

State of Florida



# Public Service Commission

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COMMISSION  
CLERK

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**DATE:** March 3, 2011  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Economic Regulation *SOR*  
**RE:** Docket No. 100330-WS, Application for increase in water and wastewater rates in Alachua, Brevard, Desoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities, Florida, Inc.

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Please put the attached e-mail information into the docket file for Docket No. 100330-WS.  
Thank you.

DOCUMENT NUMBER-DATE

01447 MAR-3 =

FPSC-COMMISSION CLERK

**Stan Rieger**

**To:** Rendell, William T.  
**Cc:** bruce.may@hklaw.com; Patti Daniel; Jay Williams; Ralph Jaeger; christensen.patty@leg.state.fl.us; Lihvarcik, John M.

**Subject:** RE: Doc. #100330-WS

Thank you Troy..

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**From:** Rendell, William T. [mailto:WTRendell@aquaaamerica.com]

**Sent:** Thursday, March 03, 2011 9:19 AM

**To:** Stan Rieger; Patti Daniel

**Cc:** Lihvarcik, John M.

**Subject:** RE: Doc. #100330-WS

Stan,

Here is the update:

1) Maria McDonald, Palm Terrace, Port Richey Florida

The Manager of Operations, Harry Householder, and Area Coordinator, Eugene Demayo, met with Ms. McDonald on January 11, 2011 @ 5:45 P.M. She wasn't upset at that time but would like the two pavers replaced. She was told that we would get them replaced and installed professionally. She volunteered to check with her sister to see if she had any of the left over pavers still around so they would closely match. It was discussed that if she did not have any spare pavers, AUF would acquire additional pavers that have a close color match.

She appreciated the visit and stressed it was really not a big deal anymore, she was just upset at the time and wanted us to acknowledge and correct the situation.

The Pavers were subsequently located and were installed on February 7, 2011.

2) Mr. Bill Jordan, Putnam County, Palm Port

Jack Lihvarcik and Harry Householder met with Mr. Jordan at the site on November 12, 2010. They reviewed the site with Mr. Jordan and discussed the events that lead to this meeting. The area showed evidence of settling around the Storm water culvert and determined that some repairs would need to be made after further review of the pipe internal condition. The Rip Rap sea wall showed signs of age and will need to be capped in a similar manner as was accomplished on the properties on either side. In discussion with Mr. Jordan, Aqua committed to further investigation and resolutions to be accomplished in small phases over the course of the following year. Those resolutions were to:

- a) Identify any structural issues of the storm water culvert and make corrections.
- b) Place a small concrete skirt around the storm water inlet box to reduce the surrounding area from carrying any soil or organics into the storm drain.
- c) Install a concrete cap on the seawall top

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3/3/2011

- d) Determine if a small vertical wall is necessary to prevent any soils from running off the direct slope into the canal area.

On January 14, 2011, the Manager of Operations and the Area Coordinator reviewed the Culvert and determined that the joint where two culverts join together needs to be dug up and a repair made where the two separated. This information was shared with Mr. Jordan on site. The Pipe will be repaired and Concrete Skirt around the catch basin installed by April 20, 2011.

The Concrete Cap - any minor re-grading and sodding will be accomplished by June 30, 2011. Further work as determined necessary will be accomplished by the end of the calendar year.

- 3) Aqua has developed a paperless billing and payment option named "Aqua Online". This service allows customers to "opt out" of paper bills and instead view their bill online (through links at aquaamerica.com). In addition, these customers may, at their option, pay their bills using ACH (direct debit from bank account) from this same site. There is no cost to the customer for using Aqua Online to view and pay the bill. Aqua Online is scheduled to be available to Aqua Utilities Florida customers in the second quarter of 2011.

Please let us know if you have any additional questions.

Troy

**Troy Rendell**  
**Manager of Rates**  
**AQUA Utilities Florida, Inc.**  
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**Tallahassee, FL 32308**  
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**wtrendell@aquaamerica.com**

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**From:** Stan Rieger [mailto:SRieger@PSC.STATE.FL.US]  
**Sent:** Tuesday, March 01, 2011 11:31 AM  
**To:** Lihvarcik, John M.; Rendell, William T.  
**Subject:** Doc. #100330-WS

I am in the customer service wrap up mode for this case. There are three follow ups I would like for you to consider:

- 1) Maria McDonnell @ Palm Terrace -- Broken Pavers = The last contact indicated that pavers were to be installed in February.
- 2) William Jordan @ Palm Port -- Erosion problem at the canal = The last contact indicated that AUF plans to fill in the depression, add sod, and raise the retaining wall.
- 3) Greg Andes @ Fairways -- Internet Billing = The last contact indicated that Aqua is working on providing internet billing service to customers in the future.

What is the status of the above items?

Thanks..

3/3/2011