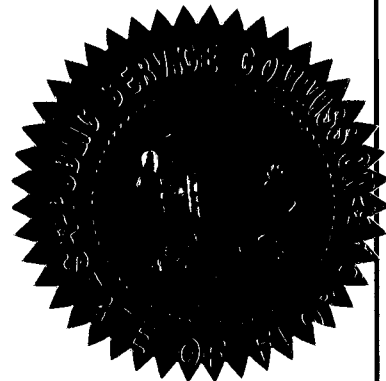


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS

In the Matter of:

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



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THE .PDF VERSION INCLUDES PREFILED TESTIMONY.

PROCEEDINGS: CHIPLEY SERVICE HEARING

BEFORE: CHAIRMAN LISA POLAK EDGAR
COMMISSIONER KATRINA J. MCMURRIAN

DATE: Monday, May 14, 2007

TIME: Commenced at 10:00 a.m. CT
Concluded at 11:50 a.m. CT

PLACE: Washington County Commission
Commissioners' Board Room
1331 South Blvd.
Chipley, Florida

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

1 PARTICIPATING:

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

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

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

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I N D E X

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By Mr. Marshall Willis

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By Ms. Marsha Rule

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By Mr. Steve Reilly

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NAME:

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KAI KUMMER

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ROBERT DUERBECK

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CHARLOTTE HOLMES

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WILLIAM HOLMES

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T.A. GREEN

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P R O C E E D I N G S

CHAIRMAN EDGAR: Good morning.

My name is Lisa Edgar, and I am Chairman of the Florida Public Service Commission. I apologize for starting a few minutes late. But on my way here I missed an exit, so I'm running a little bit behind. Thank you for your patience, and we thank all of you for being here with us today.

With me up here I would like to make a few introductions. I'll go this way. With me is one of my colleagues, Commissioner Katrina McMurrian. And to our far left, Marshall Willis with the Public Service Commission staff, and Katherine Fleming with the Public Service Commission Legal Office. And to my immediate right, Mr. Steve Reilly who is with the Office of Public Counsel; and our court reporter, Jane Faurot.

All right. We are here today because we are very, very interested in hearing from the customers of this area. We would like to hear about your thoughts on the petition, the request that is before us, and also any comments or concerns that you have with the service that you have been receiving. And, I'm sorry, it's a clip, so give me just a moment.

Okay, we'll try that. We are going to go through some formalities, and then you're going to hear opening statements and a presentation from our staff, and then we will be opening up the discussion today to hear from you, to hear

1 from the customers.

2 There is a sign-up sheet in the back. I hope that
3 you all have signed up. We will in a few minutes be calling
4 names from that sign-up sheet. Mr. Reilly will be calling the
5 names in the order that they are signed up, and we'll talk
6 about that again in a few minutes. But, first, I would like to
7 go ahead and ask our staff to read a copy of the notice,
8 please.

9 MS. FLEMING: Pursuant to notice, this time and place
10 has been set for a customer service hearing in Docket Number
11 060368-WS, application for increase in water and wastewater
12 rates in Alachua, Brevard, Highlands, Lake, Lee, Marion,
13 Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter,
14 Volusia, and Washington Counties by Aqua Utilities Florida,
15 Inc.

16 CHAIRMAN EDGAR: Thank you.

17 And we'll go ahead and take appearances from the
18 attorneys representing parties in this matter.

19 MS. RULE: Marsha Rule, and I'm here representing
20 Aqua Utilities.

21 CHAIRMAN EDGAR: Thank you.

22 Mr. Reilly.

23 MR. REILLY: Steve Reilly with the Office of Public
24 Counsel, 111 West Madison Street, on behalf of the ratepayers.

25 CHAIRMAN EDGAR: Thank you.

1 And, Ms. Fleming, if you would go ahead.

2 MS. FLEMING: Katherine Fleming on behalf of the
3 Commission.

4 CHAIRMAN EDGAR: Thank you.

5 This is part of the formal legal proceeding before
6 the Public Service Commission in this matter, so as I
7 mentioned, Jane is with us. We are being recorded and will be
8 transcribed. When your name is called in a few minutes, if you
9 would come forward, tell us your name, if you have a spelling
10 that is not automatic for us to know, if you would please spell
11 your name and give us your address. That information is very
12 helpful for the transcript and the recording of these
13 proceedings.

14 Also, there are some sheets, I think, in the back of
15 the room by Ms. Thelma Crump, who is with us. Thelma, thank
16 you. I don't have a copy with me right now. Are they blue?
17 Thank you. The blue sheets that give some background, and then
18 it also has a sheet in the back that you can fill out comments
19 and either hand to our staff or mail in to us if you would
20 prefer to do that rather than to speak with us today. But I do
21 hope very much that you will take advantage of this opportunity
22 to speak with us. If you have neighbors, or friends, or family
23 members who cannot be here but would like to send in comments,
24 please let them know about their availability, and they on the
25 website of the Public Service Commission as well.

1 As I mentioned, this is a part of a legal proceeding
2 that is before us, so when we come to customer testimony in a
3 few moments, we will need to swear you in. You will do that as
4 a group. I assure you, it is nothing to feel uncomfortable
5 with or about. There is the opportunity for the attorneys in
6 this case to ask questions after you speak with us if they have
7 questions regarding your comments, and we will work with you to
8 do that, as well.

9 So before we go further, I would like to have our
10 staff to go ahead and give us an overview.

11 Mr. Willis.

12 MR. WILLIS: Thank you.

13 I want to take a few minutes to give a little
14 overview of the company itself and what they have actually
15 asked for in this rate case. The company, as you can see from
16 the special report if you have looked it over already, has 80
17 systems throughout the state of Florida. They serve in 15
18 counties, and so it's a rather large rate case as you can
19 understand. The company filed its application in December of
20 this year. The company when it filed its application had
21 several deficiencies which we need to correct, and so the case
22 for us actually didn't start until March 26th, 2007, that's
23 when the Commission determined the official date of filing.

24 Aqua Florida when they filed this case asked for two
25 things. The first thing they asked for was interim rates. And

1 interim rates is something provided by the Florida Statutes to
2 allow the company to have an increase while the case is pending
3 before the Commission, and that interim increase is subject to
4 refund, with interest, back to the customers if the Commission
5 so determines that the interim rates were not appropriate.

6 In this case, the Commission did grant interim rates
7 for some systems, for some systems they did not. They issued
8 an order on April 16th, and shortly after that the interim
9 rates went into place. Now, when the Commission looked at the
10 interim rates, they had to do that, by statute, within a 60-day
11 time period. That 60-day time period is required by statute,
12 and the Commission must make a determination either up or down,
13 deny or approve interim rates within that amount of time.

14 Interim rates, a lot of people believe that interim
15 rates ought to have something looked at, that you should go
16 in-depth when you look at these rates before they are approved,
17 but the law requires that needs to be done on what we call a
18 prima facie basis. What that really means is the company files
19 a stack of documents. They file balance sheets, income
20 statements, they file all the information they believe is
21 necessary and what we require for this case. And we have to
22 look at that information itself and make a determination, make
23 a recommendation to the Commission and the Commission votes on
24 that recommendation, and that is how your interim rates are put
25 into place. Like I said, they are subject to refund.

1 The company in this case has requested, the entire
2 company, all 80 systems, they have requested about an
3 80 percent increase for the water system and a 105 percent
4 increase for the wastewater system. Now, every system is going
5 to vary. In your case, what the company is asking for in the
6 Sunny Hills area is a little over a 42 percent increase for
7 water and about a 39 percent increase for wastewater. Now,
8 that can vary depending on your usage.

9 Now, as far as the final rate increase, the company
10 has requested what we call a county-wide uniform rate, and
11 that's where every system which is located in a single county
12 would end up with the exact same base charge and gallonage
13 charge. Now, that issue really isn't for your area. Since you
14 are the only system in Washington County, it's not an issue
15 that you need to be concerned with.

16 The rate schedule for your system is located in the
17 special report which the Chairman referred to earlier. If you
18 look back, you will see all 80 systems. There is a section for
19 water and a section for wastewater in Washington County, it
20 lists the Sunny Hills Subdivision. And when you look at those
21 rates, it's going to list not only what the rates were coming
22 into the rate case prior to filing, it's going to list what the
23 interim rate was that was recently granted, and it will list
24 what rate the company is requesting in this case. Now, when I
25 say requesting, that's exactly what it means, it's a request.

1 Until the Commissioners themselves act upon the request, it's
2 not a final rate.

3 Also, attached to the special report you're going to
4 see various consumption levels. You will have 3,000/5,000
5 gallons, so you can compare what the new rates will be based on
6 a level of 3,000 or 5,000 gallons based on the prior filing,
7 and what it would be with interim rates, and what it would be
8 if the company was granted the final actual rate increase
9 requested.

10 Let me turn real quick to the hearing process so you
11 can have some understanding of what will actually happen here.
12 After the company filed its application, the Commission went
13 into action. The staff of the Commission has a team of
14 auditors. They will actually go to the company's headquarters
15 up in the northeast. They will do some local auditing here.
16 They will through the books and do a complete audit for the
17 Commission staff. We will also have a team of engineers who
18 will actually visit the facilities. They will visit the
19 Department of Environmental Protection and any other state
20 agency, the Department of Health for the County.

21 The Commission as part of the process of gathering
22 information conducts a service hearing, and that is what we are
23 here for today is the service hearing to take customer
24 testimony. There is also going to be another phase called the
25 technical hearing, and that's where -- I will kind of share

1 with you in a minute -- where we actually get into the
2 technical witnesses who will be testifying about the many
3 issues coming out of this case.

4 At the service hearing today, the Commission is
5 looking for many things. They are looking for whatever you
6 want to tell us about this company. We are also very
7 interested in quality of service that they are providing. We
8 are interested in how they interact with you, the customers.
9 We are interested in what you think about the proposed rate
10 increase.

11 Now, as the Chairman already said, on the back sheet
12 of the blue report there is a tear-out section that has a place
13 for comments and the address of the Commission. You can either
14 hand it in at the back of the room or send it in to the
15 Commission. If we can get your comments, staff will take the
16 time to return an answer to you if you have a question or a
17 response to that.

18 As I mentioned a minute ago about the technical
19 hearing, that is the one that will actually be held in
20 Tallahassee. As far as the service hearing goes, the
21 Commission is on a road show. We are going all around the
22 state to the closest places we could find in all the 80 service
23 areas to take customer testimony, just like we are taking
24 today.

25 The technical hearing itself will be in Tallahassee.

1 The company, the Office of Public Counsel, any other party who
2 chooses to intervene will come to that technical hearing and
3 they will provide prefiled testimony from expert witnesses who
4 will be testifying on many subjects before the Commission.
5 These witnesses will be subject to cross-examination just like
6 you see in a court of law. And after that hearing there is
7 actually going to be briefs prepared from the transcript that
8 will be prepared by our court reporter. Much of what we do in
9 Tallahassee in the technical and service hearings is a lot like
10 you see in a court of law, it is just a little more informal
11 than a court of law would be.

12 After the hearing, the Commission staff will take the
13 record from the case, which is everything that has been put
14 into the record, taken by the court reporters, and all the
15 exhibits that have been filed and testified to, then we will
16 formulate a recommendation of staff. That recommendation will
17 be filed with the Commission. It will be placed upon the
18 Commission's website. Everybody will have access to that
19 recommendation.

20 Once the recommendation is filed, we will go to what
21 is called an agenda conference in Tallahassee. The five
22 Commissioners will convene that conference. Staff will present
23 its recommendation, and the Commission will make a decision on
24 exactly how this case should be decided.

25 Now, in this case we are going to have an agenda

1 conference that is scheduled for a revenue requirement agenda
2 and then another one for a rate structure agenda. Once the
3 Commission decides what the actual revenue requirement should
4 be for all these systems, we will need to go back and take
5 their decision to staff and formulate a rate structure and that
6 will come back to the Commission I think a week later. I have
7 the actual date if anyone wants that.

8 One thing before I leave here, I always want to point
9 this out. Since the Commission is like a court of law, once
10 they issue that final vote, if there is an appeal of that
11 decision, just like with any district court of appeal, or any
12 circuit court, that appeal goes directly, in the water and
13 wastewater cases, to the First District Court of Appeals, and
14 from there it can be appealed to the Florida Supreme Court.

15 So that is staff's presentation.

16 CHAIRMAN EDGAR: Thank you.

17 Next I would like to ask the attorneys for the
18 parties to make a brief opening statement.

19 Ms. Rule, we will begin with you.

20 MS. RULE: Thank you. I'm told that it is okay to
21 turn this around.

22 CHAIRMAN EDGAR: It's okay with me. Thank you.

23 MS. RULE: But before I do that, I would like to
24 provide the court reporter and the rest of you with a copy of
25 the notice.

1 CHAIRMAN EDGAR: Okay. So that needs to be marked as
2 an exhibit.

3 Ms. Fleming, what number are we at?

4 MS. FLEMING: Exhibit Number 8.

5 CHAIRMAN EDGAR: Exhibit Number 8.

6 (Exhibit 8 marked for identification.)

7 MS. RULE: Good morning. My name is Marsha Rule and
8 I'm here today to represent Aqua Utilities Florida.

9 On December 21st, 2006, Aqua Utilities Florida filed
10 an application with the PSC to increase its monthly rates and
11 increase its service availability charges. Aqua also has
12 requested approval of allowance for funds prudently invested
13 charges for certain systems located in seven of its service
14 counties, including Washington County.

15 The entire application, as you just heard, addresses
16 56 water systems and 24 wastewater systems located in 15
17 counties. The 80 systems that are included in this rate case
18 haven't sought rate relief through a formal rate case for over
19 a decade. Since the date rate relief was last provided by the
20 Commission or by a county regulator for various systems
21 included in this case, significant capital investments have
22 been made and operating and maintenance expenses have increased
23 as a result of new rules, standards, ordinances, or other
24 requirements of state, federal, and local regulators. The
25 company is now seeking an increase to recover the costs of

1 these investments and the increased operating and maintenance
2 expenses required to maintain and enhance our service for our
3 customers.

4 We are asking the Commission, as you heard, to
5 establish a county-wide rate structure where the rates would be
6 the same for water or wastewater systems in each county. There
7 is only one system in Washington County, so that does not
8 affect you directly. Since the parent company, Aqua America's,
9 acquisition of Aqua Source properties in 2003, and the former
10 Florida Water properties in 2004, Aqua Utilities would have
11 invested almost \$22 million in capital investments for the
12 systems that are included in this rate case through December
13 31st of this year. Focussing just on the 2005/2007 time frame,
14 Aqua will have invested approximately \$6.5 million in our water
15 facilities, \$10.7 million in wastewater facilities, and
16 1.4 million in general plant facilities.

17 Here in Washington County, the utility's capital
18 improvements to its water system include water treatment plant
19 upgrades, equipment replacement to improve water quality and
20 fire protection, a new emergency generator, well treatment and
21 tank replacement. The utility has also upgraded lift stations
22 to replace deteriorating pipe in its wastewater system.

23 With the exception of some index and pass-through
24 adjustments, the rates currently charged by Aqua Utilities are
25 based on projected costs that date back to 1996 test year for

1 the former Florida Water systems, and for prior historic test
2 years for the former Aqua Source systems. Without rate relief,
3 and utilizing a projected 2007 test year, which is the year
4 that the Commission used to establish rates, Aqua Utilities'
5 overall rate of return is a negative 6.74 percent for its water
6 systems and a negative 6.26 percent for its wastewater systems.
7 These returns will not allow Aqua Utilities to remain viable
8 much less continue to attract capital to finance investments
9 and operate its systems in Florida. Ultimately these deficient
10 returns and significant level of capital investments and
11 increased operating expenses have caused Aqua Utilities to file
12 this proceeding for rate relief.

13 Our purpose in being here this morning is to hear
14 from you. Speaking on behalf of the company, we appreciate the
15 fact that you have taken the time to come to this hearing, and
16 we will listen attentively to your comments. I want you to
17 know that we have several representatives from the company here
18 today, and I would like to ask Mr. John Lihvarcik to stand up.
19 He is the Vice President and Chief Operating Officer of Aqua
20 Utilities, and he will be available after the meeting for any
21 further discussions that you would like to have.

22 Thank you.

23 CHAIRMAN EDGAR: Thank you, Ms. Rule.

24 And now we will hear from the Office of Public
25 Counsel. Mr. Reilly.

1 MR. REILLY: Thank you.

2 Again, my name is Steve Reilly, I'm with the Office
3 of Public Counsel.

4 The Florida Legislature funds our office to provide,
5 among other things, free legal representation for ratepayers in
6 cases such as this one. We have already hired for this big
7 case, 80-something systems statewide, what we feel is one of
8 the finest regulatory accounting firms that will be looking at
9 the accounting issues in this case, and we have also hired one
10 of the largest and one of the best engineering firms to also
11 look at all the used and useful and plant pro forma improvement
12 issues in this case. They will be the consultants that will
13 actually file the prefilled testimony on behalf of the
14 ratepayers and participate in the formal hearing this fall.

15 Obviously in this case one of the really big issues
16 will be used and useful. Our engineer will be coming to do a
17 site inspection, I believe it is the very end of this month,
18 very beginning of next month. And I'll be happy to talk to
19 anyone here after this hearing to try to coordinate and maybe
20 have some conversations between our engineer and any consumers
21 here that have, you know, special information about the
22 community.

23 And we also, of course, are very appreciative of you
24 being here today. There's no question that you have within you
25 a lot more information and site-specific information that will

1 benefit the Commission as well as our office in preparing a
2 critique of the company's request. So I just want to thank you
3 for the opportunity to serve you and look forward to working
4 with you on this case, and we'll go from there.

5 CHAIRMAN EDGAR: Thank you, Mr. Reilly.

6 Okay. That about concludes the opening things that
7 we need to do. As I mentioned when we first started this
8 proceeding, we do need to swear in the witnesses. We will do
9 that as a group, and so if those of you who would like to make
10 comment and present testimony to the Commission, to
11 Commissioner McMurrin and I here today, if you would all stand
12 with me, please, together. Thank you. And if you would, raise
13 your right hand with me.

14 (Witnesses sworn collectively.)

15 CHAIRMAN EDGAR: Thank you very much.

16 As I mentioned, in a moment I will ask Mr. Reilly to
17 call the names in order from the sign-up sheet at the back of
18 the room. When your name is called if you would come forward,
19 tell us your name, tell us how to spell your last name, and
20 give us your address.

21 And, Mr. Reilly, I think we are ready.

22 MR. REILLY: Okay. Our first witness is Lou Tracy.

23 LOU TRACY

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

DIRECT STATEMENT

1
2 MR. TRACY: Good morning. My name is Lou Tracy, and
3 I live at 3889 Belmar, B-E-L-M-A-R, Place in Sunny Hills,
4 Chipley, 32428. And I have lived in Sunny Hills since 1990.

5 My first question is the public -- what is the Public
6 Service Commission? What benefit are you to the public, and I
7 am speaking public out here, in reference to sewer and water
8 rates?

9 CHAIRMAN EDGAR: Is that a question you're posing to
10 me?

11 MR. TRACY: Yes. Well, to the members of the Public
12 Service Commission, sure. And I won't hold you two responsible
13 for everything that happens here today, because we realize
14 there are more of you.

15 CHAIRMAN EDGAR: We are two of a five-member body.
16 And it is by statute, by laws written by the legislature within
17 our authority and our power to regulate and approve the rates
18 and the rate structure for privately owned water and wastewater
19 companies in those counties that have opted for state
20 regulation.

21 MR. TRACY: But does the public part of your Public
22 Service Commission mean you represent the general public on the
23 Public Service Commission?

24 CHAIRMAN EDGAR: Well, we serve, of course, in the
25 public service and we are to make decisions balancing the

1 factors in the statute to act -- within the statutory criteria,
2 we need to be in the public interest. However we sit more in
3 the role of an arbiter than as an advocate. We sit more as a
4 judge. The Office of Public Counsel by statute is to represent
5 customers. And, Mr. Reilly, if you would like to elaborate on
6 that, you certainly may.

7 MR. REILLY: Well, obviously our office represents
8 the ratepayers. The company hires their consultants and
9 attorneys to advocate their increases. We try to critique
10 those requests and present as strong an argument as we can to
11 the Commission to point out why the requested increase is not
12 appropriate, imprudent, or any number of other arguments. They
13 function as the judges to weigh these competing arguments. Of
14 course, we have a formal hearing to present all of those
15 arguments, so hopefully those are all before them, and then
16 they have another tier where they have the staff.

17 Now, this is interesting. This is a case that went
18 straight to hearing. Many of the water and wastewater cases
19 are a PAA process where the company makes its request, the
20 staff of the PSC evaluates those requests and then makes a PAA
21 recommendation. The Commission votes out that as a proposed
22 order, then both the utilities and Office of Public Counsel can
23 decide whether they want to protest that order. And they weigh
24 rate case expense versus the possible issues that can win and
25 then everyone is afforded a formal hearing.

1 This, because it was 80 systems, and frankly the
2 request by the utility was quite high all the way across the
3 state, I think the company made a decision that it was prudent
4 just to go straight to hearing. That the likelihood of it not
5 going to hearing was small, so that is why we are in an
6 immediately going-to-hearing phase. So, they serve as the
7 judges, we serve as an advocate, obviously the company has
8 their advocates, and that is the process.

9 MR. TRACY: Could somebody tell me why this hearing
10 was scheduled in a location 25 miles from where most of us live
11 and not held in Sunny Hills where all community meetings are
12 held and where this utility is located?

13 CHAIRMAN EDGAR: You mean the proceeding that we have
14 here today to hear from customers?

15 MR. TRACY: Yes. Is there a reason why this was not
16 held in our community where we live, which is 25 miles from
17 here, and which I'm sure is one reason why a lot of people are
18 not here, and that is where the utility is located in our
19 community?

20 CHAIRMAN EDGAR: First of all, I would like to say
21 that I'm sorry to hear if indeed that is the case that the
22 location makes it difficult for people to participate. We do
23 try to schedule meetings, the best that we can, in locations
24 and at times so that people can participate. That's why we are
25 here is to hear from customers. And Commissioner McMurrian is

1 from this general area, and you had a comment. Would you like
2 to --

3 COMMISSIONER McMURRIAN: Yes. I think Marshall can
4 elaborate on it, but it is my understanding that staff had
5 contacted Sunny Hills, I don't know if it was the conference
6 center or --

7 MR. WILLIS: Community center.

8 COMMISSIONER McMURRIAN: Community center, and it
9 wasn't available. Marshall, I think, can elaborate on that.
10 We did try to hold it closer so that it would be more
11 convenient.

12 MR. TRACY: All I'm trying to point out to the
13 Commission is I feel like there would be more people at a
14 hearing if it was in our community at a place more convenient
15 for our folks to go to.

16 The next point that I would like to make is the
17 timing of this hearing and the make-up of our community.
18 Fifty percent of the people that live in Sunny Hills are young
19 working couples with a couple of kids. They both have jobs,
20 the kids are in school. Monday morning at 10:00 o'clock in the
21 morning is no time to plan a hearing if we really want the
22 input from these people to find out what they think about this
23 increased utility rate.

24 It seems to me like it should have been set at a time
25 that would be more convenient to the 50 percent of our customer

1 base, your customer base, when they could come and present
2 testimony to you. And I would like to recommend to the
3 Commission that you reconsider a time and place inside Sunny
4 Hills. And we have a civic association, we meet at the
5 Catholic church at Sunny Hills, and that it is more than
6 adequate to hold 300 people.

7 We have another pavilion that we just constructed in
8 our new park that would probably hold 500 people, I'm guessing,
9 if you would like to meet outdoors under a nice new awning type
10 thing that we built in our new park. But my concern is that
11 the folks -- everybody needs a chance to be here to give
12 testimony. The folks that are here today, I don't see too many
13 younger folks out here. Most of these folks are retired and
14 made their way up here today, and it is a big inconvenience for
15 a lot of people, the 25 miles up and back.

16 I would like to know how the Public Service
17 Commission can approve an interim rate with no approval of the
18 user in the utility area?

19 CHAIRMAN EDGAR: Mr. Willis, could you speak to that
20 briefly?

21 MR. WILLIS: Yes, Chairman. That's what I alluded to
22 when I did the presentation up here. The Florida Statutes
23 actually allow and require the Commission to consider interim
24 rates. Under the Florida Statute, the Commission, if it is
25 requested, has to consider those interim rate within 60 days.

1 And those rates are not considered final because they have to
2 be judged at the very end of the case as to whether they were
3 adequate or over adequate. If they were more than they should
4 have been, then the Commission will refund any excess portion
5 back to the customers with interest. That's required by
6 statute.

7 And the interim statute was basically placed into
8 effect by the legislature to allow a company to at least get up
9 to the point where they could break even during the pendency of
10 a rate case. In regards to the portions of the statute which
11 were put in place to actually guard the consumer in case those
12 interim rates were too high, that's basically the way the
13 statutes is laid out.

14 CHAIRMAN EDGAR: Thank you.

15 MR. TRACY: Well, these rates, these interim rates
16 that we are looking at, are higher than any of the rates in the
17 area. I have with me samples from Vernon, Wausau, Chipley,
18 Lynn Haven, Panama City, and Callaway. I went out and got
19 these samples, because I wanted to see if there was some
20 justification for this rate increase, because it has been a
21 long time since we had an increase. But in sampling of the
22 City of Lynn Haven, which has approximately 60,000 people, this
23 lady's sewer bill was \$14.03, her water bill is 10.92. They
24 are asking me on my personal water bill, the interim rate, to
25 double, go from 21 to \$43, which to me is very excessive. I'm

1 glad I'm not on sewer in Sunny Hills.

2 I have another bill from the City of Wausau. Their
3 rate for water for the month is 14.78. A bill from the City of
4 Chipley, which we are sitting in, water 19.96, sewer 27.85.

5 Our water and sewer bills under the interim are
6 doubling. And I don't see where people can afford it. It is
7 just been on and on and on. Another water bill from Panama
8 City, 9.98 and 17.40 for sewer. Now, I know part of the
9 problem or most of the problem is we do not have the user base
10 that you need to operate a utility.

11 Moving on from the billing, and like I said, you're
12 welcome to see these if you would like. Every couple of months
13 my water pressure seems to drop to a dribble. It's hard to get
14 any water out of the tap. More often than not my house smells
15 like chlorine several times a month, and other times the water
16 comes through cloudy. Other times my water is nasty and not
17 fit to drink. My wife has put us on bottled water. She
18 doesn't drink the water. We use it to wash dishes, and we use
19 it to take baths when we can, but she doesn't think we should
20 drink the water.

21 What is Aqua doing about these problems? I would
22 just like to know. It's my understanding that Aqua has two
23 600-foot wells sunk 600 feet into the aquifer, but only one
24 well has a working pump. What happens if this one well pump
25 goes bad? Are we out of water, and how long are we out of

1 water, and, you know, what can be done about it?

2 So if Aqua is doing so well, why didn't we bring this
3 other well on-line to avoid a no-water problem? I think it is
4 time for the PSC to realize that Sunny Hills does not have the
5 number of users to support the Aqua sewer system. You've got a
6 system that is designed and capable of 7,500 customers, but you
7 have 250 or less customers on the sewer system. Those people
8 are being expected to pay these outrageous sewer rates. And
9 now it looks as if, like part of the increase for the water, is
10 for all of us to help pay for the sewer and the water at the
11 same time. And with that few people, less than 800 people on
12 the system, there is no way that you can afford to operate a
13 utility.

14 Now, they may make money in other parts of the state,
15 I don't know, having 80-something companies, maybe it comes
16 from somewhere else, but I would think a utility would have to
17 stand on its own. A lot of us are older retired people living
18 on tight budgets, and they can't afford the cost of this
19 increase along with everything else.

20 In closing, I would like to again request that the
21 PSC reschedule a place and time where it is more convenient for
22 the people of our community to come to a public hearing. And I
23 would like to see you come to Sunny Hills, and I would like to
24 see it be a nighttime meeting.

25 CHAIRMAN EDGAR: Thank you, Mr. Tracy. We appreciate

1 your comments and we will certainly take under advisement the
2 possibility of perhaps another customer meeting. I'm sorry
3 that we weren't able to work that out at this time. I will
4 also share with you that there have been times in other cases
5 and in other areas where we have scheduled customer meetings in
6 the evening, and we have had customers say that that is
7 inconvenient because they have young children and it is
8 difficult. I would just say that it is difficult to make
9 everybody happy with scheduling, but we do try. And to hear
10 that there is interest in your area and that people would be
11 interested in attending and coming to talk means a great deal
12 to us, so I thank you for that. And I also know that the
13 representatives from the company and from our staff have taken
14 down your questions and concerns, as well. Thank you, Mr.
15 Tracy.

16 Mr. Reilly.

17 MR. REILLY: Our next witness is Kai Kummer.

18 KAI KUMMER

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

21 DIRECT STATEMENT

22 MR. KUMMER: Good morning. I'm actually one of the
23 younger folks that made it here this morning. My name is Kai
24 Kummer. I live [address removed from on-line version of
25 transcript at customer's request].

1 residents for being here this morning. I know it is difficult
2 and, again, Monday morning. Sir, thank you very much, Aqua
3 Utilities, for being here. We appreciate it. Commission.

4 I can only second what the man before me said
5 earlier. In fact, he has probably has made most of the points
6 that I had. I have worked in the past as a consultant for some
7 major companies, so I understand quite well where Aqua is
8 coming from as far as increasing revenue and so forth.
9 However, I can only talk as a resident of Sunny Hills, purely
10 from receiving the bill point of view.

11 I'm going to cover a few things. I have divide it
12 into four categories. I will talk about Aqua Utilities, the
13 basic math, our values, and our growth potential, because I
14 think it has more dramatic impact in Sunny Hills than most
15 people are actually aware of. And also my closing words, and
16 hopefully I will be speaking for everyone else.

17 Just going back through my bills the last recent
18 months, actually, I have noticed that there is a huge
19 inconsistency of how our bills actually are worked out. I have
20 noticed that everything -- the normal rates, water base rates,
21 sewer base rates, were regular at 11.70 and 19.74 up until
22 December. In December, it was no longer itemized under the
23 sewer part, so it was all combined, we had no idea if the base
24 rate actually stayed the same. There was no itemized charge.

25 This continued actually through January where it

1 shows a slight decrease in my sewer base rate to \$9.36 and
2 still at 11.70, and -- my apologies, the water base rate went
3 down from 11.70 to 9.36 and the sewer base was at \$55, again,
4 not itemized. We had no clue if there was an increase, no
5 increase, if it stayed level. So there is a lot of
6 inconsistencies. And last month doesn't even show the base
7 rates at least on my bill. So I'm not sure what kind of
8 accounting that is and how they get these things together.
9 There is a huge inconsistency.

10 In addition to that, our bills showed that they count
11 days anywhere from 24 days to 39 days. I'm not quite sure if
12 there is an explanation for that. I have seen it many, many
13 times if you go through the bills that I have.

14 I have also noticed that -- I talked to friends,
15 family, other residents of Sunny Hills, someone said, you know
16 what, I'm actually billed on actual usage. And somebody else
17 said, you know what, I am not. I have been billed actual usage
18 and they have guessed, they have actually used or given me a
19 bill for what I used last month and the exact same amount this
20 month. Again, there is no explanation for that.

21 As far as directly with Aqua Utilities, interacting
22 with the company itself, no disrespect, but we've called them
23 numerous times, very bad customer service. Actually they were
24 quite rude on the phone, and actually treat the customers as a
25 nuisance if we have questions or concerns. If the rate

1 increase would purely going to customer service, I would be all
2 for it. But it's not. Is it actually going to improve, but we
3 will see on that.

4 The annual water quality reports that we received, it
5 really shows no improvement. And, again, I can only second
6 what you said earlier. Water quality is just -- we keep losing
7 water pressure, it is cloudy, and we do not certainly drink the
8 water. It is only good for brushing teeth, washing dishes, and
9 actually washing cars.

10 The basic math that I actually calculated (inaudible)
11 the basic one, the basic meter, three-quarter, I think it is,
12 the base rate increase for water would be 106 percent and
13 72 for sewer. That would be the final, which I think is highly
14 excessive. The interim rate increases on my bill, again, going
15 back to the basic metering would be 32 percent for water and
16 41 percent for sewer.

17 Again, Aqua states they have invested heavily into
18 Sunny Hills. Again, we have not seen the results. Again,
19 speaking strictly on the consumer point of view. They might
20 have improved the facilities, I haven't see it, I can't see it.
21 But purely what is coming out of our faucet, I haven't seen a
22 change or a difference.

23 As was said earlier, we have about 700 people or
24 families living in our community, and this is just basic
25 research that I did. I don't have as much time to spend on

1 this, but we have 35,000 lots, if I do understand this
2 correctly. It is just not fair that 700 people have to foot
3 the bill to supply water to potentially 35,000 lots.

4 As far as Aqua is concerned, again, it is also not
5 fair that the Sunny Hills residents should be part of a bad
6 business decision. If Aqua has decided to buy the franchise or
7 the rights to it, it should have done more research and done it
8 accordingly. I just don't think it is fair that Sunny Hills
9 has to foot the bill for their bad business decision.

10 As was stated also, our rates are actually the
11 highest in the entire area. And, also, keep in mind most
12 people, especially working families, if somebody's salary did
13 increase in wages, their salary increase may top at 3 percent.
14 And, here again, they are going to be asking for such a
15 dramatic rate increase, strictly talking percentages.

16 But here is what I really believe is going to happen.
17 I personally moved here from South Florida. We have homeowners
18 associations, and I strictly moved away from that because I
19 just couldn't stand the expense and so forth. And all of a
20 sudden I see that my water bill will pretty much equal what I
21 actually ran away from in South Florida.

22 So I believe that the rate increase will be growth
23 limiting. Some residents probably agree, they would like Sunny
24 Hills to grow, some may not. But if you look at it, it has the
25 benefits, increased home values for all of us, increased tax

1 revenue -- one second. What might actually potentially happen
2 if somebody sees such a dramatic rate increase, actually sees
3 how much we pay for water, they would say, Sunny Hills, no
4 thank you. A lot of people may not be able to afford it.
5 Sunny Hills, thank goodness, is a very affordable place at this
6 point. Families are moving in. I think our ratio is
7 50 percent or more working families right now, which is great.

8 We are doing a lot to improve Sunny Hills. Again, if
9 people see what we are paying for water, they will try go to
10 other communities, and they get the benefit of increased tax
11 revenues, and much rather the community to invest than Sunny
12 Hills, and we will just string you along. And, of course, Aqua
13 Utilities, it is not going to change or make any more profit,
14 it is not going to change, it will just stay level. Our home
15 values will probably stay level. There is no chance to grow,
16 no chance to increase, so it has a bit more dramatic impact if
17 you look at it long-term.

18 I can only second, again, Lou's expression. We
19 really ask you to reschedule or consider rescheduling a hearing
20 so that the other missing 85 percent of the residents of Sunny
21 Hills that are not available to be here today can also have
22 their voices heard. I think that is very, very important.

23 Again, it is very difficult, especially for the
24 younger folks to be here, and also I note it is probably hard
25 to ask for it, but we really ask the Commission not to approve

1 a rate hike and a rate increase. And thank you very much.

2 CHAIRMAN EDGAR: Thank you, Mr. Kummer. We
3 appreciate your comments.

4 MR. REILLY: The next witness is Robert Duerbeck.

5 ROBERT DUERBECK

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

8 DIRECT STATEMENT

9 MR. DUERBECK: Good morning. My name is Robert
10 Duerbeck. I live at 1754 Salem Drive, Chipley. Not Chipley,
11 Sunny Hills, but we have a Chipley mailing address.

12 And this bothers me a great deal. Like this
13 gentleman said, they don't give you much information on these
14 bills, except how much money they want. And they give you a
15 little scale here of how much you used last year and what you
16 are using this year. And that's not very informative, either.

17 So for myself, there are three of us in the house at
18 the present time, that has only been for the last four months.
19 Okay, the last bill was \$98.10 for two people. I happen to be
20 unhappy enough to be on the sewer, and this month this bill was
21 \$91. Now, do any of you folks have bills like that wherever
22 you may live? Nobody? That's strange. It's pretty common
23 around here.

24 Okay. As Lou Tracy said, he checked around different
25 rates and Wausau pays \$14.78 for 3,000 gallons. Now, here we

1 have residential water rates, and Sunny Hills, they figure
2 \$4.42 up to 5,000 gallons. All right. Now, I presume that is
3 \$4.42 a gallon. Would you presume that? They don't tell you.
4 They don't tell you whether it is for 100 gallons, one gallon,
5 or what.

6 But, anyway, the base facility charge is going up
7 to -- here we go, the requested final \$24.15 a month. Right
8 now it is 11.47. Okay, that is quite a bit over 100 percent.
9 Isn't that a little high? Now, I have complained to this
10 office in Tallahassee in the past for both our gas supply, and
11 it was on Deltona, it is now under a private company, and they
12 are eliminating metered gas as of this month. Okay. But we
13 are not dealing with gas.

14 The water is cloudy, and it does have a chlorine
15 smell, but that doesn't bother me too much. The pressure does
16 fluctuate, and most of that you can live with except for the
17 expense of it. Now, I'm retired. If you guys can get my
18 Social Security check up a couple hundred dollars a month, I'll
19 stay there and pay these bills.

20 Now I understand, I don't know the person personally,
21 that there have been bills over \$500 for one month's water in
22 Sunny Hills at new homes that are on Sunny water. We call it
23 Sunny water. That would choke a horse, I am telling you. How
24 many folks sitting up there want to pay that kind of money for
25 one month's water? Well, that's a fact.

1 Now, the sewer doesn't go all over Sunny Hills. It
2 is very, very limited. If you are not on it, you can have a
3 septic system. You have to have one. You can't throw it out
4 on the ground. We signed into the covenants when we buy into
5 Sunny Hills, and one of them is if the Sunny water goes past
6 your house, you're connected to it. If the sewer goes past
7 your house, you're connected to it. You can't have a septic
8 system because you have to be connected to the sewer. And
9 every drop that comes in from the water through the meter is
10 counted to the gallon going into the sewer. But we know that
11 every drop of water that goes in the house doesn't wind up in
12 the sewer, because some of it is going to be outside in a bird
13 bath.

14 You may accidentally water your lawn if you're out of
15 your mind, but we don't. It looks like a sand trap out there
16 right now. So they're having a little problem selling houses
17 in Sunny Hills. They have got new ones built there and
18 everything, but if anybody gets wind of the water rates and the
19 sewer rates, why would they buy into Sunny Hills? They have to
20 do their homework.

21 If the sewer line doesn't go by them now, it will in
22 the future. They will be forced to get on it. And God help
23 what it is going to be then. So my complaints are pretty much
24 the same as everybody else's, so you've heard about all I've
25 got to say except how long can this go on without everybody

1 burning their houses down, because you won't be able to sell
2 them. And sooner or later I'm going to want to sell mine. And
3 if you guys give them what they're asking for, it will be
4 sooner, you can bet on that, if I can find anybody to buy it.

5 Well, thanks for listening. You've got a problem on
6 your hands because we want relief from this stuff. And I know
7 that the Commission has given them whatever they asked for in
8 the past. There may have been an exception at times, but I
9 haven't heard of any. And we do need the meeting in Sunny
10 Hills. You should be able to double your turnout at least.
11 Okay. Thanks for listening.

12 CHAIRMAN EDGAR: Thank you, Mr. Duerbeck.

13 MR. REILLY: Madam Chairman -- Mr. Duerbeck, I may
14 have just a couple of follow-up questions.

15 CHAIRMAN EDGAR: Excuse me, Mr. Duerbeck, would you
16 come forward for just a couple of questions.

17 MR. DUERBECK: Yes, sure.

18 MR. REILLY: You brought a bill with you?

19 MR. DUERBECK: Yes.

20 MR. REILLY: And what month does that represent?

21 MR. DUERBECK: April 25, 2007.

22 MR. REILLY: Could I take a quick look at it? It may
23 be something important to have as an exhibit, if you could
24 spare it. Because there has been some question about the
25 details on the bill.

1 MR. DUERBECK: It's not much.

2 MR. REILLY: And this is a water and wastewater bill?

3 MR. DUERBECK: Right.

4 MR. REILLY: Okay. I don't have time to really study
5 it right now, but I think if it is okay with you, if we can
6 have this as Exhibit A, Mr. Duerbeck's bill, then staff would
7 have something to really look at to critique these questions
8 about the amount of detail. Because the statute does require
9 that bills have a certain amount of information in it,
10 including what the base facility charge is and it requires you
11 to have the gallonage itemized. Or if it has not been, you
12 know, specifically read, then it has been estimated for that
13 month. So with your permission -- could you spare a copy of
14 this?

15 MR. DUERBECK: I could get a copy. You don't have a
16 copier in here, do you?

17 CHAIRMAN EDGAR: Well, we don't, but --

18 MR. REILLY: I'm sure they have one here.

19 CHAIRMAN EDGAR: I'd ask maybe Thelma or Sandy, could
20 you perhaps see if we can maybe work with the staff outside and
21 get a copy. If that doesn't work, I'll bet there is another
22 way that we can do that, Mr. Reilly, and we will work with you.

23 MR. REILLY: If we could identify it for exhibit
24 purposes, and then at the appropriate time maybe have it moved
25 into the record. I think that would be the best evidence as to

1 what is going on with the bills.

2 CHAIRMAN EDGAR: Okay. Then, Ms. Fleming, we will be
3 at -- Exhibit 9 will be the number that we are at, is my
4 understanding, and we will so mark when we get a copy of that,
5 Mr. Reilly, for the court reporter and for our staff and for
6 you.

7 Mr. Duerbeck, thank you for working with us, and we
8 will see if we can get that back to you here real shortly.

9 MR. TRACY: Ms. Chairman, I have copies of mine, if
10 you would like to have these.

11 CHAIRMAN EDGAR: Mr. Reilly?

12 MR. REILLY: That would be fine. In fact, we might
13 just keep it in order. Make his Exhibit 9 and maybe the other
14 one Exhibit 10.

15 CHAIRMAN EDGAR: That makes sense. Mr. Tracy, thank
16 you. Give them to Jane, to the court reporter right there.

17 Mr. Reilly, we can work with you to make sure that we
18 all, and Ms. Fleming, to make sure that we get copies to the
19 appropriate places.

20 MR. REILLY: And basically identify these as Mr. Lou
21 Tracy's bills, and there are five pages in total.

22 CHAIRMAN EDGAR: Okay. So we will mark that as 9 to
23 keep things in order.

24 MR. REILLY: And I think that probably covers our
25 bill issue, because this goes into -- well, this is

1 April/March, '07, and March '07. So this gives us a pretty
2 good scattering of bills. And with no objection, I guess I
3 will just move that Number 9 into the record since he has
4 already spoken.

5 CHAIRMAN EDGAR: Ms. Fleming.

6 MS. FLEMING: Madam Chair, we can either move the
7 exhibits in now or wait until the --

8 CHAIRMAN EDGAR: Let's do it at the end, Mr. Reilly.

9 MR. REILLY: All right.

10 CHAIRMAN EDGAR: Thank you very much. Mr. Tracy as
11 9 and then when we get the copy of Mr. Duerbeck's bill, which
12 I'm sure we can do here shortly.

13 MR. REILLY: And that is Number 10.

14 CHAIRMAN EDGAR: That will be -- hold on before we do
15 that. Mr. Kummer, are you trying to get my attention?

16 MR. KUMMER: Yes. My apologies for interrupting,
17 but --

18 CHAIRMAN EDGAR: That's okay.

19 MR. KUMMER: -- I have one year's worth of copies, as
20 well.

21 CHAIRMAN EDGAR: Okay. Mr. Kummer has copies.
22 Sandy, can you work on maybe getting a few more copies?

23 MR. KUMMER: Those show the inconsistency I
24 mentioned.

25 CHAIRMAN EDGAR: Thank you, Mr. Kummer. If you can

1 give those to Sandy, who is with our office, and she will work
2 on getting copies. And, actually, sorry for the confusion, but
3 I think what we need to do -- of course, if we get out of
4 order, it's not a big deal, but while we still can we want Mr.
5 Tracy's as 9, Mr. Kummer's as 10, and Mr. Duerbeck's as 11.
6 Will that work for you? Mr. Reilly.

7 MR. REILLY: Thank you very much.

8 CHAIRMAN EDGAR: Thank you.

9 (Exhibit 9, 10, and 11 marked for identification.)

10 MS. FLEMING: Madam Chair.

11 CHAIRMAN EDGAR: Ms. Fleming.

12 MS. FLEMING: I would like to let Mr. Reilly know to
13 give a copy to the court reporter, that way she can keep the
14 official record, and then we will get together with the court
15 reporter and make copies for all parties in the docket.

16 MR. REILLY: Okay. Thank you.

17 CHAIRMAN EDGAR: Thank you. Mr. Reilly, please.

18 MR. REILLY: William Holmes.

19 (Exhibits 9, 10, and 11 marked for identification.)

20 MS. HOLMES: I'm not William, I'm Charlotte, his
21 wife.

22 MR. REILLY: I had you next, but that's okay. Ladies
23 first.

24 CHARLOTTE HOLMES

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

1 testified as follows:

2 DIRECT STATEMENT

3 MS. HOLMES: We live at 1767 Quintara Court in Sunny
4 Hills. We thought about putting down a well to water our
5 grass, but our friends who put down wells get over \$100 a month
6 bill, so it doesn't do much good to put down a well. Our grass
7 is dying. We don't water the grass. We are very thrifty. Our
8 utility bill is still much higher than our friends in Panama
9 City and Dothan, and so forth, who water yards and so forth.

10 The filters need replacing or whatever you call the
11 strainers. We have found ground up leaves out of the faucets.
12 You took it off to see if it is something in there, and it's
13 not, it's coming from the water. We have very poor service.
14 We walk and we find roadway faucets leaking. I mean, pouring.
15 We phoned to report it using the phone in the Sunny Hills
16 paper. We are informed that the number is no longer in
17 service. We do not water. That's everything, I guess. And
18 everybody in Sunny Hills, just about, drinks bottled water
19 because they are afraid to drink the water that we pay so very
20 much for.

21 CHAIRMAN EDGAR: Thank you, ma'am.

22 MR. REILLY: I'm sorry.

23 CHAIRMAN EDGAR: Ma'am?

24 MR. REILLY: Ms. Holmes, just one follow-up question,
25 one brief question.

1 MS. HOLMES: Sure.

2 MR. REILLY: You had said that by putting -- you are
3 permitted to put wells for irrigation in the community?

4 MS. HOLMES: Right, you are.

5 MR. REILLY: And yet you say putting a well in
6 doesn't save you any money on the water?

7 MS. HOLMES: When I walked this morning, I talked to
8 my friends and they said they had a doctor's appointment and
9 they couldn't come. That is what is wrong with this kind of
10 morning. But they said they put the well down to water their
11 yard and their bill was over \$100. And I can get that bill if
12 you need it from them.

13 MR. REILLY: Well, I'll tell you what you can do,
14 there is an opportunity for those who cannot attend this
15 hearing to submit information. In fact, if you would gather --
16 there's forms in the back, and if you know the lady, you can
17 take that form back to them and they can write the Commission
18 just as though they were here.

19 MS. HOLMES: They just moved from Kentucky to Sunny
20 Hills, and they're ready to go back to Kentucky. We are all
21 disgusted.

22 MR. REILLY: But if you can contact her, that would
23 be helpful to get that information.

24 MS. HOLMES: I will.

25 MR. REILLY: Thank you.

1 CHAIRMAN EDGAR: Thank you.

2 Commissioner McMurrin.

3 COMMISSIONER McMURRIAN: Chairman, if it's
4 appropriate, several customers have mentioned the water quality
5 issue, and I was wondering if staff could sort of -- I know
6 that Mr. Willis covered it during his presentation, how we look
7 at quality issues, but since several customers have mentioned
8 different quality issues, if you could explain a little bit
9 better about what we do as far as our engineers going out in
10 the territory and that sort of thing so they have a better
11 understanding.

12 MR. WILLIS: Certainly. I'll be happy to. As I
13 talked about earlier, our staff has several engineers that we
14 actually send out to every one of these 80 systems. Now, part
15 of their job is to actually go out and go through the entire
16 service territory. They review the plant, the water plant, the
17 wastewater plant. They look at all the reports that the
18 utility company is required to file with the Department of
19 Environmental Protection. They will actually go to the office
20 of the Department of Environmental Protection and talk to their
21 sanitary engineers about the problems with the system. And I
22 would be surprised if they aren't fully aware of pressure
23 problems, cloudy problems. If the customers out here have
24 actually reported these complaints to the Department of
25 Environmental Protection, they would be on file there and my

1 engineers would know about that.

2 And that is another avenue for you. The Department
3 of Environmental Protection is the actual agency that deals
4 with quality of service. They have the primacy in the state of
5 Florida for dealing with that issue. We deal with it
6 secondarily because our statute requires that we do that.
7 Section 367, Florida Statutes, says that we have to take into
8 account the quality of the service that the utility renders to
9 its customers, and if the quality is not that good, the statute
10 gives us the ability to basically penalize the company and try
11 to get them to come into compliance.

12 The Department of Environmental Protection has also
13 the ability in statute to fine companies, to deal with the
14 companies. They are the ones who actually permit the companies
15 to have a water plant and wastewater plant. They're the ones
16 who look at that on an annual and daily basis to assure that
17 the quality of water and wastewater service they are providing
18 is adequate. If that helps.

19 COMMISSIONER McMURRIAN: The only other thing I would
20 say is that aside from our hearing from you today, we also have
21 an 800 number and a website that you can contact the Commission
22 and you can let them know of your quality concerns. And
23 especially if you have trouble working with the utility. I'm
24 not suggesting, although I have heard that from a couple of
25 customers, call the Commission and the Commission will sort of

1 serve as a conduit and liaison between you and the utility to
2 try to get your problems resolved. So that is another way to
3 look into those things, I just wanted to mention.

4 Thank you, Chairman.

5 CHAIRMAN EDGAR: Thank you.

6 Mr. Reilly.

7 MR. REILLY: Mr. Holmes, did you want to speak today?

8 MS. HOLMES: I just wanted to bring up one thing.

9 CHAIRMAN EDGAR: If you could come to the microphone
10 so we can all hear you.

11 WILLIAM HOLMES

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

14 DIRECT STATEMENT

15 MR. HOLMES: To go a little further with the quality
16 of the water. I don't like the idea of having to brush out my
17 toilet bowl every day. It has brown or black streaks coming
18 down out of the rim where it flushes from. And if you leave it
19 set there a couple of days, it's terrible. You have got to
20 wash it out about every day, scrub it out. And my last water
21 bill was \$88, and we are very -- like my wife said, very
22 lenient with our water.

23 I do have about eight tomato plants out there I water
24 a little bit to keep them alive. That's about it except for
25 what we use in the house. And I can't say that we use that

1 much water. And the water bill was like \$35, I believe. The
2 sewer bill was 58, something like that.

3 MR. REILLY: A brief question?

4 CHAIRMAN EDGAR: Yes, Mr. Reilly.

5 MR. REILLY: This frequent discoloration in the
6 toilet, do you have an odor issue? I mean, it sounds like a
7 hydrogen sulfide problem. And a lot of times that will
8 accompany an odor issue as well as a discoloration. So you
9 don't smell a sulfur smell or anything in the water?

10 MR. HOLMES: No. It looks terrible.

11 MR. REILLY: Okay.

12 CHAIRMAN EDGAR: Mr. Reilly.

13 MR. REILLY: The next witness is T.A. Green.

14 T.A. GREEN

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

17 DIRECT STATEMENT

18 MR. GREEN: Madam Chairman, thank you for your
19 courtesy to allow me to make my comments. Thank you.

20 I am T.A. Green, 3957 Vistula Drive, Sunny Hills. I
21 have been a resident there for the past almost eight years now,
22 and I would like to start this with a question. My basic rate
23 is 11.47. I just paid a basic rate of \$16 and something. Do
24 these people have permission to do that or not?

25 CHAIRMAN EDGAR: Mr. Willis, can you speak to the

1 interim rate process again and where we are in that process?

2 MR. WILLIS: What you are experiencing with your bill
3 is the interim rates coming into place. And what you see in
4 the base charge is the prorated portion of a month's charge.
5 If you look at the -- let me put on my glasses so I can read.
6 If you look at the residential water rates, Page 7.

7 CHAIRMAN EDGAR: Mr. Green, do you have one of these?

8 MR. WILLIS: The base facility charge has gone from
9 \$11.47 to for interim will be \$15.45.

10 MR. GREEN: Mine was 16 something.

11 MR. WILLIS: It would be nice if we could get a copy
12 of your bill.

13 MR. GREEN: I don't have that with me, but I sure
14 could supply it for you.

15 MR. WILLIS: We could still check into it. We have
16 discovery mechanisms.

17 MR. GREEN: And I will tell you --

18 MR. WILLIS: We can request copies of your bill from
19 the company.

20 MR. GREEN: Very good.

21 CHAIRMAN EDGAR: Mr. Green, after your additional
22 comments, which we would very much like to hear, I would ask
23 you to get with Ms. Banks right here in the front row, and she
24 can get some information from you and help Mr. Willis and the
25 rest of us follow through.

1 MR. GREEN: Very good. And I would like to say that
2 in our water frequently we have quarter inch diameter black
3 flecks all along. I put in a water softener to try to get
4 decent water in my house. And I would also like to say that we
5 know many people in Sunny Hills and a great deal of them are
6 folks on fixed incomes. And increases makes problems for those
7 folks whether they come through whatever, and it makes it very
8 difficult. And it's my personal opinion that the raise that
9 has been asked for here is absolutely unconscionable. Thank
10 you for allowing me to speak.

11 CHAIRMAN EDGAR: Thank you.

12 MR. REILLY: The next witness is Deanne Bouchard.

13 DEANNE BOUCHARD

14 appeared as a witness and, swearing to tell the truth,
15 testified as follows:

16 DIRECT STATEMENT

17 MS. BOUCHARD: Hello. My name is Deanne Bouchard. I
18 live at 2340 Deademng Road, Chipley, Florida, which is Sunny
19 Hills. I moved to this area to find a less expensive place to
20 raise my son. I bought a new home and invested my retirement,
21 my life savings. I am on a fixed income. I have to spend
22 \$50 a month buying bottled water for my son to drink and
23 myself.

24 I have had the water tested twice by independent
25 companies. It is not fit to drink. I was not told -- I also

1 am losing about \$5,000 worth of landscaping because I cannot
2 water my lawn. I paid a large sum of money for my home, and
3 was lied to about the water rates. My neighbor across the
4 street is not watering his lawn anymore and he has a new home.

5 Now, when you sent out this notice for rate increase,
6 he is under the impression and I have talked to a few other
7 people that have bought new homes in that area, that it's only
8 going to be pennies, not 42 to 50 percent rate increase, which
9 your company did not really specify how much more we are going
10 to pay in water.

11 I'm on septic. I have to pay to have my septic
12 maintained myself. My water bill this month for my son and
13 myself was \$150. I got on the phone with Aqua Water and I
14 asked them how come last month I paid 36 months and this
15 month -- I said, "Can you please send someone out. I have not
16 watered. My lawn is dying." And they explained to me how to
17 read the water meter. I ran outside, and read it. And I said,
18 "How could I use 6,000 more gallons?" She said, "Because you
19 are on a 42-day water cycle and paying sewer." I am on septic.

20 There is no breakdown on my bill. I think the people
21 in our -- have been poorly -- they're not informed enough to
22 read your water bills that are very complicated. Even if we
23 notice a rate increase, they're not aware that they are going
24 to be paying 42 to 50 percent more for water. And where are
25 the people's representation for the builders? Are they paying

1 impact fees? And the businesses up there, like the golf
2 course, why aren't these fees -- why aren't they assuming most
3 of these fees? The older people that have been there for a
4 long time cannot afford it.

5 I would like the meeting to be held in Sunny Hills
6 and people that are living there to have the quality of water
7 they are supposed to have without having to spend \$50 a month.
8 I'm on septic, and I don't know why I'm paying for sewer. Can
9 anyone from Aqua explain that to me?

10 CHAIRMAN EDGAR: Well, the representatives of Aqua
11 Utilities are here, Ms. Rule, and I know that they will get
12 with you and take down your information and will look into that
13 and follow up. And I also would like, Ms. Banks, if you would
14 get with Ms. Bouchard.

15 Ms. Bouchard, when you are done speaking with us,
16 would you please give your information -- I know you have just
17 told us your address that the court reporter will have, and Mr.
18 Reilly has probably taken down, as well. If you would please
19 take a moment and get with Ms. Banks so that our consumer
20 assistance and our technical staff can look into the questions
21 that you have raised.

22 I don't have the answer for you today. Of course, we
23 are not with the utility, but I know that the utility will
24 follow up, and I know that our staff will, as well, and we will
25 see if we can get you some answers.

1 MS. BOUCHARD: Well, I would like to request Aqua
2 Utility to renotify everybody that has moved into the area, and
3 that this is a 42 to 50 percent rate increase. It is not just
4 pennies, which people are thinking it is. And I request that
5 we have this meeting held in Sunny Hills, because I'm to the
6 point where I am ready to leave the area, because I cannot
7 afford to live there anymore, and I would take a substantial
8 loss on my house due to this problem. And I would really
9 appreciate it if you would take into consideration, like Lou
10 said, I mean, we are a very small community, and we have to
11 have the community really understand what is going on, because
12 I believe most of them do not. Aqua Utilities did not inform
13 us of a 42 percent rate increase that we could comprehend. And
14 I think if everybody in the area knew this, they would be here
15 regardless of work or whatever.

16 I would also like to point out that my bills are so
17 inconsistent. I mean, I'm on the phone every month asking
18 questions. For me to have to spend \$50 a month extra on water,
19 I live in a four bedroom house, my son takes a ten-minute
20 shower. I have him on a timer. I have had to put a water
21 meter on at my expense to ensure that he runs out of hot water
22 so my bill -- and we take one shower a day. I mean, because
23 I'm constantly telling him.

24 I planted some more plants, but they are dying. I
25 put down grass that was drought resistant and it has not --

1 there is not anything that I can do. And I feel very sorry for
2 the people that have been there for a long, long time and can't
3 afford to even buy the drinking water. We have a lot of older
4 people that cannot afford \$50 a month to buy drinking water.
5 And the reason I had my water tested is because my son was
6 constantly getting ill, and so was I, and what came up in the
7 was disgusting.

8 I mean, what I have to spend to bleach my toilet a
9 month just from the residual of the water quality is expensive.
10 And I hope that we can have our meeting in Sunny Hills where we
11 don't have to pay for the businesses that are up there now.
12 Where are the business people? There isn't any representation
13 and why is that, does anyone know? How come there is not one
14 builder up here? I mean, or the man that owns the golf course?
15 They're not concerned about their water bills, why is that?
16 Are they getting any impact fees for all this new development?
17 Does anybody know?

18 CHAIRMAN EDGAR: Ms. Bouchard, I don't know why we
19 don't have maybe a more diverse representation at this meeting,
20 but I assure you we like full participation and representation
21 from all groups when we schedule these meetings.

22 MS. BOUCHARD: Yes, I do feel that we need to have
23 the business people that are building these homes here, and I
24 think they should be incurring part of the cost. And
25 businesses that are running in Sunny Hills, I mean, have to

1 incur some of the costs to make it affordable for people who
2 buy up there and live. And that is my comment. I really would
3 just like to have our meeting in Sunny Hills.

4 CHAIRMAN EDGAR: Thank you, Ms. Bouchard. And if you
5 would get with Ms. Banks, Cheryl right here up front. Thank
6 you.

7 Mr. Reilly.

8 MR. REILLY: Our next witness is Jane Norris.

9 JANE NORRIS

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

12 DIRECT STATEMENT

13 MS. NORRIS: Good morning.

14 CHAIRMAN EDGAR: Good morning.

15 MS. NORRIS: I'm Jane Norris, I live at 2102 Preston
16 Circle, Sunny Hills, Chipley, Florida 32428.

17 I have lived in Sunny Hills since 1994, and I'm
18 gone -- in '96 we went before the Public Commission then due to
19 water rates, and we thought it was tremendous then. And I felt
20 bad for the people that were in the water/sewer area then; and
21 it is ridiculous what they pay, have been paying since '96.
22 And now for the Commission to be considering putting this much
23 more onto the people in the water/sewer area, and on top of
24 that, then it is doubling my water rate.

25 And since I have moved to Sunny Hills, I am disabled,

1 I am not working, my husband does not work. And, yes, we are
2 on fixed income. And, yes, there's a lot of people that would
3 have been here, but they are attending a funeral in Sunny
4 Hills. And some other people would have been here but due to
5 death with someone else in Sunny Hills.

6 And I do want you all to hold a meeting in Sunny
7 Hills. You can contact Glenn Zanetti (phonetic) at the fire
8 department, or you can contact Janet Jones at Turner
9 Construction and they will set up for there to be meeting held
10 at the Catholic church, or the Presbyterian church, or we'll
11 have it out in the open at the Wilder Park, because everybody
12 needs to hear it and know it.

13 People can't afford this. These people living in
14 Sunny Hills, these young families with three and four children,
15 they can't pay \$300 a month water and sewer rates. I mean, it
16 takes all they can do to make a house payment. When you have
17 got to pay 700 or \$800 a month rent or that much for a house
18 payment, then that much for water and sewer, not counting
19 insurance, and a vehicle, and then gas going to \$4 a gallon,
20 how are people going to live?

21 And just because Aqua water bought out the other
22 water company we had in there, and all businesses start out --
23 you're going to go in a hole for three to five years before you
24 start seeing any money coming in to pay for your adventure you
25 have gone into. And it is not Sunny Hills' place to pay for

1 their adventure they took on.

2 I have been in business, and I took a loss, and then
3 in approximately five years I started gaining. And I think
4 that's what they expect us to do. Because what improvements
5 have we had? I haven't seen any improvements. My water looked
6 like the smoke coming over our house today, it was that cloudy.
7 And they are putting down more water and sewer lines, but that
8 is benefitting them, that's not benefitting me. That's for all
9 the new construction going on in there, and there is going to
10 be a lot more, so will that help them pay for all of this?

11 I mean, the fees are high. My brother lives in Lynn
12 Haven, and that is one of the highest areas in Bay County. He
13 does not pay these kind of rates. And I have lived in the City
14 of Chipley. I never paid such outrageous rates. And I'm
15 looking out for myself and for the other people in Sunny Hills
16 and for people that will be coming one day if we are not being
17 attacked. I would use another word, but I'm being proper. But
18 that's what it basically means. And people trying to build
19 homes in Sunny Hills and get businesses going, this is not
20 going to one darn thing for us but put us further back.

21 And I do want some growth, you know. And if ya'll
22 approve this, then you are allowing the attacks to occur on us.
23 I want that meeting held in Sunny Hills. DOT does it in the
24 evening. If it's at 5:00 o'clock, if it's at 8:00 o'clock, I
25 don't care. If it's at midnight, I'll be there, you know,

1 because we have to have meetings for the highway and let people
2 get up and voice their opinions. So we need to give the people
3 of Sunny Hills the right to be there and hear it and speak out.

4 And I hope you all will give great consideration,
5 because Bay -- according to some of these low paid people down
6 south, they make more money down there than we do up here. You
7 are in the next to the lowest income county in the state of
8 Florida. There's no big income. We have got people in there
9 working for \$7 an hour. How can they afford this?

10 So let's try to work on this to help us out. I mean,
11 it's bad enough the rates people are paying now. Don't put a
12 burden on them where they do have to leave. Thank you very
13 much.

14 CHAIRMAN EDGAR: Thank you. And, Ms. Norris, if you
15 would -- Mr. Reilly, did you have a question? Okay.

16 Sandy, would you raise your hand for me again. And
17 the woman in the back, who is with our office, Sandy helps us
18 schedule meetings, and I know Mr. Tracy suggested some
19 locations, but if you have some ideas of possible locations in
20 the community that you have mentioned, if you would maybe share
21 those with Sandy and we'll see what we can do. We'll look
22 forward to making further arrangements. (Applause.)

23 MS. NORRIS: Thank you very much.

24 CHAIRMAN EDGAR: Thank you.

25 MR. REILLY: Our next witness is Diane Vitale.

1 DIANE VITALE

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

4 DIRECT STATEMENT

5 MS. VITALE: I would like to thank everyone for the
6 opportunity to speak. My name is Diane Vitale. I currently
7 live at 1685 Ross Court in Sunny Hills. And I've lived at that
8 residence for two and a half years.

9 This is my second go-around living in Sunny Hills.
10 The first time was back in 1992, and I have to admit that I was
11 living in one of those sewer areas, and did not do due
12 diligence and find out what I was getting myself into. And
13 that was one of the reasons after two years that I did leave
14 Sunny Hills.

15 Now I'm back here. My mom has lived here for
16 30 years. She is one of those seniors, and I'm back here
17 trying to stay this time. And everyone has done a wonderful
18 job in sharing the rates, and I think the key points are, are
19 that comparatively to all the other communities in the area,
20 the percentage -- and I don't want to negate what has been
21 said, but the percentage in this document that I received in
22 the mail, the percentage of increase is actually 100 percent.
23 These are the basic rates. I have a one inch, and I don't know
24 why one inch would cost more than the 5/8ths of an inch or
25 what, because this is the basic rate. The amount that I paid

1 for what flows through is the rate that, you know, varies. But
2 why a one-inch pipe would cost more, I don't know.

3 So there is a lot of wonderful things that have been
4 brought up. And I want to go a little bit from the vantage
5 point of the real estate. I'm with Pinnacle Port Realty, and I
6 also represent one of the builders that is active here in Sunny
7 Hills. And it is a very big question. People are very
8 concerned about what's the cost of living in Sunny Hills. We
9 have only sold two existing homes since January in the whole
10 community of Sunny Hills according to the MLS. And those homes
11 were priced around 100,000. So you know that the people moving
12 in here are coming in with modest means. And we are going to
13 have people moving out of this community.

14 This will not serve Aqua Utilities in the long run.
15 If we cannot spread these costs and do what they think should
16 be happening in this community, just like we all do. We all
17 want this community to grow, and that's going to help these
18 folks. There was a builder who had already listed in the MLS a
19 townhouse structure on Sunny Hills Boulevard. This is just one
20 example, and I know that he needed to move forward. He had
21 sold one of the four units. There were many people interested
22 in multi-family in this community. And he could not go with
23 his construction because of the fee that he was going to be
24 charged to hook up into the sewer. You need sewer for a
25 fourplex, or four townhouses. So that was his reason for

1 backing off and now the land is vacant, and it is up for sale.
2 So that is one example. Plus the horrendous process -- and I
3 don't know all the details, but I'm just pointing this out that
4 our current owner of the golf course is trying to go through to
5 build condos and he cannot move forward with that because of
6 some of the issues with the water and sewer.

7 Aqua Utilities in mine and some of the other serious
8 residents here should never have committed back in 2004
9 whenever they came into here, if they were not willing to make
10 the investment. They knew the lay of the land. They knew the
11 vastness of the road and the piping system here and all of what
12 it took to make it, and they needed to understand that maybe
13 they would have to take some of the more prosperous money that
14 comes from South Florida and move it over here and do what it
15 takes and not charge us for the future residents. You know,
16 these folks are going to be moving in here, if they can
17 encourage them by being fair to us to move in here, they are
18 going to their money back. I mean, they have to just
19 understand.

20 Listen, the 1.5 million that they have invested in
21 our community is not a lot of money. I don't know if they are
22 bragging or complaining that this is what they spent here,
23 because we only have a few hundred households. \$2,100 per
24 customer? Yes, that is a lot of money per person. We need
25 more people in here. We are not going to get that. We are

1 going to get people moving out, and I will be one of them. We
2 just can't -- well, anyway. I'm going to get very emotionally
3 charged and I don't want to do that. But I think that's about
4 all I've got. I appreciate it.

5 CHAIRMAN EDGAR: Thank you.

6 MR. REILLY: That is all of the sign-ups at this
7 point. If we have others who want to speak --

8 CHAIRMAN EDGAR: Is there anybody who is here who has
9 not spoken that would like to address the Commission at this
10 time?

11 Ms. Norris.

12 MS. NORRIS: I just wanted --

13 CHAIRMAN EDGAR: Ms. Norris, I need you to come to
14 the microphone so that the court reporter can be sure that your
15 comments are part of the record.

16 MS. NORRIS: Okay. Jane Norris. One of the
17 statements I meant to make a few minutes ago was due to the
18 rate of the water and the sewer in Sunny Hills, you would be
19 surprised how many people sunk wells and have the wells hooked
20 up to their house because of the cost of the water. And I'll
21 tell you, I have got a well and I have never used it for that.
22 I have used my well for watering my yard and my plants. Some
23 of my watering does go for watering my plants in the front
24 yard, but I'll tell you, if it keeps going like it's going,
25 I'll hook it up to my house. And, yes, I will use my well for

1 my water coming into the house to drink and flush toilets and
2 all of that. And I have seen people that have actually put
3 buckets outside to catch rainwater to flush their toilets with.
4 God's honest truth. One of them was my neighbor that's dead
5 and gone, but he done it. And I know some more that does it.
6 And I just wanted to let you know that.

7 This is an important issue. This is our life. And
8 I'm trying to look out for my life and everybody else's. And
9 to answer these questions about why some of the home builders
10 out here know, they would probably be here, but they don't want
11 bad publicity. They are trying to build homes and bring people
12 into this community and this will tear it apart. This will
13 finish it. Thank you.

14 CHAIRMAN EDGAR: Thank you.

15 Mr. Tracy.

16 MR. TRACY: Do you need a copy of these surrounding
17 water and sewer bills? I would you like to enter those in.

18 CHAIRMAN EDGAR: Did we not get that?

19 MR. REILLY: We got the actual bills.

20 CHAIRMAN EDGAR: We got the actual bills.

21 MR. TRACY: You got my personal bills, but I'm
22 talking about the ones from the City of Chipley, Wausau, and
23 Vernon.

24 CHAIRMAN EDGAR: Mr. Reilly?

25 MR. REILLY: That's fine. If you would like to make

1 that available, we certainly will be happy to sponsor it. And
2 I guess we are getting our numbers, but --

3 CHAIRMAN EDGAR: We will make that 12, I think. We
4 will go ahead and have that as a separate one.

5 MR. TRACY: Thanks.

6 MR. REILLY: I guess just a short title, bills in the
7 surrounding area. And it's Number 12.

8 CHAIRMAN EDGAR: Yes, sir.

9 MR. REILLY: And I'm handing it to the court
10 reporter, because your attorney is keeping a close eye on me to
11 make sure it doesn't end up in some of my material.

12 (Exhibit 12 marked for identification.)

13 CHAIRMAN EDGAR: Okay. Let me ask again, is there
14 anyone who has not had the opportunity to speak that would like
15 to at this time?

16 I'm seeing none. Then I want to thank everybody for
17 joining us today. Thank you for your comments. I assure you
18 we take them very, very seriously.

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

20 MR. REILLY: I thank you also for showing up today,
21 and I will be available after the hearing to speak with
22 whomever would like to speak to me.

23 CHAIRMAN EDGAR: Commissioner McMurrin.

24 COMMISSIONER McMURRIAN: Thank you all for coming
25 today. And we might see you again in Sunny Hills, and we will

1 look forward to hearing from you again then.

2 CHAIRMAN EDGAR: And for those of you that have
3 talked with our staff and given them additional information, I
4 know that they will be following up, and I know that the
5 utility has representatives here who are also available and
6 will be following up, as well. I thank all of you again.

7 Ms. Fleming, any further matters?

8 MS. FLEMING: Exhibits.

9 CHAIRMAN EDGAR: Okay. Thank you for reminding me.

10 Mr. Reilly, we have the notice that you have offered
11 as 8; and then the bills from Mr. Tracy, Mr. Kummer, Mr.
12 Duerbeck, and the additional information from Mr. Tracy as 9,
13 10, 11, and 12.

14 Ms. Rule.

15 MS. RULE: Move Number 8.

16 CHAIRMAN EDGAR: Okay.

17 MR. REILLY: I would like to move the remaining
18 exhibits.

19 CHAIRMAN EDGAR: Any objection?

20 MS. RULE: No objection.

21 CHAIRMAN EDGAR: Then we will move Exhibits 8, 9, 10,
22 11, and 12 in the record at this time.

23 (Exhibit 8, 9, 10, 11, and 12 admitted into
24 evidence.)

25 CHAIRMAN EDGAR: Ms. Fleming, any other matters?

1 MS. FLEMING: None that I am aware of, Madam
2 Chairman.

3 CHAIRMAN EDGAR: All right, then. Thank you again,
4 and this proceeding is adjourned.

5 (The service hearing concluded at 11:50 a.m. CT.)
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1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

4

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

7

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

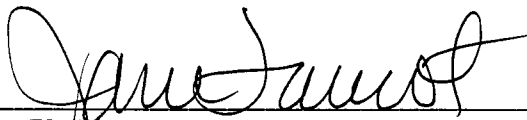
10

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

13

DATED THIS 7th day of June, 2007.

14



15

JANE FAUROT, RPR

16

Official FPSC Hearings Reporter

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Washington County News

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STATE OF FLORIDA

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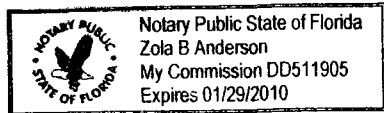
in the _____ Court, was published in said newspaper

in the issues of APRIL 18, 2007

Affiant further says that the Washington County News is a newspaper published at Chipley, in said Washington County, Florida, each Wednesday and Saturday and has been entered as second-class mail matter at the post office in Chipley, in said Washington County, Florida, for a period of 1 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.

Signature of Affiant Nicole P. Barefield

Sworn to and subscribed before me this 18 day of APRIL 2007



Zola B. Anderson
Signature of Notary Public

ZOLA B. ANDERSON
Name of Notary typed, printed or stamped

Personally Known XX or produced identification _____

Type of Identification Produced _____

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET

NO. 060368-WS Exhibit No. 8
Company: Aqua Utilities FL, Inc
Witness: Notice of Hearing - Washington County News
Date: 5/14/07

Legal Notice

Notice of Commission Customer Service Hearings

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

Date of Publication: April 18, 2007

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

Date and Time: May 14, 2007 at 10:00 a.m. (Central Time)

**Place: Washington County Commission
Commissioners' Board Room
1331 South Blvd.
Chipley, FL 32428**

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

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

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



Service To:
LOUIS TRACY
3889 BELMAR PL
CHIPLEY, FL 32428-2959
Lot: 0000003 Block:

Account Number
000899115 0641870
 SUNNY HILLS

*Steve
Riley*

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** Total Amount Due **\$ 45.53** Due Date **May 17, 2007**

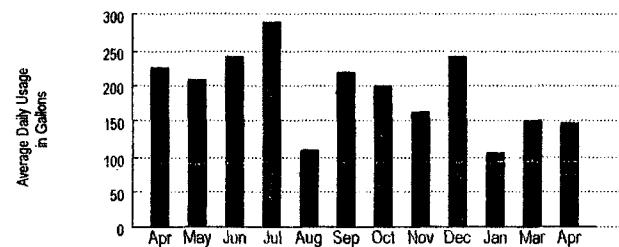
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
82787821	5/8	04/17/07	41	Actual	14000	6,100	Gallons
		03/07/07		Actual	7900		
Average Daily Usage = 148 Gallons		Total Days: 41		Total Usage:		6,100	Gallons

Billing Detail

Amount Owed from Last Bill \$ 21.92
 Total Payments Received 21.92
Balance **0.00**
 Total Water Charges 45.53
Amount Due 05/17/07 **\$ 45.53**

Water Usage History



Read Types: Actual Estimated Customer

*5/4/07
#6057*

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.

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368 EXHIBIT 9
 COMPANY Aqua Utilities FL, Inc.
 WITNESS Lou Tracy's bills
 DATE 5/14/07

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL1670647-APR05-A-0
REV 01/07



Service To:
LOUIS TRACY
3889 BELMAR PL
CHIPLEY, FL 32428-2959
 Lot: 0000003 Block:

Account Number
000899115 0641870
 SUNNY HILLS

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 **March 16, 2007** Total Amount Due **\$ 21.92** Due Date **April 09, 2007**

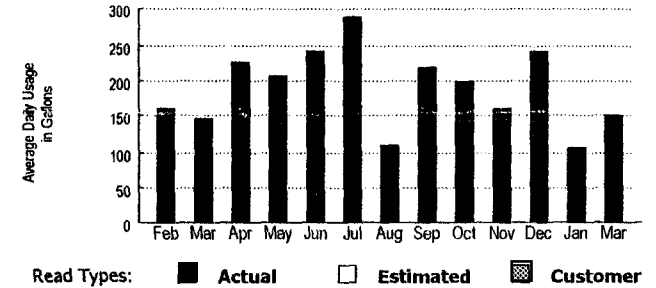
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	82787821	5/8	03/07/07	53	Actual	7900	7,900	Gallons
			01/13/07		Actual	0		
Old Meter	8950636	5/8	01/13/07	2	Actual	1077200	500	Gallons
*We have exchanged your meter during this billing period.			01/11/07		Actual	1076700		
Average Daily Usage = 152 Gallons			Total Days: 55		Total Usage:		8,400	Gallons

Billing Detail

Amount Owed from Last Bill \$ 37.41
 Total Payments Received..... 37.41
Balance..... 0.00
 Adjustments 37.41 Credit
 Water Base Facility Charge..... 21.45
 8,400 gallons @ \$0.00451 per gallon 37.88
 Total Water Charges 59.33
Amount Due 04/09/07 \$ 21.92

Water Usage History



Message Center

3/30/07
Check # 6033

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL1670647

RM-515-A-0
REV 01/07



Service To:
 LOUIS TRACY
 3889 BELMAR PL
 CHIPLEY, FL 32428-2959
 Lot: 0000003 Block:

Account Number
000899115 0641870
 SUNNY HILLS

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

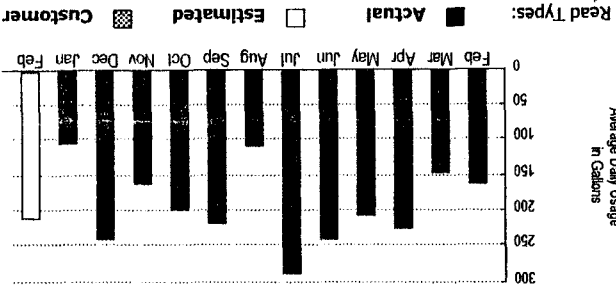
Tel: 877.987.2782 Fax: 866.780.8292
 e Mail: custserv@aquaaamerica.com
 Bill Date **February 14, 2007** Total Amount Due **\$ 37.41**
 Due Date **March 08, 2007**

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

Meter Data		Billing Period		Total Usage:	
Meter	8950636	Days	02/07/07 - 02/11/07	Meter Readings	1082400 (Estimated) / 1076700 (Actual)
Size	5/8	Days	27	Usage	5,700
Average Daily Usage = 211 Gallons		Total Days:	27	Gallons	

Billing Detail

Amount Owed from Last Bill	\$ 32.86
Total Payments Received	32.86
Balance	0.00
Water Base Facility Charge	11.70
5,700 gallons @ \$0.00451 per gallon	25.71
Total Water Charges	37.41
Amount Due 03/08/07	\$ 37.41



*2/21/07
 CA # 6009*

Message Center

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

AUA

Service To:
LOUIS TRACY
3889 BELMAR PL
CHIPLEY, FL 32428-2959
Lot: 0000003 Block:

Account Number
000899115 0641870
SUNNY HILLS

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

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

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

Bill Date **January 17, 2007** Total Amount Due **\$ 32.86** Due Date **February 08, 2007**

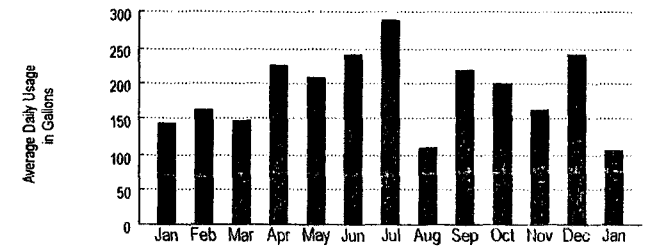
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
8950636	5/8	01/11/07	38	Actual	1076700	4,000	Gallons
		12/04/06		Actual	1072700		
Average Daily Usage = 105 Gallons			Total Days: 38	Total Usage:		4,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 34.22
Total Payments Received	34.22
Balance	0.00
Water Base Facility Charge	14.82
4,000 gallons @ \$0.00451 per gallon	18.04
Total Water Charges	32.86
Amount Due 02/08/07	\$ 32.86

Water Usage History



Read Types: Actual Estimated Customer

1/25/07
ck# 5994

Message Center

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:



Service To:
RITA KUMMER
1775 TACOMA ST
SUNNY HILLS, FL 32428-3155
Lot: 0009000 Block:

Account Number
000889633 0632902
 SUNNY HILLS

10

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

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

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

Bill Date
April 25, 2007

Total Amount Due
\$ 104.67

Due Date
May 17, 2007

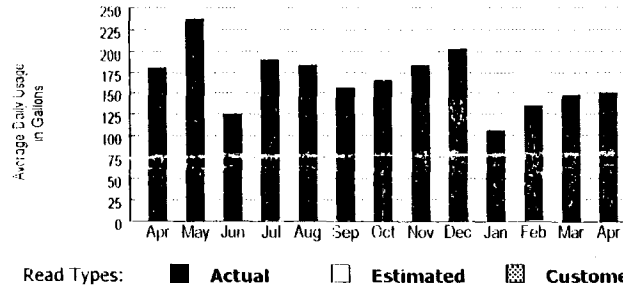
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46616767	5/8	04/17/07	34	Actual	260600	5,200	Gallons
		03/14/07		Actual	255400		
Average Daily Usage = 152 Gallons		Total Days: 34		Total Usage		5,200	Gallons

Billing Detail

Amount Owed from Last Bill \$ 95.54
 Total Payments Received..... 95.54
Balance **0.00**
 Current Water Charges..... 37.14
 Current Sewer Charges..... 67.53
Amount Due 05/17/07 **\$ 104.67**

Water Usage History



Handwritten notes:
 5-10-07
 104.67
 000889633

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.

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

FL1670647

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060368-WS EXHIBIT 10
 COMPANY Aqua Utilities, FL Inc.
 WITNESS Kai Kummer's bills
 DATE 5/14/07



Service To:
RITA KUMMER
1775 TACOMA ST
SUNNY HILLS, FL 32428-3155
Lot: 0009000 Block:

Account Number
000889633 0632902
 SUNNY HILLS

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

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

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

Bill Date **March 16, 2007** Total Amount Due **\$ 95.54** Due Date **April 09, 2007**

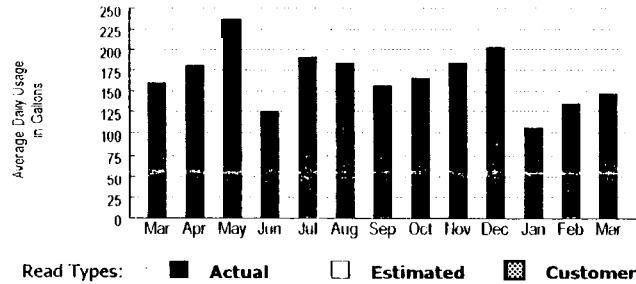
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46616767	5/8	03/14/07	34	Actual	255400	5,000	Gallons
		02/08/07		Actual	250400		
Average Daily Usage = 147 Gallons		Total Days: 34		Total Usage:		5,000	Gallons

Billing Detail

Amount Owed from Last Bill \$ 81.44
 Total Payments Received 81.44
Balance **0.00**
 Water Base Facility Charge 11.70
 5,000 gallons @ \$0.00451 per gallon 22.55
 Current Water Charges 34.25
 Sewer Base Facility Charge 19.74
 5,000 gallons @ \$0.00831 per gallon 41.55
 Current Sewer Charges 61.29
Amount Due 04/09/07 **\$ 95.54**

Water Usage History



Message Center

*Pd.
 3-30-07
 \$95.54
 CK # 1805
 07 07*

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL1670647

Service To:



Service To:
RITA KUMMER
1775 TACOMA ST
SUNNY HILLS, FL 32428-3155
Lot: 0009000 Block:

Account Number
000889633 0632902
 SUNNY HILLS

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

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

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

Bill Date **February 14, 2007** Total Amount Due **\$ 81.44** Due Date **March 08, 2007**

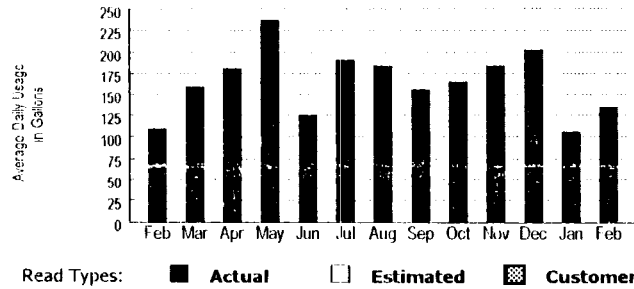
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46616767	5/8	02/08/07	29	Actual	250400	3,900	Gallons
		01/10/07		Actual	246500		
Average Daily Usage = 134 Gallons		Total Days: 29		Total Usage:		3,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 90.06
Total Payments Received	90.06
Balance	0.00
Water Base Facility Charge	11.70
3,900 gallons @ \$0.00451 per gallon	17.59
Current Water Charges	29.29
Sewer Base Facility Charge	19.74
3,900 gallons @ \$0.00831 per gallon	32.41
Current Sewer Charges	52.15
Amount Due 03/08/07	\$ 81.44

Water Usage History



Message Center

*CK# 1797 Pa.
 \$ 81.44
 2-27-07*

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL1670647

PAID BY A/C
 INVOICE

Service To:

A UA

Service To:
RITA KUMMER
1775 TACOMA ST
SUNNY HILLS, FL 32428-3155
Lot: 0009000 Block:

Account Number
000889633 0632902
 SUNNY HILLS

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

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

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

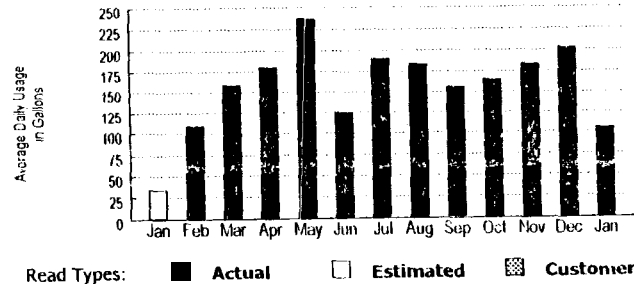
Bill Date **January 17, 2007** Total Amount Due **\$ 90.06** Due Date **February 08, 2007**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46616767	5/8	01/10/07	37	Actual	246500	4,000	Gallons
		12/04/06		Actual	242500		
Average Daily Usage = 108 Gallons		Total Days: 37		Total Usage:		4,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 87.14
Total Payments Received	87.14
Balance	0.00
Water Base Facility Charge	14.43
4,000 gallons @ \$0.00451 per gallon	18.04
Current Water Charges	32.47
Sewer Base Facility Charge	24.35
4,000 gallons @ \$0.00831 per gallon	33.24
Current Sewer Charges	57.59
Amount Due 02/08/07	\$ 90.06

Water Usage History



Message Center

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

A UA

Service To:
RITA KUMMER
1775 TACOMA ST
SUNNY HILLS, FL 32428-3155
 Lot: 0009000 Block:

Account Number
000889633 0632902
 SUNNY HILLS

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

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

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

Bill Date: **December 21, 2006** Total Amount Due: **\$ 87.14** Due Date: **January 12, 2007**

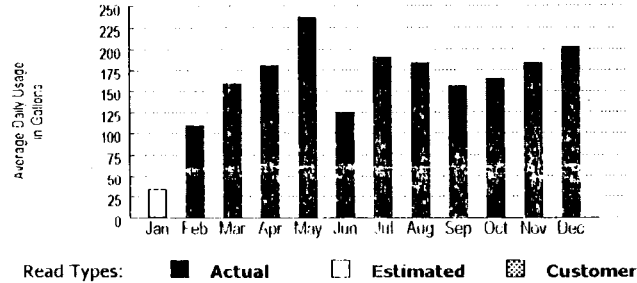
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46616767	5/8	12/04/06	24	Actual	242500	4,900	Gallons
		11/10/06		Actual	237600		
Average Daily Usage = 204 Gallons		Total Days: 24		Total Usage:		4,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 103.24
Total Payments Received.....	103.24
Balance	0.00
Water Base Facility Charge	9.36
4,900 gallons @ \$0.00451 per gallon	22.10
Current Water Charges.....	31.46
Sewer Base Facility Charge.....	55.68
Amount Due 01/12/07	\$ 87.14

Water Usage History



Message Center

*Pd.
 12-27-06
 \$ 87.14
 CR # 1716*

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

A UA

Service To:
RITA KUMMER
1775 TACOMA ST
SUNNY HILLS, FL 32428-3155
Lot: 0009000 Block:

Account Number
000889633 0632902
 SUNNY HILLS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **November 22, 2006** Total Amount Due **\$ 103.24** Due Date **December 15, 2006**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
46616767	5/8	11/10/06	30	Actual	237600	5,600	Gallons
		10/11/06		Actual	232000		

Average Daily Usage = 186 Gallons

Total Days: 30

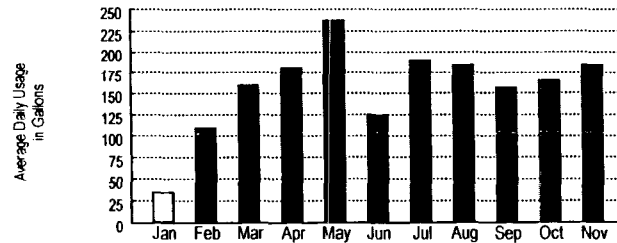
Total Usage:

5,600 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 0.00
Total Payments Received	0.00
Balance	0.00
Water Base Facility Charge	11.70
5,600 gallons @ \$0.00451 per gallon	25.26
Current Water Charges	36.96
Sewer Base Facility Charge	66.28
Amount Due 12/15/06	\$ 103.24

Water Usage History



Read Types: Actual Estimated Customer

Message Center


Pal
12-4-06
CR# 1708
\$103.24

1336471

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

AQUA UTILITIES FLORIDA, INC.
 P O BOX 1787
 NEWARK NJ 07101-1787

RITA KUMMER
 1775 TACOMA ST
 SUNNY HILLS FL 32428-3155

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0068-47-2235-2-3		1775 TACOMA ST			3/20/06	4/10/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 46616767	R	2/13/06	3/10/06	25	194	190	4
USAGE HISTORY							
ONE YEAR AGO		WATER BASE FACILITY CHARGE					11.70
5		WATER USAGE					18.04
LAST MONTH		SEWER BASE FACILITY CHARGE					19.74
3		SEWER USAGE					33.24
LAST YEAR AVG.		PREVIOUS BALANCE					50.00
4							
FOR CUSTOMER SERVICE, CALL 800-250-7532							
					PAY THIS AMOUNT 	132.72	

PAYMENT DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.

AQUA UTILITIES FLORIDA, INC.
 P O BOX 1787
 NEWARK NJ 07101-1787

RITA KUMMER
 1775 TACOMA ST
 SUNNY HILLS FL 32428-3155

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0068-47-2235-2-3		1775 TACOMA ST			4/19/06	5/09/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 46616767	R	3/10/06	4/17/06	38	201	194	7

USAGE HISTORY
ONE YEAR AGO
5
LAST MONTH
4
LAST YEAR AVG.
3
FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	11.70
WATER USAGE	31.57
SEWER BASE FACILITY CHARGE	19.74
SEWER USAGE	49.86
PREVIOUS BALANCE	50.00
DEPOSIT REFUND	50.00CR


PAY THIS AMOUNT  112.87

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

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
 P O BOX 1787
 NEWARK NJ 07101-1787

RITA KUMMER
 1775 TACOMA ST
 SUNNY HILLS FL 32428-3155


ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0068-47-2235-2-3		1775 TACOMA ST			6/19/06	7/10/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 46616767	R	5/12/06	6/13/06	32	211	207	4
USAGE HISTORY							
ONE YEAR AGO							
6		WATER BASE FACILITY CHARGE					11.70
		WATER USAGE					18.04
LAST MONTH							
6		SEWER BASE FACILITY CHARGE					19.74
		SEWER USAGE					33.24
LAST YEAR AVG.							
4							
FOR CUSTOMER SERVICE, CALL 800-250-7532							
						<i>Pal.</i>	
						PAY THIS AMOUNT 	82.72

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

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

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

RITA KUMMER
1775 TACOMA ST
SUNNY HILLS FL 32428-3155

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0068-47-2235-2-3		1775 TACOMA ST			8/14/06	9/05/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 46616767	R	7/14/06	8/10/06	27	222	217	5
USAGE HISTORY							
ONE YEAR AGO							
4		WATER BASE FACILITY CHARGE					11.70
		WATER USAGE					22.55
		SEWER BASE FACILITY CHARGE					19.74
		SEWER USAGE					41.55
LAST MONTH							
6							
LAST YEAR AVG.							
4							
FOR CUSTOMER SERVICE, CALL 800-250-7532							
						95.54	
						PAY THIS AMOUNT 	


Pd. 8-15-06
ck# 1678
\$ 95.54

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

AQUA UTILITIES FLORIDA, INC.
 P O BOX 1787
 NEWARK NJ 07101-1787

RITA KUMMER
 1775 TACOMA ST
 SUNNY HILLS FL 32428-3155

ACCOUNT NUMBER	SERVICE ADDRESS			STATEMENT DATE	DUE DATE		
0068-47-2235-2-3	1775 TACOMA ST			9/15/06	10/05/06		
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 46616767	R	8/10/06	9/11/06	32	227	222	5


USAGE HISTORY		
ONE YEAR AGO	0	
LAST MONTH	5	
LAST YEAR AVG.	4	
FOR CUSTOMER SERVICE, CALL 800-250-7532		
		WATER BASE FACILITY CHARGE 11.70 WATER USAGE 22.55 SEWER BASE FACILITY CHARGE 19.74 SEWER USAGE 41.55
		<i>CK # 1686</i> <i>\$ 95.54</i> <i>Pd. 9-19-06</i>
		PAY THIS AMOUNT  95.54

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

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

RITA KUMMER
1775 TACOMA ST
SUNNY HILLS FL 32428-3155

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE	DUE DATE	
0068-47-2235-2-3		1775 TACOMA ST			10/17/06	11/06/06	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 46616767	R	9/11/06	10/11/06	30	232	227	5

USAGE HISTORY		
ONE YEAR AGO	0	
LAST MONTH	5	
LAST YEAR AVG.	4	
FOR CUSTOMER SERVICE, CALL 800-250-7532		
		WATER BASE FACILITY CHARGE 11.70 WATER USAGE 22.55 SEWER BASE FACILITY CHARGE 19.74 SEWER USAGE 41.55
		Pd. ck # 1698 \$ 95.⁵⁴ 10-23-06
		PAY THIS AMOUNT 
		95.54

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

AQUA

Service To:
ROBERT S. DUERBECK
 1754 SALEM DR
 CHIPLEY, FL 32428-2918
 Lot: 0000002 Block:

Account Number
000889552 0632826
 SUNNY HILLS

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/sewer service?... Contact us before the due date.

Bill Date **April 25, 2007** Total Amount Due **\$ 91.00** Due Date **May 17, 2007**

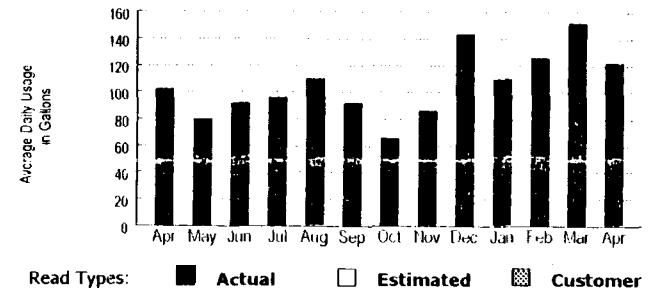
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
73664649	5/8	04/17/07	34	Actual	299300	4,200	Gallons
		03/14/07		Actual	295100		
Average Daily Usage = 123 Gallons		Total Days: 34		Total Usage:		4,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 98.10
Total Payments Received.....	98.10
Balance.....	0.00
Current Water Charges.....	32.38
Current Sewer Charges	58.62
Amount Due 05/17/07	\$ 91.00

Water Usage History



*PAID \$91.00
 #5776 5/3/07*

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.

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS EXHIBIT 11

COMPANY Aqua Utilities FL, Inc.

WITNESS Robert Duerbeck's Bills

DATE 05/14/07

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL1670647

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

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

EXPLANATION OF TERMS

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

Customer Read: Meter reading obtained from our customer.

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

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

Late Charge: A penalty on past due balances.

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

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

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

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number:
866.269.2906.

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

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

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

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

Utility Tax: A county service tax.

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

Utility Service Statement
P.O. Box 2487 - Panama City, FL 32402-2487
(850) 872-3166

Account # Customer # Service Address

Meter Readings	Read Dates	Days	READINGS IN 1000's GALLONS			Units of Measure
			Previous	Current	Consumption	
	W 2/02/07 3/02/07	28	601	603	2	GAL

Service Period
2/02/07 3/02/07

Previous Balance
49.68

Adjustments

Payments Received
49.68-

Unpaid Balance

Current Billing

Water	9.88
Sewer	17.40
Garbage	22.40

Current Charges

49.68

Balance Due

49.68

Due Date

3/26/07

Total Due with Park Donation

50.68

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-W EXHIBIT 12
COMPANY Aqua Utilities FL, INC.
WITNESS Bills in the Surrounding Area
DATE 03/14/07

EDDIE SMITH

PAUL BAISCH LITTLE COUNT

JACK PATTERSON SILAN

500⁰⁶

Forest Park

Utility Service Statement
Box 2487 • Panama City, FL 32402-2487
(850) 872-3166

Service Address

2815 GORDON ST

Date	Reading	Read Date	Day	Previous	Current	Consumption	Unit	Measure
W	3/16/07	4/13/07	28	2434	2438	4	GAL	

3/16/07 4/13/07
Water Service

55.11

Adjustments

Payments Received

55.11-

Current Balance

Current Charges

Water 13.36
Sewer 24.78
Garbage 22.40

Current Charges

60.54

Balance Due

60.54

Due Date

5/07/07

Total Due with Park Donation

61.54



CITY OF LYNN HAVEN

825 OHIO AVENUE
LYNN HAVEN, FL 32444-2398
PHONE (850) 265-2121

UTILITY BILL

Customer Copy

Keep this portion for your records

Customer				Service Address		
Bill Number 642442		Customer Number 300258		Account Number 37-00971		Bill Date Mar 13, 2007
914 ARKANSAS AVE						
Description	Present Read Date	Previous Read Date	Present Meter Reading	Previous Meter Reading	Usage	Charge
Garbage						8.10
Sewer					1900	14.03
Stormwater						1.00
Tipping Fee						2.88
Water	03/02/2007	02/02/2007	259400	257500	1900	10.92
			<i>PO 3/28/07 CHK 4253</i>			
Last Pay Date		10% penalty included in this amount \$40.62 after this date: 03/30/2007.				Amount Due
02/27/2007		Failure to receive bill does not waive past due penalty.				\$36.93

ANNUAL EASTER EGG HUNT WILL BE HELD ON APRIL 07, 2007
FROM 8:30 A.M. - 10:00 A.M. AT SHEFFIELD PARK.

MAKE CHECKS PAYABLE TO:

CITY OF VERNON

MAIL PAYMENTS TO:

CITY OF VERNON
P.O. BOX 340
VERNON, FL 32462

OR
PAY IN PERSON AT

CITY HALL
CITY OF VERNON
2996 MAIN ST.

PLEASE REFER ANY QUESTIONS IN
WRITING TO THE ABOVE ADDRESS OR
PHONE (850) 535-2444

AFTER HOURS EMERGENCIES
CALL 535-2444

OFFICE LOCATION -

OFFICE HOURS FOR-
RECEIPT OF PAYMENTS

8:00 AM - 4:00 PM
MONDAY - FRIDAY

Bills are due upon receipt.

For payments of bills after the 15th day of the month, a penalty of ten (10) percent of the outstanding balance will be attached.

If the bill is not paid by the twentieth (20th) day of the month, the water will be cut-off due to non-payment until the bill is paid in full. If the 21st day falls on a weekend or holiday, the cut-off date shall be extended until the next business day. Any customer's water service which is cut-off by the City for non-payment shall pay an additional twenty-five dollars (\$25.00) for reconnection of service.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS



CITY OF VERNON
P.O. BOX 340
VERNON, FL 32462
(850) 535-2444

RETURN SERVICE REQUESTED

FIRST-CLASS MAIL
US POSTAGE
PAID
VERNON FL 32462
PERMIT NO. 10

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1107670	1096600	11,070	29.19
Sewer				38.76
Garbage				12.72
Tax				2.04

CUSTOMER		PAY GROSS AMOUNT AFTER THIS DATE
ROUTE	ACCOUNT	
2	299	5/15/07
NET AMOUNT TO BE PAID		GROSS DUE AFTER 15TH
82.71		90.98

MAIL THIS STUB WITH YOUR PAYMENT

21#

ACCOUNT 299 4/30/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
4	26	1	82.71	8.27	90.98

~City Election~
~ May 8th~
~Don't forget to vote~

Marcia Sapp Agner

PO Box 569
Vernon FL 32462

DETACH AND RETURN ABOVE STUB WITH REMITTANCE

CYCLE A

01010000

Account#	Service Address		Billing Period		Bill Date	Due Date	Bill + Park + Flag			
7765	645 FIFTH ST		03/18/07 to 04/17/07		04/30/07	05/15/07	70.82			
Previous Date	Read	Current Date	Read	Mult.	Usage	Yr Ago	Cd	Description	Charge	
								PREVIOUS BALANCE	64.57	
								PAYMENTS THROUGH-04/20	64.57	
								PENALTIES DUE	3.88	
								GB GARBAGE	15.13	
								SE AVG USE 4395	27.85	
03/19	135740	04/19	143900	Gallon	8160	5730	WA	WATER	19.96	
								TAXES	2.00	
									Total Utility Bill	\$68.82
									Park Contribution	1.00
									Flag Contribution	1.00
									Total Bill+Park+Flag	\$70.82

CITY OF CHIPLEY

PLEASE MAKE CHECKS PAYABLE TO: CITY OF CHIPLEY
 CITY HALL OFFICE HOURS: MONDAY - FRIDAY 8:00 A.M. TO 4:00 P.M.
 NIGHT DEPOSIT BOX AVAILABLE - CHECKS/MONEY ORDERS ONLY (NO CASH)

PAYMENT MUST BE RECEIVED BY 4:00 P M ON MAY 15, 2007 OR A 10%
 PENALTY WILL BE ADDED. DISCONNECTS WILL BEGIN ON MAY 22, 2007.

THE BILL INCLUDES A VOLUNTARY PARK CONTRIBUTION TO BE USED FOR CAPITAL
 IMPROVEMENTS TO CITY PARKS. THE BILL ALSO INCLUDES A VOLUNTARY FLAG
 CONTRIBUTION TO BE USED TO PURCHASE THE 30' X 50' FLAGS FOR THE
 WELCOME TO CHIPLEY FLAGPOLE BY THE INTERSTATE.

IF YOU EXPERIENCE A SEWER BACKUP PLEASE CONTACT THE CITY OF CHIPLEY AT
 638-6346 BEFORE YOU CALL A PLUMBER. AFTER 4 P.M. PLEASE CONTACT THE
 SHERIFF'S DEPT. @ 638-6111. IF YOU FAIL TO CONTACT THE CITY, THE
 CHARGES FROM THE PLUMBER WILL BE AT YOUR OWN EXPENSE.

TOWN OF WAUSAU
P.O. BOX 39
WAUSAU, FL 32463
COMMUNITY MEETING 5/12/2007 TOWN HALL; LUNCH PROV.

THIS BILL IS NOW DUE AND PAYABLE

DATE READ	ROUTE & ACCT. NO.		0.00		
5/1	113		Sales Tax: 0.00		
TYPE OF SERV.	METER READING		USAGE	CHARGES	CLASS
	PRESENT	PREVIOUS			
W	144660	142960	1700	14.78	
GB				12.80	
NET AMOUNT DUE		SAVE THIS	GROSS AMOUNT TO BE PAID AFTER		
27.58		10.00	5/20/2007 37.58		