.

20 COMMISSIONER SKOP: Okay. And with respect to your
21 calls to customer service, have you been able to get through to
22 Aqua representatives? I know that's been a concern. The last
23 time we came to Gainesville for the previous rate case the same
24 issues arose in terms of meter readings, which hopefully those
25 will be remedied on a forward-going basis. I would suspect

1 they would. But customer service is also an issue too, so I
2 just wanted to get your perspective on that.

3 MR. THOMAS: Well, I called the customer service
4 number that's on the bill, that comes with the bill, and I get
5 different people that tell me they will test it, they won't
6 test it, check my toilet, make sure it's not leaking. I don't
7 know how much it would have to leak to leak 53,000 gallons.
8 But it's just -- and I've asked for at least two meter tests
9 and one call back from the supervisor. I just haven't heard
10 from anybody.

11 COMMISSIONER SKOP: Well, like I say, we take
12 consumer concerns seriously, and the testimony is very
13 important, you know, at least from my perspective. You know,
14 we're starting to hear the same, you know, comments from Aqua
15 that they're working to fix things and I'm trying to assess the
16 level, if any, of improvement. So it's important, at least for
17 me and I think my colleagues, to hear those type of concerns,
18 so.

19 MR. THOMAS: It sounded great. If I had those people
20 working for me, I wouldn't be here, and the rate increase, I
21 wouldn't have a problem with it. I don't know who he's talking
22 about personally. It's got to be somebody else.

23 CHAIRMAN CARTER: Commissioner Argenziano.

24 COMMISSIONER ARGENZIANO: Yes. And while you're here
25 today, you heard the gentleman say there are going to be people

1 here. I would hope that today they would listen to Mr. Thomas
2 and try to get some of those things remedied and take advantage
3 of the fact that they're here today, because we might want to
4 follow up with you and see how things turned out after today.

5 MR. THOMAS: Okay. Thank you. And actually I did
6 talk to somebody earlier this morning.

7 CHAIRMAN CARTER: Mr. Beck.

8 EXAMINATION

9 BY MR. BECK:

10 Q Do you know when the RF meter was installed at
11 your --

12 A May of 2000 (sic.)

13 Q May two thousand and --

14 A May 2007.

15 Q 2007? And did you have any problems like this before
16 they installed the RF meter?

17 A I never had any problems with the billing as far as I
18 was concerned.

19 Q Has there been any change in your usage from the
20 time, or in general in your usage since the time before and
21 after they changed the meters?

22 A No, sir. My wife and I live there, we work five days
23 a week. We haven't done any -- we don't have a pool, we don't
24 irrigate. If you looked at my yard, you'd know I don't
25 irrigate. But, I mean, we don't use anything but very minimal.

1 Q Thank you very much.

2 A And have for a long time.

3 CHAIRMAN CARTER: One second. Commissioner
4 Argenziano.

5 COMMISSIONER ARGENZIANO: Just another question. I
6 guess Mr. Beck asked the question I was going to ask, if
7 anything had changed. And I know the company probably doesn't
8 have to do this, but I wonder if anybody, when you call them,
9 do they offer any kind of assistance in trying to find out if
10 you had any leaks anywhere?

11 MR. THOMAS: A couple of times they told me to put
12 tea or coffee in the toilet and see if it was actually leaking
13 through, go outside and check the little leak indicator on
14 their meter.

15 COMMISSIONER ARGENZIANO: Did you try anything on
16 your own? I know my mom had a similar problem and lightning
17 actually had hit one of her pipes or something and it was just
18 gushing and gushing. But the amount that -- 53,000 gallons is
19 a lot of gallons to use.

20 MR. THOMAS: I can't imagine it.

21 COMMISSIONER ARGENZIANO: Unless you're taking a
22 shower every three or four minutes throughout the whole day.

23 MR. THOMAS: Yeah. I can't imagine it either. But,
24 yeah, I haven't seen any leaks and I don't see any movement in
25 their little leak indicator when I look at it.

1 COMMISSIONER ARGENZIANO: Thank you.

2 CHAIRMAN CARTER: Thank you, Mr. Thomas.

3 Staff, make sure you get a copy of that so we can
4 make that part of the record.

5 Mr. Beck.

6 MR. JAEGER: Chairman Carter, before we go to the
7 next customer, did we move Exhibits 3 and 2 in or --

8 CHAIRMAN CARTER: We're just marking them for
9 identification. They'll be part of the record. So we've got
10 Exhibit 1 is the index list. Exhibit 2 is the notice. Exhibit
11 3 will be Mr. Thomas's composite exhibit.

12 Mr. Beck.

13 MR. BECK: The next witness is John Mazzerle.

14 CHAIRMAN CARTER: John Mazzerle.

15 Whereupon,

16 JOHN MAZZERLE

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

19 DIRECT STATEMENT

20 MR. MAZZERLE: Good morning. My name is John
21 Mazzerle.

22 MR. BECK: Sorry.

23 MR. MAZZERLE: It's not spelled the right way.

24 CHAIRMAN CARTER: Help us with the spelling.

25 MR. MAZZERLE: This is the first time I've been

1 before counsel without getting charged. It feels good.

2 (Laughter.) Anyway, I live at 7117 S.W. Archer Road, Lot 2802.

3 I was at the hearing last year and I recognize some
4 of the faces. To quote a famous person in history, "It's like
5 déjà vu all over again." Anyway, for those that are younger
6 than I am, that's Yogi Berra.

7 I do have some comments to make this morning. First
8 of all, we're talking about meters. My meter was changed last
9 April 2007, and I have to thank Aqua Source for doing it. The
10 reason I say that, before the change my water bills were on a
11 roller coaster. They went anywhere from 2,000 gallons a month
12 to 8,000, 9,000 gallons a month. No change in usage. There's
13 only two of us that live there. We do have a washer, we do
14 have a dishwasher and we have cats. They don't drink much
15 water. However, with the change now to the new meter, I
16 average about 3,500 gallons a month. Again, I don't irrigate
17 my lawn, believe me, but that's our usage. And I have some
18 charts which I'd like to pass out to the Commission, if I may,
19 just to follow along with my comparisons against the rates, if
20 I may.

21 CHAIRMAN CARTER: Let's do that.

22 MR. MAZZERLE: And I have given one to Aqua Source,
23 so it's no secret. It's their figures, not mine. So if I may
24 hand these to someone.

25 CHAIRMAN CARTER: Yes, sir.

1 MR. MAZZERLE: May I walk up there?

2 CHAIRMAN CARTER: Sure. That would be fine. I was
3 looking for, looking for someone.

4 MR. MAZZERLE: May I approach? Is that the word, may
5 I approach?

6 CHAIRMAN CARTER: You got it right. You got it
7 right. Thank you so kindly.

8 MR. MAZZERLE: I think I gave everyone, some to
9 everyone.

10 Anyway, on the chart, just to explain it briefly.

11 CHAIRMAN CARTER: One second, Mr. Mazzerle. We'll
12 mark this as Exhibit 4. I believe that's where we are now,
13 Commissioners.

14 (Exhibit 4 marked for identification.)

15 Thank you, sir. You may proceed, sir.

16 MR. MAZZERLE: Okay. It's just a comparison of three
17 different usage of gallons. One is 2,700 gallons. I used the
18 3,500-gallon as my average. I used the 5,000-gallon as Aqua
19 Source's sample. So these are accurate readings off my bills.

20 The old rate, as you can see by the red bar in the
21 middle, the middle chart, is about \$50 a month. That was the
22 total water and sewage usage. Now this does not include taxes.
23 I think it's like a 4 percent or some ridiculous figure.

24 The present rate that I'm paying right now is about
25 \$2 more a month, which is fine. I mean, I have no, I have no

1 qualm with \$2 a month, \$24 a year.

2 The interim proposed rate, the red bar you see, jumps
3 to \$87 a month. That's \$35 a month more, 67 percent. The
4 proposed final rate, same usage of 3,500 gallons, becomes
5 \$111 a month. Rather steep for water. The \$87 is rather steep
6 for water. Are there any questions on this simple chart?
7 Okay.

8 The 5,000 gallons, that's simply using the same
9 numbers, the same basic cost figures, except it goes to \$129.
10 I think this scared a lot of your customers when they got, you
11 know, the 5,000 gallons. "Oh my God, am I using
12 5,000 gallons?" I would have to increase my input by a lot of
13 water, a lot of glasses of water to get to 5,000. Anyway, that
14 explains my chart.

15 I would only like to close right now with the
16 differences, as you can well see. Based on the 3,500 gallons,
17 the increase in wastewater seems to be the predominant factor
18 of the raise, the increase. It's \$25 a month between the
19 present rate and the interim and \$45 more on the proposed final
20 rate. That's \$70. The water and the sewage rate increase just
21 sounds like it's an awful lot for \$87 a month.

22 I'd like to close with saying that the community that
23 I live in, and I'm only speaking for myself now, it's a mobile
24 home community. It is not made up of \$300,000 homes. There's
25 no deep pockets, there's no country club members. It's made up

1 of retirees, families, single parents, basically a blue collar
2 working community. They just can't afford that kind of an
3 increase. They're fighting now for food and gas. An increase
4 like this is going to kill a lot of them. Thank you.

5 CHAIRMAN CARTER: Thank you, Mr. Mazzerle.

6 MR. MAZZERLE: John.

7 CHAIRMAN CARTER: John. John, come back, stay with
8 us for a moment. Was I even close in the pronunciation?

9 MR. MAZZERLE: I'm sorry?

10 CHAIRMAN CARTER: Was I even close on the
11 pronunciation?

12 MR. MAZZERLE: Oh, you hit John right on the button.

13 (Laughter.)

14 CHAIRMAN CARTER: There you go. I feel like I made
15 an accomplishment.

16 Commissioner Skop, you're recognized, sir.

17 MR. MAZZERLE: Yeah. It's Mazzerle.

18 CHAIRMAN CARTER: Mazzerle.

19 MR. MAZZERLE: It was changed at Ellis Island. It
20 was. It really was.

21 CHAIRMAN CARTER: Well, that's great.

22 COMMISSIONER ARGENZIANO: Mr. Chairman.

23 CHAIRMAN CARTER: Yes, ma'am.

24 COMMISSIONER ARGENZIANO: Many great people came in
25 from Ellis Island.

1 MR. MAZZERLE: Yes.

2 COMMISSIONER SKOP: Thank you, Mr. Mazzerle. Thank
3 you for the chart also. It's very, very informative.

4 I guess just in perspective, I guess we both live in
5 Gainesville, and I guess you live near Arredondo Farms out on
6 Archer Road and I guess that you have the private provider. I
7 just wanted to get your perspective. I know that at least from
8 a user's perspective, I think where you fall in -- did you say
9 the 2,700 gallons or the 3,500 gallons? Which of those two
10 ranges on your chart do you fall into?

11 MR. MAZZERLE: I average the 3,500. I've been as
12 high as 5,000, but I've been as low as 2,400. The 5,000 I know
13 that I create -- if I pressure wash the house, I use a lot of
14 water.

15 COMMISSIONER SKOP: In comparison to GRU's water
16 rates, do you hear -- do you, like, have people across the
17 street that have lower bills?

18 MR. MAZZERLE: I think GRU is probably still cheaper.
19 I haven't compared it because right now their electric is going
20 crazy with their rate increases and all that. But the last
21 time I checked, GRU was probably about less than half the cost.

22 COMMISSIONER SKOP: Well, I guess I feel your pain.
23 I have GRU water, but I believe my water aspect to that was
24 \$6 last month for consumption.

25 MR. MAZZERLE: Yeah. It makes a big difference and

1 they're right across the street.

2 COMMISSIONER SKOP: Thank you.

3 COMMISSIONER ARGENZIANO: Mr. Chair.

4 CHAIRMAN CARTER: Commissioner Argenziano.

5 COMMISSIONER ARGENZIANO: Mr. Mazzerle --

6 MR. MAZZERLE: John, please.

7 COMMISSIONER ARGENZIANO: It's hard for me to do
8 that. But two questions. Service, how is the service, are you
9 finding, with the company?

10 MR. MAZZERLE: I can't complain about the service
11 because I've never asked for it.

12 COMMISSIONER ARGENZIANO: Okay.

13 MR. MAZZERLE: So I have no comment on it.

14 COMMISSIONER ARGENZIANO: Okay. Next question, are
15 you prohibited in your mobile home community -- and I know this
16 may sound like a silly question but I'd like to know, I ask
17 this question wherever I go -- by either the county or your
18 city in allowing you to sink your own wells?

19 MR. MAZZERLE: It's not my property; therefore, I'm
20 not --

21 COMMISSIONER ARGENZIANO: All right. For the mobile
22 home community, does the mobile home owner, is he, are they
23 allowing any, their own wells?

24 MR. MAZZERLE: That I can't answer if they are
25 allowed or not. There is a well on the property which belongs

1 to Aqua Utilities. I'm not sure if a property owner can do it.
2 There may be some kind of legal thing between Aqua Source and
3 the property owners. That I don't know.

4 COMMISSIONER ARGENZIANO: Right. And sometimes the
5 counties prohibit it and the cities prohibit it and I'm just
6 curious and trying to figure out around the state where I go
7 where it's prohibited and at what point does it get too costly
8 for customers to pay for water to sustain life versus sinking
9 their own wells.

10 MR. MAZZERLE: Yeah. I wish I could answer, but I
11 really don't know.

12 COMMISSIONER ARGENZIANO: Thank you.

13 MR. MAZZERLE: And especially there, the water is so
14 hard, I don't know how far they would have to go deep.

15 COMMISSIONER ARGENZIANO: And that's a good point.
16 Some places it's just simply you do need some type of interim
17 treatment.

18 MR. MAZZERLE: Yeah. I've got a water softener. I
19 had to put one in. I couldn't drink it.

20 COMMISSIONER ARGENZIANO: So it still is very hard
21 without your water softener. You have to have the water
22 softener?

23 MR. MAZZERLE: Oh, I do. Yeah.

24 COMMISSIONER ARGENZIANO: Okay. Thank you. Thank
25 you.

1 CHAIRMAN CARTER: Mr. Beck.

2 EXAMINATION

3 BY MR. BECK:

4 Q I just wanted to offer John, according to the
5 company --

6 A You learn quick.

7 (Laughter.)

8 Q I do. According to the company, the average usage in
9 Arredondo Estates and Farms is 6,100 gallons. So, you know,
10 your chart -- the impact is actually every bit as big as your
11 chart. I just wanted to share that information with you.

12 A I didn't know it was that high. 6,100 gallons is the
13 average usage?

14 Q That's what the company states, yes.

15 A It's very possible, very possible. There are, like I
16 said, there's lot of families in there. They have children.
17 You know, that's a lot of clothes washing, a lot of showers or
18 baths, so, you know, and a lot of toilets flushed. But with
19 just the two of us and seven cats, mine is about 3,500.

20 MR. BECK: Thank you. We appreciate the charts and
21 information.

22 CHAIRMAN CARTER: Thank you very much.

23 MR. JAEGER: Chairman Carter, I have just two
24 questions, if the Commissioners are done.

25 CHAIRMAN CARTER: Hang on a second.

1 Commissioner McMurrin.

2 COMMISSIONER McMURRIAN: Thank you. I think I
3 figured that out.

4 Hi, John.

5 MR. MAZZERLE: Thank you.

6 COMMISSIONER McMURRIAN: I just wanted to say, and
7 I'm somewhat serious, if you ever want to move to Tallahassee,
8 I mean, you make really good charts. I don't know if we have
9 any openings, but you do a really good job. Thank you for
10 this. I just wanted to add that, too.

11 MR. MAZZERLE: I can do it by mail. Thank you.

12 (Laughter.)

13 CHAIRMAN CARTER: One second, Mr. -- let me give it a
14 shot again -- Mazzerle.

15 MR. MAZZERLE: There you go.

16 CHAIRMAN CARTER: Staff.

17 EXAMINATION

18 BY MR. JAEGER:

19 Q I have just two questions, sir.

20 Are you from Arredondo Farms, is that --

21 A Arredondo Farms.

22 Q And how do you spell your last name for the court
23 reporter?

24 A M-A-Z-Z-E-R-L-E. That's the way I spell it. The
25 correct pronunciation is a little different or the correct

1 spelling is different.

2 MR. JAEGER: That's all I had. Thank you.

3 CHAIRMAN CARTER: Thank you, John.

4 MR. MAZZERLE: Thank you, Commissioners.

5 CHAIRMAN CARTER: Mr. Beck.

6 MR. BECK: Thank you. Melanie Day.

7 Whereupon,

8 MELANIE DAY

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

11 DIRECT STATEMENT

12 MS. DAY: Hi. First off, my husband ends up usually
13 dealing with Aqua Source because I just wanted to call a lawyer
14 at first because they would not get -- they gave us a bill for
15 water and it wasn't the meter number that was for our property
16 and then it was for too much because nobody was living there at
17 the time. And then even after we rented our mobile home they
18 would keep it at 1,000 gallons or 1,200 and it would still be
19 off. So they were nice and they let us postpone paying because
20 we didn't want to pay to complicate the error by agreeing to
21 the error. And I think it took them three to four months to
22 get it straightened out, then we paid and everybody was kind of
23 happy. The people in their office are very nice, the ones that
24 answer the phone.

25 We did have a, kind of a complaint against a fellow

1 named Kevin Brown -- my husband is a left-hander, I can't read
2 his handwriting -- who said he'd call us back and then he, he
3 never did, you know. And I didn't feel like when he said it
4 that he really meant it. So I never wrote to them and said
5 anything because it's sort of like, it took us probably a full
6 eight-hour day from getting off, spending time of our time to
7 talk to these people to try to find out what's the matter,
8 whose bill are we getting. So now that sort of seems to be
9 okay, even though my husband, who's home sick or he would be
10 here, says that the meter readings still aren't on point but
11 they're better and tolerable and it's not worth the hassle. So
12 now we're sort of happy.

13 The water doesn't taste particularly good, and I
14 feel that their idea of billing for 5,000 gallons is
15 counterproductive to an idea of conserving. And, granted, they
16 could maybe call the cost something else and just bill you
17 2,000, you know, and call it something else and still charge
18 you the same monthly rate, which might give people an incentive
19 for conserving, but I don't think it would because of the
20 monthly request that they're making. So that, that's one
21 complaint I have about the 5,000. Plus, I thought it was kind
22 of wrong as those people called in and said that they're going
23 to be charged for something they're not using. There's just
24 something, you know, contradictory to that, too.

25 The other thing, and I know I'm skipping around, is

1 that we tried to find their paperwork in the library, which was
2 listed as the place where it was supposed to be, and they spent
3 some time searching for it and they never found it. They ended
4 up having to go to the website, which without a computer it
5 didn't help us at all. So I'm marking things off as I'm saying
6 it.

7 I, I would like to know, and I suppose somewhere in
8 here you have the paperwork for what their bill is, the Aqua
9 company, for delivering the water to the individuals, what
10 their actual bill is without all of the people that they've
11 hired to meet requirements for, just what the raw bill is, I
12 guess.

13 And the other thing I had a concern too was the
14 system -- how do you count the water that they take out at the
15 well? I guess St. Johns does that. They have to get a water
16 usage plan. And then how much is actually counted to the
17 residences? Because maybe there's some leaks in between and
18 they might be trying to make up for their losses that way. I
19 don't know.

20 So I think that's all I had. Oh, I know. The other
21 thing was when you mentioned the gallon rate was capped, I
22 believe you were referring to the sewer rate. You couldn't
23 have been referring to the water usage rate.

24 MR. WILLIS: That's correct. That was referring to
25 the wastewater rate.

1 MS. DAY: Yeah. Okay. I wasn't sure what you meant.
2 And then you said your audit team for records. When you say
3 records, you mean utility bills?

4 MR. WILLIS: Actually what I talked about are the
5 utility's books and records. They have accounting books and
6 records where they report all their expenses, capital
7 improvements. That's what I'm talking about.

8 MS. DAY: Okay. All right. And their cost, sort of
9 what they're basing their needs on is by all those counties,
10 they want it just all of Florida rather than by the county
11 because there's a lot of development in some of those counties
12 that they brought up and I feel that probably that equals
13 money. And these areas here in Alachua County, we are not
14 moneyed areas. So I don't know how you can break that up, you
15 know, but there's a difference. There's, like the other
16 gentleman said, you know, these aren't the people with the big
17 houses. We have a mobile home. And when we had the funny
18 reading, we even crawled under our mobile home to see if it was
19 leaking, you know, before we started complaining too much. So,
20 but I think I got everything after that. I'm sure my husband
21 would have a lot more to say since he dealt with them.

22 Yeah. And I was curious if this is the proper place
23 to ask -- the gentleman, I believe his name is Mr. Franklin,
24 mentioned that there was local investments in Alachua County.
25 What, what are they doing? Is it that they're trying to help

1 Alachua County with investing here or are they making -- I
2 didn't understand what that was.

3 MR. WILLIS: I could try and address that. I don't
4 think Mr. Franklin was talking about investments within Alachua
5 County itself. He was talking about that they had made
6 investment in the actual water or wastewater systems that they
7 own and serve in Alachua County.

8 MS. DAY: Oh. For the customers that have
9 wastewater?

10 MR. WILLIS: Yes.

11 MS. DAY: Okay. On their own property?

12 MR. WILLIS: Or water. Or water.

13 MS. DAY: For their own shareholders.

14 MR. WILLIS: Well, actually it would be improvements
15 to those water and wastewater systems. I couldn't tell you
16 what those investments are right now because I don't have the
17 MFRs in front of me. The minimum filing requirements show what
18 those are. That would have to be something that Mr. Franklin
19 or the staff would have to address at this point.

20 MS. DAY: Okay. Okay. Any questions?

21 CHAIRMAN CARTER: One second. Commissioners?

22 Commissioner Skop, you're recognized, sir.

23 COMMISSIONER SKOP: Thank you, Mr. Chairman.

24 Ms. Day, good morning.

25 MS. DAY: Hi.

1 COMMISSIONER SKOP: Just a quick question, I guess
2 maybe a clarification. I think Ms. Day mentioned, I think,
3 about conservation and the 5,000 gallons. I don't know if
4 staff might be able to help explain or what have you, but I
5 seem, and I just wanted to ask Ms. Day, to think that maybe
6 Ms. Day perhaps has the impression that each customer is
7 getting a block of 5,000 gallons. But, in fact, it's just
8 based on their actual consumption.

9 MS. DAY: But they're getting charged as if they use
10 5,000, if I understood.

11 COMMISSIONER SKOP: No. That's the clarification I'm
12 trying to help -- that's what I thought that you thought.

13 MS. DAY: Yeah, I did. So did my husband.

14 COMMISSIONER SKOP: That's what I'm trying to get
15 clarification on.

16 MR. WILLIS: I'll be happy to clarify that. It's,
17 it's a -- what the company is asking for is called a
18 conservation rate structure and it's in two different blocks.
19 You're billed by your actual usage. For instance, I believe
20 they're asking for the first block to be 1,000 gallons through
21 5,000 gallons. So if you use anything between 1,000 and
22 5,000 gallons, you're billed at that gallonage charge, whatever
23 that would be for the first 5,000 gallons of usage.

24 MS. DAY: Like the City does. Yeah.

25 MR. WILLIS: But if you exceed the 5,000 gallons,

1 anything above that you would be charged at a higher gallonage
2 rate, which is a conservation-oriented rate structure. You're
3 only billed for your actual usage, and your usage depends on
4 whether or not you stay in the first tier or you actually get
5 charged for some in the second tier.

6 MS. DAY: Oh, yeah. The little paper they mailed you
7 did not, at least by my looking at it, which probably doesn't
8 count for much, did not make that clear. I thought they had a
9 mandated minimum of 5,000 gallons usage because they wanted a
10 certain dollar figure from each customer, a minimum, you know.
11 So, oh, okay. Well, that's good. So then staying at 2,000 or
12 1,000, do you know, on their proposal?

13 MR. WILLIS: Well, if you're using 2,000 gallons a
14 month, you would be billed in that first tier for whatever the
15 gallonage rate would be for the first tier.

16 MS. DAY: Okay. Well, that's -- yeah, that's what
17 they do now.

18 MR. JAEGER: It's for each 1,000 gallons measured,
19 and the first 5,000 gallons are at --

20 MS. DAY: It stays at X rate.

21 MR. JAEGER: -- that \$3 and something per thousand.
22 Then it goes up after you use --

23 MS. DAY: Yeah. Then it's X plus whatever after
24 5,000 for each thousand.

25 COMMISSIONER SKOP: So hopefully that clarified the

1 concern.

2 MS. DAY: Yes, it did. It did clarify that.

3 COMMISSIONER SKOP: And then secondly -- oh, I'm
4 sorry.

5 MR. BECK: I was just wondering if I could just take
6 a quick go at that.

7 There's a combination of rates. There's a base
8 facility charge. The proposal is \$21.92 a month. That gets
9 charged regardless of usage. That's --

10 MS. DAY: Yeah. Even if nobody is there. Yeah.

11 MR. BECK: Right. And then there's, the rate for the
12 first 5,000 gallons is \$3.80 per 1,000 gallons that's added on
13 to the base facility, and then above 5,000 gallons it's
14 \$4.76 per 1,000 gallons.

15 MS. DAY: Right.

16 MR. BECK: That's the proposal.

17 MS. DAY: Oh, okay. Well, then I was, I was wrong
18 about assuming the 5,000 as a minimum. Okay. Thank you.

19 CHAIRMAN CARTER: Commissioner Skop.

20 COMMISSIONER SKOP: Thank you, Mr. Chairman.

21 And, again, to Ms. Day, you had mentioned that, that
22 you had tried to find some of the local filing information at
23 the library but you were not able to do so.

24 MS. DAY: Yes.

25 COMMISSIONER SKOP: Just a question to staff. Was

1 there a requirement for the utility to file at the local
2 library?

3 MR. WILLIS: Yes, there was, and they actually listed
4 the local library as where the filing --

5 MS. DAY: Yeah, the main one. Yeah.

6 MR. WILLIS: We will have to check and find out.

7 COMMISSIONER SKOP: I think it's right across the
8 street there.

9 MS. DAY: I think I talked to Bobbi, Bobbi. I don't
10 know if she's the assistant for the reference desk or what.

11 COMMISSIONER SKOP: Okay.

12 MR. WILLIS: We'll have to check and find out.

13 MS. DAY: And I don't know if my husband has any
14 pertinent notes, you know, about the billing. But I don't
15 know -- is it too late if I ask him at home and bring something
16 back, make copies, because I only have originals?

17 CHAIRMAN CARTER: You can use -- excuse me,
18 Commissioner, for interrupting you. You can use this form
19 here. Just put it on here and send it in to us.

20 MS. DAY: Does it have to be today?

21 CHAIRMAN CARTER: No, ma'am.

22 MS. DAY: Oh, okay. Great.

23 CHAIRMAN CARTER: You can take this with you.

24 MS. DAY: Okay. I'll take it home.

25 CHAIRMAN CARTER: Just take one with you. And since

1 he's a lefty, let him fill it out.

2 MS. DAY: I can't read his handwriting.

3 COMMISSIONER SKOP: Thank you a lot, Ms. Day. I
4 appreciate your comments.

5 MS. DAY: Okay. Everybody good?

6 CHAIRMAN CARTER: Mr. Beck, any --

7 MR. BECK: No. Thank you very much.

8 CHAIRMAN CARTER: Thank you, Ms. Day.

9 MS. DAY: Bye.

10 EXAMINATION

11 BY MR. JAEGER:

12 Q I had just one question. What division serves you,
13 what Aqua division?

14 A I'm on the north side of Archer Road. I own the
15 land. On the south side they don't own the land and that's why
16 they can't do the well. And on the north side actually some of
17 the customers there, I understood there was a period of time
18 where they were allowed to dig wells. So some of them actually
19 did, do have their own water source, and they say it tastes a
20 lot better than us, you know. But I suppose, I suppose that
21 maybe big companies, they want to put a lot of chemicals in and
22 make sure that people are safe so they don't die or sue them.
23 So I don't know. Where you have your own well, you don't have
24 to do those things as much.

25 CHAIRMAN CARTER: Commissioner Argenziano.

1 COMMISSIONER ARGENZIANO: Are you allowed to have
2 your own well?

3 MS. DAY: No longer. No, they -- I don't know why,
4 because of high density or what went on out there.

5 COMMISSIONER ARGENZIANO: Well, there's a lot that
6 goes into that one.

7 MS. DAY: But, you know. Yeah.

8 COMMISSIONER ARGENZIANO: Thank you.

9 CHAIRMAN CARTER: Thank you, Ms. Day.
10 Mr. Beck.

11 MR. BECK: Thank you.

12 Robert Goetz.

13 Whereupon,

14 ROBERT GOETZ
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 MR. GOETZ: Good morning.

19 CHAIRMAN CARTER: Good morning.

20 MR. GOETZ: I just had back surgery, so you have to
21 forgive me.

22 First of all, all the documents have moved from the
23 library over there to us at Tower Road. So all the documents
24 are at the Tower Road library. Okay? Why should we drive all
25 over town to look at the stuff and it should come to our local

1 library?

2 I live at 5021 S.W. 63rd Court in Arredondo Estates.
3 Now we're the people that own the property. Now also if you've
4 never been through there, we're singlewides, doublewides. We
5 have about 15 new homes in there. We're all blacks and whites,
6 50 percent of the people in there are renters, we're low
7 income. And I have a petition from my wonderful neighbor over
8 here, she helped get this petition because I was in the
9 hospital, and I would -- this is about the rate increase, and
10 she was able to get 58 signatures. So if I could put this in.

11 CHAIRMAN CARTER: Absolutely. That would be marked
12 as Exhibit Number 5, Commissioners. Exhibit Number 5.

13 (Exhibit 5 marked for identification.)

14 MR. GOETZ: As far as the meter goes with the new
15 meter, the old meter I had -- because I read my meter, I have a
16 chart at the house, I read my meter every Wednesday. When I go
17 home now I will read my meter. And I will say to these
18 gentlemen, the meter has been exactly right. Perfect. Now
19 there are people that have problems with the meters. I don't
20 know what they are. I've also heard people are still getting
21 estimates. I asked the gentleman that rides around in the
22 truck what the problem was, and he said there is a glitch,
23 somehow there's a glitch when he gets it, it goes blank. And
24 he says the only people that can adjust this and do this are
25 where this gentleman lives in Pennsylvania because they don't

1 want anybody monkeying around with the, how to set the system.

2 Also we were talking about the water per 1,000
3 gallons. Tampa has built a brand new reverse osmosis plant,
4 okay, costing 158 million bucks. They're going to charge
5 customers \$3.38 per 1,000 gallons of water. And that water is
6 pure as you'll ever have. Reverse osmosis water, it doesn't
7 have a taste, it doesn't have any odor, it's wonderful water.
8 And here they're going to charge us more for water that stinks,
9 it's lousy, it's no good.

10 The plant over there where the water comes from is
11 just a tank where they put chlorine in it, whatever little
12 chemical they put in it and a well. There's no filters, no
13 nothing, and they pump that garbage to us. Everybody will tell
14 you the water is terrible. Last year I brought in my cat dish
15 and the cat dish was all calcified on the bottom. That has not
16 changed.

17 So we are all against the water rate increase. We
18 cannot afford the water rate increase. Also, when you go down
19 and look at the things that they show at the library, they put
20 us with the farms across the street. Why aren't we separate?
21 We're a separate estate, Arredondo Farms, Arredondo Estates,
22 but they put us all in one bracket. Now that's not right. We
23 should be separated out of there for the facts. How do we know
24 what they're charging over there and what they're charging?
25 It's not right for the people of the farms, it's not right for

1 the people in the estates. There's no water line running
2 underneath the street between the two and connecting them
3 together on Archer Road. We're completely separate. So I
4 think the Commission, the staff should look into that and break
5 that down and say where, where is the estates and where is the
6 farms for the water?

7 And now there are a few people in our community that
8 do have wells and they have beautiful lawns. And they pump --
9 and I could put a well in if I wanted to. There's no, nothing
10 stopping me, but I still have to pay these folks.

11 COMMISSIONER ARGENZIANO: Can I ask you a question?

12 MR. GOETZ: Yes, Nancy.

13 COMMISSIONER ARGENZIANO: If you were to put a well
14 in, you can only use a well for irrigation, not for drinking?

15 MR. GOETZ: No, I could use it for drinking.

16 COMMISSIONER ARGENZIANO: Really? Okay. Because
17 some communities say you can put a well in for irrigation but
18 not for drinking. So I --

19 MR. GOETZ: No. There are some people that do have
20 the wells there and they have filter systems on them and they
21 use it to drink. They don't touch their water because their
22 water is so lousy.

23 COMMISSIONER ARGENZIANO: But you still have to pay
24 the base rates.

25 MR. GOETZ: Right. That's about all I have.

1 CHAIRMAN CARTER: Commissioners? Mr. Beck?

2 MR. BECK: Thank you, Mr. Goetz.

3 CHAIRMAN CARTER: Thank you so kindly.

4 Mr. Beck.

5 MR. BECK: The next witness is Maria Hurley.

6 Whereupon,

7 MARIA HURLEY

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. HURLEY: Good morning.

12 CHAIRMAN CARTER: Good morning.

13 MS. HURLEY: Well, on a light note I'm left-handed
14 and my Irish family came through Ellis Island. And although I
15 don't like to speak in public, I felt this issue was important
16 enough for me to give that to you because when I used to be in
17 management, I knew to be appreciative of the people who did
18 complain, because there were the ones that didn't complain and
19 just didn't come back that you need to be more concerned about.

20 A couple of comments about what Mr. Franklin had to
21 say earlier. I don't have a problem with a company making a
22 profit. This is America: Capitalism, free enterprise. I
23 think that what has been sent out is an abusive amount of
24 profit. And also it may have just been misspoke, but I don't
25 think that I should have to seek out the employees of his

1 company after the meeting. They should be seeking us out.

2 I had an oil change last week at Gatorland Kia. They
3 called me the next day to find out how their service was. I've
4 been using Aqua Utilities since 2005 and I've never received a
5 phone call on how their service is.

6 To get some of the points in my notes here, I did a
7 water test yesterday. I procrastinated a little bit; I've been
8 meaning to do it for a while. I've never drank the water since
9 the first week that we bought our doublewide mobile home in
10 Arredondo Farms in 2005 when it was brand new. Everything has
11 been inspected, checked, no leaks, anything. For the record,
12 Maria Hurley, Arredondo Farms, 7117 S.W. Archer Road, Lot 2647.

13 So I had a water test kit that I bought from Home
14 Depot that I did yesterday. My neighbor's son actually helped
15 me with it. And I have the results to submit as well as
16 pictures to show the results. Out of curiosity I wanted to see
17 if it matched up with the water quality report that I received
18 about two weeks before I received the proposal for the rate
19 increases. And the good news is we're good on iron and
20 nitrates. The five other things, however, that the water test
21 measured, not so good.

22 Chlorine came out at .5 parts per million. It
23 actually should have been higher for what was reported for a
24 water quality report, but through some research I found out
25 that if you have a high pH, it lowers the effectiveness of your

1 chlorine, and my pH came out as a nine. Very alkaline.
2 Hardness, 15 grains, 250 parts per million, very hard.
3 Alkalinity, 240 parts per million, very high. All those things
4 I could probably solve with going out and buying a \$400 to \$600
5 water softener unit. Should I have to? I don't think so. I'm
6 already paying \$60 a month. I average 4,200 gallons. And with
7 the price of gas, the price of milk and now my cable bill going
8 up ten bucks a month next month, who's got it? But, if
9 necessary, I guess I could do that. But in order for me to be
10 willing to do that, I'd want to see from Aqua improvements.

11 I couldn't understand why they could send out a
12 proposal on the fact that they want to raise the rates and the
13 rates that they want to raise them to without specifically
14 telling us what they plan to do with this money. I understand
15 you bought the company at a certain price. You have to make
16 investments to make improvements. However, where we live we're
17 not witnessing those improvements. And I do believe that it
18 should probably be separated by county because I certainly
19 don't want to pay for the improvements that they're making four
20 or five counties away and nothing being done here in Alachua
21 County.

22 I don't know if they service anyone here other than
23 the two communities that we've talked about: Arredondo Farms,
24 Arredondo Estates. I don't know. And if that's all it is, I
25 can't imagine us being first on their priority list for

1 profitability. We're not large in the numbers.

2 So we don't drink the water, me, my husband, my six
3 cats don't drink the water because of the staining, the
4 calcification. Oh, the most alarming thing in my water report,
5 I don't know how I could forget this, was the copper:
6 1.3 parts per million, which is at the EPA maximum. It causes
7 intestinal and stomach issues. That's something Aqua, without
8 my prompting, needs to look into. It hasn't been tested since
9 2005, and I'm glad I'm not drinking the water.

10 We purchase 2.5 gallon jugs, the kind you put on your
11 shelf in the refrigerator, about 12 of those monthly at Publix.
12 I think if you probably took a survey of the room of the
13 citizens that came here today, if they don't have a water
14 softener, they're probably buying the water too. So besides
15 from the fact that I'm having to purchase drinking water, I
16 also have to put all that plastic into a landfill. So a
17 conservation rate, when you could help me with conservation by
18 not raising my rates in the first place and improving my water
19 quality because then I wouldn't have to purchase plastic and
20 then dump it into a landfill.

21 Some facts that I wrote down. I bought the house in
22 2005. I was told by a maintenance guy soon after that we could
23 expect to replace the water heater in five years. He's seen
24 them go as little as one or two years. We've been very careful
25 to drain and maintain our water heater every four to six

1 months, so I haven't had a problem there. But the fact that
2 the guy who works on the property felt he needed to state to me
3 that you might have to replace your water heater -- I had never
4 purchased a house before. My grandma told me you can expect it
5 to last for about ten years before you have to purchase a new
6 one. So I thought that would be rather quick to replace one.

7 We had to replace our cat drinking fountains and our
8 showerheads because of the calcification buildup. These
9 drinking fountains keep the water aerated for the cats to drink
10 from, and the stain around the lip of it got to where I
11 couldn't scrub it off anymore. I also have pictures here of my
12 bathroom sinks, the same type of staining. In the pictures I
13 had just cleaned my sink. They won't come off anymore. I'm
14 going to have to replace the sinks at some point. And then it
15 won't matter unless I do something different because I'll end
16 up with the same stains. Anyways, the same thing with the
17 showerheads. We got to where we couldn't scrub the holes and
18 then they were going all kinds of different ways and we just
19 had to replace them.

20 We can only use the dishwasher detergent Cascade
21 Complete. I've tried all the other detergents that are
22 available in the supermarkets, and that is the only one that
23 will get my glasses clean without having the hard water stains
24 on them, and it's also the most expensive detergent in the
25 store. I've had to begin using seborrheic dermatitis shampoo

1 on a regular basis because of the dry scalp problems that the
2 water is causing. Oh, the water jugs that I put in the frig,
3 we buy about 12 of those a month. Each one of them is
4 2.5 gallons. That's \$25 monthly that I'm spending on that.

5 Someone mentioned earlier if we knew what GRU was
6 charging. I do. That information is available on their
7 website. And doing the math -- I did this for my own curiosity
8 just to help match it up with Aqua's numbers and then with GRU.
9 Based on 5,000 gallons -- like I say, I use about 4,200 gallons
10 average a month. Based on 5,000 gallons I would be paying at
11 the current price \$63.70. That's with the taxes added in. GRU
12 at 5,000 gallons at their current rates would be \$54.40 for
13 5,000 gallons. I would save \$9.30 by moving three miles down
14 the road, not to mention the \$26.28 it costs me for the bottled
15 water a month, the more expensive dishwasher detergent and that
16 water softener unit that I'm probably going to have to buy.

17 This is my neighbor here. Every few months her sewer
18 backs up. She's lived there for nine, ten months. I've lived
19 there since 2005. And it backed up before she lived there, but
20 she's going to testify to her situation with it. It's -- and
21 I'd say average every four months, no one comes out
22 immediately, it's about three days of everything smelling like
23 trash, sewage. It's real delightful. And I believe she's
24 talked to people from Aqua who said there was going to be some
25 new piping put in. This was at least six months ago. Nothing.

1 We're expecting it to occur any time now. It's one of those
2 things where you just kind of deal with it. I've got some lime
3 stored away in my shed for her to have access to the next time
4 it happens. But if you could imagine having a big sewer puddle
5 in your backyard, how pleasant that would be, that's what it's
6 like.

7 So in conclusion, our current water conditions barely
8 justify the current rates. I could move down the road and save
9 a minimal of 35 bucks a month. The proposed increase of \$70 a
10 month, \$15 for water, \$55 for sewage based on 5,000 gallons, is
11 outright criminal. And I thank you for the opportunity to
12 present this information to you today.

13 CHAIRMAN CARTER: One second. Excuse me.
14 Commissioners, the information by Ms. Hurley will be Exhibit 6.
15 Ms. Hurley, if you could just give that to staff. We'll have
16 that in there. So it would just be one composite exhibit of
17 all of the information that she brought to us. And if you'll
18 just kind of hang around for one second, Maria, we may have
19 some questions.

20 MS. HURLEY: Sure.

21 (Exhibit 6 marked for identification.)

22 CHAIRMAN CARTER: Commissioner Skop, you're
23 recognized.

24 COMMISSIONER SKOP: Thank you, Mr. Chairman.

25 Just a quick question to Ms. Hurley. Thank you for

1 taking the time to share your concerns with the Commission.

2 I guess you'd raised the concern about the rate
3 structure, and I just was going to defer to staff to just
4 explain that a little bit on how the petition is filed with the
5 utility, the utility chooses --

6 MS. HURLEY: I understand it's not based on everybody
7 doing 5,000 gallons. I worked the numbers based on
8 5,000 gallons.

9 COMMISSIONER SKOP: Yes, ma'am. I guess what I was
10 saying in terms of the statewide versus the countywide rates
11 that you had mentioned, I just wanted to get a clarification
12 from staff.

13 MS. HURLEY: Okay.

14 MR. WILLIS: Sure. No problem at all.

15 What the company has proposed is what's called a
16 statewide rate. It's not what they're charging now. Now
17 they're charging by system. But what they're proposing that
18 the Commission adopt is a statewide rate where every system
19 that they own would get charged the same base facility charge,
20 the same gallonage rate, as well as the wastewater system. Now
21 that's their proposal. That's not something that the
22 Commission has to agree to, and that's something the Commission
23 will deliberate on.

24 MS. HURLEY: Okay.

25 MR. WILLIS: And decide upon.

1 COMMISSIONER SKOP: Thank you.

2 MS. HURLEY: Thank you.

3 CHAIRMAN CARTER: Mr. Beck, anything?

4 MR. BECK: No thank you.

5 CHAIRMAN CARTER: Thank you so kindly.

6 Mr. Beck, you're recognized.

7 MR. BECK: Thank you. Tanya McGill.

8 Whereupon,

9 TANYA MCGILL

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

12 DIRECT STATEMENT

13 MS. MCGILL: Good morning. I'm Tanya McGill.

14 CHAIRMAN CARTER: Good morning.

15 MS. MCGILL: I live at 7117 S.W. Archer Road, Lot
16 2846. Maria already cleared everything about the gallons of
17 waters that we're using over there and everything. But what I
18 wanted to talk about is all the buildup that's on all the
19 appliances and stuff that's in my house from the water, the
20 showerheads. I have a water softener. I done used -- I went
21 through four, four coffee makers, brand new, in the last nine
22 months, and they're Mr. Coffee. They wasn't cheap coffee
23 makers. The water particles, the hard water is solid. When it
24 come out the pipe and end up in the little net thing it is
25 solid white particles in the drain.

1 My drains in my bathtub, they're messed up already.
2 My home is brand new. The showers, my boys, they don't take
3 baths. They're teenagers now. They don't take just baths.
4 They can't do the bath thing. We do the shower thing. All us
5 try to do the five-minute time thing and, okay, I'm in and I'm
6 in. And the next thing you know, before the fourth person gets
7 in the shower it's completely cold. And so I don't think they
8 have nothing to do with them about the water situation being
9 hot or cold. But my dishes, they're a mess. All of them are
10 stained, everything has water residue, you know, sitting them,
11 letting them sit in the dishwasher to dry, all of them got some
12 kind of residue, all my glasses.

13 I done got rid of a lot of stuff. Clothes in the
14 washing machine, my boys clothes, we wear -- I keep my boys in
15 nice things, as anybody would want to. But everything we got
16 now is like the water done faded it, tore it up. I'm saying
17 the -- this is supposed to be white but it's yellow. You know,
18 everything is coming out with the residue on it now out of the
19 washer. We have a brand new washer and dryer. It's not an old
20 set. So, you know, we're changing so much in our house right
21 now to try to -- with the water filter, we done tried that.
22 This is the third one we done had that corroded up like this.
23 And the showerheads, we done changed -- we change them almost
24 every month.

25 I called Aqua about the puddle of stuff in the

1 backyard. It took him -- he said somebody would be out there
2 within 24 hours. Nobody came for three days. And it was a
3 holiday weekend, so everybody that came to our house had to sit
4 there and, you know, "What is that"? You know, it's the thing,
5 the backup out there. And this has -- the guy James, the
6 plumber, the guy that worked for Aqua, he came out. He told
7 Jeremy, my fiancée, he told him, when we first moved there the
8 first time that happened he told Jeremy "This been happening
9 for years right here in this spot."

10 Okay. I went to the office. I talked to
11 Ms. Margaret Green and Sandra Jennings and I told them about
12 the problem. She told me to call Aqua again, which I called
13 them from Ms. Margaret's office, and the woman told us somebody
14 would be out there soon. The guy came out, he came to the
15 office, talked to Ms. Green. And she said he told her, "We're
16 going to put new piping over there so this problem won't come
17 up again." They came out for three days, and after they left,
18 about a week, Labor Day, we was full of stink.

19 We don't drink the water. We buy bottled water.
20 There's four boys in my house. It's very expensive. So I'm
21 saying we need better water. We need drinking water. We need
22 water that we can actually put in our bodies without going to
23 the store and spending money, that much money for something
24 that we, that we're paying for. We're paying, I'm paying \$68 a
25 month for water or more. Sometimes my bill has went up to

1 \$103. I don't, I didn't ask questions. We just pay it because
2 I feel like that's the best thing to go on and do just go on
3 and pay it.

4 But we finally started listening -- I started talking
5 to Maria and she started telling me look at how many gallons
6 they've got you with, look at what they're -- you know, they're
7 putting stuff on there that you don't even know about. I work
8 and, like she said, she stays at home. But I, you know, I come
9 home, I talk to her about a lot of things that's going on in
10 the community, especially when it's light, water or whatever.
11 But when it came down to this water situation and they want to
12 raise the water, there's no way I want to have, pay more money
13 for something I can't even use. I can't use the water. I
14 don't want to use the water. I mean, if we have to buy a big
15 tub of water just to put in our house and let everybody run
16 through it, that's what we'll have to do because I don't want
17 the water. I don't want to pay for something that we can't
18 use. Thank you.

19 CHAIRMAN CARTER: Thank you. Thank you, Tanya. One
20 second, Tanya. Commissioners, any questions?

21 MR. BECK: Just --

22 CHAIRMAN CARTER: Mr. Beck. Mr. Beck.

23 MR. BECK: Thank you, Mr. Chairman.

24 EXAMINATION

25

1 BY MR. BECK:

2 Q The date of the incident of the backyard puddle, was
3 it Labor Day of last year?

4 A It was last year. Yes.

5 EXAMINATION

6 BY MR. JAEGER:

7 Q To follow up on that, since Labor Day -- right here.

8 A Okay.

9 Q Since Labor Day of last year has that gone away?

10 A No, it's still there.

11 Q It's still there.

12 A We've got another month. It's fixing to come up now.

13 Q And is that a water buildup or a wastewater buildup?
14 I mean, does it smell?

15 A It's the sewage. They say it has something to do
16 with Aqua Source.

17 MS. HURLEY: We live really like 100 feet away from
18 each other. We've been told two different things. Sometimes I
19 think people just like to pass the buck. One, that it's coming
20 from down the street and that it's backing up; one, that it's
21 coming from two streets over and it's backing up. Either way,
22 we know that it's not anything that we're doing. It's
23 something somewhere else that needs to be repaired. And it
24 just, you know, you get told that it's going to be dealt with
25 and it hasn't. And, you know, a few times a year, who wants to

1 deal with that?

2 MS. MCGILL: Now here comes the holiday, here comes
3 the 4th of July. We might have a big stink the 4th of July.

4 MS. HURLEY: It's right off of her deck too, so we
5 might have to move it to our house. I hope we don't.

6 CHAIRMAN CARTER: Thank you.

7 Commissioners, let's do this. All this talking about
8 water has got me in a posture where I need to take a break.
9 Hope you don't mind.

10 Let's, let's do this, Commissioners. I'm looking at
11 the clock back there, so we'll go by that time. Let's come
12 back at a quarter of. Let's do that and give people an
13 opportunity to take a quick break, since we've only got one
14 court reporter today. We're on recess.

15 (Recess taken.)

16 We are back on the record. Mr. Beck, you're
17 recognized.

18 MR. BECK: Thank you, Mr. Chairman. Rachel
19 Stevenson, would you like to testify?

20 CHAIRMAN CARTER: Rachel Stevenson.

21 Whereupon,

22 RACHEL STEVENSON
23 was called as a witness on behalf of the Citizens of the State
24 of Florida and, having been duly sworn, testified as follows:

25 DIRECT STATEMENT

1 MS. STEVENSON: Hi there. I am Rachel Stevenson. I
2 actually do not live in the subdivisions you're talking about,
3 my sister does. And she is hearing impaired, so she has asked
4 me to speak for her. A lot of the things that I've jotted down
5 a lot of people have addressed.

6 Oh, Shirley, hand me my -- I'm sorry. One moment.

7 CHAIRMAN CARTER: That's okay.

8 MS. STEVENSON: I have already talked to the
9 gentlemen outside and the ladies and they said they would
10 investigate it, but I brought this just as an example. She
11 washed this glass. She doesn't have a dishwasher. She put
12 water in it for two days to water her birds and it sat on the
13 counter, and this is what has dried in the glass, which
14 basically is calcium as everybody has talked about. But that's
15 what they're paying for is good water and that's what they're
16 getting.

17 My sister has a lot of health issues. I'm not saying
18 it's from the water, but she has a compromised immune system.
19 Normal people's bodies probably could handle that.

20 She has had massive problems with them, with her
21 water bill, with the old -- she's been in there since 1999 and
22 she's gone through all the stuff of the estimated water bills
23 and so forth and the new meters. And honestly I haven't had a
24 chance to sit down and absolutely digest her invoices because
25 they're so complicated. My background is in accounting. I ran

1 a commercial construction company for 30 years. So I can tear
2 an invoice apart and put it back together usually. But with
3 all their various increases they've done, with the
4 overbillings, the credits back and forth, ultimately she
5 overpaid by approximately, I'm going to say, \$230 due to their
6 overbillings. She is disabled, she's on limited income.

7 The people that live in this subdivision are usually
8 retired people, disabled people, young couples trying to come
9 in, make a living. When my sister bought this property, we had
10 no option. She had limited funds and that's the only place we
11 could find for her at the time. And still with today's market
12 she can't afford to move, she can't afford to put in a water
13 softener. She has to buy bottled water. She has to clean the
14 filters on her washing machines. People have talked about
15 their dishwashers, their hot water heaters. Well, it trickles
16 all the way down to everything you own, the showerheads, having
17 to constantly clean the drains on a washing machine hose
18 because it's so corroded the water won't go through.

19 I'm not sure on this, but what I'm understanding is
20 they want to change the base, I understand that, they want to
21 change the limits on the consumption and the increase on that.
22 These people can't afford it. They're spending so much money
23 just to try to get drinkable water, trying to live.

24 The rate proposal, that base -- my question, one
25 thing, is it based on people who have water and sewer? Because

1 where she lives she has a septic tank. So if -- in my
2 thinking, if that ability to have sewer is not available to
3 these people, why should they have to pay a rate increase for
4 Aqua to revamp their sewer places that they service? Why are
5 these people getting penalized to maintain someone else's
6 sewer?

7 So I don't know. But let's see. Here's an
8 interesting, just this last week apparently one of the
9 neighbors was doing some digging. They broke a line. Well,
10 supposedly some neighbors got a notice, you need to boil your
11 water, some didn't. The only notice my sister received was a
12 notice that the repair had been fixed and she no longer needed
13 to boil her water. It's a little late after the fact.

14 The electronic meters they're talking about, those
15 things are not infallible. Clay Electric has their men use a
16 little thing to read your meter, not to get out of your car.
17 They've misread my meter dozens of times. We go out, we
18 photograph it, we go back, we get them to change it. This with
19 the electric meters, they're going to wind up having problems
20 with those. People are already complaining about them, they've
21 already got breakdowns in them.

22 As far as wells, these people don't have an option.
23 They can't go out there and spend \$3,000, \$4,000 to put a well
24 in so that they've got drinkable water. There again, they
25 can't even really go out and buy a water softener. You're

1 looking at a small piece of people in a small area that needs
2 to be separated, as some of the others have said.

3 I don't -- they're a business. They're going to say
4 what they want to say, what we want to hear. I understand that
5 from running a business. But something needs to be done to
6 improve it. I know they've got to make a profit. But we've
7 sat here today and listened to them say quality, quality,
8 quality. The glass shows there's no quality. What these
9 people are living through shows there's no quality. I just
10 can't see penalizing these people so that they can make more
11 profit. And, yes, fix older facilities, but can't that come
12 out of the profit they're making? They're a business. Why
13 should these people really have to pay all this money for them
14 and for services that aren't really available to them such as
15 the sewer, having to pay money to repair sewers at someplace
16 else? That's not fair to them.

17 Let's see. And it's just a sad, sad thing when these
18 people of these subdivisions have had to go through so much
19 with the estimating of the bills to new meters. I mean, you
20 look at an invoice, I don't know if anyone gave you, but it
21 breaks it down, the water, the old meters, the new meters, this
22 interim charge, the old interim charge, this new interim
23 charge, credits here and back. It's a wonder they can even
24 read their statements. It's an abomination.

25 And the other thing that someone just mentioned to me

1 is, and I just did this for my sister, I got ahold of the phone
2 company and said, "She's disabled, she's on limited income, she
3 has multiple health conditions that are not her fault," and we
4 got her phone bill reduced to a very minimal amount because she
5 needs help. She has Charcot-Marie-Tooth Type 2, which is a
6 neuropathy disease that affects your feet and your hands. She
7 has no balance. She cannot go out and constantly check this
8 meter like the other people are doing. I mean, within the last
9 three weeks she has fallen three times. She has a splint right
10 now on her ankle. A lot of the people in this community that
11 she lives in don't have the funds to pay for this and pay for
12 their bottled water. Something needs to be done to help them.
13 That's it.

14 CHAIRMAN CARTER: Thank you, Ms. Stevenson.

15 Commissioner McMurrin.

16 COMMISSIONER McMURRIAN: Thank you, Ms. Stevenson.

17 You mentioned that your sister overpaid by about \$230, I think.

18 MS. STEVENSON: Uh-huh.

19 COMMISSIONER McMURRIAN: Is that something that was
20 resolved and that she got some sort of refund for or how --

21 MS. STEVENSON: Well, they kept the money. All
22 right. Take in mind, she's on a limited amount of money. She
23 keeps overpaying this big bill with money she really doesn't
24 have to put out, and now all of the sudden she's overpaid
25 because they were estimating the bills by \$200, \$230. I don't

1 remember the exact increments but I know it was over \$200. And
2 they kept the money. And then, as they do, they would normally
3 deduct out her monthly usages to now she's got a very small
4 credit left. But the point being, she could have used that
5 money somewhere else where she needed it more.

6 COMMISSIONER McMURRIAN: Okay. Thank you. That
7 answers my question. Thank you very much.

8 CHAIRMAN CARTER: Commissioner Skop.

9 COMMISSIONER SKOP: Thank you, Mr. Chairman.

10 And thank you for coming to participate today. Just
11 as a point of something that you mentioned with respect to your
12 sister on an unrelated issue, the phone bill, the Commission
13 does, as part of our public outreach, support the Lifeline and
14 Link-up programs and those.

15 MS. STEVENSON: Uh-huh. Right.

16 COMMISSIONER SKOP: I don't know if you're
17 participating or she is, but that --

18 MS. STEVENSON: I'm trying to talk her into Lifeline.
19 I had Lifeline for my mother and that's a very good thing.

20 COMMISSIONER SKOP: And that's something the
21 Commission tries to, you know, make consumers aware of in our
22 outreach efforts.

23 MS. STEVENSON: Right. Right. I come from an old
24 Gainesville family. My stepfather who raised me was a police
25 officer in this town for 26 years. He retired. He worked for

1 the school board. My mother worked for the school board.
2 We're an old Gainesville family. And it just disheartens me to
3 see how one small community is going to be made to pay for
4 other people's benefits and they can't even get drinkable
5 water.

6 COMMISSIONER SKOP: Thank you, Mr. Chairman.

7 CHAIRMAN CARTER: Thank you.

8 Commissioner Argenziano.

9 COMMISSIONER ARGENZIANO: First of all, I'd like to
10 thank you for being here on behalf of your sister. I think
11 it's a great thing to see that.

12 And the other point, I think you make a very good
13 point. If she's only receiving water, why should she be paying
14 when uniform rates would have her paying for other people
15 receiving both? And I think that's an excellent point. And I
16 just wanted to make a comment on the, to let you know the
17 purpose I asked if people have wells, not that I'm saying you
18 shouldn't have quality water, because I believe you should. As
19 a matter of fact, my personal belief is that everybody has a
20 fundamental right to have water.

21 MS. STEVENSON: Yes.

22 COMMISSIONER ARGENZIANO: But I have been, even in
23 the legislative process and now, now listening to people for
24 years that truly can't afford higher rates in water. And in
25 some cases they have even been prohibited by a county or a city

1 from sinking a well when they could afford to do that, and I
2 find that unconscionable. I have a real problem with that if
3 they can't afford their water. So that's the only reason. But
4 your point is well-taken: A lot of people cannot afford to
5 even put in a well.

6 MS. STEVENSON: Well, at one point my mother lived on
7 Lake Road, a house my dad built out there, and they had well
8 water. My sister would come to my mother's house with bottles
9 to get clean drinking water, which is an effort for her.

10 COMMISSIONER ARGENZIANO: Thank you.

11 MS. STEVENSON: Thank you.

12 CHAIRMAN CARTER: Mr. Beck.

13 MR. BECK: Thank you, Mr. Chairman.

14 EXAMINATION

15 BY MR. BECK:

16 Q Could I ask just a few questions about the
17 overbilling?

18 A Uh-huh.

19 Q Was that based on estimated bills?

20 A Yes. It was when they were doing the estimated
21 billing they overbilled her immensely.

22 Q Is this last year or --

23 A It was in 2007, yes.

24 Q Okay. Do you know how many months they estimated the
25 bill?

1 A Oh, I think it had been going on for a long, long
2 time. She had, she had complained to me in the past about her
3 water problems, but unfortunately at that time I worked
4 full-time running the construction company. Now I'm retired.
5 I have more time to spend with my sister. We're alone now. We
6 lost our mother in 2006, and her son. She doesn't need any
7 more complications.

8 Q Do you know what they were estimating the bill at,
9 how long it went and how --

10 A Hold on one second. I think I only have 2008 records
11 with me.

12 Q What I'm getting at is how did it reach such a high
13 number for an estimated bill?

14 A Well, let's see. Sorry. I've got to put my glasses
15 on. Older age.

16 Well, this one actually -- you'll love this one. It
17 says December 27th, 2006, amount due \$50. Amount owed from
18 last bill, \$25,850.80. Adjusted credit, \$25,822.72. Water
19 base fee, \$19.85, utility tax \$1.99. Total amount due, \$50.
20 Let's see. That was December.

21 November she had a decent water bill. It was \$26.36.
22 It made sense. January she had -- now here's where it gets all
23 screwy again. Let's see. January she had a -- let's see.
24 Total amount due, \$50. Total payment received, \$28.16, balance
25 \$21.84. Water base fee, \$13.85. 4,000 gallons, \$9.40. Total

1 water charge \$23.25, utility tax, \$2.33, \$47.42. Let's see. I
2 am so sorry because, like I said, I had not taken time to put
3 all of this -- April, May. There's another May. There's
4 another May. Three bills.

5 Q Maybe we could just come down afterwards and take a
6 look at it.

7 A Yeah. I would be happy to make copies and give them
8 to you. Here's one for May 5th, 2008, \$161.45 credit.
9 April 4th, \$432.82. I mean, their billing is an absolute
10 nightmare. So that's -- I mean, I'll be happy to make you
11 copies or send them to you, mail them back in. It's just I
12 have not had time to tear them apart.

13 CHAIRMAN CARTER: Ms. Stevenson, before you go, could
14 you wait for one second, please?

15 MS. STEVENSON: Yes, sir.

16 CHAIRMAN CARTER: Commissioner McMurrin.

17 COMMISSIONER McMURRIAN: Thank you. I just wanted to
18 follow up on the point that Commissioner Argenziano made, and I
19 wanted to follow up on that too as well. And I think
20 Mr. Willis might can help us there about if someone has, the
21 point that Ms. Stevenson raised, and I agree that it's a good
22 one, about if she has septic, how that works as far as the
23 charge.

24 MR. WILLIS: Thank you, Commissioner. I did want to,
25 I did want to clarify that.

1 Under the statewide uniform proposal the company has
2 it doesn't mean that if you have a septic tank, you'll be
3 charged wastewater.

4 MS. STEVENSON: Oh, I understand that.

5 MR. WILLIS: You will not be charged for a service
6 you don't receive.

7 MS. STEVENSON: I understand that. But what they're
8 asking to do is increase their base rate so that they can cover
9 repairs, maintenance, new things put in on both water and
10 sewer.

11 COMMISSIONER McMURRIAN: Now I understand.

12 MR. WILLIS: And understand --

13 MS. STEVENSON: I know they're not going to get
14 charged for wastewater. That's not what I'm saying. I'm
15 saying these people in their base fee are going to, that base
16 fee is covering repair and maintenance on sewers that have
17 nothing to do with them. Why should these people have to be
18 paying ultimately in their base bill for repairs of sewer
19 lines?

20 MR. WILLIS: And let me explain, you should not
21 because there are two base charges. There is a base charge for
22 water and there's a base charge for wastewater.

23 MS. STEVENSON: Okay.

24 MR. WILLIS: And if you don't receive wastewater
25 service, you will not receive the base charge for wastewater.

1 MS. STEVENSON: That's what I was asking. Right.
2 But that's what I was asking. I didn't know if their base
3 charge is based solely on people who use water only or people
4 who use water and sewer. Water and sewer -- in either case
5 you're going to have maintenance, you're going to have
6 maintenance on the water lines for those who only have water,
7 you're going to have maintenance for water and sewer.
8 Ultimately all the money is going into one pot and the people
9 over here that only have water service are going to be paying
10 the repair and maintenance for the sewers.

11 MR. WILLIS: I just wanted to assure you that the
12 Commission --

13 MS. STEVENSON: I know they're not getting billed per
14 gallon or anything like that, but ultimately the money goes
15 into one pot. Financial statement wise this is their income,
16 this is what their expenses are.

17 MR. WILLIS: I understand what you're saying. I just
18 wanted to assure you that when the Commission gets done with
19 it, the base charge for water will only be covering those costs
20 of water and the base charge for wastewater will only cover
21 those costs for wastewater. There will be no intermingling in
22 those charges.

23 MS. STEVENSON: Okay.

24 MR. WILLIS: So if you only have water only, you will
25 not receive any charges for the wastewater portion of any

1 system.

2 MS. STEVENSON: But that -- none of the funds from
3 the water will pay for repair and maintenance to the sewer?

4 MR. WILLIS: That's correct.

5 MS. STEVENSON: Okay.

6 COMMISSIONER McMURRIAN: Thank you, Ms. Stevenson.
7 That helped me and I hope it helped you too.

8 MS. STEVENSON: Well, I mean, it's a valid point, you
9 know, because you have revenue, you have your expenses and you
10 have your profits.

11 CHAIRMAN CARTER: Mr. Jaeger, you had a question?

12 MR. JAEGER: Yes.

13 EXAMINATION

14 BY MR. JAEGER:

15 Q Ms. Stevenson, is the account in your name or your
16 sister's name?

17 A No. It is in my sister's name.

18 Q And what's your sister's name?

19 A Oh, she's Shirley Smith.

20 Q Shirley Smith?

21 A She's one of the ones that helped do the petition.

22 CHAIRMAN CARTER: Ms. Stevenson, you've got her --
23 just read her name and address into the record for the court
24 reporter so we can have that.

25 MS. STEVENSON: Oh, yes. It's Shirley S. Smith, 5020

1 S.W. 63rd Court, 32608-3739. It has down here Lot 1326118, no
2 block number.

3 CHAIRMAN CARTER: Thank you so kindly. We commend
4 you for, for being there for your sister.

5 MS. STEVENSON: Thank you.

6 CHAIRMAN CARTER: Mr. Beck.

7 MR. BECK: Thank you.

8 Jo Pilkinton.

9 Whereupon,

10 JO PILKINTON

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

13 DIRECT STATEMENT

14 MS. PILKINTON: Hi. I live at Arredondo Farms, 7117
15 S.W. Archer Road, Lot Number 2202, and I'm going to yield my
16 time to the Chairman. I believe my questions have been
17 answered. I'm horrified at some of the problems some of these
18 people, speakers have had. And I'd like to, I would like to
19 recognize the fact that they've all made a -- they all make
20 good, articulate speakers, quite unlike myself. But I'm
21 horrified for them but not for myself. I have no problems at
22 this point in time. So I yield my time back to the Chairman.

23 CHAIRMAN CARTER: Do me a favor, please.

24 MS. PILKINTON: I'm sorry?

25 CHAIRMAN CARTER: Would you state your name and

1 address so she can put it on the record?

2 MS. PILKINTON: Jo Pilkinton.

3 CHAIRMAN CARTER: Would you spell your last name,
4 please?

5 MS. PILKINTON: P-I-L-K-I-N-T-O-N. I live at 7117
6 S.W. Archer Road, Lot Number 2202, Gainesville, Florida 32608.

7 CHAIRMAN CARTER: And just for the record, you echo
8 the comments that have been said before; correct?

9 MS. PILKINTON: Right. Exactly. Thank you.

10 CHAIRMAN CARTER: Commissioners, any questions?

11 Mr. Beck? Thank you, Jo. Appreciate that.

12 Mr. Beck.

13 MR. BECK: Lawrence Caruso.

14 Whereupon,

15 LAWRENCE R. CARUSO

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

18 DIRECT STATEMENT

19 MR. CARUSO: Yes. For the record my name is Lawrence
20 R. Caruso. I live at 5060 S.W. 63rd Court, Gainesville,
21 Florida. The zip is 32608. I'm here to address the issue with
22 the water and perhaps give some solutions to a few of the
23 questions that some of the people have.

24 I have filed a complaint with the Public Service
25 Commission in regards to my water meter. Apparently the way

1 the new meters are designed, they have a little pinwheel that
2 spins. And what the pinwheel is doing is if there's a leak
3 somewhere across the road or if the pressure drops, the
4 pinwheel will spin backwards. It'll make several turns
5 backwards, then it'll spin forwards on the meter. When it
6 spins forwards, I'm charged for that water, that pressure
7 coming back up. And then the pressure will drop again. In a
8 one-hour period I had used four gallons of water that I hadn't
9 used. And I don't have any leaks in my system. I
10 double-checked everything under the trailer and the lines,
11 everywhere, no leaks at all whatsoever. So I called the water
12 company, Aqua Source, and complained and explained to them that
13 my meter was going forwards and backwards on the pinwheel,
14 which was causing the actual meter itself to turn four gallons
15 every hour, which was quite a bit of water. I was using
16 between 50 and 100 gallons of water a day that I wasn't using.
17 And they explained to me that sometimes you get slush in the
18 meter. So I said, "Well, I need you to come out and do a
19 pressure test and see what the pressure is doing."

20 So the meter reader guy came out and he walked over
21 to the meter and wrote down what the reading was and said,
22 "Well, yeah, you get slush, and we do have lots of leaks out
23 there that we can't really, you know, find because we have to
24 wait until the water bubbles up." And I said to him, "Well,
25 maybe you should check some of the yards in the area because

1 it's got to be probably somewhere in the line somewhere," you
2 know. And he said that, you know, you get slush no matter what
3 because there's no check valve in the meter. In other words,
4 it allows the water to flow either direction in the meter. Now
5 if there was a check valve installed, and he said they could do
6 that, they could install a check valve, then I wouldn't have
7 that problem. And it's either that or fix the leaks, it's one
8 or the other. So he left.

9 And I called the water company and I said he never
10 took a pressure test because that's really what I wanted him to
11 do because my pressure was down. But it was coming up and then
12 it was going down, it was coming up, it was going down, and I
13 didn't have any leaks anywhere. And there was a lot of -- the
14 water looked really white like milk, really milky looking. And
15 he explained to me that they'd had a water break somewhere in
16 the park and that they had repaired it, and that they were
17 pumping a lot of chlorine or something into the water and there
18 was a lot of air and everything else and it was probably
19 creating most of the slush that I was getting. I was really
20 astonished at how much that meter was turning and I wasn't
21 using any water. So the meter is either defective or it's
22 designed that way for a specific reason so that they can make
23 money. And if they are making money off water that's not
24 really being used, then we're being robbed basically.

25 So I'm totally against them getting any increase

1 whatsoever. In fact, I think they should give us back some of
2 the money that they've been taking from us if that's the case.
3 Because if, if it's, if my meter is doing that, then I'll bet
4 you every other meter in the park that they've replaced is
5 doing that. And, therefore, they're running a scam on us and
6 we're being scammed by the water company. And now they want an
7 increase on top of that? You know, I mean, that's ridiculous.
8 So I'm very concerned.

9 Plus we have a lot of people on social security and
10 welfare and they're, they're only allotted so much money per
11 month that they can live off of. And I've noticed and I've
12 talked to a lot of people, they're getting to the point where
13 they, they don't know why their water is going up so much
14 because they're not using it, they can't find any leaks, but
15 yet they're having to pay the bill and they're being robbed.
16 It's highway robbery is what it is, what it amounts to.

17 Now I know that the investors in New York and
18 Pennsylvania, New Jersey, they have expenses and their cost of
19 living is going up, so therefore they need to raise our rates.
20 Of course, I mean, it's obvious. You know, they have to, they
21 have a lifestyle that they want to maintain and they don't want
22 to cut back. You know, they don't want to maybe go to a
23 four-day week like a lot of places are doing now to save money.
24 They don't want to do anything. They want to maintain the
25 lifestyle that they already have and they want to keep going

1 just like they're going, and I think they just need to cut back
2 on charging people more money because there's not money there
3 that people have.

4 Now if we have a disaster in Florida, say a hurricane
5 or something that drives the price of gas up, people are going
6 to be even more in a bind because gasoline is \$4 a gallon now.
7 It could double if we have a hurricane. And that's going to
8 put more of a burden on anybody who's just trying to survive
9 down here that's retired or on, you know, welfare or whatever.
10 And my suggestion is, just like the lady said, that anybody who
11 is on welfare or social security should get some kind of a
12 discount for their water bill and not charged as much as, as
13 people that could possibly afford it.

14 But we live in a trailer park and most of the people
15 where I live at that I know of have septic tanks. I have a
16 septic tank, and so the only thing that I rely on is water.
17 Now I also have a GRU water line that runs directly in front of
18 my house. And I asked GRU if they would be willing to hook me
19 up, and they said no problem. But I need to get a letter from
20 them giving them permission, allowing them, because they have
21 water rights apparently, even though I own my own property,
22 they have water rights to my property and that I can't let GRU
23 put a meter in in front of my place without getting permission
24 from Aqua.

25 So I've called Aqua, I've asked them to please send

1 me a letter with their letterhead on it agreeing for GRU to
2 hook me up. And they've told me repeatedly, "Oh, yeah, sure.
3 We'll take care of that. We'll take care of that," and they've
4 never sent me anything in the mail. And I've called on several
5 occasions because my nextdoor neighbor has GRU water and my
6 neighbor across the street has GRU water. And I just want to
7 get GRU water because I know the pressure is better and the
8 costs are less. And I don't see why I should be forced to
9 having their water when I know their water -- half the time
10 their chlorinator goes down. The guy isn't, he lives somewhere
11 in Ocala, so he's got to drive up from Ocala to check it out,
12 and on weekends he's gone. And the water will start coming out
13 of the faucet and it looks green. You pour it into a bowl and
14 it's green. You know if you were to do a test, just take a
15 pool test and do a test, there's no, there's not even any
16 chlorine in the water sometimes. And then when they do come
17 out, they overchlorinate the water so bad that you can't drink
18 it either because it'll upset your stomach. It's too much
19 chlorine; it's like drinking out of a swimming pool. So they
20 can't even get it right. You know, at least GRU has got people
21 that monitor the water 24/7, they make sure the water is good,
22 the water pressure is good.

23 I've got a fire hydrant right in front of my house
24 but it's not, it's got nothing to do with Arredondo Estates.
25 It has to do with the fact that I live right on the edge of

1 everything. I'm right on the corner of the park. So
2 technically I'm halfway in the, in the, in kind of a gray area
3 where I should be allowed to get city water if I want to or I
4 could stay with the water that I have now presently. But I
5 don't understand why they -- or I could sink a well. I can do
6 that as well, if I wanted to. But I'd rather not. I'd rather
7 just hook up to GRU if I could. But they're holding me up,
8 they're not letting me do what I want to do. And half the time
9 when I call them up and they say they're going to send somebody
10 out, nobody even shows up. I mean, Aqua Source, the people
11 that work for that company are unreliable, their water is
12 unreliable, and that's why I would rather go with GRU.

13 And there's other problems too that I understand when
14 I was speaking to the fellow from GRU, he told me that Brice,
15 who used to own the water company years ago, wanted to hook up
16 with GRU but wanted to put his own meter on their line and
17 charge everybody in the park his rates. So it's all about
18 money, it's all about profit. Nobody is trying to help anybody
19 here. It's all about how much money can they get from us and
20 how much, how deep can they go into our wallets and get as much
21 out of us as they can. And I think at some point in time we're
22 just going to go completely broke.

23 To give you an example, the other day I ran into a
24 friend of mine, Charlie, who was under the underpass at
25 I-75 with just a suitcase. And he was living in Arredondo

1 Farms. He's on social security. And I said, "What's going
2 on?" The guy is like 75 years old. And he said they evicted
3 him. And I said, "Why?" And he said, "Well, my water bill
4 started going way up. It was like \$100 a month." And they
5 were supposed to fix the leaks and they didn't fix the leaks
6 and he kept getting the water bill and it got to the point
7 where he couldn't afford his rent, he couldn't afford his food,
8 he couldn't afford anything, and finally the sheriff came and
9 said, "You have to move out." They confiscated all his
10 belongings. This is awful, you know, and this is what's
11 happening to people right now over there.

12 The Arredondo Farms and the Arredondo Trailer Park is
13 the poorest part of the community right now. Those people that
14 are living in those mobile homes are the poorest, they have the
15 lowest income of anybody in this county, and yet, you know,
16 they're just struggling. And they live check, from check --
17 from month to month and they're barely -- a lot of the people
18 are going under. And the more people that do end up on the
19 streets like that, the more we're going to have a crime
20 problem, I know. We're not solving any problems by raising any
21 rates.

22 And I'd appreciate it if they would consider actually
23 giving us some money back since those meters are, are not
24 functioning properly and we're overpaying for our water and
25 overpaying for our service as far as I'm concerned.

1 And if you have any questions -- I'd like to present
2 this to the court. It has my case number on here and it has,
3 which is 783526W. And I have not heard from them. They have
4 not contacted me on this matter. It also has a photocopy of my
5 water bill and it has bars in here to show you the months and
6 how much it's gone up, and that's because of the leaks that
7 they have at their end that's causing the meter to spin
8 backwards. The only thing I could figure -- because that meter
9 should not be spinning backwards unless they have leaks across
10 the street somewhere.

11 CHAIRMAN CARTER: Okay. That will be marked as
12 Exhibit 7, Commissioners.

13 MR. CARUSO: Exhibit 7. Do you want me to hand that
14 to you?

15 CHAIRMAN CARTER: Yes. Just hand it to our staff and
16 we'll make sure we get it into the official record.

17 (Exhibit 7 marked for identification.)

18 Questions, Commissioners?

19 Mr. Beck, questions?

20 MR. BECK: Yes. Just a couple.

21 EXAMINATION

22 BY MR. BECK:

23 Q The problems with the meter, it's the new, it's the
24 new RF meter that doesn't have the check valve?

25 A Exactly.

1 Q When did you have your new meter put in?

2 A January of this year.

3 Q This year? And did you have a similar problem with
4 the old meter?

5 A No, sir. No, sir. It worked fine. There was no
6 problems with it. The only problem was they weren't willing to
7 ring my doorbell to come into my yard to read the meter because
8 I needed to put my dog up for them to come in. And they said,
9 "Well, we can only estimate your bill," and they were doing
10 that. And that's, I started complaining about that. I said,
11 "You need to come in at least once every six months and read
12 the meter, you know, and that way you can get a" -- you know, I
13 don't mind if they estimate six months out of the year, but
14 they need to come in at least twice a year to actually check it
15 to see where it's at so they can, they can compensate me for
16 the overcharges. And they weren't even willing to do that. So
17 I was being robbed, you know, and now I feel as though I'm
18 being robbed again.

19 I really think -- also I noticed when he put my meter
20 in, he stuffed a piece of rag into the end of the meter and
21 then he hooked the meter up. And when he first installed the
22 meter, I didn't have any slush. In other words, that wasn't
23 spinning backwards, that little pinwheel wasn't spinning
24 backwards. One day about a month later I was, or a couple of
25 months later perhaps I was filling up my dog bowls and a piece

1 of that blue rag came right out of the faucet, right out of the
2 hose right into the dog -- and it was the exact same rag that
3 he had used. And after that, then my meter started going
4 backwards, it started rocking, you know, slushing. It would
5 spin two revolutions backwards and then three revolutions
6 forwards, and I was being billed for that water. That was
7 turning my meter. I didn't have anything on, I wasn't using
8 it, I didn't have any leaks.

9 I checked it today. It's not doing it now. So
10 obviously they fixed some leaks that were out in the park
11 because there had to be a reason for the pressure to go up and
12 then down and then up and then down. Whether they were causing
13 it or whether it was just from leaks, I'm not sure. I'm not
14 a -- you know, I couldn't tell you. But I do know it had to do
15 with something that they had, you know, whatever it was that
16 they were doing was causing it or whatever they didn't do was
17 causing it. I'm not sure.

18 But when I spoke to the, the gentleman that came out
19 to look at my meter, he said that's called slush where the
20 meter will rock back and forth like that because that little
21 pinwheel is so sensitive. But he says that when it goes
22 backwards I don't get credited for that. I only get
23 credited -- I only get charged when it goes forward. So that's
24 to their advantage, not to our advantage. It doesn't do
25 anything for us. It just makes us lose money. And the more

1 slush you have in a line, the closer you probably are to a
2 leak. So if like that gentleman that spoke earlier said he was
3 using an incredible amount of water, there might have been a
4 leak across the street and it was causing his meter to slush a
5 lot. He could have been using 10 gallons an hour with a slush
6 like that, and that's a lot of water to use up by the end of
7 the day. You know, you're using an awful lot of water in that.

8 So I consider that theft on the part of the water
9 company, and I think they're quite aware of it. Because when
10 the, when the meter reader guy came out, he was quite aware of
11 it. He knew. He knew. I didn't like that. I would have
12 preferred that he went and looked for a leak somewhere.
13 Instead, he knew exactly. He wasn't concerned about it because
14 they're going to make their money. You know, that's 1,000
15 gallons a month I'm paying for that I'm not receiving. That's,
16 that's theft and they should be fined for it. The company
17 should be fined for it. That's what I would do if I was, if I
18 was able to take it to court with attorneys. I would, I would
19 see that they were fined for it so they could put a stop to it
20 and go out and put check valves in all those meters. They need
21 to go out -- and the guy told me, "Well, we could put a check
22 valve in there for you, you know, if you really want one."
23 That's what he told me. So they can do it and they should.
24 Thank you. Any questions?

25 CHAIRMAN CARTER: Thank you, Mr. Caruso. Thank you

1 so kindly.

2 MR. CARUSO: Any questions? No questions? Okay.

3 CHAIRMAN CARTER: Thank you.

4 Mr. Beck.

5 MR. BECK: Mr. Chairman, Mr. Caruso is the last
6 witness I have signed up ahead of time.

7 CHAIRMAN CARTER: Let me do this, is there anyone in
8 the audience here that wanted to speak that did not get an
9 opportunity to speak?

10 At this point in time, let me recognize Commissioners
11 for observations or comments. I'll start to my left with my
12 colleague Commissioner Skop and then we'll move forward, and
13 then I'll bring us in for a landing.

14 Commissioner Skop, you're recognized, sir.

15 COMMISSIONER SKOP: Thank you, Mr. Chairman. I just
16 wanted to thank all the customers and consumers that came out
17 today to voice their concerns. The Commission takes all of
18 your concerns and listens carefully to all of them. And thank
19 you again for coming out today, go-getters.

20 COMMISSIONER McMURRIAN: I object. Just kidding.

21 COMMISSIONER SKOP: Overruled.

22 (Laughter.)

23 COMMISSIONER McMURRIAN: I echo those comments. We
24 definitely enjoy coming down and visiting different parts of
25 Florida including Gainesville, despite the fact that I'm a

1 Nole. And it was good hearing from you all, and I do want you
2 to know that there are a lot of people that are working on this
3 case at our agency, as well as the Office of Public Counsel who
4 represent you directly, and that we'll be going through a lot
5 of detail and looking at the issues that you've raised and that
6 the other customers will raise at the other service hearings
7 that we're going to be having over the next few weeks. So
8 thank you all for coming out. Thanks.

9 CHAIRMAN CARTER: Commissioner Edgar.

10 COMMISSIONER EDGAR: Thank you. And I think it's all
11 been said, but thank you for coming to speak to us. Thank you
12 for sharing your concerns with us. I know that it's in the
13 middle of the day and that everybody is busy, and it is very
14 helpful to us. So thank you.

15 CHAIRMAN CARTER: Commissioner Argenziano.

16 COMMISSIONER ARGENZIANO: Same thing, thank you,
17 because without hearing from you we just don't know what's
18 happening in your community. So thank you. And you can rest
19 assured that I know I'm going to certainly be asking the
20 company for details, I'm going to be asking for staff to help
21 us along the way, because truly everybody deserves to have
22 clean drinking water, especially if you're paying for it. And
23 I'm hoping that the company will rectify that very, very
24 quickly. But, in any case, we will gather the data and take
25 the notes that you, that I have taken today from your comments

1 and use them wisely in our deliberations on what we're going to
2 do. Thank you.

3 CHAIRMAN CARTER: Thank you to my colleagues and also
4 thank you for coming out. I wanted to let you know as
5 Commissioners we take public comment as the most important
6 thing that we can do. In our form of government we have our
7 neighbors to represent us. We don't have a monarchy. You're
8 not born into it. We have our neighbors who go out and
9 represent us. And we take this as a, as a privilege to, to
10 come and hear from our neighbors that have been impacted by
11 different situations in their lives. Today we're talking about
12 water issues, but tomorrow it could very well be electricity.
13 But this is the most important thing that we do is come out
14 where people are being impacted in their lives and hear
15 directly from you. And as Mr. Willis said, is that we're going
16 to be looking at this in the context of quality, water quality
17 issues, customer service. Remember a lot of the questions you
18 got from the bench had to do with how did they react to you
19 when you had a concern? And also about the rates, I haven't
20 heard anybody yet say, you know, they're in favor of the rates.
21 So those are the kinds of things that we are out here and those
22 are the kinds of things that we can't get from looking at a
23 case. We want to come out and look at you face to face and
24 have you tell us that. And for that, we sincerely appreciate
25 it. And I thank my colleagues for being here today. Thank

1 you, Mr. Beck, on behalf of the Office of Public Counsel, who
2 always does a great job. And with that, Commissioners,
3 anything further?

4 Hearing none, we're adjourned.

5 MR. JAEGER: Chairman Carter, we didn't move the
6 exhibits.

7 CHAIRMAN CARTER: We're back. Call the meeting back
8 to order.

9 MR. JAEGER: Also, I'd like to clarify that the proof
10 of publication Exhibit 2 is for the counties of Alachua,
11 Marion, Lake, Putnam and Volusia, those five counties. And
12 other than that, I would move Exhibits 2 through 7 be admitted.

13 CHAIRMAN CARTER: Any objection? Hearing none, show
14 it done.

15 (Exhibits 2 through 7 admitted into evidence.)

16 With that, anything further from staff?

17 MR. JAEGER: Nothing further from me.

18 CHAIRMAN CARTER: We are adjourned.

19 (Proceeding adjourned at 12:31 p.m.)
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25

1 STATE OF FLORIDA)
 :
2 COUNTY OF LEON)

CERTIFICATE OF REPORTER

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 22nd day of July, 2008.

13

14



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

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EXHIBITS

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NUMBER:

*This page is a
(Substitute)*

ID. ADMTD.

1	Exhibit List	10	10
2	Proof of Publication for Alachua, Lake, Marion, Putnam and Volusia Counties	10	95
3	Charles Thomas documents	24	95
4	John Mazzerle documents	30	95
5	Petition	49	95
6	Maria Hurley documents	58	95
7	Lawrence Caruso documents	88	95

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 080121-WS **EXHIBIT** 1
COMPANY FPSC- Staff Exhibits
WITNESS Exhibit List
DATE 07/02/08

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

DOCKET NO. 080121-WS

RECEIVED-FPSC

08 JUL -7 AM 10:45

COMMISSION
CLERK

AQUA UTILITIES FLORIDA, INC.'S CUSTOMER SERVICE HEARING
EXHIBIT NO. 2

*Alachua
Marion
Lake
Putnam
Volusia*

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 2

COMPANY Aqua Utilities FL, Inc.

WITNESS Proof of Publication: Alachua, Lake, Marion,

DATE 07/02/08 Putnam + Volusia Counties

Affidavit of Publication

Daily Commercial

Leesburg, Lake County, Florida

Case No. _____

STATE OF FLORIDA
COUNTY OF LAKE

Before the undersigned authority personally appeared Melanie Randall who on oath says that she is the Classified Manager of the Daily Commercial, a daily newspaper published at Leesburg in Lake County, Florida, that the attached copy of advertisement, being

_____ 1165768
in the matter of Service Hearing

in the _____ Court,

was inserted in said newspaper in the issues of _____
June 13, 2008

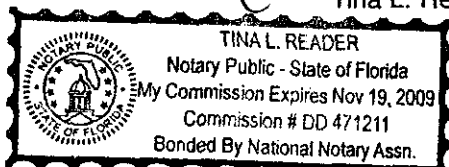
Affiant further says that the said Daily Commercial is a newspaper published in said Leesburg, in said Lake County, Florida, and that the said newspaper has heretofore been continuously published in said Lake County, Florida each day and has been entered as second class matter at the post office in Leesburg in said Lake County, Florida, for a period of one year preceding the first publication of the attached copy of advertisement; and affiant further says that 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 said newspaper.

Signed Melanie Randall
Melanie Randall, Classified Manager

Sworn to and subscribed before me this 13 day of
June, 2008, by Melanie Randall,
Classified Manager, who is personally known to me.

(Seal)

Tina L. Reader
Tina L. Reader, Notary Public



ad

**Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings**

Docket No. 080121-WS

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

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, DeSoto, 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. **CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** The nearest customer service hearing to you will be conducted at the following times and places, and will continue until all witnesses have been heard:

Date and Time:	July 2, 2008 at 10:00 a.m.	July 2, 2008 at 6:00 p.m.
Place:	Alachua County Board of Commissioners Board Room, Second Floor 12 SE 1st Street Gainesville, FL 32601	St. Johns River Water Management District Governing Board Room 4049 Reid Street Palatka, FL 32177

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. **AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

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 1-800-342-3552 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 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office, the Alachua County Headquarters Library, and the Putnam County Library as follows:

Aqua Utilities Florida, Inc. 1100 Thomas Avenue Leesburg, Florida 34748 Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday Phone: 352.435.4027	Alachua County Headquarters Library 401 E. University Avenue Gainesville, Florida 32601 Phone: 352.334.3900
Putnam County Library 601 College Road Palatka, Florida 32177 Phone: 386.329.0126	

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

If settlement of the case or a named storm or other disaster requires cancellation(s) of the hearing(s), Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation(s) of the hearing(s) will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

JURISDICTION

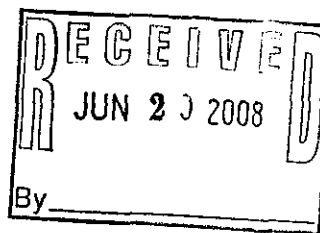
The Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367, Florida Statutes. Sections 367.081, 367.0816, 367.101, and 367.171, Florida Statutes, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding, as well as Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

PROOF OF PUBLICATION

STAR-BANNER

Published—Daily

OCALA, MARION COUNTY, FLORIDA



STATE OF FLORIDA,
COUNTY OF MARION

Before the undersigned authority personally appeared Michelle Duncan, who on oath says that she is an authorized employee of the Star-Banner, a daily newspaper published at Ocala, in Marion County, Florida; that the attached copy of advertisement, being a notice in the matter of Aqua Legal Notice in Ocala Star Banner, was published in said newspaper in the issue of June 13, 2008.

Affiant further says that the said STAR-BANNER is a daily newspaper published at Ocala, in said Marion County, Florida, and that the said newspaper has heretofore been continuously published in said Marion County, Florida, daily, and has been entered as second class mail matter at the post office in Ocala, in said Marion 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 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.

Michelle Duncan

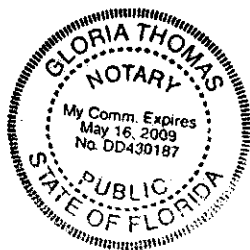
Sworn to and subscribed before me this 13th day of June A.D., 2008.

(Seal)

Gloria Thomas
Notary Public

Gloria Thomas

(Print, Type or Stamp Name of Notary Public)



**Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings**

Docket No. 080121-WS

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

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NO: GF04742232
Acct # 645763
AQUA AMERICA

THE GAINESVILLE SUN

Published Daily and Sunday
GAINESVILLE, FLORIDA
STATE OF FLORIDA

Before the undersigned authority appeared: Vonda Jackson,
Who on oath says that she is Retail Advertising Executive of THE GAINESVILLE SUN,
a daily newspaper published at Gainesville in Alachua County, Florida, that the attached
copy of advertisement, being

PUBLIC NOTICE

In the matter of Public Hearing Notice was published in said newspaper in the issues of
June 13, 2008.

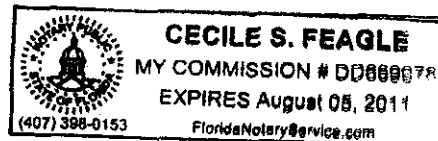
Affidavit further says that the said THE GAINESVILLE SUN is a newspaper published
at Gainesville, in said Alachua County, Florida, and that the said newspaper has
heretofore been continuously published in said Alachua County, each day, and has been
entered as second class mail matter at the post office in Gainesville, in Said Alachua
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 has neither paid
nor promised any person, firm or corporation any discount for publication in the said
newspaper.

Vonda Jackson

Sworn to and subscribed before me this

13 day of June A.D., 2008

Cecile S. Feagle
(seal) Notary Public



6/13 Gainesville 08063M40 - 4996

**Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings**

Docket No. 080121-WS

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

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At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. **AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

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 1-800-342-3552 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 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office, the Alachua County Headquarters Library, and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday
Phone: 352.435.4027

Alachua County Headquarters Library
401 E. University Avenue
Gainesville, Florida 32601
Phone: 352.334.3900

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

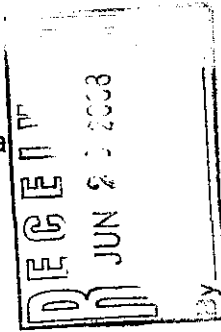
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JURISDICTION

The Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367, Florida Statutes. Sections 367.081, 367.0816, 367.101, and 367.171, Florida Statutes, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding, as well as Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

The News-Journal

Published Daily and Sunday
Daytona Beach, Volusia County, Florida



**State of Florida,
County of Volusia:**

Before the undersigned authority personally appeared

Linda Pierre

who, on oath says that she is Classified Advertising
Manager of The News-Journal, a daily and Sunday
newspaper, published at Daytona Beach in Volusia
County, Florida, the attached copy of advertisement,
being a Legal Advertisement
in the matter of Notice of Commission Customer
Service Hearings
in the Court
was published in said newspaper in the issues
June 13, 2008

Affiant further says that The News-Journal is a
newspaper published at Daytona Beach, in said
Volusia County, Florida, and that the said newspaper
has heretofore been continuously published in said
Volusia County, Florida, each day and Sunday and
has been entered as second-class mail matter at the
post office in Daytona Beach, in said Volusia County,
Florida, for a period of one year next preceding the
first publication of the attached copy of advertisement;
and affiant further says that 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

Linda Pierre

Sworn to and subscribed before me

this 13th day of June
A.D. 2008

Anita Marie Saunders



ANITA MARIE SAUNDERS
Notary Public, State of Florida
My Comm. Expires Aug. 30, 2011
Comm. No. DD 687764

Before the Florida Public Service Commission Notice of Commission Customer Service Hearings

Docket No. 080121-W5

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

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, DeSoto, 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. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. The nearest customer service hearing to you will be conducted at the following times and places, and will continue until all witnesses have been heard:

<p>Date and Time: July 2, 2008 at 10:00 a.m. Place: Alachua County Board of Commissioners Board Room, Second Floor 12 SE 1st Street Gainesville, FL 32601</p>	<p>July 2, 2008 at 6:00 p.m. St. Johns River Water Management District Governing Board Room 4049 Reid Street Palatka, FL 32177</p>
---	--

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

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 1-800-342-3552 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 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office, the Alachua County Headquarters Library, and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday
Phone: 352.435.4027

Alachua County Headquarters Library
401 E. University Avenue
Gainesville, Florida 32601
Phone: 352.334.3900

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

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JURISDICTION

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Legal L734707. June 13, 2008, 1t.

STATE OF FLORIDA §

§

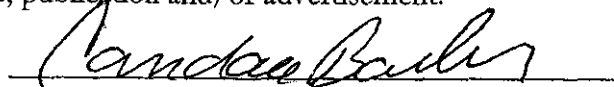
County of Putnam §

The undersigned personally appeared before me, a Notary Public for the State of Florida, and deposes that the Palatka Daily News is a daily newspaper of general circulation, printed in the English language and published in the City of Palatka, in said County and State; and that the attached order, notice, publication and/or advertisement of:

Aqua America

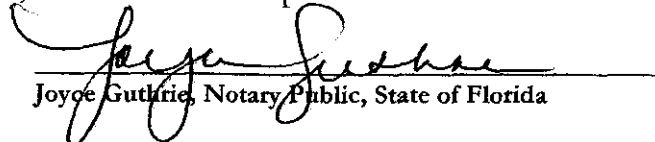
Was published in said newspaper 1 time(s), said publication being made on the following date: 6/5/08

The Palatka Daily News has continuously published as a daily newspaper and has been entered as second class mail matter at the post office at the City of Palatka, Putnam County, Florida, each for a period of more than one year next preceding the date of the first publication of the above described order, notice, publication and/or advertisement.



Sworn to and subscribed before me this 6/5/08

By Candace Barber, Credit Manager of the Palatka Daily News,
A Florida corporation, on behalf of the corporation


Joyce Guthrie, Notary Public, State of Florida

Personally known to me, or
 Produced Identification:

did take an oath

Notary Seal:



JOYCE ANNE GUTHRIE
MY COMMISSION # DD 533766
EXPIRES: May 28, 2010
Bonded Thru Budget Notary Services

Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings

Docket No. 080121-WS

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

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July 2, 2008 at 6:00 p.m.

Place: Alachua County Board of Commissioners
Board Room, Second Floor
12 SE 1st Street
Gainesville, FL 32601,

St. Johns River Water Management District
Governing Board Room
4049 Reid Street
Palatka, FL 32177

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. **AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** All witnesses shall be subject to cross-examination at the conclusion of their testimony.

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080124-WS **EXHIBIT** 3

COMPANY Witness on behalf of the Citizens of Fla.

WITNESS Charles Thomas documents

DATE 07/02/08

First;

The water quality is crappy. It clogs up our appliances. On Aqua water a brand new coffee pot clogs up within 3 months. And I am always changing filters, before recommended times.

We don't drink the water anymore, for a long time now. We buy bottled water for cooking, and drinking. All we use Aqua for is flushing the toilets and washing clothes.

Second;

Since they installed a new "remote reading" water meter ~~last~~²⁰⁰⁷ May, my bills have been erratic. The high so far was for 53000 gallons in September of 2007. In April of this year it was over 22000 gallons, May was over 20000 gallons and This past June was for 21,800 gallons of water used. Most other months my bill runs between 2000 and 3000 gallons.

I have a 5/8" line feeding my house. I can't even imagine how long it would take to run 53000 gallons of water through a 5/8" garden hose. I have a 3 bedroom 2 bath mobile home on 1/4 acre lot, with no irrigation and no leaks. I have found no leaks by looking and frequently I have checked their leak detector at the meter.

I have called Aqua more than 10 times. I asked for a meter test on 11/21/2007 and nothing happened. I asked for a meter test on 6/13/2008 and nothing happened. On 6/18/2008 I asked for a supervisor to call me back and nothing happened.

Shortly after this I went to the Public Service commission web site and filed a formal complaint (case reference # 783613W). You sent me a "count down" letter dated 6/23/2008 giving me the case number and phone #s in case Aqua and I didn't resolve the problem. So far nothing has happened.

AND NOW THESE PEOPLE WANT A RATE INCREASE !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

For what ?? They don't give crappy service with their crappy water. They don't give any service. You would think any problem could be solved in more than a year's time and it should have been solved much sooner. The fact, as I see it, is they don't care and they hope I will go away and keep paying for their problems.

I don't think these are isolated problems and I don't think Aqua Utilities Florida have shown any indication of delivering any customer service at their old rate. What assurances do we have they will deliver anything more if they are paid more money.

I have copies of relevant bill , PSC letter & complaint details.

Charles Thomas (352) 372-1726
5508 S.W. 69th Terr.
Gainesville, FL 32608

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAR EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF REGULATORY COMPLIANCE
& CONSUMER ASSISTANCE
DAN HOPPE
DIRECTOR
(850) 413-6480

Public Service Commission

June 23, 2008

CHARLES THOMAS
5508 S.W. 69TH TERR.
GAINESVILLE, FL 32608

Dear MR. THOMAS:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to AQUA UTILITIES FLORIDA, INC. Your case reference number is 783613W.

What you can expect now that your complaint has been filed.

The utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

How the Commission can assist you and what action you can take.

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Complaint Resolution by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at www.floridapsc.com.

Sincerely,

Ruth McHargue

Regulatory Program Administrator
Division of Regulatory Compliance
& Consumer Assistance

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Service Account Number

000903831 0646351

*Address

5508 s.w. 69th terr.

*City

gainesville

*State Florida

*Zip 32608

Complaint Details

Since installing a new "remote reading" water meter last May, my bills have been erratic. The high so far is for 53,000 gallons in septembe of 2007. There have been several high bills and finally this month again they charged me with 21,800 gallons. I have a 3 bedroom 2 bath mobile home on 1/4 acre lot with no irrigation and no leaks (by my sight and their leak detector)]. I have called them over 10 times. I asked for a meter test on 11/21/2007 and nothing happened. I asked for a meter test on 6/13/2008 and nothing happened. On 6/18/2008 I asked for a supervisor to call me back, nothing happened.

Have you contacted the PSC previously about this complaint?

Yes No

Submission Options

Submit this complaint to the Florida Public Service Commission

Clear

Previous

Next



Service To:
CHARLINE THOMAS
5508 SW 69TH TER
GAINESVILLE, FL 32608-4542
Lot: 13261066 Block:

Account Number
000903831 0646351
 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@aquaamerica.com**

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

Bill Date
June 05, 2008
 Total Amount Due
\$ 73.76
 Due Date
June 27, 2008

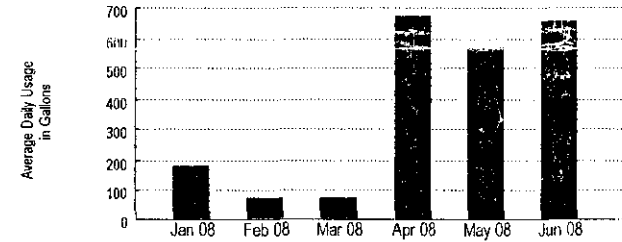
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56582954	5/8	06/03/08	33	Actual	132600	21,800	Gallons
		05/01/08		Actual	110800		
Average Daily Usage = 660 Gallons		Total Days: 33		Total Usage:		21,800	Gallons

Billing Detail

Amount Owed from Last Bill.....	\$ 56.22
Total Payments Received.....	56.22
Balance	0.00
Water Base Facility Charge	14.29
21,800 gallons @ \$0.00242 per gallon.....	52.76
Total Water Charges	67.05
Utility Tax.....	6.71
Amount Due 06/27/08	\$ 73.76

Water Usage History



*6/13/08 11:20 Dinessa
 will Test
 Judy 6/17/08*

Read Types: ■ Actual □ Estimated ▣ Customer
*6/18/08 12:55 p.m. Roger - pull on hold test ft
 6/18/08 14:00 - Judy took readings.
 * call back by supervisor*

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.



Service To:
CHARLINE THOMAS
 5508 SW 69TH TER
 GAINESVILLE, FL 32608-4542
 Lot: 1326106 Block:

Account Number
000903831 0646351
 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 **November 01, 2007** Total Amount Due **\$ 86.87** Due Date **November 26, 2007**

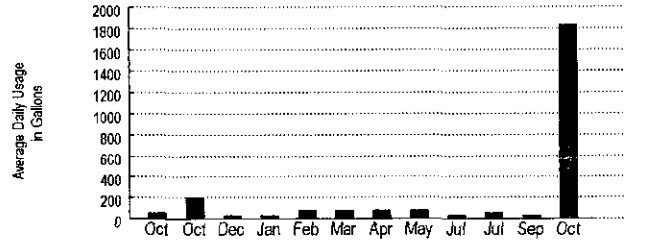
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56582954	5/8	10/12/07	29	Actual	58500	53,000	Gallons
		09/13/07		Actual	5500		
Average Daily Usage = 1,827 Gallons		Total Days: 29		Total Usage:		53,000	Gallons

Billing Detail

Amount Owed from Last Bill \$ 65.37 Credit
 Total Payments Received 0.00
Balance 65.37 Credit
 Water Base Facility Charge 13.85
 53,000 gallons @ \$0.00235 per gallon 124.55
 Total Water Charges 138.40
 Utility Tax 13.84
Amount Due 11/26/07 \$ 86.87

Water Usage History



*Sylvia 11/21/07 16233
 Test meter*

*11/12/07 3:07
 recheck meter Again?
 Adj. 46000 Sylvia*

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.

*12/3/07 16:50
 card work 11 on hold till resolved*

12/24/07 Sylvia



1336567

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010041

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

Service To:
CHARLINE THOMAS
 5508 SW 69TH TER
 GAINESVILLE, FL 32608-4542
 Lot: 1326106 Block:

AQUA Water Bill

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

Account Number
000903831 0646351
 Total Amount Due **\$ 86.87** Due Date **November 26, 2007**

Seq=10456 Cyc=33M9 1up=498675

*****AUTO**5-DIGIT 32608 C 34 P 52
 CHARLINE THOMAS
 5508 SW 69TH TER
 GAINESVILLE FL 32608-4542



Amount Enclosed
 \$

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

00090383106463510000000086874





Service To:
CHARLINE THOMAS
5508 SW 69TH TER
GAINESVILLE, FL 32608-4542
Lot: 1326106 Block:

Account Number
000903831 0646351
 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 **April 25, 2007**
 Credit Balance
(\$ 21.94)

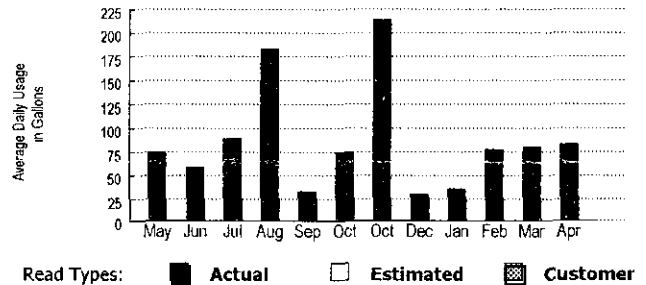
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
73953603	5/8	04/13/07	31	Actual	295800	2,600	Gallons
		03/13/07		Actual	293200		
Average Daily Usage = 83 Gallons		Total Days: 31		Total Usage:		2,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 44.31 Credit
Total Payments Received	0.00
Balance	44.31 Credit
Total Water Charges	20.33
Utility Tax	2.04
Amount Due 05/17/07	\$ 21.94 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

FL201004TAP-015-A-0
REV 01 07

AQUA Water Bill

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

Service To:
CHARLINE THOMAS
5508 SW 69TH TER
GAINESVILLE, FL 32608-4542
Lot: 1326106 Block:

Account Number
000903831 0646351
 Credit Balance
(\$ 21.94)

Do Not Pay

You have a credit balance on your account.

Seq=25887 Cyc=33M9 1up=328508

*****AUTO**5-DIGIT 32608 C 69 P 75
 CHARLINE THOMAS
 5508 SW 69TH TER
 GAINESVILLE FL 32608-4542



00090383106463510000000021943



FLORIDA PUBLIC SERVICE COMMISSION

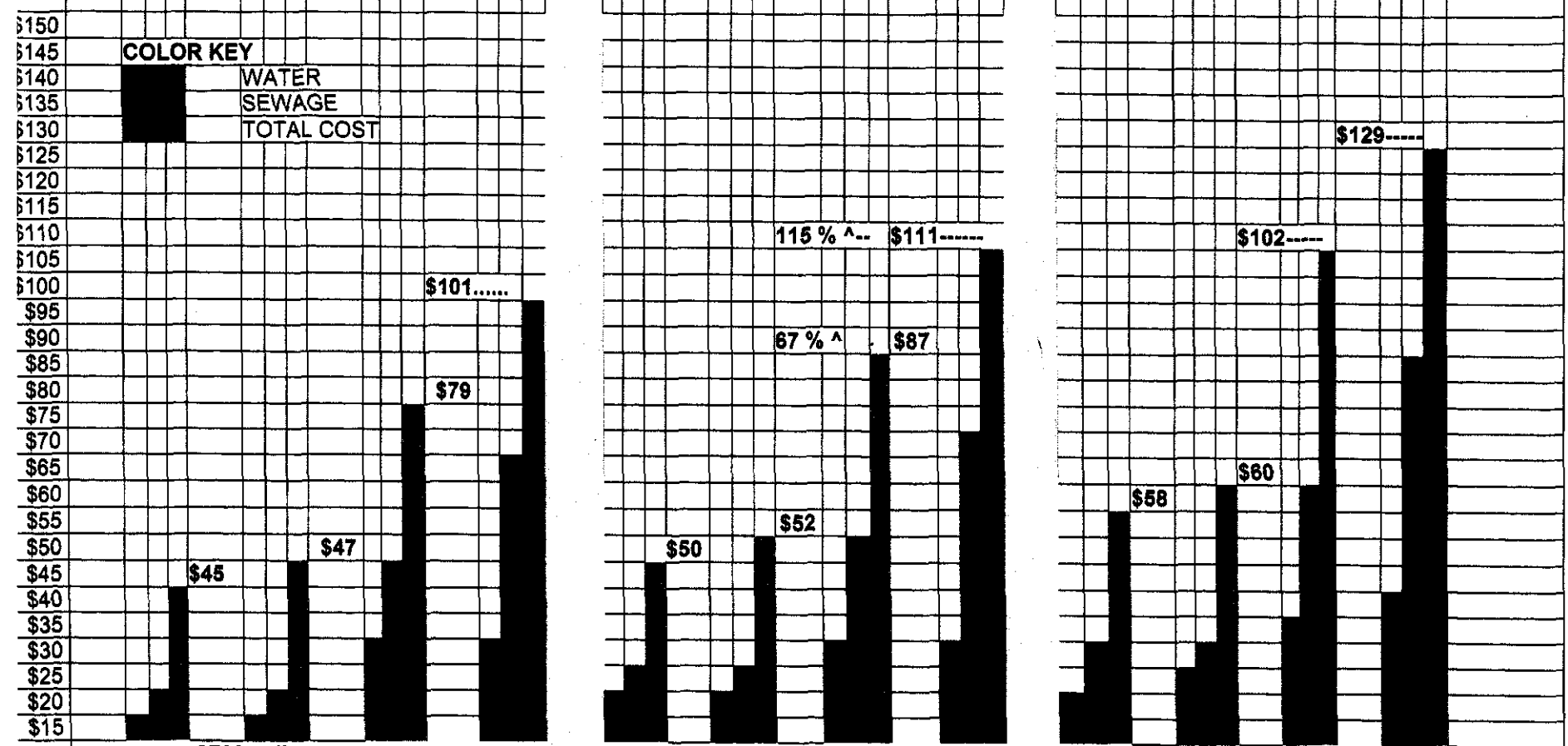
DOCKET NO. 080121-WS EXHIBIT 4

COMPANY Witness on behalf of the Citizens of Fla.

WITNESS John Mazzerle documents

DATE 07-02-08

Aqua Utilities Florida---Rates and Proposed rates Comparison



	2700 gallons				3500 gallons				5000 gallons			
S-----	OLD	PRESENT	INTERIM	FINAL	OLD	PRESENT	INTERIM	FINAL	OLD	PRESENT	INTERIM	FINAL
	A	B	C	D	E	F	G	H	I	J	K	L

Columns B, F, and J are the present rates and total cost
 Columns C, G, and K are the proposed interim rates and total costs, if approved by commission
 Columns D, H, and L are the proposed final rates and total costs, if approved by commission.

From the Aqua Utilities Florida notice of application for increase in water and wastewater rates, issued June 14, 2008. Docket #080121-WS

While AUF calculates that it would be allowed to collect the interim rates listed in column C-"Proposed Unlimited Interim Rates", under AUF's proposal, for some systems it will defer recovery of the full rate so that its customers do not experience higher rate increases."

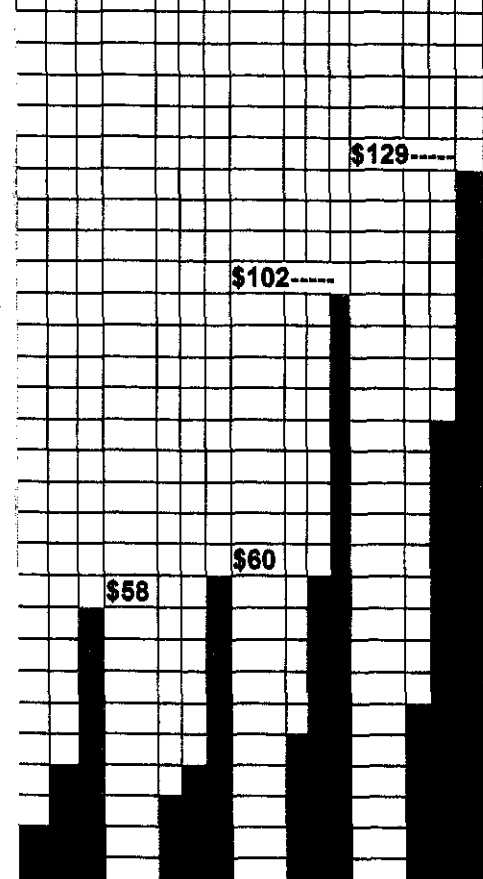
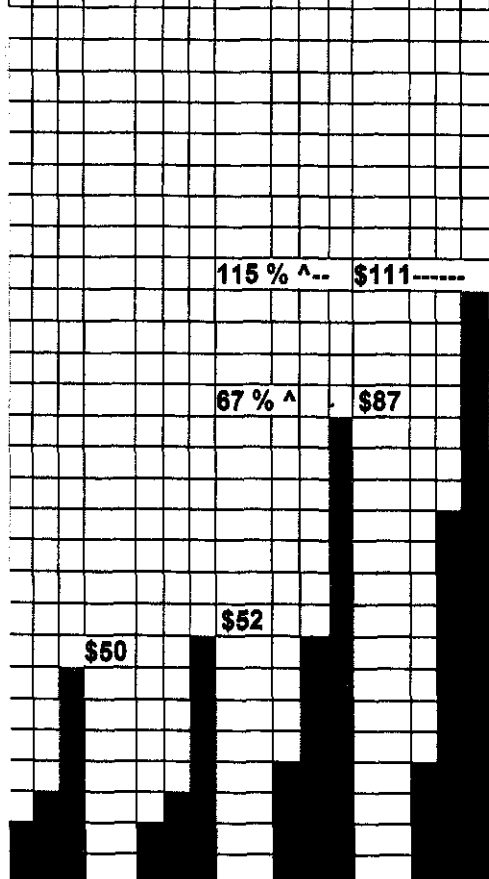
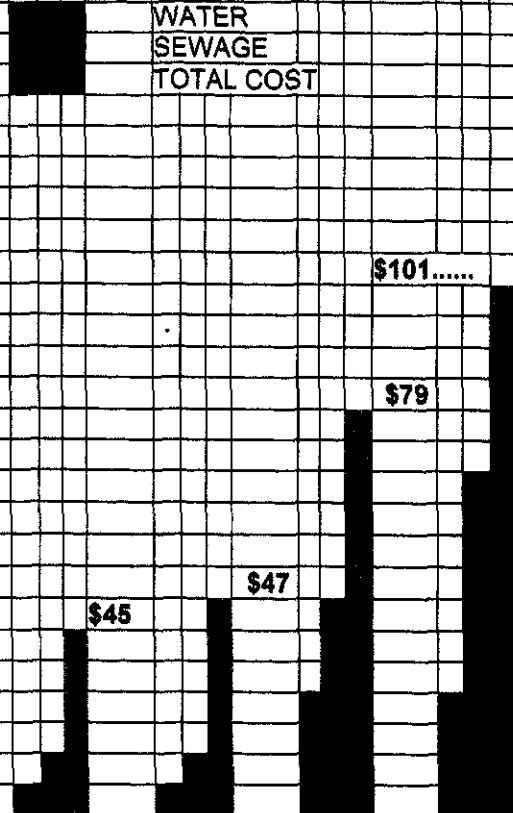
Exh 4

Aqua Utilities Florida----Rates and Proposed rates Comparison

\$150
\$145
\$140
\$135
\$130
\$125
\$120
\$115
\$110
\$105
\$100
\$95
\$90
\$85
\$80
\$75
\$70
\$65
\$60
\$55
\$50
\$45
\$40
\$35
\$30
\$25
\$20
\$15

COLOR KEY

WATER
SEWAGE
TOTAL COST



S-----	2700 gallons				3500 gallons				5000 gallons			
	OLD	PRESENT	INTERIM	FINAL	OLD	PRESENT	INTERIM	FINAL	OLD	PRESENT	INTERIM	FINAL
	A	B	C	D	E	F	G	H	I	J	K	L

Columns B, F, and J are the present rates and total cost
 Columns C, G, and K are the proposed interim rates and total costs, if approved by commission
 Columns D, H, and L are the proposed final rates and total costs, if approved by commission.

From the Aqua Utilities Florida notice of application for increase in water and wastewater rates, issued June 14, 2008. Docket #080121-WS

While AUF calculates that it would be allowed to collect the interim rates listed in column C-"Proposed Unlimited Interim Rates", under AUF's proposal, for some systems it will defer recovery of the full rate so that its customers do not experience higher rate increases."

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 080121-W5 EXHIBIT 5
COMPANY Petition presented by
WITNESS Robert Goetz
DATE 07/02/08

We Do Not want a ~~Rate~~ ^{Ex. 5} _{Robert Goetz, D. No 080121-45} water Rate INCREASE

	<u>name</u>	<u>ADDRESS</u>
①	Maria Frazier	5010 SW 63 Ct
②	Shirley Smith	5020 SW 63 Ct
③	Ima Thomas	5050 SW 63 Ct
④	Merico Kerney	5003 SW 63 Ct
⑤	Brittney Greene	4915 SW 63 Ct
⑥	Lillie Bell	4925 SW 63 Ct
⑦	MARIE C. McANALLY	6510 SW 49th Pl.
⑧	Eddie Foye	6622 SW 49 Pl
⑨	TERRY ENRIQUES	6632 SW 49th Pl 32608
⑩	Dana Dahlstrom	4918 SW 66 St
⑪	D. NELSON	5002 SW 66 St.
⑫	MARTIN Freese	5024 SW 66th St.
⑬	Julio Urbina	5030 SW 66 St
⑭	Pat Compton	5109 SW 66 St.
⑮	Dorothy KASSWAN	5118 SW 66 St.
⑯	Theresa & Ken Caraballo	5119 SW 66 St.
⑰	Santiago Garzon	5015 SW 66 St
⑱	Raynald Segovia	SW
⑲	Raul Segovia	SW
⑳	Joe Koon	5003 SW 66th SW St
㉑	Robert Reynolds	4927 SW 66th St.
㉒	Alicia Tompkins	4403 SW 49 pl.
㉓	Angela Danzy	6529 SW 49 Place
㉔	Chae Baya	5017 SW 63rd Ct
㉕	R.O.	5021 SW 63 Ct.

20th

We Do NOT Want a Water Rate Increase

name	ADDRESS
(26) Marilyn Bell	6432 SW 49th Pl 32608
(27) Rebecca Hite	5003 SW 65 Court 32608
(28) Kash Carver	5003 SW 65 Ct 32608
(29) JOHN BRISTOW	5024 SW 65 ct
(30) Germyan Doby	5014 SW 65 ct.
(31) Pete Noble	5023 SW 65 ct
(32) Arthur Floyd	5102 SW 65 ct
(33) Dorothy Wella Moore	5024 SW 64 th St.
(34) Jimmy Bowers	5030 S.W. 64 th St.
(35) Sharon Peebles	5201 SW 64 th St.
(36) M J Evans	5329 SW 67 th St.
(37) JARED REGISTER	5107 SW 64 th St
(38) THOMAS THORNTON	6500 SW 53 rd AVE.
(39) MARY ANN DEMATAS	6512 SW 58 th AVE
(40) Ann De Matas	6522 S.W. 53 rd Ave.
(41) Jimmy A Font	6532 SW 53 AVE
(42) BRIAN LEE	5238 SW 66 th St.
(43) Theida McFuerly	5308 S.W. 67 th St. Gainesville 32608
(44) Linda Kessler	6720 S.W. 54 th Ave
(45) Jim Campbell	6812 SW 54 th AVE
(46) Tomas Izquierdo	6815 SW 54 AVE
(47) Lottie Stephens	5429 S.W. 69 St.
(48) Michael Stephens	4922 S.W. 67 th Terr
(49) Betty Martin	6915 S.W. 55 th Pl.
(50) John Javel	5430 SW 70 TER

We Do NOT Want a Water Rate Increase

	<u>Name</u>	<u>ADDRESS</u>
51	David Pully	5315 SW 70 th TER
52	Thomas A. Leifer	5305 SW 70 th TER
53	Steve Wesley	6934 SW 53 rd
54	Allen Boyd	6824 SW 53 rd Ave
55	Erin Yaw	6823 SW 53 rd Ave
56	J. Jay Silverman	6813 SW 53 rd Ave
57	Paul	6804 SW 53 rd Ave
58	Lori McGroder	4928 SW 63 rd Ct
59		
60		

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121 EXHIBIT 6

COMPANY Witness on behalf of the Citizens of Fla.

WITNESS Maria Hurley documents

DATE 07/02/08

RESULTS

ARREDONDO FARMS ~~EX. 6~~
LOT 2647 7/1/8

CHLORINE • .5 ppm (LESS EFFECTIVE WITH HIGH PH)

PH • 9 (ALKALINE)

HARDNESS • 15 GRAINS, 250 ppm (VERY HARD)

ALKALINITY • 240 ppm (VERY HIGH)

COPPER • 1.3 ppm (AT EPA MAXIMUM)

IRON • 0 ppm ✓ - GOOD!

NITRATE/NITRITE • 0 ppm ✓ - GOOD!

PH HEALTH AFFECTS (6.5-8.5) CORROSIVITY OF WATER, STAINING. WE ARE AT 9

HARDNESS OVER 5 GRAINS, HARDNESS IS CALCIUM + MAGNESIUM, CAUSES AESTHETIC PROBLEMS IN HOME, WE ARE AT 15

ALKALINITY • HIGH ALKALINITY IMPARTS AN "ALKALI" TASTE TO WATER AND CAUSES DRYING OF THE SKIN - WE HAVE VERY HIGH ALKALINITY

COPPER • WE HAVE PVC PIPING SO DON'T KNOW WHERE THIS COMES FROM, CAUSES STOMACH AND INTESTINAL DISTRESS, EPA MAX IS 1.3 ← WE ARE THERE

EXH - 4
D. No. 080121-WS

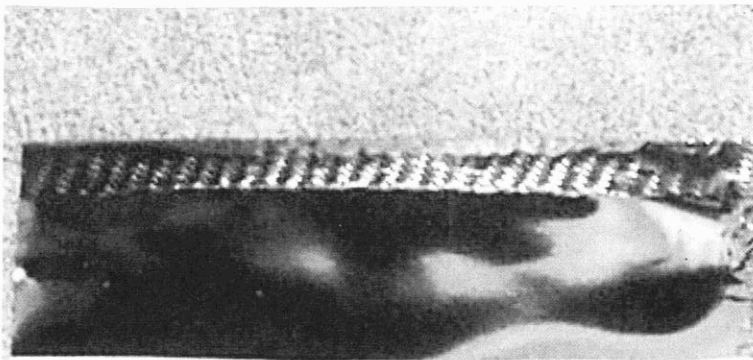
MARIA HURLEY

7117 SW ARCHER RD

LOT 2647

GAINESVILLE FL 32608

(352) 335-6982



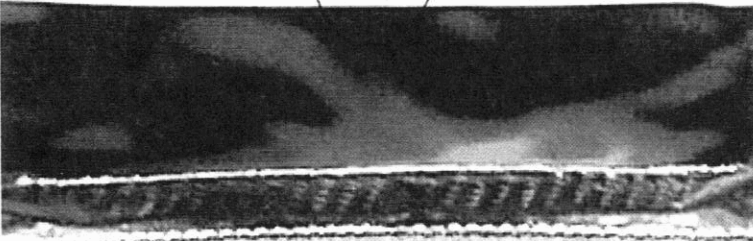
2 Test strips

Copper Test

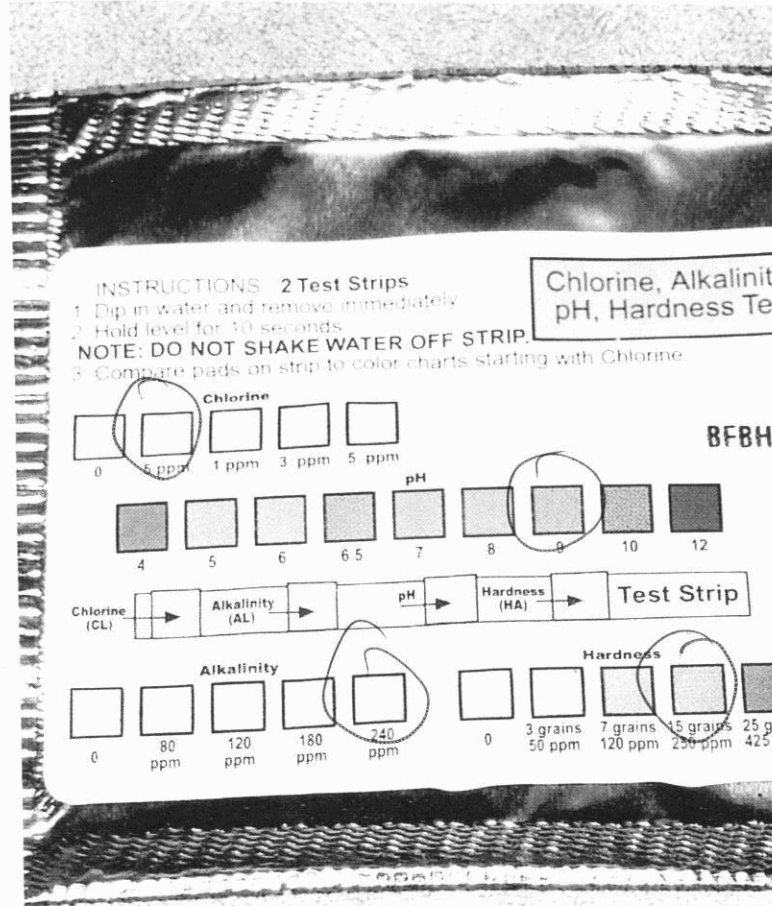
- 1) Take a copper test strip from foil packet, dip and swirl it around in 4 oz. or more of water 10 times, and remove.
- 2) Compare to chart to determine results.



BFBH



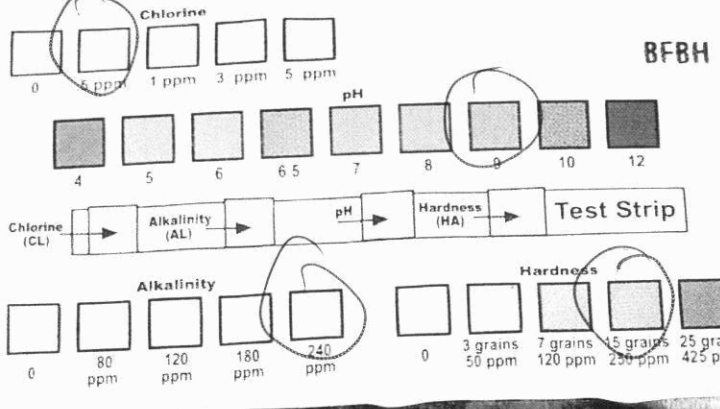
Copper



INSTRUCTIONS 2 Test Strips

1. Dip in water and remove immediately
2. Hold level for 10 seconds
3. Compare pads on strip to color charts starting with Chlorine

Chlorine, Alkalinity
pH, Hardness Test



BFBH

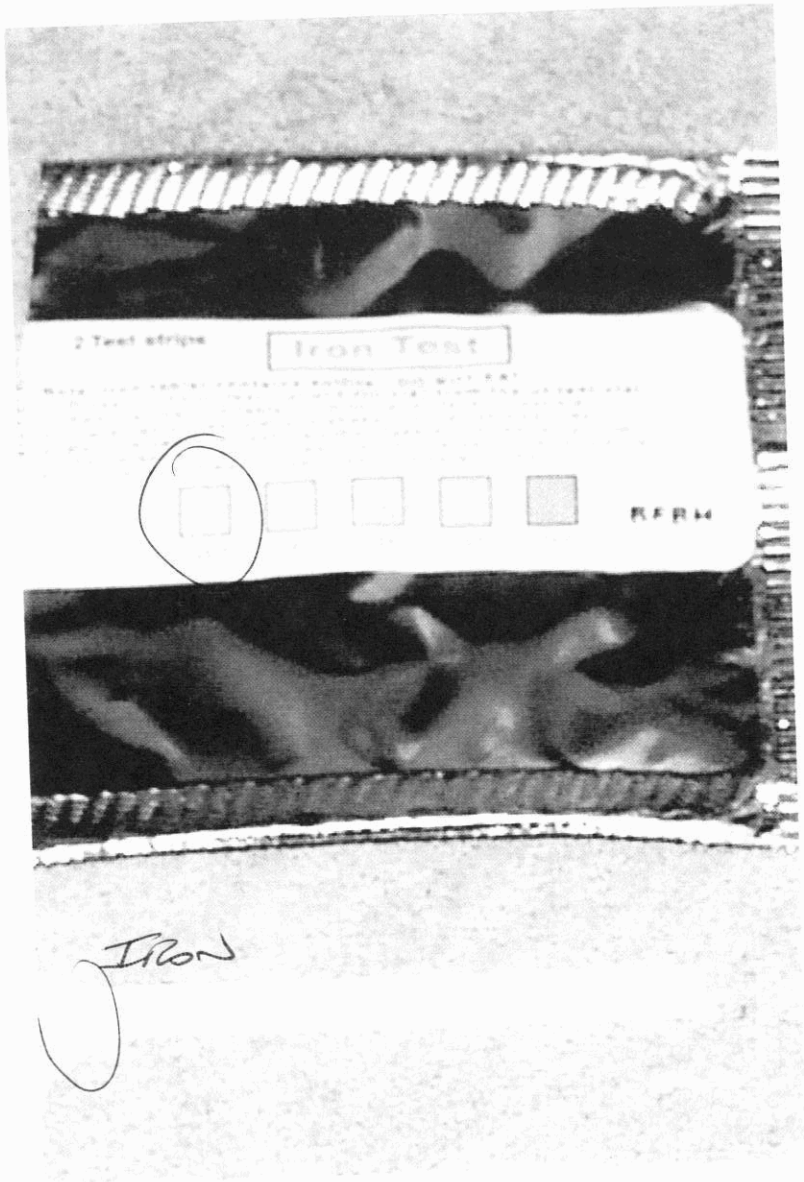
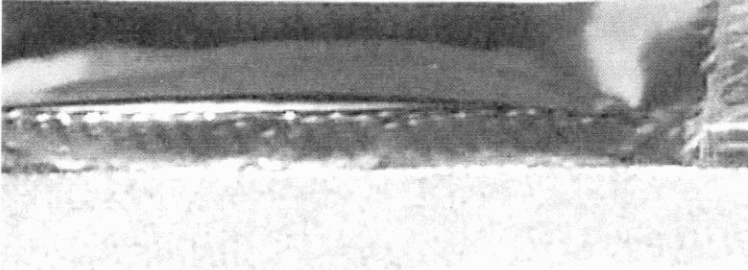
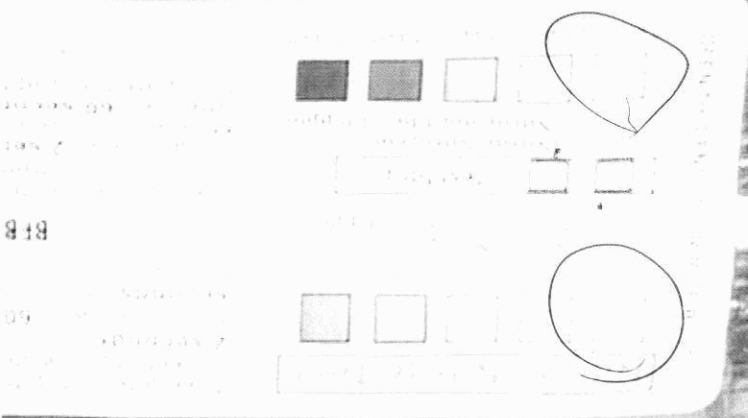
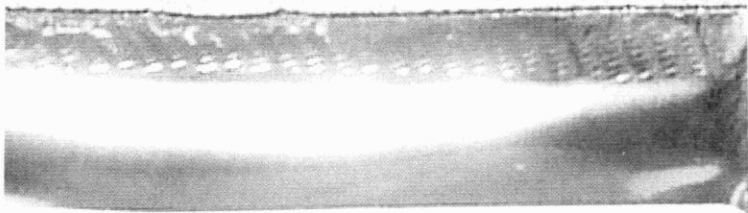
Chlorine

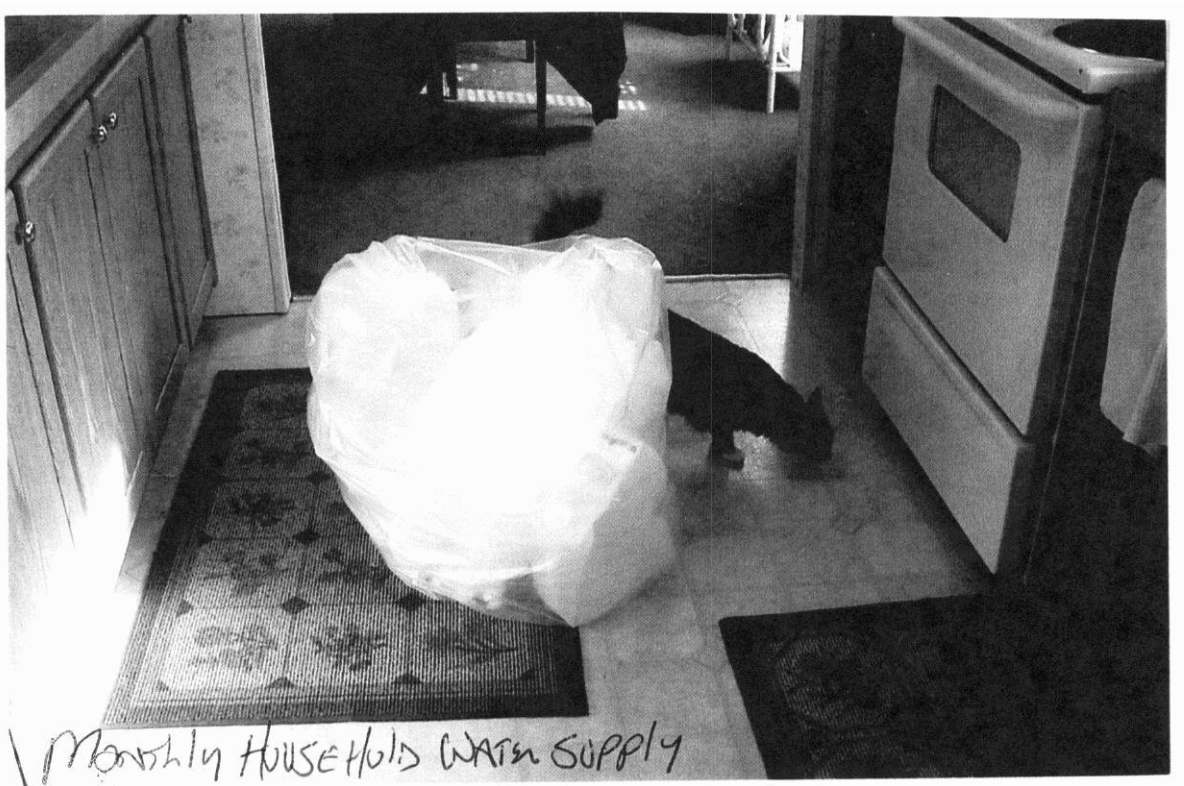
pH

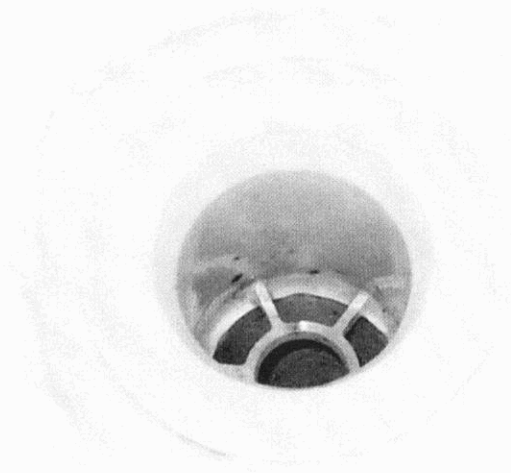
Alkalinity

HARDNESS

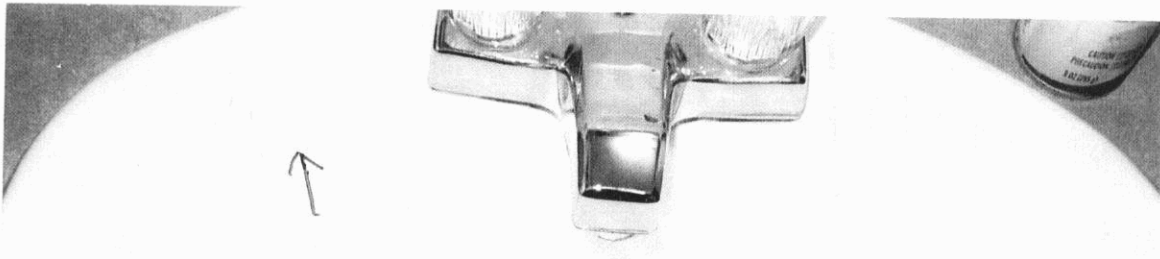
00







BATHROOM SINK - STAINS NO LONGER COME OFF AFTER 3 YEARS



HARD WATER STAINS

Exhibit 7
D. No. 080121-WS

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAR EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



DIVISION OF REGULATORY COMPLIANCE
& CONSUMER ASSISTANCE
DAN HOPPE
DIRECTOR
(850) 413-6480

Public Service Commission

June 23, 2008

LAWRENCE CARUSO
5060 SW 63RD CT
GAINESVILLE, FL 32608

Dear MR. CARUSO:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to AQUA UTILITIES FLORIDA, INC. Your case reference number is 783526W.

What you can expect now that your complaint has been filed.

The utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

How the Commission can assist you and what action you can take.

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Complaint Resolution by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at www.floridapsc.com.

Sincerely,
Ruth McHargue
Regulatory Program Administrator
Division of Regulatory Compliance
& Consumer Assistance

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 080121-WS EXHIBIT 7
COMPANY Witness on behalf of the Citizens of FL
WITNESS Lawrence Caruso documents
07/02/08

**Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings**

Docket No. 080121-WS

**Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands,
Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and
Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)**

Date Issued: June 14, 2008

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, DeSoto, 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. **CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** The nearest customer service hearing to you will be conducted at the following times and places, *and will continue* until all witnesses have been heard:

Date and Time: July 2, 2008 at 10:00 a.m.
Place: Alachua County Board of Commissioners
Board Room, Second Floor
12 SE 1st Street
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.
St. Johns River Water Management District
Governing Board Room
4049 Reid Street
Palatka, FL 32177

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. **AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

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 1-800-342-3552 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 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office, the Alachua and Putnam County Libraries as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday
Phone: 352.435.4027

Alachua County Headquarters Library
401 E. University Avenue
Gainesville, Florida 32601
Phone: 352.334.3900

Putnam County Library
 601 College Road
 Palatka, Florida 32177
 Phone: 386.329.0126

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

AUF is proposing a uniform water rate that will result in a monthly water bill of \$40.92 (based on 5,000 gallons of usage per month) for all water customers. (See Column E on the table below) For the wastewater systems, AUF is proposing uniform wastewater rates which result in a monthly bill of \$88.91 based on 5,000 gallons of usage per month. (See Column E on the table below)

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which, if approved by the Commission, would go into effect subject to refund with interest until the FPSC rules on a final rate increase and final rates are implemented. While AUF calculates that it would be allowed to collect the interim rates listed in column C - "Proposed Unlimited Interim Rates", under AUF's proposal, for some systems it will defer recovery of the full rate so that its customers do not experience higher rate increases.

Arredondo Estates / Farms - Water

A	B	C	D	E
Residential & Commercial	Rates Prior to Filing	Proposed Unlimited Interim Rates	Proposed Limited Interim Rates	Proposed Final Uniform Rates
5/8" X 3/4"	\$13.85	\$21.86	\$21.86	\$21.92
3/4"	\$20.77	\$32.79	\$32.79	\$32.89
1"	\$34.64	\$54.68	\$54.68	\$54.81
1-1/2"	\$69.26	\$109.33	\$109.33	\$109.62
2"	\$110.82	\$174.94	\$174.94	\$175.39
3"	\$222.00	\$350.44	\$350.44	\$350.79
4"	\$346.31	\$546.67	\$546.67	\$548.10
6"	\$692.64	\$1,093.38	\$1,093.38	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$2.35	\$3.71	\$3.71	\$3.80
Block 2, 5,000-10,000	\$2.35	\$3.71	\$3.71	\$4.76
Block 3, >10,000	\$2.35	\$3.71	\$3.71	\$4.76
Gallage - Commercial				
	\$2.35	\$3.71	\$3.71	\$3.80
Water Bill at 5,000 gal.	\$25.60	\$40.41	\$40.41	\$40.92



Service To:
LAWRENCE CARUSO
5060 SW 63RD CT
GAINESVILLE, FL 32608-3739
Lot: 13261182 Block:

Account Number
000902361 0644967
 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@aquaamerica.com**

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

Bill Date **June 05, 2008** Total Amount Due **\$ 23.97** Due Date **June 27, 2008**

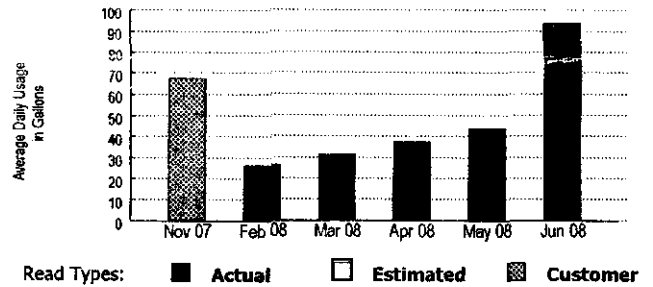
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576280	5/8	06/03/08 05/01/08	33	Actual Actual	8400 5300	3,100	Gallons
Average Daily Usage = 93 Gallons		Total Days: 33		Total Usage:		3,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 18.91
Total Payments Received	18.91
Balance	0.00
Water Base Facility Charge	14.29
3,100 gallons @ \$0.00242 per gallon	7.50
Total Water Charges	21.79
Utility Tax	2.18
Amount Due 06/27/08	\$ 23.97

Water Usage History



June-08
Paid in full
857

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.

Case No# 783526-W
334-7930 Andy