

COMMISSIONERS:

LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

OCT 26 10:59

CLERK

Public Service Commission

October 26, 2010

Ms. Kimberly A. Joyce
Aqua Utilities Florida, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010-3402

Ms. Cecilia Bradley
Office of the Attorney General
The Capitol – PL01
Tallahassee, FL 32399-1050

Mr. Bruce May and Ms. Gigi Rollini
Holland & Knight Law Firm
P.O. Drawer 810
Tallahassee, FL 32302-0810

Ms. Kelly Sullivan
570 Osprey Lakes Circle
Chuluota, FL 36227-6658

Mr. J.R. Kelly and Mr. Charlie Beck
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400

Mr. Robert E. Lloyd
P.O. Box 63
Captiva Island, FL 33924

Re: Docket No. 080121-WS - Application of Aqua Utilities for increase in water and wastewater rates.

To Whom It May Concern:

Pursuant to page four (4) of Order No. PSC-10-0292-PAA-WS, attached are the monthly reports for complaints filed at the Commission Call Center. If you have any questions, or if I can be of any further assistance, please contact me at (850) 413-6234 or Rjaeger@psc.state.fl.us

Sincerely,

Ralph R. Jaeger
Senior Attorney

RRJ:th

cc: Office of Commission Clerk
ECR (Golden, Daniel, Walden, Williams) without attachments

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PSC-COMMISE CLERK

Item No. 2 of the proposed Phase II Monitoring Plan states that our staff will track complaints filed at the Commission by AUF customers. In this regard, our staff will produce a monthly report which tracks complaints filed at the Commission Call Center. This report will indicate the number of complaints received for the month, the type of complaint, the dates the complaint was opened and closed, and the county in which the customer resides. Our staff will provide this report each month to all parties and place it in the docket file.

During both meetings held with the parties to discuss a subsequent monitoring plan, one of the customers suggested that, in addition to the filing of the above reports, a survey of AUF customers should be conducted in order to determine whether customers' concerns are adequately being addressed by AUF. We do not believe another survey would be an effective method of evaluating AUF's efforts to address customer concerns at this time. As noted in the staff recommendation dated March 4, 2010, during the initial monitoring phase, our staff sent out a customer satisfaction survey to 900 customers selected at random over a six-month period from the AUF monthly customer complaint logs. After analyzing the responses, reviewing the customer comments, and talking to over 100 customers, it appeared that the survey did not accurately measure AUF's customer service performance. Rather it appeared that many customers were evaluating AUF's rates, not whether their specific concerns were appropriately addressed. We believe the monitoring plan proposed by AUF, and agreed to by OPC, is a more efficient, cost-effective, and focused method to evaluate AUF's performance. As mentioned previously, these monthly reports will provide meaningful data with which to evaluate recent performance and identify trends. Also, our staff and the parties will be able to conduct discovery on the reports to obtain more granular data, if necessary.

B. Estimated Meter Readings

According to Item No. 1(c) in the Phase II Monitoring Plan, AUF will provide an Estimated Read Report on a monthly basis to the parties and the our docket file. Our staff and the parties can use this report to track the number of estimated reads and as a basis to investigate adverse trends. If necessary, the parties or staff can request more detail in order to ascertain the cause of the estimated readings and how it has or will be resolved. Because this is also a report that is currently being produced and used by AUF management, we find this is a cost-effective means of monitoring estimated meter readings.

C. Secondary Drinking Water Standards (Aesthetics)

In Item No. 6 in the proposed Phase II Monitoring Plan, AUF agrees to monitor, on a monthly basis through the end of 2010, the secondary drinking water constituents under the Florida and Federal Safe Drinking Water Acts and report the results. This monitoring will be performed on the following seven water systems:

10/15/2010

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**



July Closed

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	LAND MANAGEMENT CONSULTANT	0938603W	AQUA UTILITIES FLORIDA, INC.	SU821	04/20/2010	GI-99	T
Date Closed:	07/28/2010	Assigned Analyst:	ECR	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	572.54	How Received:	E-MAIL	Preliminary Type:IMPROPER BILLS	
County:	Lee	Customer Phone:	(239)-580-8840	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 1			ECR	Total Savings: 572.54		
SSC							
	HAROLD F MILLER	0943872W	AQUA UTILITIES FLORIDA, INC.	WS881	05/17/2010	GI-25	T
Date Closed:	07/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	42.66	How Received:	MAIL	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:	(352)-742-4670	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JUDITH K GROOMS	0945202W	AQUA UTILITIES FLORIDA, INC.	WS883	05/24/2010	GI-25	T
Date Closed:	07/09/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	348.63	How Received:	MAIL	Preliminary Type:IMPROPER BILLS	
County:		Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KATHY COFFEY	0946063W	AQUA UTILITIES FLORIDA, INC.	WS881	05/27/2010	GI-30	T
Date Closed:	07/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:QUALITY OF SERVICE	
County:	Lake	Customer Phone:	(352)-787-5160	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
DAWN BENNETT		0946774W	AQUA UTILITIES FLORIDA, INC.	WS886	06/02/2010	GI-25	T
Date Closed: 07/15/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 218.44			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-542-3839		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
GENE RIEDER		0948510W	AQUA UTILITIES FLORIDA, INC.	WS880	06/10/2010	GI-25	T
Date Closed: 07/15/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Highlands	Customer Phone: (239)-218-2625		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
WILL R GIFFORD		0949054W	AQUA UTILITIES FLORIDA, INC.	WS881	06/15/2010	GI-25	T
Date Closed: 07/28/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone: (352)-343-9987		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
SHERRY MORRIS		0949390W	AQUA UTILITIES FLORIDA, INC.	WS938	06/16/2010	GI-25	T
Date Closed: 07/22/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 25.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Hardee	Customer Phone: (863)-773-6664		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
GUS ALEXAKOS		0949763W	AQUA UTILITIES FLORIDA, INC.	WS883	06/17/2010	GI-25	T
Date Closed: 07/28/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 9.14			How Received: MAIL		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
SHEILA THOMAS		0950539W	AQUA UTILITIES FLORIDA, INC.	WS688	06/22/2010	GI-25	T
Date Closed: 07/28/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Alachua	Customer Phone: (352)-222-3347		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DORIS VANMOERKERKE	0950891W	AQUA UTILITIES FLORIDA, INC.	WS880	06/24/2010	GI-25	T
Date Closed: 07/30/2010		Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
Service/Billing: B		Savings: 0.00		How Received: PHONE		Preliminary Type: IMPROPER BILLS	
County: Highlands		Customer Phone: (863)-658-1046		Sent To Company: Y		Apparent Rule Violation: N PSA:	

SSC Total Cases: 10

SSC Total Savings: 643.87

Total Cases: 11

Total Savings: 1216.41

10/15/2010

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**



August Closed

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC							
	TOWLES BIGELOW	0939827W	AQUA UTILITIES FLORIDA, INC.	WU174	04/27/2010	WB-51	T
Date Closed:	08/03/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	5.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	NORTHSHORE CONDOS	0950499W	AQUA UTILITIES FLORIDA, INC.	WS798	06/22/2010	GI-05	T
Date Closed:	08/06/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	DeSoto	Customer Phone:	(239)-560-0524	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	EVA SAMPSON	0950719W	AQUA UTILITIES FLORIDA, INC.	WS880	06/23/2010	WB-51	T
Date Closed:	08/18/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	180.01	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Highlands	Customer Phone:	(863)-214-5210	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	JAVIER ROVIRA	0953587W	AQUA UTILITIES FLORIDA, INC.	WS883	07/09/2010	WB-01	T
Date Closed:	08/20/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Pasco	Customer Phone:	(561)-254-8282	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	AUTUMN CATELLIER	0954538W	AQUA UTILITIES FLORIDA, INC.	WS883	07/14/2010	GI-25	T
Date Closed:	08/18/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	22.00	How Received:	E-MAIL	Preliminary Type:IMPROPER BILLS	
County:	Pasco	Customer Phone:	(727)-992-0996	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KATHLEEN DAVIS	0955818W	AQUA UTILITIES FLORIDA, INC.	WS887	07/20/2010	GI-15	T
Date Closed:	08/24/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Volusia	Customer Phone:	(383)-383-7600	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	VIRGINIA C WITT	0955825W	AQUA UTILITIES FLORIDA, INC.	WS688	07/20/2010	GI-05	T
Date Closed:	08/25/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-375-1213	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SUE EASTER	0956272W	AQUA UTILITIES FLORIDA, INC.	WS886	07/21/2010	GI-25	T
Date Closed:	08/27/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-971-5960	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DENISE OLSON	0956397W	AQUA UTILITIES FLORIDA, INC.	WS886	07/22/2010	GI-25	T
Date Closed:	08/27/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	11.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-921-5815	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SSC	Total Cases: 9			SSC	Total Savings: 218.01		
	Total Cases: 9				Total Savings: 218.01		

10/15/2010

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**



Sept. Closed

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC							
	AMERICAN CONDOMINIUM PARKS-ZEPHYRH	0956146W	AQUA UTILITIES FLORIDA, INC.	WS883	07/21/2010	WB-01	T
Date Closed:	09/07/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	1046.32	How Received:	MAIL	Preliminary Type:IMPROPER BILLS	
County:	Pasco	Customer Phone:	(813)-783-7398	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	CLEVELAND MCGILL	0957718W	AQUA UTILITIES FLORIDA, INC.	WS688	07/28/2010	GI-25	T
Date Closed:	09/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	652.21	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Alachua	Customer Phone:	(352)-328-1113	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GREGORY D WHITE	0958046W	AQUA UTILITIES FLORIDA, INC.	SU821	07/29/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Polk	Customer Phone:	(863)-709-4064	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DIANE PALLACE	0958809W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	280.94	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Pasco	Customer Phone:	(727)-947-4362	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHRISTEN CASTRO	0958831W	AQUA UTILITIES FLORIDA, INC.	WS886	08/03/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Seminole	Customer Phone:	(407)-366-0049	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DEBBIE TORRENCE	0959787W	AQUA UTILITIES FLORIDA, INC.	WS688	08/06/2010	GI-05	T
Date Closed:	09/10/2010	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-220-9270	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	SHIRLEY JOHNS	0959811W	AQUA UTILITIES FLORIDA, INC.	SU821	08/06/2010	GI-25	T
Date Closed:	09/22/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	COLLIN YORK	0960531W	AQUA UTILITIES FLORIDA, INC.	SU821	08/10/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	ARTHUR CRAFT	0962215W	AQUA UTILITIES FLORIDA, INC.	WS883	08/19/2010	GI-25	T
Date Closed:	09/27/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CRYSTAL PEPPIN	0962795W	AQUA UTILITIES FLORIDA, INC.	WS881	08/23/2010	GI-25	T
Date Closed:	09/29/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-223-0547	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BRIAN COLLINS	0963177W	AQUA UTILITIES FLORIDA, INC.	WS688	08/24/2010	GI-25	T
Date Closed:	09/29/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC	Total Cases: 11			SSC		Total Savings: 1979.47	
	Total Cases: 11					Total Savings: 1979.47	

10/25/2010.

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Oct. Closed thru 10/15/2010

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	GLENN D STIMPSON	0738918W	AQUA UTILITIES	NA	06/11/2007	GI-25	L
Date Closed:	10/15/2010	Assigned Analyst:	CHERYL	Closed Analyst:	RANDY ROLAND		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:		Sent To Company:	N	Apparent Rule Violation:	N PSA:
ELANOR CUMMINGS							
	ELANOR CUMMINGS	0740277W	AQUA UTILITIES, INC.	NA	06/21/2007	GI-25	L
Date Closed:	10/15/2010	Assigned Analyst:	CHERYL	Closed Analyst:	RANDY ROLAND		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Citrus	Customer Phone:	(561)-588-2354	Sent To Company:	N	Apparent Rule Violation:	N PSA:
NANCY HUNT							
	NANCY HUNT	0762473W	AQUA UTILITIES FLORIDA, INC.	WS887	12/19/2007	GI-25	L
Date Closed:	10/15/2010	Assigned Analyst:	ECR	Closed Analyst:	RANDY ROLAND		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:	(386)-749-2870	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 3			ECR	Total Savings: 0.00		
SSC							
	S CHASE HOMEOWNERS ASSOC.	0942825W	AQUA UTILITIES FLORIDA, INC.	WS881	05/12/2010	GI-25	T
Date Closed:	10/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:	(352)-787-2700	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	PAUL VACHON	0961413W	AQUA UTILITIES FLORIDA, INC.	WU174	08/16/2010	WB-19	T
Date Closed:	10/06/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	115.48	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-402-0743	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	NORA KAMPHAUS	0964045W	AQUA UTILITIES FLORIDA, INC.	WS881	08/27/2010	GI-25	T
Date Closed:	10/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GARNET O'NEIL	0964466W	AQUA UTILITIES FLORIDA, INC.	WS881	08/30/2010	GI-25	T
Date Closed:	10/06/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(724)-877-4003	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MAC J GOETHE	0964574W	AQUA UTILITIES FLORIDA, INC.	WU879	08/30/2010	GI-25	T
Date Closed:	10/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	25.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:	(352)-222-6267	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	VIRGINIA PETERSON	0966435W	AQUA UTILITIES FLORIDA, INC.	WS884	09/09/2010	GI-15	T
Date Closed:	10/14/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MARCO TOTTI	0966779W	AQUA UTILITIES FLORIDA, INC.	WS885	09/10/2010	GI-29	T
Date Closed:	10/15/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Putnam	Customer Phone:	(386)-325-2899	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC	Total Cases: 7			SSC		Total Savings: 140.48	
	Total Cases: 10					Total Savings: 140.48	



FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT

Open Complaints as of 10/19/10

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	PAMELA THORDARSON	0924606W	AQUA UTILITIES FLORIDA, INC.	WS798	02/12/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	DeSoto	Customer Phone:	(239)-246-7056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BEACH VILLAS III CONDO							
		0926858W	AQUA UTILITIES FLORIDA, INC.	SU821	02/23/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 2			ECR	Total Savings: 0.00		
SSC							
	WILLIAM GLAVAS	0875224W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2009	WB-14	T
Date Closed:	10/18/2010	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	30.03	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(315)-899-8900	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
RIVERBEND CONDO ASSOCIATION							
		0933972W	AQUA UTILITIES FLORIDA, INC.	WS885	03/29/2010		
Date Closed:	//	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-467-2900	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

DECLARATION MADE DATE
8891 OCT 26 2
COMMISSION CLERK

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JEFFERY ELKINS	0958414W	AQUA UTILITIES FLORIDA, INC.	WU174	08/02/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-694-6255	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GENEVIEVE VOGELPOHL	0959008W	AQUA UTILITIES FLORIDA, INC.	WS880	08/03/2010		
Date Closed:	//	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-6825	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GARY KRUSE	0963653W	AQUA UTILITIES FLORIDA, INC.	WS798	08/25/2010		
Date Closed:	//	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(941)-380-9585	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LAKE GIBSON UNITED METHODIST CHURCH	0966075W	AQUA UTILITIES FLORIDA, INC.	WS884	09/08/2010		
Date Closed:	//	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BRADLEY FOX	0966077W	AQUA UTILITIES FLORIDA, INC.	WS884	09/08/2010		
Date Closed:	//	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9296	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SANDRA STROUD	0966658W	AQUA UTILITIES FLORIDA, INC.	WS883	09/10/2010		
Date Closed:	//	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-937-6551	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	TIMOTHY TYLER	0966817W	AQUA UTILITIES FLORIDA, INC.	WS688	09/10/2010		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Alachua	Customer Phone:	(352)-378-8580	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LYNN MAY	0968890W	AQUA UTILITIES FLORIDA, INC.	WS885	09/21/2010		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(904)-806-5192	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LAURA & BENJAMI L FERRIER	0969510W	AQUA UTILITIES FLORIDA, INC.	WU174	09/23/2010		
Date Closed:	/ /	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-274-7358	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	WAHID ALI	0970893W	AQUA UTILITIES FLORIDA, INC.	WS886	09/29/2010		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(321)-296-7056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	HARRIET WHITE	0971850W	AQUA UTILITIES FLORIDA, INC.	WS885	10/04/2010		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GLENDA DOLAN	0972885W	AQUA UTILITIES FLORIDA, INC.	WS883	10/08/2010		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-863-3546	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KELLI GROSS	0973049W	AQUA UTILITIES FLORIDA, INC.	WS883	10/11/2010		
	Date Closed: / /	Assigned Analyst: ELLEN PLENDL		Closed Analyst:			
	Service/Billing: S	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER DISCONNECTS		
	County: Pasco	Customer Phone: (727)-841-7793	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
	KATRENA RANDOLPH	0974616W	AQUA UTILITIES FLORIDA, INC.	WS888	10/18/2010		
	Date Closed: / /	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:			
	Service/Billing: B	Savings: 0.00		How Received: MAIL	Preliminary Type:IMPROPER BILLS		
	County: Washington	Customer Phone: (850)-773-3630	Sent To Company: Y	Apparent Rule Violation: N	PSA:		
SSC	Total Cases: 16				SSC	Total Savings: 30.03	
	Total Cases: 18					Total Savings: 30.03	