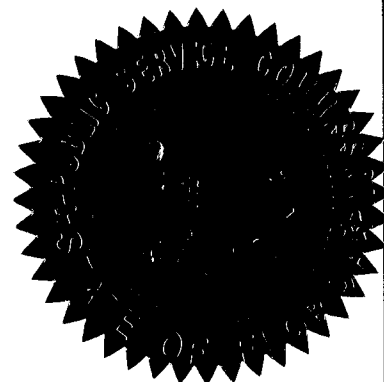


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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 OFFICIAL TRANSCRIPT OF THE HEARING,  
THE .PDF VERSION INCLUDES PREFILED TESTIMONY.

PROCEEDINGS: PALATKA SERVICE HEARING

BEFORE: CHAIRMAN LISA POLAK EDGAR  
COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, May 16, 2007

TIME: Commenced at 10:00 a.m.  
Concluded at 12:35 p.m.

PLACE: St. Johns Water Management District  
Resource Management Building  
Rooms 136 A & B  
4049 Reid Street  
Palatka, Florida

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

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION 164 | JUN-07

FPSC-COMMISSION CLERK

1 PARTICIPATING:

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

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## P R O C E E D I N G S

1  
2 CHAIRMAN EDGAR: Good morning. Thank you all for  
3 being here.

4 My name is Lisa Edgar, and I serve as Chairman of the  
5 Florida Public Service Commission. I'm sorry to be running a  
6 few minutes late. I assure you we left in plenty of time to  
7 get here, but took a wrong turn and ended up over on the other  
8 side of the river and had to turn around and come back. So  
9 thank you for your patience.

10 With me today is my colleague, Commissioner Nathan  
11 Skop, and I would like to also take a minute to introduce the  
12 other people who are here at the table with us, and I'm going  
13 to start to my left. Troy Rendell, who is a technical staff  
14 member with the Commission. Ralph Jaeger, who is with the  
15 Commission's General Counsel Office, one of our attorneys. The  
16 court reporter, Jane Faurot. And Steve Reilly, who is with the  
17 Office of Public Counsel.

18 We are going to go through some preliminaries. We'll  
19 try to give you a little information. We will move through  
20 that quickly, and then we will come to the point where we will  
21 ask to hear from each of you. And, again, I thank you for  
22 being here. We have come because we want to hear from the  
23 customers. We want to hear any of your thoughts about the  
24 petition that has been filed by Aqua Utilities, and also any  
25 comments or concerns that you have about the service that you

1 have received.

2           So now we are going to go into a few formalities, if  
3 you will stay patient with us. Let me also mention that if  
4 anybody needs to use your cell phone for any reason, we  
5 certainly understand that, but the staff here at the Water  
6 Management District have asked that we ask you if you need to  
7 use your phone to step in the hallway out here because the  
8 signal can interfere with some of the equipment.

9           I will begin then by asking our staff to read the  
10 notice, please.

11           MR. JAEGER: By notice issued April 26th, 2007, this  
12 time and place has been set for a customer service hearing in  
13 Docket Number 060368-WS, the application for increase in water  
14 and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee,  
15 Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole,  
16 Sumter, Volusia, and Washington Counties by Aqua Utilities  
17 Florida, Incorporated.

18           CHAIRMAN EDGAR: Thank you. And we will go ahead and  
19 take appearances from the attorneys that are representing the  
20 parties in this case.

21           MS. RULE: Chairman, I'm Marsha Rule.

22           CHAIRMAN EDGAR: I'm sorry, I'm going to ask you if  
23 you will come -- either one, whichever one you prefer, so that  
24 we make sure we get you into the transcript.

25           MS. RULE: I'm Marsha Rule, and I am here

1 representing Aqua Utilities.

2 CHAIRMAN EDGAR: Thank you.

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

5 CHAIRMAN EDGAR: Thank you.

6 MR. JAEGER: Ralph Jaeger, staff counsel for the  
7 Public Service Commission.

8 CHAIRMAN EDGAR: Thank you.

9 This is part of the formal legal proceedings in the  
10 petition that Aqua Utilities has filed. This proceeding is  
11 being tape-recorded and will be transcribed. I hope that all  
12 of you have seen the sign-up sheets that -- Sandy, where are  
13 the sign-up sheets? Are they out here? In a few moments we  
14 will use those sign-up sheets, and I'll ask Mr. Reilly to call  
15 the names from that sign-up sheet in the order that you signed  
16 up.

17 When your name is called, if you will come to the  
18 microphone, and tell us your name. If you could spell your  
19 last name, that's always very helpful to us, and if you can  
20 give us your address, that is also very, very helpful  
21 information for us.

22 I would also like to mention these blue sheets that  
23 are also near the sign-up sheet. They have some very good  
24 overview information, and there is a page toward the back that  
25 you could fill out if you would prefer to give us written

1 comments. I hope that you will take advantage of the  
2 opportunity to speak with Commissioner Skop and with me  
3 directly today. But if for some reason you would prefer to  
4 give us written comments, you can use that sheet and either  
5 hand it to one of our staff or you can mail it in.

6 Also, if you have friends, neighbors, or family  
7 members who would like to give us comment in this proceeding,  
8 but were not able not to come this morning, if you would maybe  
9 hand them one of these sheets. There are many copies  
10 available, and they can mail that in, or it is also available  
11 on the Public Service Commission website and you could pull it  
12 down and mail in comments that way.

13 Okay. I'm going to go ahead and move forward, and we  
14 will hear brief presentations. Mr. Rendell is going to give us  
15 an overview of some background information and of the petition,  
16 and I note for the record that Mr. Rendell is not presenting  
17 testimony in this case.

18 Mr. Rendell.

19 MR. RENDELL: Thank you, Chairman.

20 I appreciate this opportunity to offer you some  
21 information about the company's petition and the  
22 Commission-related activities that's involved in this process.  
23 As the Chairman has indicated, my name is Troy Rendell. I am a  
24 staff member with the Public Service Commission, and my staff  
25 is working on this rate case.



1           For the record, it has been docketed as Docket  
2 060368-WS, and it is a petition for an increase for water and  
3 wastewater rates by Aqua Utilities Florida, Inc. Aqua Utility  
4 provides service in over 80 service areas throughout the state  
5 of Florida. They're in 15 counties throughout the state. They  
6 filed this application, as I indicated, requesting an increase  
7 in water and wastewater rates. That application was filed on  
8 December 1st of 2006 pursuant to Section 367.081, Florida  
9 Statutes.

10           The minimum filing requirements for this rate  
11 increase were met on March 26th, 2007, and that became the  
12 official date of filing with the Commission. Aqua Utilities  
13 requested both an interim rate increase as well as a final rate  
14 increase for both water and wastewater rates. By Order Number  
15 PSC-07-0325-FOF, which was issued back in April of 2007, the  
16 Commission granted interim rates for Aqua Utilities. These  
17 interim rates must be authorized within 60 days from the filing  
18 date of the application. So when they filed the application  
19 back in December, the Commission by statute had 60 days to act  
20 upon that request. By law they are calculated using a formula  
21 based on a prima facie case.

22           They are, however, collected subject to refund. So  
23 at the end of the technical hearing, which I will get into in a  
24 minute, at the end when the Commission makes its decision on  
25 final rates, if they determine the revenue requirement is less,

1 then the interim rates could be refunded back to the customers  
2 with interest.

3           The utility has requested on a statewide basis an  
4 increase for final rates on water of just over \$4.2 million,  
5 which represents a 79.52 percent increase. On wastewater they  
6 are requesting just over \$3 million, which represents  
7 105.64 percent increase. Now, again, that is on a statewide  
8 basis. Individual systems or individual counties are affected  
9 in different ways. Each county, there is a different increase  
10 requested by the utility.

11           They have requested county-wide uniform rates. So  
12 within each county they are requesting that those revenue  
13 requirements or the amount of revenues they are requesting from  
14 the customers be combined to form a uniform rate. The rate  
15 schedules by your system name are attached to the special  
16 report as the Chairman indicated, the blue special reports. We  
17 have a rate schedule. We also have a schedule in the back that  
18 shows various bills at different levels, level of usage. So if  
19 you know your usage levels based on your water meter, then you  
20 can get a feel or an indication of what the utility is  
21 requesting based on that usage.

22           The hearing process I'm going to go over very  
23 briefly. The utility files a petition for the rate increase,  
24 the Commission staff conducts an audit and engineering  
25 inspections. Our auditors are currently conducting the audit.

1 The engineers have gone out and done inspections of all the  
2 systems throughout the state of Florida. The Commission staff  
3 and the parties conduct discovery which is related to the  
4 application. This is a formal process, so there are discovery  
5 mechanisms that are in place where we're gathering the  
6 information.

7 The service hearings, we're conducting service  
8 hearings throughout the state of Florida. That's your  
9 opportunity for the customers to testify. And currently there  
10 is a technical hearing scheduled in Tallahassee on October 24th  
11 through the 26th, and again on October 29th and 30th. At these  
12 customer service hearings, they are very important. It is your  
13 opportunity, the customers' opportunity to come before the  
14 Commission and give comments related to quality of service, the  
15 utility's interaction with the customers, how do they -- when  
16 you call the company and have billing questions, or if you have  
17 water leaks, how do they interact? Are they responding to you  
18 in a reasonable manner? And also to give comments and ask  
19 questions on the proposed rate increase.

20 It is very important to note that the Public Service  
21 Commission wants to hear from you, the customers. This is your  
22 opportunity. You live in the area, you know what's going on,  
23 so this is your chance and your opportunity to come forward and  
24 provide that testimony.

25 At the technical hearing, which will be held in

1 Tallahassee as I indicated, the parties to the case will be  
2 responsible for filing testimony, conducting discovery,  
3 attending the prehearing conference which also will be held in  
4 Tallahassee, conducting cross-examinations during the technical  
5 hearing, presenting witnesses, and then preparing legal briefs  
6 after the hearing.

7           As we indicated earlier, there is a special report.  
8 There are plenty of copies outside if you know of any customers  
9 or neighbors that cannot attend today for whatever reason,  
10 please take them with you. It has information about the  
11 utility, about the Commission themselves, and also at the very  
12 back, as we indicated earlier, there is an opportunity for you  
13 to fill it out, forward it, put a stamp on it and mail it. And  
14 that becomes an official part of the record, as well.

15           So after the hearing process, the staff, the  
16 technical staff of the Public Service Commission will prepare a  
17 recommendation. It will be based on the evidence which is  
18 presented at the hearing, the evidence and all the exhibits  
19 which is presented during that hearing process. The  
20 recommendation will be considered by the Commissioners at a  
21 public meeting which is called an agenda conference held in  
22 Tallahassee. They will vote on it. That vote is a final vote  
23 and a written order will be issued. A party to the case,  
24 however, may seek review of that decision by the First District  
25 Court of Appeal, which is also located in Tallahassee.

1 And that concludes my presentation.

2 CHAIRMAN EDGAR: Thank you, Mr. Rendell.

3 Ms. Rule.

4 MS. RULE: Thank you. And if you don't mind, may I  
5 turn my back on you and talk to the audience?

6 CHAIRMAN EDGAR: You may, yes.

7 MS. RULE: Can you hear me? Thank you.

8 My name is Marsha Rule. I'm here today representing  
9 Aqua Utilities Company, and I would like to give you a little  
10 background and talk a little bit about the case as it affects  
11 the counties that were noticed here today. And you have  
12 already heard that in December 2006, Aqua Utilities filed an  
13 application to increase monthly rates and charges. They also  
14 requested approval of allowance for funds prudently invested  
15 charges for certain systems, including those located in Lake  
16 County and Putnam County. And as you heard, the entire  
17 application addresses 56 water systems and 24 wastewater  
18 systems for a total of 80 systems in 15 counties.

19 Now, these 80 systems, the company hasn't sought rate  
20 relief and nobody has sought rate relief through a formal rate  
21 case for over a decade. And since the date that rate relief  
22 was last provided, either by the Commission or by a county  
23 regulator for the various systems that have been included in  
24 this case, the company or its predecessor has made significant  
25 capital investments and have incurred significant operating and

1 maintenance expenses as a result of rules and standards and  
2 other requirements of state, federal, and local regulators.  
3 And the company is seeking a rate increase in order to recover  
4 these investment costs and the increased operating and  
5 maintenance expenses that are required in order to maintain  
6 service to customers.

7           We are asking the Commission to establish, as you  
8 heard, a county-wide rate structure where the rates would be  
9 the same for water and wastewater systems within each county.  
10 And since the parent company, Aqua America's, acquisition of  
11 Aqua Source properties in 2003, and then former Florida Water  
12 properties in 2004, the company will have invested almost  
13 \$22 million in capital investments for the systems that are in  
14 this rate case through the end of this year. And just within  
15 the 2005/2007 time frame they will have invested about  
16 \$6.5 million in water facilities, \$10.7 million in our  
17 wastewater facilities, and then 1.4 million in general plant  
18 facilities.

19           Speaking specifically about Alachua County, since the  
20 parent company, Aqua America, acquired the utility in 2004,  
21 Aqua will have invested nearly \$600,000 in this community's  
22 infrastructure through the end of this year to improve the  
23 quality and reliability of water and wastewater service. The  
24 upgrades include structural improvements to the water treatment  
25 plant, replacement of deteriorating equipment, and that's for

1 water. For wastewater, Aqua is upgrading lift stations that  
2 pump waste from collection points in the system to the  
3 treatment facility, and then it's also replacing deteriorating  
4 pipe that carries waste to the plant.

5 Now, in Putnam County, since the July 2004  
6 acquisition by Aqua America, Aqua Utilities Florida will have  
7 spent about \$900,000 through the end of this year to upgrade  
8 water and wastewater treatment facilities, to replace  
9 undersized and deteriorating pipes, to rehabilitate storage  
10 tanks, and to make other capital improvements to ensure that  
11 the systems meet environmental standards. And that translates  
12 to a capital investment of about \$600 per customer in Putnam  
13 County.

14 In Lake County, the company has spent nearly  
15 \$3 million on capital improvements, including water treatment  
16 plant upgrades, tank rehabilitation, and replacement of  
17 undersized and deteriorating pipe.

18 In Marion County, the company has invested nearly  
19 \$1.3 million since acquiring the system in August 2003, and  
20 that money was spent to improve quality and reliability of  
21 water service. The upgrades include electrical and structural  
22 improvements to water treatment plants, installing new pressure  
23 stabilizing tanks, and replacing undersized and deteriorating  
24 pipes.

25 Aqua is also upgrading treatment equipment and piping

1 at its water treatment plants and installing security equipment  
2 at water treatment facilities to comply with federal  
3 regulations. And that \$1.3 million investment translates to  
4 about \$700 per customer in Marion County.

5 Finally, in Volusia County, Aqua will have invested  
6 approximately \$215,000 through 2007 to improve the quality and  
7 reliability of water and wastewater services. Upgrades made in  
8 Volusia County include equipment rehabilitation and structural  
9 improvements to wastewater treatment plant, again replacing  
10 deteriorating pipes, and replacing a deteriorating water  
11 storage tank to improve water quality and water pressure. And  
12 the reason the company brought this rate increase request is to  
13 be given an opportunity to recover those additional  
14 investments.

15 Without rate relief, and using a 2007 projected test  
16 year, that is the year that the Commission will use to  
17 establish rates, Aqua Utilities' projected overall rate of  
18 return is negative. It is a negative 6.74 percent for its  
19 water systems and a negative 6.26 percent for its wastewater  
20 systems. And these returns simply don't allow Aqua Utilities  
21 to remain viable, let alone to continue to attract capital in  
22 order to finance investments and operate its systems in  
23 Florida. And ultimately these deficiently returns and the  
24 significant level of investments in operating expenses have  
25 caused Aqua Utilities to file a petition for rate relief.



1           We are here this morning to hear from you. And  
2 speaking on behalf of the company, I want to thank you all for  
3 coming out. I know it takes time away from your day to come,  
4 and it is not necessarily a comfortable thing to come testify  
5 before the Commission. But I want you to know we are here to  
6 listen to you and we are going to listen attentively.

7           I also want you to know that we have the company's  
8 president here. Jack, could you stand up? This is Jack  
9 Lihvarcik. He is the President and Chief Operating Officer,  
10 and he is going to be available to you after the hearing to  
11 meet with you individually or in a group to discuss your  
12 concerns. Thank you very much for being here today.

13           CHAIRMAN EDGAR: Thank you.

14           Okay. And now we are going to hear from the Office  
15 of Public Counsel. Mr. Reilly.

16           MR. REILLY: Again, my name is Steve Reilly. I'm  
17 with the Office of Public Counsel. The Florida Legislature  
18 funds our office to provide, among other things, free legal  
19 representation to ratepayers in cases such as this one. We do  
20 believe that this rate increase is both unjustified and very  
21 excessive. We have hired what we believe is one of the better  
22 regulatory accounting firms in America that scrutinizes cases  
23 such as this. As she said, the attorney said, it is a  
24 projected test year. We have already engaged in discovery. We  
25 believe that these projections overstate expenses and

1    understate projected revenues.  We are, of course, looking at  
2    the whole range of expenses, salaries, benefits.  We are  
3    particularly scrutinizing all -- the big parent company, of  
4    course, the largest holding company in America on water and  
5    wastewater systems, and they are allocating from the parent  
6    company a lot of the administrative and all of their costs down  
7    to all of these individual systems.  So we are really,  
8    obviously, scrutinizing those allocations.

9            We have also hired Tetra Tech out of Orlando, which  
10   is one of the larger and I think better engineering firms in  
11   the state.  I have a little team of people that will, in fact,  
12   inspect every single system to check up and verify that the pro  
13   forma plant improvements are, in fact, made.  The prudence of  
14   those improvements, the cost, and reasonableness of those  
15   improvements.

16           These witnesses will, if fact, be your technical  
17   experts that will attend the evidentiary -- formal evidentiary  
18   hearing in Tallahassee to put on a case in opposition to the  
19   rate increase.  We really -- I want to mirror the comments made  
20   by the attorney for the utility, this is a very important time.  
21   There is no question that the customers have a unique knowledge  
22   about specific facts and circumstances and operations of the  
23   individual systems.  And it is the most valuable time our  
24   office can get input and get specific comments.  And one of the  
25   things that makes this case very difficult is we have our

1 office spread over 80-something systems statewide, so it is  
2 trying to assemble all of that data, but it has to be pretty  
3 specific data. Even though there is -- I think the Commission  
4 is going to be considering after looking at the specific facts  
5 of each case and determining a revenue requirement of that  
6 specific system, they are going to be looking also at creating  
7 countywide rates. And this, of course, has winners and losers,  
8 but there is, in this case, if you look at some of the numbers,  
9 some incredible losers. You know, two, three, 400 percent.

10 So it is staggering, and it is obviously a matter of  
11 great concern to our office and obviously to the people in this  
12 room. And I think there may be a thought that some of the, you  
13 know, spreading of those costs on a county basis could  
14 ameliorate some of those incredible impacts. But our fight  
15 isn't so much rate design and who spreads these costs, it is  
16 more let's make sure we get those revenue requirements right.  
17 Let's make sure that that revenue requirement is not any higher  
18 than it absolutely has to be with regard to each individual  
19 system. So, again, thank you for coming, and I look very much  
20 forward to your comments.

21 CHAIRMAN EDGAR: Thank you, Mr. Reilly. Okay.

22 We are just about at the point where we will begin  
23 calling names. As I mentioned earlier, the comments that you  
24 will make to us will be considered as testimony in this case.  
25 Because of that, we will need to swear you in, and we will do

1 that as a group here in a moment. Also, after you have shared  
2 your comments with all of us, with Commissioner Skop and with  
3 me, there is the opportunity if Ms. Rule, representing the  
4 company, or Mr. Reilly, or Commissioner Skop and I have  
5 questions for you, we do have the opportunity to ask you  
6 questions. And I assure you that it will be very informal,  
7 nothing to be concerned about at all. We are here because we  
8 do want to hear the comments that you would like to share with  
9 us.

10 Mr. Rendell, before I move forward, if there are  
11 other questions, or comments, or concerns that some of the  
12 customers have, who do we have here from staff that you would  
13 like us to refer them to?

14 MR. RENDELL: They can either meet with me or  
15 Mr. Stan Rieger.

16 CHAIRMAN EDGAR: Mr. Rieger, stand up so we can all  
17 see you. Mr. Stan Rieger is with our technical office and he  
18 is available also to answer questions or to hear information  
19 from you if there are some points that we need to follow up on  
20 after we have had this time here to listen and answer your  
21 comments.

22 Okay. We are going to go ahead. I would like to go  
23 ahead and swear those of you who would like to speak in. We  
24 will do it, as I mentioned, as a group. And so if you will all  
25 stand with me together and raise your right hand.

1 (Witnesses collectively sworn.)

2 CHAIRMAN EDGAR: Thank you. And, again, after Mr.  
3 Reilly calls your name, if you would come forward, tell us your  
4 name again, spell it, just spell your last name, if you would,  
5 if it is something that is at all unusual or that we might miss  
6 the spelling.

7 I'm sorry, Ms. Rule. Oh, and the notice. Would you  
8 like to do that before we take the first witness?

9 MS. RULE: (Indicating yes.)

10 CHAIRMAN EDGAR: Okay. Ms. Rule, do you have an  
11 exhibit that you would like to offer?

12 MS. RULE: Yes, and I don't know the current number,  
13 I'm sorry.

14 CHAIRMAN EDGAR: I am on 13.

15 MS. RULE: We will call it 13, and this is a partial  
16 exhibit. We have not received the notices and affidavit from  
17 all the publishers, so I would like to offer this one and then  
18 a late-filed exhibit when we receive the remainder, if that is  
19 acceptable.

20 CHAIRMAN EDGAR: Okay. Mr. Jaeger, does that work  
21 for you?

22 MR. JAEGER: Are you going to do the late-filed as  
23 another exhibit, Number 14 then?

24 MS. RULE: That would probably be easier.

25 MR. JAEGER: Okay. And just identify exactly what 13

1 is.

2 MS. RULE: Thirteen is Putnam County and Lake County  
3 affidavits of publication of the notice.

4 CHAIRMAN EDGAR: Okay. So we will mark that as 13,  
5 and if you would give it to Jane. Thank you very much, and  
6 then we will show Exhibit 14 to be late-filed, which would be  
7 additional notices of publication.

8 MS. RULE: Thank you.

9 CHAIRMAN EDGAR: Thank you.

10 Okay. As I was saying, when Mr. Reilly calls your  
11 name, please come forward, spell your name for us, tell us your  
12 address.

13 And I think that we are ready, Mr. Reilly.

14 MR. REILLY: Okay. Our first witness is Frank  
15 Carter.

16 FRANK CARTER

17 appeared as a witness and, swearing to tell the truth,  
18 testified as follows:

19 DIRECT STATEMENT

20 MR. CARTER: Ms. Chairman, my name is Frank Carter,  
21 C-A-R-T-E-R. And I'm really surprised that this company is  
22 asking for such a rate increase when we get no service at all  
23 hardly. The pipes have never been replaced. The service is  
24 bad. We just don't -- I can't see asking this much of a rate  
25 increase. I have never seen any work done on this project.

1 The pipes haven't been replaced. The pressure is so low you  
2 can't even get -- well, on my refrigerator, my water dispenser,  
3 I can't even get water out through it, that's how low the  
4 pressure is.

5 You can't drink the water. We have to buy water.  
6 And I am just put back that they would ask this kind of a rate  
7 increase.

8 That's my comments.

9 CHAIRMAN EDGAR: I understand. And Ms. Rule has a  
10 question for you, Mr. Carter.

11 MS. RULE: I'm sorry to interrupt. Mr. Carter, could  
12 you please, and the rest of the witnesses, too, tell us what  
13 system you are on?

14 MR. CARTER: I'm with the Wootens. Putnam County,  
15 the Wootens, W-O-O-T-E-N-S.

16 MS. RULE: Thank you.

17 CHAIRMAN EDGAR: Thank you, Mr. Carter.

18 Mr. Reilly.

19 MR. REILLY: Okay. Bobby Morris.

20 BOBBY MORRIS

21 appeared as a witness and, swearing to tell the truth,  
22 testified as follows:

23 DIRECT STATEMENT

24 MS. MORRIS: My name is Bobby Morris, M-O-R-R-I-S. I  
25 live at 124 Magnolia Drive, not to be confused with Magnolia

1 Avenue, in East Palatka. And for purposes of this hearing that  
2 is Palm Port.

3 CHAIRMAN EDGAR: Thank you.

4 MS. MORRIS: I have very little to say.

5 Madam Chairman and Mr. Commissioner, I want to  
6 compliment you on the set up of this room. The last hearing I  
7 attended, which obviously if the company is right was ten years  
8 ago, I find that hard to believe, but anyway, the last hearing  
9 I attended the company and their lawyers and the Commission and  
10 their lawyers all sat on one side of a long table, and it was a  
11 very adversarial hearing because we had them against us. And  
12 it is much better this time, and I appreciate that.

13 But in some ways it is no better, because what we  
14 have here is a supposed factual hearing where we have one group  
15 who have all the facts, and one group who bring you nothing but  
16 emotion, because that's all we have to present to you is just  
17 emotion. We don't have any facts on our side. We can complain  
18 about the condition of the water, but the truth of the matter  
19 is, I don't care whether Aqua America owns our water or anybody  
20 else, there is nothing they can do to the water in East Palatka  
21 to improve it. When our neighbors get water from the county,  
22 it won't be any better than our water is.

23 But these rates, this company knew what condition  
24 these water systems was in when they came to Florida and bought  
25 them. We did not have any say in whether Aqua America was



1 going to own us or someone else was going to own us. They came  
2 in here and actually took over these water systems. Once  
3 before, by the way, the company did try to combine all of us  
4 into one rate increase, which worked fine until the lawyers  
5 from some high-priced golf course in South Florida didn't like  
6 having to pay to water their golf course, and so they sued and  
7 won and got us all put back where we were before.

8 I'm not arguing against -- it's probably in our favor  
9 to have one rate increase for everybody, but it is not in our  
10 favor to have one as high as this is. We can't afford it. And  
11 we are just held hostage out here. We can't go anywhere, and  
12 we can sell our house to somebody else who gets suckered in on  
13 the same deal. When we bought our house, it was a really neat  
14 thing, we had the only quasi-public water system in all of East  
15 Palatka. And it was so nice; we had public sewage, we had  
16 public water, and the company treated us very well. And then  
17 the first thing you know they put in water meters, and the next  
18 thing you know they went up on the rate, and then they sold out  
19 to another company, and here we are 20 years later with Aqua  
20 America, and it just continues to go on and on.

21 We need some help. One thing that's missing from  
22 this hearing is the County Commission of Putnam County. They  
23 should be here defending us as he's defending us. Because if  
24 this company goes bankrupt, as they say, I can't believe Aqua  
25 America is going to go bankrupt, but if they go bankrupt as

1 they say they are, glory be, the county will have to come in  
2 and take us over and we will be blessed, because then we can  
3 pay what the City of Palatka pays. Thank you very much.

4 CHAIRMAN EDGAR: Thank you, Mr. Morris.

5 MR. REILLY: The next witness is Jim Johnson.

6 JIM JOHNSON

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

9 DIRECT STATEMENT

10 MS. JOHNSON: Good morning, Madam Chairman.

11 CHAIRMAN EDGAR: Good morning.

12 MS. JOHNSON: Jim Johnson, J-O-H-N-S-O-N, 1638 Juno  
13 Trail, Astor, Florida. I am with the Jungle Den outfit, and I  
14 am speaking just for Astor only.

15 It seems like we are 50 miles away from everybody,  
16 and I'm not going to speak about the money you got coming in.  
17 I worked for the New York Times for 25 years, so I know what a  
18 budget is and bottom line, so I will leave it up to this  
19 gentleman here to get the money right.

20 But I would like to talk about the service. My  
21 concern is in the three years that you have had us, what have  
22 you done to improve the service in Astor, Volusia County? My  
23 next question is what the procedure is for calling in an  
24 emergency? And the next procedure is what do you call an  
25 emergency? I have called and called and called, and I have yet

1 to get one returned phone call.

2 I have sent a letter to Dan Hop, and I have send all  
3 of this registered mail. Everything I do is registered mail,  
4 and I haven't got a phone call back yet from these things.

5 And this happened, our sewer line, and what I mean by  
6 what you call an emergency, I understand if one person calls in  
7 and it's an emergency, they say Aqua don't consider that an  
8 emergency. The only way they consider it an emergency is if it  
9 is three or four people on that line having the same problem.

10 Now, if three or four people call in, then they  
11 consider it an emergency. I also understand in Astor there, we  
12 don't have a contractor or anybody to come out to fix our  
13 problems. That they have to go hire somebody to come, and  
14 usually the ones that they have sent out so far have been from  
15 Palatka. And so I asked them, I said why don't you get  
16 somebody from this area? We have St. Johns Waterworks there  
17 and everything, two units, and I said I'm sure that some people  
18 would like that job. And I was talking to one gentleman and he  
19 said I would be very interested in it. So I gave them the name  
20 and all for that person, but they never contacted them, this  
21 gentleman.

22 But I will go into it, and I will make it as brief as  
23 possible because I know there are a lot more people here that  
24 want to go. This is the letter I wrote to Aqua to Kathy L.  
25 Pape, P-A-P-E. She was an E-S-Q-U-I-R-E in Pennsylvania that

1 had it before this here. Three years ago our septic started  
2 backing up, so I called -- I think we was calling the Sarasota  
3 office at that time, and I called the Sarasota office and they  
4 said there is more probably in your line coming from your  
5 bathroom down to where it connects with their line, so that's  
6 your problem. I said, ma'am, I'm 69 years old, and that line  
7 is clean as can be. We flush it and we watch it go down and it  
8 hangs up right over there.

9           So she finally sent out a guy from Palatka here, and  
10 he come out and, of course, he did that gun thing. And he  
11 pointed it out and he said, Jim, it is right over there past  
12 the road where it is blocking up at. Well, in whole time this  
13 was going on it blocked up again, and again, and again. So  
14 they called him out three more times. He come out and did the  
15 same thing.

16           So this was during the hurricane season. And I  
17 forgot to bring the pictures this morning, my wife was -- we  
18 were out there in our rubber boots unstopping that thing in the  
19 water, because we live on the St. Johns River, and at that time  
20 that is when it was flooded and everything. So we had all the  
21 sewage we could stand in the front yard, what backed up into  
22 the shower and what have you. So they give the authority, so I  
23 wouldn't be bothering them anymore, to call the sewer man  
24 myself. They said you just go ahead and call him when you need  
25 him. And so I called him two more times. And I said, sir,

1 can't you do something. I said they are paying you a lot of  
2 money to come out of Palatka to drive down here like this.

3 And so one day I come home, this was on my door. It  
4 said, "Mr. Johnson, sorry I missed you. I dropped by to follow  
5 up on my phone message earlier today. We had a connecter to  
6 016 up and fixed whatever is causing your sewer backup. As  
7 soon as I have an exact time, the work will begin."

8 Now, this has been going on for four weeks and no  
9 contractor had come out, nobody. And in the meantime one  
10 Saturday I see two guys down at the end of the road working on  
11 the drainage there. So my son was with me, and we went down,  
12 and I said you all are going to work on mine? And he said no,  
13 sir, he says we've got to unstop this because it is backing up  
14 their lines, the rest of them. I said, well, what about my  
15 line down there? They said, well, you know what I go back to,  
16 if it is more than three or four people, it's an emergency. So  
17 they unplugged it. They said probably somebody will be out  
18 there Monday or Tuesday to do it.

19 He said, "I will let you know and consider this a  
20 high priority and will have the work begin as soon as humbly  
21 possible. I apologize for the problems you have had, and I am  
22 confident they will end shortly." So that is what I got. So  
23 they finally did, and the gentleman come out on -- it was on  
24 the fifth week. Two gentlemen come from Palatka, and they  
25 unstopped the plug and put in new concrete, new pipe and

1 everything and got it going.

2 And, of course, all the digging in the yard and all,  
3 they covered it all back up, but I get no grass. So I grow my  
4 own grass to cover it all back up again. Now, I don't know  
5 whether that is covered into it or not. That's getting picky,  
6 don't get me wrong, I was tickled that the sewer was going that  
7 way. I was fixing to put the drainage in the St. Johns River.

8 CHAIRMAN EDGAR: Don't do that.

9 MS. JOHNSON: I know the other people wouldn't like  
10 that. So here it comes February. I was walking out in the  
11 yard and it was kind of soggy, and I looked and the water main  
12 was broke there, right about where they had fixed it before.  
13 So I called St. Johns and told them. And they said, okay,  
14 we'll look into it. So I waited two days, nothing had  
15 happened. Water is still coming in the front yard. They said  
16 is it busted on the other side or busted on your side of the  
17 meter. I said thank God it is busted on the other side, not on  
18 my side of the meter.

19 But anyway, it went on and went on and went on and  
20 the water just in the front yard the whole time. And so next  
21 door to me is condos there. Now, when they call they get  
22 prompt service because there is more than one on the line in  
23 there. And so I put a big note on their thing, because when  
24 one of their pumps goes out, a whistle comes on over there and  
25 blows so often, you know. So I put a note, and I said when you

1 read this note, if you would stop in at my house, would you,  
2 because that would be a technician. So he come over to my  
3 house and he said what can I do for you, Mr. Johnson. And I  
4 said have you been told about this water thing here? He said  
5 no, sir. This was a Wednesday. He said it would be too late  
6 to get anybody out here, but we should have somebody here  
7 Monday.

8 Well, I should have knew that was a lie right then,  
9 because it takes three days. You have got to call out somebody  
10 to spray where the lines -- you can't dig, that's the rule of  
11 the law, you know. So nobody come Monday, nobody come Tuesday.  
12 So I started faxing them letters. My son faxed them from the  
13 News Journal there where we work at. And we faxed, we get no  
14 phone call. I said would somebody please call me, just let me  
15 know what's on and I won't bother you. But to today I have yet  
16 to receive a phone call from anybody. And I said you can even  
17 call me collect, and I give them my office phone number, you  
18 know.

19 And I got all the records here, the faxes and  
20 everything. So they showed up on Thursday, and they fixed it.  
21 And the technician was there, and my wife went out to ask them  
22 what the problem was, and he wouldn't even talk to her. The  
23 two gentlemen who fixed it told her what the problem was and  
24 how they had fixed it and everything. But, so far. So  
25 everything is fixed now.

1           But service, the question is what does Aqua consider  
2 an emergency. Now, I'm talking about Astor. We are a small  
3 community. We are not like some of them are. Does one person  
4 have to complain or does three people have to complain to get  
5 somebody out there. And why do we have to wait for them to go  
6 hire a contractor? If we are putting all of this money into  
7 the system, which I'm all for it if it's going to be used  
8 properly, are we going to have a contractor, somebody who can  
9 take care of our emergency. Because it's just like one of the  
10 technicians come out on a Sunday afternoon out there -- no, it  
11 was a Sunday morning. That buzzer was going off at the condos  
12 and he come over and he said, Jim, I got it to go off, but he  
13 said if it comes back on, will you call me, because we don't  
14 have nobody out here to work today.

15           So I am beginning to think, you know, your nursing  
16 homes on the weekend, that's when they are the weakest, if you  
17 know about nursing homes, if you ever investigated nursing  
18 homes about taking care of patients at home. It is the same  
19 way with them. They don't have nobody on the weekend to take  
20 care of them.

21           Well, I'm assuming that they would have somebody  
22 assigned in case of an emergency, if it was an emergency you  
23 could call them out, you know. But I don't know what their  
24 work schedule is or different things.

25           CHAIRMAN EDGAR: Mr. Johnson, I know that



1 Mr. Rendell, as you can see, is taking copious notes, who is  
2 with our staff, and I can see that the utility is, as well. So  
3 I know that representatives from Aqua who are here will follow  
4 up on a number of the things that you have -- well, all of  
5 them, I'm quite certain, all of the things that you have  
6 raised.

7 And, Mr. Rendell, if you have additional information,  
8 or Stan, that you might need to get from Mr. Johnson, if you  
9 would maybe follow up with him. Would you like to make a  
10 comment?

11 MR. RENDELL: I was wondering if we could get a copy  
12 of the letters and faxes as an exhibit, as a composite exhibit.  
13 If Mr. Johnson needs them back, we can make copies and send it  
14 back to him.

15 CHAIRMAN EDGAR: Mr. Johnson, do you have some of the  
16 material there? Would you share that with either Sandy, right  
17 there, or Stan, and they will see if they can get copies while  
18 we are here today. And then what we will do is see about  
19 exhibits a little later in the procedure. But if you will sit  
20 and work with them, and that way they will make sure that you  
21 get your documents that you brought here today back.

22 MS. JOHNSON: My only concern is when somebody calls  
23 and has got a problem, somebody should return the call if you  
24 are paying for the service or what have you, and say, hey, we  
25 won't be there until seven days from now. It gives you relief

1 that you know somebody is coming. Because this one said he was  
2 going to be there on -- we got him scheduled for Thursday  
3 morning, well, nobody showed up. So I called them back  
4 Thursday afternoon, and they said, oh, he didn't show up? I  
5 said, well, don't you all follow through to see if they are  
6 coming or not? And every time you call you get a different  
7 name. I don't know whether you are talking to Bill, Joe, or  
8 who, but there is no concern about it. You say, well, what can  
9 I do? There ain't nothing you can do, Mr. Johnson. So your  
10 hands are tied.

11 CHAIRMAN EDGAR: Mr. Reilly, did you have a comment?

12 MR. REILLY: We'll wait on the exhibit, you think,  
13 until --

14 CHAIRMAN EDGAR: Yes. Let's go ahead and get the  
15 copies and that way Jane can have the material and we will take  
16 it up then.

17 MR. JAEGER: Chairman, I would like to ask just one  
18 or two clarifying questions.

19 CHAIRMAN EDGAR: Mr. Jaeger.

20 MR. JAEGER: Sir, you said the water main break was  
21 in February, is that when you said, this last water main break?

22 MS. JOHNSON: Yes, I think it is February. I will  
23 have to look, but I think it is February.

24 MR. JAEGER: And you said they fixed it on Thursday?

25 MS. JOHNSON: No, sir. No, sir.

1 MR. JAEGER: I was getting confused.

2 MS. JOHNSON: It was almost three weeks. It was  
3 March.

4 MR. JAEGER: But it took them about three weeks to  
5 fix that water main and then there was another one?

6 MS. JOHNSON: That was earlier back when Aqua first  
7 took over. That was when I wrote that letter to the lady and,  
8 of course, I tried to call her back, but her number ain't  
9 listed no more. I tried everywhere I could. I even called the  
10 collection department where you pay your bills. I told them I  
11 pay my bills on time, can you -- they said they would help me,  
12 but, you know. All I am concerned about is service. If  
13 somebody will return the call -- because in the newspaper  
14 business a customer is worth so much money to that company, and  
15 every one you lose you have to get two to replace that person.  
16 And we called to see if you got your paper or whatever, because  
17 they are paying for it, and then you follow up to see if they  
18 called in and said I didn't get it, you know. But, I get no  
19 phones calls.

20 CHAIRMAN EDGAR: Thank you, Mr. Johnson.

21 MR. REILLY: Just one quick question.

22 CHAIRMAN EDGAR: Mr. Reilly.

23 MR. REILLY: Mr. Johnson, one quick question.

24 CHAIRMAN EDGAR: Mr. Johnson, if you could give us  
25 just one more moment.

1 MR. REILLY: Just to try to understand your service  
2 during that approximately three weeks that that line was  
3 broken.

4 MS. JOHNSON: Yes, sir.

5 MR. REILLY: This water is running all the time out  
6 by the yard?

7 MS. JOHNSON: Yes, sir. You just go out and there is  
8 the hose right there where it is broke, and water is just  
9 bubbling up.

10 MR. REILLY: What was your water pressure in your  
11 house as a result of that?

12 MS. JOHNSON: Practically nothing. I mean, we got  
13 water, don't get me wrong, but the line was cracked is what it  
14 was. And it is right where the woman said that sprayed it  
15 where they had replaced the other one before about two years  
16 earlier, or three years earlier. Yes, sir.

17 MR. REILLY: Thank you.

18 CHAIRMAN EDGAR: Thank you. Mr. Reilly.

19 MR. REILLY: The next witness is Colin Neal.

20 COLIN NEAL

21 appeared as a witness and, swearing to tell the truth,  
22 testified as follows:

23 DIRECT STATEMENT

24 MR. NEAL: Good morning. My name is Colin Neal, that  
25 is C-O-L-I-N N-E-A-L. I live at 108 Lily Drive in Interlachen,

1 in the Interlachen Lakes water district. I want to thank the  
2 Commission, the staff, and particularly the Office of the  
3 Public Counsel particularly for his remarks today.

4 I'm going to be very brief. I would like to read a  
5 written statement for the record. Let me preface that, though,  
6 about who I want to talk for today. Prior to two years ago, my  
7 wife and I lived on the Philadelphia mainline about ten miles  
8 from the office, the main Office of Aqua Utilities. That  
9 particular area of the country is probably one of the top three  
10 most affluent areas of the country. We retired from there. We  
11 picked Putnam County to retire to because we wanted to serve  
12 and help the poor. This is probably one of the third most  
13 poorest counties in all of the United States, so I am always  
14 struck by that contrast.

15 I would like to speak today on behalf of the poor.  
16 Aqua Utilities Florida has proposed an extraordinarily large  
17 increase in their rates it charges us for water. It has  
18 proposed in the Interlachen group that the monthly rate be  
19 increased from the present rate of \$10.25 per month to a new  
20 rate of 34.17 per month. That is a rate increase of  
21 233 percent. It has also proposed that the per gallon  
22 consumption rate be increased from 3.59 per 1,000 gallons to  
23 6.97 per 1,000 gallons. That is a 79 percent increase in the  
24 per gallon consumption rate.

25 This magnitude of proposed increases would have a

1 devastating, disastrous consequence for many residents not only  
2 in the Interlachen area, but many residents throughout Putnam  
3 County. As I said earlier, this is one of the poorest counties  
4 in the whole country. Probably the third poorest county in the  
5 state of Florida. Probably half of our residents here in  
6 Putnam County live at or under the poverty level.

7           Most of the residents in our area are retirees living  
8 on a very modest fixed income or working families with only  
9 modest paying jobs. In Putnam County, few of these people,  
10 either retirees or the working poor have any opportunity  
11 whatsoever to increase their income. There is just no better  
12 jobs to go to.

13           Based on that consumption of 4,000 gallons of water  
14 per month, a typical household in our subdivision has been  
15 paying a monthly base charge of 10.25 and a monthly consumption  
16 rate of 15.56 for a total monthly bill of 26.81. These are  
17 rough calculations, but I'm basing these on what I think are  
18 average consumption rates.

19           Under the Aqua utility proposal, the monthly charge  
20 would be raised to a 34.17 base charge plus 27.88 consumption  
21 charge for a \$62.05 total monthly bill. That's an increase of  
22 \$35.24 per month, or a 133 percent increase.

23           Now, I realize that probably doesn't sound like much  
24 money to most people in America. To most people in Putnam  
25 County that's literally a fortune. I'm a volunteer for the

1 Suwannee River Economic Council Elder Care Program. I devote  
2 20 to 30 hours a week serving poor people throughout the  
3 county. Most of the people I help live on five, six, \$700 a  
4 month, and I think that is very typical of the people living in  
5 the Interlachen Lakes water district. Probably half the people  
6 in there live on less than eight or \$900 a month, some  
7 considerably guess. I can take Commission members and staff  
8 members and Office of Public Counsel members to people in there  
9 who are living on five and \$600 a month. So this would be a  
10 devastating increase. For some people they just won't be able  
11 to afford it. They will have to give us food, medicine, or  
12 something else to pay those kind of increases.

13 Now, one last comment, and then I'm going to quit  
14 because I know a lot of people want to talk. Aqua Utilities  
15 asserts that it needs this kind of rate increase to recover a  
16 capital investment of, quote, more than \$600 per customer in  
17 Putnam County. If we assume the investment to be generous with  
18 \$650 per customer, based on the amount of increase they are  
19 asking for, that amount of \$650 would be recovered in less than  
20 20 months. That is just extraordinary to me. I'm not an  
21 economist, but it seems like to me in most utility cases they  
22 spread that out over 10, 15, or 20 years.

23 So I would very sincerely on behalf of the poor  
24 throughout Putnam County ask the Commission to look at this  
25 matter very carefully, and if a rate increase is necessary,

1 limit it to a modest rate increase that would enable the  
2 utility to recover its cost over a reasonable period of time,  
3 and one that would enable the customers themselves to be able  
4 to pay for it. Thank you very much. (Audience applause.)

5 CHAIRMAN EDGAR: Thank you, Mr. Neal. Thank you.  
6 Mr. Reilly.

7 MR. REILLY: Okay. The next witness is Virginia  
8 Neal.

9 VIRGINIA NEAL

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

12 DIRECT STATEMENT

13 MS. NEAL: Good morning. My name is Virginia Neal,  
14 that's N-E-A-L. I live at 108 --

15 AUDIENCE: We can't hear you.

16 MS. NEAL: Sorry, that has always been a problem for  
17 me. Virginia Neal, N-E-A-L. 108 Lily Drive in Interlachen,  
18 Florida. And that's the Interlachen Lakes system.

19 Like my husband, I'm here mainly to speak for the  
20 poor. I'm a volunteer at St. Vincent Paul Society in  
21 Interlachen, Florida, and I just want to let you know that we  
22 work a five-hour day three days a week servicing the poor.

23 During that time, we typically service 20 families  
24 who come in for food. And I would just like -- I get very  
25 emotional -- but I would just like you to consider these people



1 when you make your decision, because people who struggle just  
2 to feed their families really cannot afford this increase.

3 And that's all I have to say, just consider them.  
4 Thank you.

5 CHAIRMAN EDGAR: Yes, ma'am. Thank you, Mrs. Neal.  
6 Mr. Reilly.

7 MR. REILLY: The next witness is John Delzell.

8 JOHN M. DELZELL

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

11 DIRECT STATEMENT

12 MR. DELZELL: Good morning. That's about as close as  
13 anybody gets to it. My name is John M. Delzell, D-E-L-Z-E-L-L,  
14 all one word. I live at 266 River Drive in East Palatka.

15 If I may, I would like to make a comment about the  
16 Florida Public Service Commission. I go back to the time when  
17 it was elected. You got to know everybody. They told you  
18 their philosophy of government and so forth. Now you are all  
19 appointed and we never see you. So I'm disappointed that the  
20 other three members are not here to hear this testimony  
21 personally. It doesn't convey the enthusiasm when you give it  
22 to them on paper. But be that as it may.

23 Aqua Utilities Florida acquired our 107-unit water  
24 system in River Groves in July of 2004. In their letter  
25 announcing this hearing, they claim to have invested \$150,000

1 in capital improvements there. There are 107 units there. I  
2 could walk around it in five minutes. I have no way of  
3 verifying that figure, but I haven't seen any work that would  
4 amount to \$150,000 there.

5 They bought a system that had just been upgraded, and  
6 as far as I know the piping is pretty good. On March the 27th,  
7 2007, the Public Service Commission approved an interim rate  
8 increase for Aqua Utilities which became effective two weeks  
9 later on April 12th, 2007. That increased the rates for water  
10 32 percent. That is a healthy increase and it showed up on our  
11 bills this month. If you approve the permanent rate they are  
12 asking, the increase will amount to 233 percent for our system.  
13 That is not a figure that I am guessing at, it is right here on  
14 the thing that they sent us. That's outrageous. A 233 percent  
15 increase in anything is outrageous.

16 You, acting in your capacity as the Florida Public  
17 Service Commission, granted Aqua Utilities an interim increase  
18 in the consumption rate, that is the water used, of 30 percent.  
19 If you approve the consumption rate Aqua Water proposes, it  
20 will rise to 79 percent, just as the other gentleman said.  
21 That means a normal monthly water bill of \$23 will jump to  
22 \$41.17. That's sort of like the oil companies raising gas from  
23 \$3 to \$5.37 in one jump.

24 Aqua Utilities has also asked for an increase in what  
25 they term service availability charges as part of their rate

1 increase structure for your review. I assume that means  
2 pumping the water to the houses and mending broken lines, which  
3 one might consider part and parcel of operating a water system.  
4 There are no figures attached to that and that seems to be  
5 open-ended.

6 I am a retired newspaper publisher. When I bought a  
7 new press, that was a major capital outlay for me and for my  
8 business. I could not justify dividing up that cost and  
9 parceling it out to my subscribers. Whatever capital outlay  
10 Aqua Water has spent on our little water system should be an  
11 investment in their total business of providing good clean  
12 water to their customers, not something they can simply add to  
13 the customer's bill. When you operate a business, you have to  
14 take some risks. We recognize that some increase in water  
15 rates might be expected from time to time, but the huge  
16 increase is unreasonable and the customers from River Grove  
17 respectfully request you deny it. Thank you. (Audience  
18 applause.)

19 CHAIRMAN EDGAR: Thank you, Mr. Delzell.

20 MR. REILLY: Okay. Mr. Harley Hoffman.

21 HARLEY HOFFMAN

22 appeared as a witness and, swearing to tell the truth,  
23 testified as follows:

24 DIRECT STATEMENT

25 MR. HOFFMAN: Good morning. My name is Harley

1 Hoffman. I live at 108 Seminole Drive in Ormond Beach. I live  
2 in the Tomoka View/Twin Rivers subdivision, and although I am  
3 representing Tomoka View/Tanglewood, I am not representing Twin  
4 Rivers because that is physically separated from our  
5 development.

6 I am the civic association president. We have  
7 192 units in our development that we call the Tomoka  
8 View/Tanglewood water system. Our service on our water system  
9 has been I would say marginal at best. I think if you were to  
10 go to each of the 192 houses and ask them to rate Aqua  
11 Utilities' performance on a basis of 1 to 10, you would  
12 probably get an answer of three or four. This is based on the  
13 fact that consistently we have had comments, and I get them  
14 because I am the association president for -- I am supposed to  
15 fix these things, but I can't -- low pressure, and particularly  
16 on the weekends. I cannot explain that. We have talked to  
17 them and people call me and they get barely a drizzle, and  
18 these are some of the homes that are like less than 500 feet  
19 from the pump station itself. Others are spread around our  
20 community.

21 We have also had water quality problems, and by that  
22 I mean the smell, taste, and that sort of thing. We have had  
23 the state inspector out there, a very competent lady come out  
24 and took samples for us, took samples at my house, as a matter  
25 of fact, and other houses, also. At the time they take them

1 they come back and say basically the water meets the  
2 requirements. However, I can tell you from my own personal  
3 experience and others, if you turn on the shower, I see water  
4 in some cases the color of that chair, and I don't know what it  
5 is, a slug of something that comes through unexplained. And  
6 that is not me only, there are others that have this.

7 Now, it eventually clears up and goes on. And so  
8 that is why I'm saying if you were to take a vote, you would  
9 probably get a vote of three or four because people are so  
10 frustrated by this. Now, the service itself, the individuals.  
11 Right now there is a very competent young man who is like our  
12 service technician. He responds well. He comes and does what  
13 he can, but I wonder how long he's going to stay on that job  
14 because people really unload on him when he comes and tries to  
15 solve their problem. Some of the problems, as was mentioned  
16 earlier in our development, are because of the lines from the  
17 water line to the house itself, and complications like that  
18 that are the responsibilities of the owners. And, of course,  
19 many of them don't understand that until it is pointed out what  
20 is going on.

21 I neglected to mention that our water system was  
22 built in 1963. I have lived in this development since 1966, so  
23 I have been a consumer of the water from this water system all  
24 of that time and I am still here, so it can't be all that bad,  
25 but it is not good, either.

1           Let's see. Now, one of the things I wanted to bring  
2 up about the quality, we have been receiving -- and I'm curious  
3 to find out if some of the other people here have -- quarterly  
4 notices that our system is not compliant for this  
5 trihalomethane, THM. Our system fails to meet that, and we  
6 have been receiving these quarterly notices for about, I would  
7 say, two years. Now, the last notice indicated that Aqua  
8 Utilities had brought this system or was bringing this system  
9 up to the requirements. However, after talking to our county  
10 people, I find out that that requirement is going to be lowered  
11 even further in the upcoming years, and so this system is going  
12 to have to go through at least something else. It hasn't yet  
13 met the statistical requirement to be satisfactory for THMs  
14 yet. They have got two satisfactory quarters, they require  
15 four quarters to be satisfactory, and they have not met that  
16 yet.

17           Many people -- not many, several people in our  
18 community have claims that they have been made sick by this and  
19 all the things like that, but I cannot verify any of that. But  
20 they have their individual claims which I think they are  
21 certainly going to raise before this hearing and maybe even in  
22 a legal case.

23           One of the things that was very frustrating to me and  
24 to others in our development is about a year ago we went  
25 through a series of things where the water was very bad. I

1 mean, I have lived in Florida long enough to know, and I have  
2 drank water at the Ocala forest, but what sulfur water tastes  
3 like. You know what it looks like, it smells, and nothing says  
4 you probably can't drink it, but it is just not pleasant. That  
5 kind of thing, along with the dirty water consistently came  
6 into our house over a period of, oh, I would say four or five  
7 months. And we couldn't figure this out.

8           The state inspector came out and finally she told  
9 us -- and I would like to ask the president if he knows about  
10 this -- but the THM resolution is somewhat based on the idea of  
11 the amount of chlorine that is put in the water. If the  
12 chlorine content is varied, the THM content can be made to  
13 vary.

14           So, Aqua Utilities conducted what I think is a  
15 one-year experiment in our neighborhood varying the amount of  
16 chlorine that they put in and changing it. I believe the  
17 measure of this was customer dissatisfaction, which they got a  
18 lot of during that period. That people were calling up and  
19 saying, you know, my water smells, my water is dirty, I've got  
20 all of these things going on, and Aqua Utilities never said a  
21 word to us. They never said a word that we are conducting this  
22 experiment, and so we didn't know a thing about it until we  
23 found out as a result of being the guinea pig for this  
24 experiment. And that really -- to use one of my favorite  
25 terms, ticked us off. It was just not right to do.

1 I have three or four questions, four questions I  
2 think that I would like to ask, and maybe someone could either  
3 answer or at least get the answers for us. And first to the  
4 Commission, our pay off period, as was mentioned here, Aqua  
5 Utilities said that they had spent \$115,000 on our system.  
6 Using some simple arithmetic, we calculate that the payoff  
7 period would probably be about 20 months, somewhere between a  
8 year and two years for the quantity that we use and the  
9 customer base that we have.

10 My question to you, Madam Chairman, is can you, first  
11 of all, and then will you change the rates back when this  
12 amount is paid off? Somebody brought it up about borrowing  
13 money, and my mortgage. If I pay off a car or pay off my house  
14 mortgage, my payments stop, and so my whole income balance is  
15 changed. Can you and will you do that? I don't know the  
16 answer to that, but we would like to ask you that question.

17 Here is one that has come up already to me, and I  
18 need to have the answer to this one probably when I go back.  
19 We have 192 systems. Can individuals go off the water system  
20 with their own well and just stop paying anything? The water  
21 lines will run by their house, but are they allowed to do that?  
22 We have some people who would do it.

23 Now, while I'm here I would like to stop and say what  
24 others have said. In our development we also have people that  
25 are financially living on the borderline. I can say at least



1 15 or 20 widows who are living there, some working families  
2 with a number of children, and this is going to be a hardship,  
3 this increase. Which in our case, by the way, amounts to about  
4 400 percent. I think if you look at the little chart you will  
5 see that we have probably the greatest spread of anybody shown  
6 on this chart, and I was just scanning through it.

7           The third schedule, the third question that I have  
8 regards the billing schedule. And I guess this is directed to  
9 Aqua Utilities itself. For the life of us, we can't figure out  
10 what the heck they're doing. I come from a business  
11 organization. I retired from a business organization that was  
12 well organized, General Electric, and if we ever did a thing  
13 like this I tell you we would have been fired.

14           As an example, the last two bills. You try to figure  
15 out what they are doing. One bill is done in 19 days, for a  
16 period covering 19 days. The next one is 41 days. You are  
17 sitting there thinking what the heck is going on here. Why do  
18 these people do this?

19           The next thing in our area is the method they use to  
20 read the meters. Somebody said they are using a wand. I don't  
21 know if they are using a wand, but we have basically somebody  
22 who rides around on a golf cart and looks at the meters. If  
23 you look at the meters in our development, most of them are  
24 covered up. They have sand over the top of them. And we don't  
25 know if there is something going on that shouldn't be going on,

1 or if this is simply a person who is lazy, or sloppy reading  
2 these things, or if maybe this is really the way it is supposed  
3 to work. We would like to see some sort of a system where we  
4 would know when the meters are going to be read so that if the  
5 individual homeowner wants to go out and check, he can go out  
6 there and read his meter and check it.

7 As a matter of fact our homeowner's association, our  
8 civic association would even like to send a monitor along with  
9 the guy. Ride along in the golf cart with him and watch and  
10 see exactly what he does. Again, it's one of those things that  
11 is very frustrating, and as a consumer most of the time you  
12 don't even think about it. You trust everybody. I mean, sure,  
13 the guy who was reading my meter knows what he is doing and  
14 understands it and reads it correctly and process through all  
15 the people. And maybe that's not the case, because now we are  
16 beginning to have second doubts as to what's happening.

17 The next question is one that somebody just asked  
18 before me, and I guess I didn't understand the answer. What is  
19 this service availability charge that is mentioned in the  
20 hearing and how is that added into our bills? I mean, I had in  
21 our civic association about a dozen people take their water  
22 bills, I gave them all the rate information and they calculated  
23 this rate increase what would be for the interim increase, for  
24 the final increase, to get just a sampling, and that's where we  
25 got the 400 percent. But this little paragraph about the

1 service availability charge that is buried down in this notice,  
2 we don't know what that is. Is that as big as this thing, or  
3 what is it? Somebody needs to tell us what that is.

4 Finally, this is more personal for our association,  
5 but we would like to ask, I guess, Aqua Utilities and the  
6 Public Service Commission what the long-term future for our  
7 water system is? As I mentioned to you, it is 45 years old.  
8 It has had some upgrades. They have done some work with it.  
9 It is probably going to need a lot more. And if this is the  
10 kind of rate increase we are going to have now, are we going to  
11 have another one in a year? What are their plans? How is this  
12 thing going to be handled from our standpoint, because we just  
13 need to know that because it is going to affect the property  
14 values in our development, it is going to affect the lives of  
15 some people.

16 So, we would hope that you would at least hold up on  
17 this rate increase approval until you can answer some of these  
18 questions and some of the other questions. And I think in some  
19 way justify to all of us, all of these customers, this is what  
20 is going on, this is why it is necessary. I mean, we can  
21 understand numbers. If you give us the numbers and say they  
22 have invested this and they need to make money and all of that,  
23 we understand that. But make it real.

24 Again, one element of trust, we are trusting you to  
25 verify -- and these groups here to verify that these charges

1 they are putting against us are legal. I haven't the slightest  
2 idea. They said they put a new tank in and this sort of thing,  
3 I have never seen it. I hope somebody -- and I hope somebody  
4 will see it and will come back to us and say, yes, they  
5 actually spent this money for your benefit, and now they need  
6 to make a little profit on top of that. We can live with that.  
7 We can understand it anyway. I don't know if we can live with  
8 it, but we can understand it.

9           So I ask you to at least do that and realize that  
10 many of these customers are going to be hurting badly  
11 irrespective of what happens. So, thank you very much.

12           (Audience applause.)

13           MR. REILLY: Mr. Hoffman.

14           CHAIRMAN EDGAR: Mr. Hoffman, if you will hold just a  
15 moment.

16           Mr. Reilly.

17           MR. REILLY: Just a quick follow up, just to respond  
18 to the question about the bills actually received and hard to  
19 follow and inconsistent time periods. We have gotten a lot of  
20 comments on the bills as we have gone to the different customer  
21 meetings. Did you bring a copy of your bill, the most recent  
22 month or two?

23           MR. HOFFMAN: No, no.

24           MR. REILLY: If there are those who brought some of  
25 these bills, we would like at least a few of these entered into

1 the record.

2 MR. HOFFMAN: I can fax it, though.

3 MR. REILLY: We have seen some pattern, you know, of  
4 maybe not having the proper gallonage charge and detail and  
5 itemization on there. It may well be that they are not  
6 consistent with Florida law and it might be an issue in the  
7 case, so those who come up may want to enter those as an  
8 exhibit.

9 MR. HOFFMAN: If you would give me an address, I  
10 could fax that to you.

11 CHAIRMAN EDGAR: Okay. Let me reply -- folks, just a  
12 moment, if I could.

13 Mr. Hoffman, go ahead and have a seat. Thank you so  
14 much for your comments.

15 As Mr. Reilly has suggested and we have done this at  
16 other customer service meetings, if there are a few of you who  
17 have brought either copies of your bills that you can leave  
18 with us, we would be very interested in that information. If  
19 you did not bring a copy, but you did bring a bill and you want  
20 to make sure that you keep that, which we understand, as we  
21 have done a little earlier, Sandy, can work with you to have a  
22 copy made while you are here today and get that back to you.

23 Two things I would like to do, Mr. Reilly, before we  
24 go to the next person on the list. First of all, while I am  
25 thinking of it -- well, actually, let me do it in reverse

1 order.

2 Mr. Rendell, if you could speak just very briefly to  
3 a couple of the points that Mr. Hoffman raised, I'm thinking in  
4 particular perhaps the question about the payoff period and a  
5 process for rates being adjusted after that, and also the  
6 service availability charge. And, again, generally.

7 And before Mr. Rendell replies, let me say, Mr.  
8 Hoffman said that he wants to make sure that questions are  
9 answered and that is why we are here. Some questions I think  
10 our staff can answer, and with the company being here, some  
11 questions hopefully we can answer today. Some, of course, will  
12 require some follow-up. But that is why we are here is to get  
13 those questions and we absolutely will be following up. That  
14 is part of the reason why we asked for your name and for your  
15 addresses so that we can do that.

16 And also just a further point, Mr. Hoffman raised and  
17 a few other people have raised about having accurate  
18 information and facts. This is a portion -- we are going to  
19 customer meetings across the state in the service territory  
20 that Aqua serves customers, but we do have later in the legal  
21 proceedings for this petition an evidentiary hearing where we  
22 will take sworn system, witnesses will present expert testimony  
23 and factual testimony, and we will evaluate and analyze that  
24 record before we make any decision.

25 Mr. Rendell, if you could speak just briefly to a few

1 of the questions posed.

2 MR. RENDELL: Thank you, Madam Chairman.

3 I'm going to briefly go over some of the general  
4 concepts of ratemaking, and I do want to clear up the questions  
5 about service availability because that is a very important  
6 question, and I'm glad someone raised it.

7 As far as the pay-off period and does the Commission  
8 have the authority to review rates and go back and adjust them,  
9 yes, we do have the statutory authority, the Commission does,  
10 to review rates. As a matter of fact, we do review the  
11 earnings of every regulated utility, whether it be the electric  
12 companies, the natural gas, the water and wastewater. And we  
13 look at their earnings. If the Commission determines at a  
14 future period that the utility is overearning, we can go in  
15 there, the Commission can go in there and reduce those rates  
16 and order refunds. And we have done so, we have done so  
17 throughout the state of Florida.

18 As far as can a homeowner go off the water system,  
19 that typically depends on the county. The counties have  
20 regulations, if they allow this. It also depends on deed  
21 restrictions in your neighborhood. It's not a question that  
22 the Commission can answer, it's basically a local question  
23 depending on the regulations within the county.

24 We have had questions about the billing schedule.  
25 Staff has been made aware of that. We are actively pursuing

1 discovery on that and we will be addressing that through the  
2 technical hearing.

3           The service availability charges. Service  
4 availability charges are charges that are charged to future  
5 homeowners, not the existing. You are not going to be effected  
6 by those. Those are put in place to ensure that growth pays  
7 for itself so that the existing customers are not paying for  
8 that growth. They are charged to developers, homeowners that  
9 may be moving into a new home, so those are for future growth.

10           You know, I apologize for the confusion. I know that  
11 it is very technical how we set rates and these charges, but I  
12 want to assure you that does not effect the existing customers.

13           CHAIRMAN EDGAR: Thank you, Mr. Rendell.

14           And before we call the next witness, I would like to  
15 go ahead so I can keep track of the documents, and we had asked  
16 for some copies of information from Mr. Johnson.

17           Who did you give those copies to, to Mr. Jaeger?

18           MR. JAEGER: Yes, Chairman.

19           It looks to be letters. They are originals. I'm not  
20 sure if they were sent to the utility or they were being given  
21 to the utility as of today, because these are all handwritten  
22 letters to -- it looks like to either Ms. Pape or to the  
23 utility.

24           Is Mr. Johnson still here?

25           MR. JOHNSON: Yes, sir.



1 MR. JAEGER: Have these letters been sent to the  
2 utility already, or is this for the utility to have now?

3 MR. JOHNSON: I sent them all to Ms. Pape.

4 MR. JAEGER: Okay. So he has given us the originals  
5 and he says we can keep them, and it is letters from  
6 Mr. Johnson to the utility regarding service problems. And  
7 that would be Exhibit 15?

8 CHAIRMAN EDGAR: Yes. And then, again, we will take  
9 up exhibits at the end of the proceeding as we generally do. I  
10 just wanted to make sure that I was keeping track of all the  
11 paperwork.

12 (Exhibit 15 marked for identification.)

13 CHAIRMAN EDGAR: Okay. Mr. Reilly, we are ready for  
14 the next customer.

15 MR. REILLY: We have Mr. Roger Ooten.

16 ROGER OOTEN

17 appeared as a witness and, swearing to tell the truth,  
18 testified as follows:

19 DIRECT STATEMENT

20 MR. OOTEN: Good morning, ladies and gentlemen. My  
21 name is Roger R. Ooten, spelled O-O-T-E-N. I live at North  
22 Broward Avenue, Pomona Park, Florida.

23 Okay. My questions are regarding the gentleman  
24 before me about the meter reading, he's correct. I have been  
25 in correspondence with Florida Water, Aqua Utilities of

1 Florida, Aqua Utilities of America. I bought this property in  
2 1996, I moved here from Orlando, and I have questioned the  
3 water company since I have lived here.

4 First of all, I'm a single male, divorced. I moved  
5 here in 1996. According to these water companies, I use an  
6 average of 3,200 plus gallons per month. It averages  
7 85 gallons of water per day. Once again, I'm single. I have a  
8 business in Palatka, Florida, an auto repair shop. I spend  
9 eight to ten hours a day at my business. Now, I have  
10 questioned this over the years many times, is it possible for a  
11 single person to use that much water, I think not.

12 Getting back to the gentleman before me. In my  
13 correspondence with Florida Water, Aqua Utilities, over the  
14 years, I got nowhere. So in the last year or so, I have been  
15 parking a vehicle over the water meter, anticipating that they  
16 would send me a letter saying they could not read the meter.  
17 Well, if you come to my home you will see there is a car parked  
18 there and it has been there for months. The grass is dead.

19 Now, I've got my bills from March to April, April to  
20 May; 1,900 gallons, March to April; 3,200 gallons, April to  
21 May; charges for March, \$25; charges for May, \$23, under the  
22 old system. That doesn't jibe. 1,900 gallons at \$25 a month,  
23 and 3,200 gallons at \$23 a month. It doesn't jibe, does it?

24 So I would like to ask the representative of the  
25 water company are they prorating the rates without reading the

1 meters and just billing you for what they anticipate your usage  
2 is. Once again I'll say, I just don't think it is possible for  
3 me to use 3,200 gallons of water a month. And it has averaged  
4 over the years at that amount, averaged.

5 Now, in 2000, I had an aunt pass away in Ohio. I was  
6 gone a month. A month. The water bill was the same. The same  
7 usage, 3,200 gallons. Now, that has been six years or better.  
8 There's something wrong with the system. I would like to  
9 comment to the representative of Aqua Utilities, you made this  
10 investment, you're a private corporation, right? I think you  
11 made a bad investment if you anticipated growth as you did by  
12 purchasing this. You're a private entity serving the public,  
13 the public. You have control of charging the citizens what you  
14 think is right.

15 I think the county or the state should be in charge  
16 of this personally. I have a copy of my property taxes. I  
17 paid the St. Johns Water Commission last year \$17.32. What did  
18 I pay it to the St. Johns Water Commission for if I'm being  
19 billed from a water company that was in Newark, New Jersey, the  
20 last time I sent a bill in, and now they are in Pennsylvania.  
21 And why am I paying two bills? Shouldn't I be billed by one  
22 entity? I would think that would be fair. That is like double  
23 dipping.

24 Now, like I said, a run a business. What would my  
25 customers say to me. I charge \$50 an hour, I work on a lot of

1 European cars. If they come in and my rate is \$100 an hour,  
2 how am I going to rationalize those charges? Do you think I'm  
3 going to stay in business? I think not. Yet you are asking  
4 us, and I'm employed, most of the ladies and gentlemen here are  
5 retired. I don't even want to consider when I get maybe 70  
6 years old and on Social Security and maybe not have a good  
7 retirement that I've got to make a choice between medicine and  
8 paying my bills.

9 Now, you can go into this looking for a profit, but  
10 like I said, I have been going through this. I've been  
11 fighting the County Commissioners, the zoning board for over  
12 two years over commercial property that I have purchased. A  
13 lot of people have bought property anticipating growth. But  
14 the Commissioners and the zoning board have seen to it that  
15 growth is going to be minimal. But yet the structures that  
16 they built, these condos and housing developments, they want  
17 us, Pomona Park, wherever, to support their infrastructure for  
18 the water and sewage. Now, I have a septic on my property in  
19 Pomona Park. I had it dug up recently and redone.

20 I don't know what you think you are going to do when  
21 you are expecting these kind of rates. It is just not going to  
22 carry. Me, personally, I will be leaving this area. Because,  
23 like I said, I left Orlando for the very reason. Because it  
24 got so bad in Orange and Seminole County you couldn't park a  
25 car or a vehicle. If you worked for a plumbing company, you

1 couldn't park a plumbing company in front of your house if it  
2 had phone numbers and a company name on it. You had to park it  
3 away from your property. Now, that's too much control of  
4 communities, and you are controlling us with these rates. The  
5 Commission and everyone else, they can't approve this. This is  
6 too much.

7 CHAIRMAN EDGAR: Commissioner Skop, do you have a  
8 question?

9 COMMISSIONER SKOP: Mr. Ooten, I would personally  
10 like to thank you for appearing today. And speaking at least  
11 to at least one of your concerns, from the sworn testimony I  
12 have heard not only at this meeting but last week, there is  
13 testimony that directly implicates both metering and billing  
14 issues that yourself, as well as speakers here today have  
15 mentioned. And as mentioned by staff, I have asked staff to  
16 seek discovery, and they are currently doing that to address  
17 some of these issues. I just wanted to comment in that regard.  
18 Thank you.

19 MR. OOTEN: Thank you.

20 CHAIRMAN EDGAR: Thank you. And, Mr. Ooten, do you  
21 have documents that you would like to leave with us?

22 MR. OOTEN: I can give you copies of the bills if you  
23 would like.

24 CHAIRMAN EDGAR: Sandy and Ralph, can you work with  
25 Mr. Ooten to make sure that --

1 MR. JAEGER: Mr. Harley just gave us his two bills  
2 from March 19th to May 23rd, did you want to designate that as  
3 Exhibit 16?

4 CHAIRMAN EDGAR: Okay. That is Mr. Hoffman,  
5 actually. Thank you, Mr. Hoffman.

6 MR. JAEGER: Did you want to put the customers  
7 together? That was Troy that was asking, do you want to put  
8 all these customer bills together.

9 CHAIRMAN EDGAR: We will keep them separate, Troy.  
10 It makes it clearer for me anyway. Okay. So, we will label 16  
11 the documents received from Mr. Hoffman, and then 17 will be  
12 the documents received from Mr. Ooten.

13 Mr. Ooten, if you could give that material to Sandy  
14 there in the red shirt for me, and she will work with you to  
15 make sure that you get back whatever information you need.  
16 Okay. Thank you.

17 Mr. Reilly.

18 (Exhibits 16 and 17 marked for identification.)

19 MR. REILLY: Our next witness is Ralph Werkheiser.

20 RALPH WERKHEISER

21 appeared as a witness and, swearing to tell the truth,  
22 testified as follows:

23 DIRECT STATEMENT

24 MR. WERKHEISER: I am Ralph Werkheiser. I live at  
25 Silver Lake Oaks Mobile Home Trailer Park. Without a doubt

1 this is big business. If you guys vote yourself a raise, I'm  
2 sure everybody in here would vote theirselves a raise. Nobody is  
3 going to say, no, I don't want no more money. Likewise with  
4 everyone else, everybody would like a raise. But overdoing it  
5 isn't right either.

6 We, at the park, with undue stress for this water  
7 bill which is going to be doubling from my understanding. Also  
8 it is the highest water bill that is in Putnam County to my  
9 understanding. The problem that I have is it is creating a  
10 health hazard in my park. The people who live there are not  
11 flushing their toilets on a regular basis. I'm sure everybody  
12 here flushes their toilets every time they use them. The  
13 reason they don't flush the toilets is because they are saving  
14 water. They don't wash their dishes on a regular basis because  
15 when you wash dishes you have got to use water. Likewise with  
16 washing clothes, you're using water. And that's creating a  
17 health hazard throughout the park.

18 The cost of the water, people are talking also about  
19 moving out of the park. That the cost of living has went up  
20 too high for people who are actually out there working  
21 struggling to make a living. They have a wife and children to  
22 raise. But my real concern is the health hazard that it  
23 imposes to the people who are living there, and have feces that  
24 they haven't flushed because of the cost, to hold the cost  
25 down.

1 I'm stuck on the cost, aren't I? I went to your  
2 facility in here, and you all keep it very clean. I know you  
3 have to do that with the water, you have to clean things with  
4 water. And quite a few of the other people that have spoke  
5 have talked about the water pressure and the quality of the  
6 water, and all of that has been said, but the water --  
7 personally, I don't drink the water. I buy water and drink  
8 that. The water is bleachy. I don't really like bleachy  
9 water.

10 I also had a petition against the increase for the  
11 mobile home park. There's a lot of people in there that has  
12 retired, which there has been people to cover that, retirees.  
13 There are people in there with young children that's struggling  
14 to make a living. Gas prices are plum out of sight. The oil  
15 companies have been making hands-over-fist in revenue for years  
16 and years and years and they still ain't cutting us no break,  
17 and I'm sure water management here is doing very well.

18 I see people walking around the building when I come  
19 out here. When I ask, that's employees. Are they on the  
20 clock? And is there a fat that you need to trim off to be able  
21 to make the profits that you are wanting instead of gouging  
22 your customers? And if the park closes down, are you still  
23 going to have to maintain this water facility out here? But  
24 the real issue is the health issue with people trying to save  
25 water and it's creating a health issue. And I don't know who I



1 give the petition to.

2 CHAIRMAN EDGAR: Mr. Reilly.

3 MR. REILLY: Give it to me and I will offer it as an  
4 exhibit. Would you tell me the name of the park again.

5 MR. WERKHEISER: Silver Lake Oaks Mobile Home Trailer  
6 Park.

7 MR. REILLY: Okay. Our number is Number 18?

8 CHAIRMAN EDGAR: Yes, sir, 18.

9 MR. REILLY: Petition from the homeowners of Silver  
10 Lake Oaks.

11 MR. WERKHEISER: No, sir, it is the renters. There  
12 is renters, and there are some people there who also owns their  
13 trailer, but it's a rental place.

14 MR. REILLY: And by his verbal representation these  
15 are all people in opposition to the rate increase. It is  
16 really just a list of names. There is no text to the petition,  
17 but it is people who have signed it with the understanding that  
18 they are opposing the rates.

19 MR. WERKHEISER: Opposing the rate increase.

20 MR. REILLY: And we would offer that to the court  
21 reporter.

22 CHAIRMAN EDGAR: Go ahead and give that to Jane.  
23 Thank you. So it is a petition from Silver Lake Mobile Home  
24 Residents, we can say.

25 (Exhibit 18 marked for identification.)

1 MR. REILLY: I would clarify one thing. Your  
2 comments directed to the water management district, they  
3 receive not one penny of this rate increase. This is a rate  
4 increase being proposed by your provider of water service.  
5 Now, there is on someone's tax bill, you know, I think  
6 something that you pay in your ad valorem taxes that pays for  
7 their management of the, quote, water resources, but we  
8 shouldn't confuse this building, or the people working here, or  
9 money paid to the water management district in any way as  
10 associated with this rate increase. This rate increase is  
11 being offered by a company that is providing you with your  
12 potable water that you use at your dwelling, so just to clarify  
13 that.

14 MR. WERKHEISER: Okay. But at any rate, the  
15 situation of where people are trying to save money and  
16 everybody tries to cut the fat, you know, in life to make ends  
17 meet, and it's so hard for people out there in this mobile home  
18 trailer park to make ends meet and then they get a two or \$300  
19 water bill, that is outrageous.

20 MR. REILLY: And by my comment about water  
21 management, in no way -- I mean, I think your comments about  
22 being efficient and prudent and providing service, of course,  
23 we 100 percent agree. So an issue in the case will be us  
24 scrutinizing how do they go about doing their business. Are  
25 they doing it in the most prudent way possible? Is it prudent

1 to hire, you know, someone to come fix a problem and travel  
2 50 miles one way. I mean, versus is there a more efficient way  
3 to address the problems, and those will be issues in the case.

4 MR. WERKHEISER: Okay. And the issue of the health  
5 hazard?

6 MR. REILLY: Absolutely.

7 MR. WERKHEISER: Okay. Thank you.

8 CHAIRMAN EDGAR: Thank you, Mr. Werkheiser.

9 MR. JAEGER: Chairman, I didn't get his last name.

10 MR. WERKHEISER: Werkheiser.

11 MR. JAEGER: Could you spell that?

12 MR. WERKHEISER: W-E-R-K-H-E-I-S-E-R.

13 CHAIRMAN EDGAR: Mr. Reilly.

14 MR. REILLY: Our next witness is Joseph Goodwin.

15 JOSEPH GOODWIN

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

18 DIRECT STATEMENT

19 MR. GOODWIN: My name is Joseph Goodwin,  
20 G-O-O-D-W-I-N. I live in Interlachen Estates, Palm Shores,  
21 101 Lily Drive. I bought a home across the street from Palm  
22 Shores called Park Manors. Nobody didn't tell me that you got  
23 to pay for your water and waste management. I am a single man.  
24 My water bill was going to, like I said, 50 to \$60-something a  
25 month. I am a single man, and I have to end up -- I put it in

1 the Palatka paper, I went through SSU, I went through all of  
2 this, went through Florida Water, now here you are Aqua. What  
3 is going to happen in the next five years if you all win? Are  
4 you going to change your name again and we are going to have to  
5 go back and do this again?

6 All right. Well, I'm on my Social Security check. I  
7 only make a certain amount of money. I had to end up filing  
8 bankruptcy, losing my home and renting now. Right now it looks  
9 like if this goes through I'm going to have to end up and going  
10 an finding a place way here back in the woods that's got a well  
11 somewhere. A single man, I could have a stroke or anything,  
12 and it is hard to find you. I wanted to say this. All right.  
13 Thank you.

14 CHAIRMAN EDGAR: Thank you.

15 MR. REILLY: Our next witness is Olive Siciliano.

16 OLIVE SICILIANO

17 appeared as a witness and, swearing to tell the truth,  
18 testified as follows:

19 DIRECT STATEMENT

20 MS. SICILIANO: My name is Olive Siciliano.

21 CHAIRMAN EDGAR: We are going to ask you to spell  
22 that, ma'am.

23 MS. SICILIANO: S-I-C-I-L-I-A-N-O.

24 CHAIRMAN EDGAR: Thank you.

25 MS. SICILIANO: And I live at 438 Cove Drive in

1 Satsuma. Most of my concerns have already been expressed, but  
2 I did notice something else on here as far as rates go. In  
3 Hermits Cove they did put a new aerating system in, but they  
4 eliminated the system in St. Johns Highlands, which is about a  
5 mile from us, and attached it to ours. And I noticed that  
6 their base rate was cheaper than ours. Not much, but their's  
7 was 8.87, ours was 9.33, and we are both coming off the same  
8 system.

9 My main concern is not only the rate increase is  
10 exorbitant, the water is undrinkable, and everybody in the  
11 community will say the same thing. And I'm also concerned  
12 about this trihalomethanes which is in whatever they are  
13 supposed to be disinfecting the water with, and it can cause  
14 all kinds of things, problems with liver, kidneys, nervous  
15 systems, increased risk of getting cancer, and all the  
16 secondary contaminants, chloride, the odor, which is bad, and  
17 the total dissolved solids is unacceptable.

18 And I buy water. Most of the people in the community  
19 buy their water because it is undrinkable. I am a widow living  
20 on a more or less fixed income. And if it's possible to drill  
21 a well, we may look into doing that because, you know, I can't  
22 afford to pay that much more money for water. And everything  
23 else has been addressed.

24 CHAIRMAN EDGAR: Mr. Reilly.

25 MR. REILLY: Did you say Hermits Cove?

1 MS. SICILIANO: Yes.

2 MR. REILLY: Is where you are?

3 MS. SICILIANO: Yes, in Satsuma.

4 And I also had a question about the bills. I don't  
5 think they are reading the bill, I mean, the meter. And we  
6 used to have the base -- water base facility charge was listed  
7 separately from our usage. The last bill just gives a total  
8 usage, not broken down at all. So we don't know what we are  
9 paying for the base or what we used.

10 MR. REILLY: That's an issue in the case.

11 MS. SICILIANO: Everybody else has done everything  
12 else that I was going to complain about.

13 CHAIRMAN EDGAR: Thank you, Ms. Siciliano. Thank  
14 you.

15 MR. REILLY: Sally Jacob.

16 MS. JACOBS: I didn't check the box to speak.

17 CHAIRMAN EDGAR: Thank you.

18 MR. REILLY: Okay. And we have Jack Tinsley.

19 JACK TINSLEY

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

22 DIRECT STATEMENT

23 MR. TINSLEY: My name is Jack Tinsley. I live at  
24 111 St. Johns Court in Satsuma, Florida, and that's in Hermits  
25 Cove.

1           What I'm going to say is going to be a lot you have  
2 already heard this morning, but I still want to say it. And I  
3 guess the first thing I would like to do as well is to thank  
4 the Commission for being here and having the opportunity for  
5 everyone. I think, hopefully you are getting some good  
6 information. And the other thing is I would like to express,  
7 like the other gentleman did, the fact that all the  
8 Commissioners aren't here is, I think, a black eye for the  
9 Commission, period. I don't know how else to say it.

10           I am pretty plain-spoken, always have been, always  
11 will be. Especially now that I'm retired, I don't have to be  
12 politically correct anymore and I don't plan to be. So I'm  
13 going to read -- I went ahead and put together something. Like  
14 I said, a lot of it has already been stated.

15           But based on the information supplied by Aqua  
16 Utilities, they are requesting rate increases to recover more  
17 than \$900,000 they have invested in Putnam County for  
18 replacement of undersized and deteriorating pipes,  
19 rehabilitation of storage tanks, related capital improvements,  
20 which makes it a capital investment of, you know, approximately  
21 \$600 per customer, and they are expressing a need to recover  
22 these additional expenses.

23           My thoughts and questions are there is no visible  
24 evidence of Aqua's claims regarding the stated work that I have  
25 seen in our area. I'm not saying they didn't do it, I can't

1 see where any pipes have been replaced. There is no obvious  
2 trenching that has gone on, so I don't know. Has there been an  
3 audit of this \$900,000? I'm not aware of any homeowner's pipes  
4 being replaced. Where were the pipes replaced? Exactly what  
5 are related capital improvements? That sounds like a fancy  
6 name for profit to me.

7           The Commission should also know that many residents  
8 in Hermits Cove buy drinking water. This is readily apparent  
9 when one sees the number of empty drinking bottles in the  
10 recycle bins on trash day. The primary reason I have heard for  
11 buying water is that our water does not taste good, and that is  
12 true.

13           The last water bill did not include an itemized  
14 listing of the charges, just a total, along with last month's  
15 amount owed and the amount paid. The last water bill was for  
16 38 days. The billing period is usually around 30 days, and I  
17 think you have heard enough probably on that. The only thing I  
18 would like to add to that is the place that we have now we  
19 bought in 2000, and it was kind of just a get-away, weekend  
20 get-away for us for a number of the years. We have recently  
21 relocated here permanently.

22           And while we were just using it every once in awhile,  
23 every two or three or four months, my water bill was always the  
24 same. It's amazing. We weren't even there, you know, and it  
25 would even fluctuate sometimes. So I too have the same



1 questions that the other folks have about the way we are being  
2 charged. I don't mind paying. I think it's just like anyone  
3 else, I just want to pay for what I use. It's real simple.

4           The 2005 annual drinking water quality test results  
5 depicted some items that seemed high to me, and I'm obviously  
6 not a technician, I don't know, you know, the jargon that's  
7 used in those things, so I don't even want to try to address  
8 that. But I did notice some items that had not been sampled  
9 since 2003. Why? Maybe there is a good reason.

10           I'm not sure what the results of this report mean for  
11 the residents of the area. For this report to be meaningful,  
12 those that understand all of the technical jargon in the report  
13 need to develop a report that means something to the average  
14 person. We need to quit writing in jargon. Our governor has  
15 recognized a need for our laws to be rewritten so we can all  
16 understand what's going on. The same thing needs to happen to  
17 these kinds of reports, and I would ask the Commission to let's  
18 try to address some of those.

19           I request that the Commission require independent  
20 verification of Aqua's claims of the \$900,000 capital  
21 expenditure in Putnam County. The verification should include  
22 detailed evidence of the work that was completed at each  
23 Florida site and detailed costs of that work.

24           It is my opinion that the proposed final rate  
25 increase is excessive. If it is determined that the stated

1 capital improvements have been accomplished, then a rate  
2 increase to cover that expenditure may be reasonable. If an  
3 increase is granted, it should be for the amount of time needed  
4 to recover that expenditure. Once the capital expenditure has  
5 been recovered, the rates should then be decreased by the  
6 amount of that increase. To grant a perpetual rate increase  
7 for this one-time capital expenditure would be gouging the  
8 customer base and should not be allowed.

9           The interim rate increase of \$3.05 per month would  
10 cover the capital expenditure in 196 plus months, 16 years and  
11 four months. And so that one has already been enacted. It  
12 seems reasonable that when the recovery has been satisfied a  
13 rate reduction of \$3.05 per month should be instituted and that  
14 reduction should take place automatically.

15           It is my hope that the Commission will view the  
16 proposed rate increase of 24.65 per month as so excessive that  
17 you will reject it because it is outlandish and just another  
18 example of America's growing corporate greed. Wouldn't we all  
19 like to invest \$600 and have a perpetual monthly income of  
20 24.65? I'll do that today, if you will give me the  
21 opportunity.

22           Thank you, and that concludes my comments at this  
23 time.

24           CHAIRMAN EDGAR: Thank you, Mr. Tinsley.

25           (Audience applause.)

1           CHAIRMAN EDGAR: Just to follow up briefly on two of  
2 the comments you made, and in a second, Troy, I'm going to look  
3 to you.

4           First, I would like to speak just very briefly on the  
5 point that you raised about the three others of our colleagues  
6 not being here today. We take that very seriously, and I hope  
7 you can see that we take the comments that we hear from  
8 customers very seriously. That is why we are here. In this  
9 particular instance, because the Aqua service territory is so  
10 spread out all over the state, we also need to look at  
11 budgeting issues and our travel budget. And so for this  
12 instance it seemed to make some sense looking at all of the  
13 factors to divide some of the customer meetings amongst us and  
14 to make sure that there are two or three of us at every single  
15 one.

16           And so, again, some of the factors that we need to  
17 look at instead of paying to send five of us to every single  
18 meeting, realizing they are so spread out. But I hear your  
19 comments, I absolutely do. And you and others have touched on  
20 the length of time, basically, for the payout or the payback of  
21 the investment, or the cost-recovery for the investment, and if  
22 you could speak to that, Troy, for a moment.

23           MR. RENDELL: Sure. When establishing rates there  
24 are different components that's involved. One is the  
25 investment, and when they invest in a capital expenditure, what

1 they ask for, what they request is an allowed rate of return.  
2 So, they have asked in this instance a rate of return of around  
3 8.06 percent, that is the amount of return that is applied  
4 against their net investment. Each one of the individual plant  
5 items has a different depreciation schedule which varies  
6 depending on what type of plant item, but they vary between,  
7 say, five years to twenty years, and those are the depreciation  
8 expenses. That is only one portion of the ratemaking.

9 The other is the O&M or the operation and maintenance  
10 expenses. They have requested increases to the O&M expenses  
11 which is added on top of the capital expenditure. So, yes,  
12 there is an extended period of time for their recovery of the  
13 capital investment, the O&M, or expenses that are going to  
14 occur each and every year, and they have requested through  
15 their application an increase in those O&M, so there are  
16 varying times of recovery and there is different portions that  
17 is included in the requested rates.

18 I would like to briefly comment on the report you  
19 were mentioning. Those are what are called consumer confidence  
20 reports, and those are required by the Department of  
21 Environmental Protection as well as the Environmental  
22 Protection Agency. Those aren't required -- it is not a  
23 requirement of the Public Service Commission, but those are the  
24 forms that the DEP have come up with for all -- it's statewide  
25 for all cities, counties, any water provider in the state of

1 Florida.

2 MR. TINSLEY: I understand that, but it should be  
3 something that when people read it that are laypeople which it  
4 should mean something. I mean, when you look at all that mess  
5 it doesn't mean anything to me really. I mean, it wasn't even  
6 explained very well as far as the rates. Was it within the  
7 range, was it out of range, who knows. Okay.

8 CHAIRMAN EDGAR: Thank you.

9 Mr. Reilly.

10 MR. REILLY: The next witness is Theresa Heavrin.

11 THERESA HEAVRIN

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

14 DIRECT STATEMENT

15 MS. HEAVRIN: Hello. I'm Theresa Heavrin. I live at  
16 335 Pleasat Street, Pomona Park, and I own a small business  
17 there.

18 I wanted to thank my community members for coming out  
19 and helping me with this. I'm in a very unique position. I  
20 have a wonderful cousin who when he was a teenager moved to  
21 Palm Coast when they were just starting to build it and grew up  
22 working for the water company. Just prior to this particular  
23 corporation acquiring Aqua Water, he was still working for Aqua  
24 Water. And, oh, I guess it was maybe a year and a half or two  
25 years ago in Welaka, the mayor came up with ideas about there

1 was a lot of the things, I don't know exactly what was going  
2 on, I only know that my cousin came over for lunch every day.  
3 He was called a chief. Everybody reported to him. He grew up  
4 with this company. He knows it inside out. He knows the  
5 pipes, he knows what they look like inside.

6 So he told me that -- because I had him go over this  
7 particular report you were just discussing, and he did it, he  
8 explained it to me. What I retained wasn't a lot, but they put  
9 in all new pipes in Welaka. They got a whole new system that  
10 went in on the river. There was a lot of financing going on,  
11 there was a lot of buying of river property, condos were going  
12 to go in, \$200,000 houses being built in what has been said  
13 prior, a very poor county. Big things are going to happen in  
14 our county.

15 So all of this water work was done with my cousin  
16 supervising. I have a feeling that maybe the expenditure we  
17 are referring to, or one of them, because it was large job, it  
18 was a large deal. So I asked my cousin what was happening to  
19 Pomona Park, and he said that they had put in a new pump. And  
20 I said, well, how do they purify the water? And he said they  
21 pour chlorine in it. I said don't they do anything else. He  
22 said no, they just pour more chlorine in it, as needed.

23 The pump station is located behind the Methodist  
24 church up on the corner, I'm sure my neighbor will testify.  
25 And thank you for the idea of parking a car over the meter.

1 Truly, I had to dig for half an hour to get to my meter one  
2 day when the pipe broke on my property, which I took care of.

3           Now, I'm going to fast forward to a story about my  
4 neighbor. She is a nice young girl. She has family, she has  
5 kids. She is having a real hard time like everyone. They cut  
6 off her water. When they did that, I don't know if it was a  
7 direct cause, but it is the only thing I can come up with, I  
8 have lived in this house for about 16 years, and my water  
9 turned -- actually it was more the color of your gavel, and it  
10 was brown. So I called, and it took a day or two, but he did  
11 come out. He knew a lot more than I would ever know, and let  
12 me know that. He took a test on the water. I had saved water  
13 from all the different faucets, and there were varying degrees  
14 of coloration, so I had let it sit. I had let it, you know,  
15 sit to see what the sediment was. He took his test, and he  
16 laughed. And he said, well, it is good. And I said, well,  
17 here, have a drink. Erin Brockovich, yes. I know. He would  
18 not drink it.

19           Everyone who visits me says oh, God, the chlorine,  
20 the chlorine. And I say yes. And it will literally make your  
21 eyes water in the early morning hours. So what I do, because I  
22 cannot afford to buy bottled water, because I get frustrated, I  
23 get nothing. I run a small business. I barely make ends meet,  
24 but what I have figured was because they cut off her water it  
25 must have caused something to whatever, get lose and flow

1 through the pipes. And it did, it went away after a few days.

2 I let my water sit overnight before I drink it to let  
3 the chlorine evaporate out of it. That helps a little bit.  
4 What else is in the water? There's nothing I can do about it,  
5 I have to drink it. My young neighbor whose water was cut off,  
6 we all chipped in, we let her do her laundry, we brought her  
7 water. We let them take showers until she could afford to get  
8 it. How she is ever going to pay this increase, I don't know.

9 I wanted to mention that if this increase goes  
10 through, I will be paying more for water than for electricity.  
11 So, I still am leaving something out. It was important, too.  
12 Oh, I remember. The very astute gentleman that spoke before me  
13 mentioned something about corporate greed. I have a statement  
14 I would like to say. Any agreed involved in this decision is a  
15 disservice to our nation, a nation which desperately needs a  
16 return to ethical thinking. That's all I have to say.

17 CHAIRMAN EDGAR: Thank you.

18 MR. REILLY: Rob Mattson. Is Rob Mattson still here?  
19 The next witness is Orville Baldrige.

20 ORVILLE BALDRIDGE  
21 appeared as a witness and, swearing to tell the truth,  
22 testified as follows:

23 DIRECT STATEMENT

24 MR. BALDRIDGE: Good morning.

25 CHAIRMAN EDGAR: Good morning.



1 MR. BALDRIDGE: My name is Orville Baldrige. I live  
2 at 24823 Pearl Street in Astor, Florida. It's Holiday Haven  
3 Estates, and it's in Lake County. By the way, is this Reid  
4 Street?

5 CHAIRMAN EDGAR: I think that this is Reid Street.  
6 Yes, it is. I got turned around on the way here, too.

7 MR. BALDRIDGE: We saw some other people going around  
8 in circles, too, so we were wondering if they hid these  
9 hearings or something.

10 CHAIRMAN EDGAR: We try very hard to find locations  
11 that are convenient, that are available, that we can afford,  
12 and it's more difficult than you might think. But I'm glad  
13 that everybody is here and was able to find the location.

14 MR. BALDRIDGE: Okay. I think we are getting close  
15 to the end, and so I will try to be brief and to the point.  
16 Although I suffer a little bit from sometimers disease,  
17 sometimes I can remember what I want to say and sometimes I  
18 can't, but I will attempt to do that.

19 We pay an average of \$95 a month for water. Now, I'm  
20 going to be in the same position as the lady that just spoke.  
21 We are going to be paying more for water than we are for  
22 electricity if this goes through. They are proposing to double  
23 our water rates out there. And, you know, I'm not sure, I  
24 guess, the sewage may or may not go up with that, I don't know,  
25 and that's another thing that I would like to address. But the

1 water at least, that doesn't mean, I guess, that the total bill  
2 would double, but the total bill would go up substantially.

3 Now, I don't really see any rhyme or reason in the  
4 way they charge us for the sewage. I will give you a couple of  
5 examples here. Okay. In December, my water charges were  
6 \$35.33. My sewer was \$63.90. In January, my water charges  
7 were \$30.25, my sewer charges were \$37.80. In February, my  
8 water bill was -- the water charges were 388.07, because I had  
9 a leak, and my sewer charges were 63.29.

10 I didn't discover the leak until the following month,  
11 so, again, my water charges were 136.85 and my sewer charges  
12 were 33.40. And they did give me a \$206.58 credit towards  
13 those exorbitant bills that I had. But I called the company  
14 and I said -- I thought possibly they might allow me something  
15 near what my average bill was. And he said, "Sir, we don't  
16 have to give you anything, just consider yourself lucky that  
17 you got any credit at all and don't complain." So, I was glad  
18 to get a little bit of credit there. And then, again, last  
19 month my water bill was 43.40 and my sewage bill was 78.44. So  
20 it looks like they just charge me whatever they want to for  
21 sewage when they want to.

22 Now, as someone else had testified here that their  
23 water bill doesn't change, we were in Mexico awhile back for  
24 over half of the month we were gone, and still our water bill  
25 that month was \$85. Just recently I did an average figure, and

1 this doesn't have anything to do with back when we had the leak  
2 or anything, but an average figure, they say we use 148 gallons  
3 a day. And we do water conservation. You have heard that  
4 story about you can lead a horse to water, but you can't make  
5 it drink. Well, I can't. My wife knows where the water is,  
6 but I can't get her or anybody that visits us to drink the  
7 water.

8           The water is very bleachy, very strong, and it does  
9 ebb and flow. I don't know if they like put it in a couple of  
10 times a week and it goes up really bad and you can just -- you  
11 know, you get close to the water and you can smell it. But,  
12 then there are times that it ebbs. And most of the time I can  
13 make coffee with it, but we can't -- we won't drink the water  
14 because it just doesn't taste that good.

15           But I have talked to people all over the country, and  
16 I have asked them because I have lived in several different  
17 states and been a lot of different places, I have never been  
18 anyplace or heard anybody paying water bills as high as I am  
19 paying right now. And now they want to double my water bill.  
20 I think it is absolutely ridiculous.

21           I believe that they should offer these companies to  
22 entrepreneurs. I, for one, would be very happy to spearhead an  
23 effort to raise money for us to buy the water facility there in  
24 Astor. I have done some investment banking, and I'm capable of  
25 this. I have access to investment bankers. And certainly if

1 they can't run it and make money, then -- and, again, when you  
2 talk about profits and the bottom line, I think that we need to  
3 consider, and I hope the Commission will consider what kind of  
4 overhead are they running, and that should be compared to what  
5 kind of overhead do other facilities around the country run.  
6 Because what I often see, you know, when we talk about profits,  
7 and I see this a lot with big, big corporations, you know, and  
8 the shareholders don't even seem to get the picture, that they  
9 suck all the money out for salaries, or different reasons, and  
10 bonuses and things like that, and then at the end of the year  
11 the company loses money. And so then, you know, then people  
12 are saying, well, we have got to raise prices or whatever.

13           So, how that operation is going, but I'm sure that  
14 there are a lot of entrepreneurs that would jump up and be  
15 happy to buy these facilities if they can't run them properly.  
16 So, our main concern, we are in, of course, as most people here  
17 are, we are past Social Security age, and we are in a community  
18 where an awful lot of people are living on the edge. There are  
19 certainly people that won't be able to live. I'm still working  
20 some, so we will be all right. We can pay it. It's not can we  
21 pay it; is it fair for us to pay these kind of rates for water.

22           But, as I said, even now I have talked to people in  
23 California, I have talked to people in Washington State, I have  
24 talked to people all over the state of Florida. Nobody pays  
25 the rates that Aqua Water pays. We have another system in our

1 community where the most I have talked to anyone who had a  
2 water bill is \$50. And I have talked to people with families.  
3 You know, they are paying 40 or \$50. We moved here from  
4 Casselberry. Our water bill would run 40 or \$50 a month. It  
5 is certainly going to have a detrimental effect on the whole  
6 service area for the real estate even, because people are going  
7 to say I don't want to buy that property because, for one  
8 thing, it is not -- you know, we have had good service out of  
9 the water company, I have no complaints on the service, because  
10 we haven't had any big problems, it is the price. It is an  
11 exorbitant price.

12 Thank you very much.

13 (Audience applause.)

14 CHAIRMAN EDGAR: Thank you, Mr. Baldrige.

15 MR. REILLY: John Poitevent.

16 JOHN POITEVENT

17 appeared as a witness and, swearing to tell the truth,  
18 testified as follows:

19 DIRECT STATEMENT

20 MR. POITEVENT: Hi, I'm John Poitevent. I live at  
21 269 River Drive, which is in River Groves, East Palatka. A lot  
22 of what I've got to say has probably been covered already. But  
23 one of the things that businesses typically do is they provide  
24 for capital expenditures in their current prices, so that when  
25 it comes time for a capital expenditure to be made, they can

1 make it. That probably has been done. If it has not, it is a  
2 very poor business practice. If you can't cover your capital  
3 expenditures as well as your daily operations, you need to do  
4 something different. My guess is that it probably has been  
5 handled. If it has not, it is poor business, and it should not  
6 be rewarded.

7           You're asking for over a 100 percent rate increase.  
8 I understand that it has been, I believe, eleven years since a  
9 rate increase was granted to these people, is that right?  
10 It's about that, anyway. This past decade has been a period of  
11 relatively low inflation. So perhaps some -- even with that,  
12 perhaps some rate increase is justified. But, you know, I'm  
13 thinking 10 or 15 percent, something in that order, certainly  
14 not over 100 percent. And I would like to echo something that  
15 I've heard quite a bit here is the quality of the water needs  
16 to be monitored more carefully.

17           Thank you very much.

18           CHAIRMAN EDGAR: Thank you.

19           MR. REILLY: That's all the witnesses that have  
20 signed up at this point.

21           MR. CLEMENTS: I signed up real early.

22           CHAIRMAN EDGAR: I was just going to say, is there  
23 anybody who would like to speak whose name has not been called?

24           Sir, if you will come forward. Sir, were you here  
25 when we did the swearing in?

1 MR. CLEMENTS: Yes, I was.

2 CHAIRMAN EDGAR: Okay. Thank you. Then if you would  
3 tell us your name.

4 CHARLES CLEMENTS

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

7 DIRECT STATEMENT

8 MR. CLEMENTS: I am Charles Clements. I live at  
9 265 River Drive, East Palatka. My wife and I moved up  
10 here from -- we are refugees from Miami, Florida. We moved up  
11 here about four years ago, and this is my first experience with  
12 one of these independent water systems for the neighborhood, so  
13 it has been a learning experience for me.

14 I have some things I wanted to point out. Everyone  
15 has covered most of the other issues, but I wanted to touch on  
16 maintenance issues, emergency notification on problems with the  
17 water system, the water quality, and, of course, the rate  
18 increase. And as we were talking about, the billing dates on  
19 the statements, I will start with that.

20 I was very pleased with your statements, the new  
21 style statements. In fact, I wrote you a letter and put it in  
22 my bill. And then as time went on, the billing dates have  
23 gotten to be a little bit, I don't understand how you do that,  
24 but that coupled with the water usage and everything, my bill  
25 seemed to be all over the graph, up and down. Other people

1 seemed to have sort of a standard thing. I have seen the water  
2 meter reader at least once in four years, so there is some  
3 credence to that.

4 Maintenance issues. We moved in about four years  
5 ago, and Aqua was being run by another company, and this new  
6 company has bought it. Since then we have noted several  
7 maintenance events, and they seem to be coming more frequently.  
8 There is a horn on the water treatment plant, and it goes off  
9 regularly. I didn't know what it was the first couple of times  
10 it went off, and since then I know exactly what it is, and it  
11 seems to go off a lot. And the number of maintenance events  
12 like that have increased since I have been there in four years  
13 and the response seems to be slower.

14 For instance, two weeks ago there was a fairly major  
15 water leak at 166 River Drive. The house was not attended at  
16 the time, and my wife and at least two or three other residents  
17 were there, and notified or tried to get ahold of the company  
18 to get the water shut off. Apparently it was a major leak. I  
19 was out of town. But going through multiple -- there is a menu  
20 situation with the new company has. The older company had a  
21 direct line to an emergency number where you need maintenance  
22 or an emergency like a big water leak. The new company  
23 apparently has instituted this multiple menu line where they  
24 want your account number, things like that. I think that they  
25 should probably think about going back to the direct



1 maintenance line or direct emergency line which they had before  
2 because it was answered quicker.

3           Once we did get through to the service, once we  
4 finally went through this whole litany of things, it was like  
5 getting an airline reservation in India, the lady seemed to be  
6 right on top of what was going on and was dispatching somebody  
7 out. I don't know how long it took for the maintenance to get  
8 there, but that was a situation I think that needs to be  
9 addressed is having a dedicated line for problems.

10           As I said, the maintenance, the water leak, the  
11 maintenance situation, we hear the horn go off more often and  
12 the response time seems to be slower. The water quality, East  
13 Palatka, apparently earlier the gentleman was talking about the  
14 water quality on that side of the river, it is poor water to  
15 start with, and it comes up and it is not real good out of the  
16 water treatment plant in our neighborhood raw, so a lot of  
17 residents have taken it on themselves to go ahead and get  
18 dedicated water softening systems and total water treatment  
19 systems mounted on their house to reprocess the water coming  
20 from Aqua, which makes pretty good ice cubes and you can drink  
21 it at that point.

22           We talked about the bill statements and everything.  
23 And at the moment, in our neighborhood, if they go with the  
24 interim rate increase it is about a 32 percent raise in cost.  
25 And maintenance costs go up, everything -- we all understand

1 that. But if they went to that final proposed rate, it is a  
2 233 percent increase, which is, I think, more than a bit  
3 onerous. So those are my basic thoughts on that.

4 CHAIRMAN EDGAR: Thank you, Mr. Clements.

5 MR. REILLY: Did we hear from Sally Jacobs? Did we  
6 hear from her?

7 MS. JACOBS: I signed up, but I did not want to  
8 testify.

9 CHAIRMAN EDGAR: Mr. Reilly, did you have other  
10 names?

11 MR. REILLY: No, I just --

12 MS. MORRIS: I didn't sign up, but I would like to.

13 CHAIRMAN EDGAR: Please come forward, then.

14 BARBARA MORRIS

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

17 DIRECT STATEMENT

18 MS. MORRIS: Okay. My name is Barbara Morris,  
19 M-O-R-R-I-S. I live at 124 Magnolia Drive. If that sounds  
20 familiar, my husband was up here, I think second. I live in  
21 Palm Port in East Palatka. And I have had some questions  
22 because I have been to these meetings before. I have been to  
23 Ocala, I have been to Jacksonville. I'm very appreciative of  
24 being able to come to Palatka, so thank you for that.

25 It seems like we always hear this same story that we

1 have a lot of repairs needed by our water company, and the  
2 thought crossed my mind isn't there any life on these repairs.  
3 If you get your roof repaired, they say this is a 15-year roof.  
4 And I haven't seen anything that indicated that if we get all  
5 of these repairs that they are going to last more than a year.  
6 And so that is one thing. I was just wondering what happened  
7 to our last repairs.

8 I also wanted to tell you about my water. I don't  
9 think the chlorine is very consistent. Now, the only basis I  
10 have for this is by the odor, which some days I walk into by my  
11 washing machine and I smell the chlorine very strong. Other  
12 days I don't notice it at all. Now, our water was off last  
13 Wednesday, a week ago, all day, and then we had three days  
14 where we boiled water. Now, I don't know, maybe having had the  
15 water off affected the water quality that much, but we boiled  
16 the water in the same pot for three days, and at the end of the  
17 three days when we emptied that pot, I looked in it and I was  
18 horrified. It had a solid layer of something black in the  
19 bottom of the pot. This is the water I have been drinking for  
20 three days with a solid layer of something black in the bottom  
21 of it.

22 I also wanted to tell you about my dishwasher. Now,  
23 my dishwasher started losing pegs, I don't know how long ago,  
24 before Aqua. But when Aqua came it didn't stop. It is still  
25 losing pegs. Now the first few pegs were kind of nice because

1 it let me fit things in the dishwasher I couldn't do before,  
2 but now I notice that also the little support pieces that hold  
3 the pegs up are getting close to deteriorating, too. And if it  
4 does this to the dishwasher, I wonder what it is doing to my  
5 stomach. Thank you for letting me express my opinion.

6 CHAIRMAN EDGAR: Thank you, Ms. Morris.

7 (Audience applause.)

8 CHAIRMAN EDGAR: I think that that is the last person  
9 that we have signed up. Is there anybody else? I see two  
10 hands. So, ladies, if one of you will come forward and then we  
11 will take the next.

12 LINDA HEFTI

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

15 DIRECT STATEMENT

16 MS. HEFTI: Yes. My name is Linda Hefti, H-E-F-T-I.  
17 I live at 7017 Silver Lake Drive, that's the Silver Lake Mobile  
18 Home Park. And I am a single person, and this rate increase  
19 will make me have to decide whether I want to eat or pay a  
20 water bill. This is ridiculous. Since I have lived here -- I  
21 lived in Cocoa prior, and had Cocoa city water, and I never had  
22 the problems I have had out of this water system. Because  
23 there I had a hot water heater that from old age blew up. That  
24 month my water bill was \$100 because of it leaking while it  
25 blew up while I was at work. Which you can't help that. But,

1 they gave me a credit on it and all of that because of that.

2 But at least the rates were consistent. I saw my  
3 meter reader come around. I have not seen a meter reader come  
4 here since I have lived there, and I have lived there for about  
5 a year and a half now. I have never seen a meter reader in  
6 there. Recently I had my daughter move in with me because she  
7 is going through a very messy situation. She has never seen  
8 the water meter reader come either, and she has been there all  
9 day long.

10 And my water bill says it is an actual bill, and it  
11 has got a place on it for -- it has got actual or -- I can't  
12 think of what it's called, I don't have the water bill with me.  
13 Estimated or projected. Excuse me, how can it be actual if it  
14 has never been read? And it says that -- when I was by myself,  
15 it said that I was using 3,000 gallons of water. Excuse me.  
16 What is that based on if there is nobody coming out to read the  
17 meter? And it goes between that and 4,800, and then it says  
18 that if you are under 6,000 gallons you are supposed to have  
19 this rate. I am being charged for the over 6,000 gallons for  
20 my base rate. Excuse me, how is this possible?

21 And then the sewer, they just double whatever your  
22 bill is for the sewer usage, and that is totally wrong. And, I  
23 mean, how is a person supposed to make ends meet when they  
24 can't even get a fair thing out of their water system or any of  
25 their utility systems? This is totally unfair, and it's -- I'm

1 sorry, I didn't expect to this upset, but it's just totally  
2 unfair when you don't really know what you have used. Because  
3 I also used -- I have also lived in other place out of state,  
4 and they had a base rate for if you -- as long as you stayed  
5 below this rate, your water bill was one price, period, for  
6 water and sewage together. And I think that was a fairer rate  
7 because they told you up front, this is what you will pay if  
8 you are under this and you will pay this if it is over this.  
9 And there is no rhyme or reason to how the water bill is come  
10 up with for Aqua Utilities, none whatsoever. Thank you.

11 CHAIRMAN EDGAR: Thank you, Ms. Hefti. I appreciate  
12 you coming forward.

13 And we did have one other hand. Yes, ma'am.

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

17 DIRECT STATEMENT

18 MS. VAN DAM: My name is Judy Van Dam, V-A-N D-A-M,  
19 two words, 55820 Call Street, Astor Run, Holiday Haven. We  
20 have only been there just short of two years. I love the  
21 community, and we have a lot of reasons for going there,  
22 basically, retirement and to fish a lot.

23 A couple of things we found since we have been there,  
24 of course, like everyone else that has already said, and I will  
25 make it brief. Our billing periods are ridiculous. I have

1 called about that, too. We got 19 days on one bill, we have  
2 40-something days on another bill. That makes it very hard to  
3 budget. We also are on a limited income, so it's important for  
4 us to know these things. And the increase is totally  
5 unreasonable in both of our opinions, based on the quality of  
6 water that we get. We have not drank the water since we have  
7 been there because we did taste it when we first arrived and  
8 that convinced us. We have water filters on our icemaker and  
9 everything, and still sometimes you can still taste it.

10 The quality, the chlorine level does vary. Another  
11 thing, we have gotten a couple of letters in our time, not  
12 recently, but we have received letters that said don't drink  
13 the water, there is a problem with it. The problem is we get  
14 the letter after the date said not to drink it. And then by  
15 the time we get the letter that it is safe, well, you know, we  
16 are drinking bottled water anyway. So the notifications are  
17 not reliable. And we really never know what is wrong with the  
18 water. I mean, maybe it is a technical term I don't  
19 understand. But one time, I believe, since we have been there  
20 someone actually came around, but that was the one and only  
21 time that I recall, and we are there most of the time.

22 And it is just my husband and I. And, again, I don't  
23 know how in Sam Hill we could use 7,000 gallons of water usage  
24 last month. I think that's most of my notes. And I did not  
25 bring all the documentation, but you all will be getting it. I

1 will fax it or send it.

2 CHAIRMAN EDGAR: Thank you, Mrs. Van Dam.

3 And I see one more hand. Yes, sir.

4 WALTER HAWKINS

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

6 testified as follows:

7 DIRECT STATEMENT

8 MR. HAWKINS: My name is Walter Hawkins, and I live  
9 at 121 River Drive in East Palatka, and have been there for  
10 40 years.

11 And the rate increases that these people are asking  
12 for is absolutely ridiculous. And the amount of money that  
13 they claim that they have spent, the only thing that -- and I  
14 live -- there's two houses between me and the water plant. The  
15 only thing that I have seen anything spent, they did put a  
16 fence around it, and if they have done anything else, I don't  
17 know it. And, like the lady said, you get a notice -- in fact,  
18 I went down to -- when they had a little old office over there  
19 in the plaza, I went down there. I had a notice to boil the  
20 water on certain dates and the date had expired. And I went  
21 down there and talked to -- it wasn't these people, it was  
22 before these people got it, but all they are doing is changing  
23 names to make money. And the exorbitant -- if you will check  
24 with the company and get the records, you will see that these  
25 people in these big companies, all they are doing is paying the



1 CEOs big salaries and big bonuses and that is where your money  
2 is going.

3 And the bills, just like it has been already said,  
4 I've got them right here, you get one bill for 45 days, you get  
5 another one for 15. And I don't know what can be done about  
6 it, but something needs to be done about it. Thank you.

7 MR. REILLY: Just a quick question.

8 CHAIRMAN EDGAR: Mr. Hawkins, could you hold just a  
9 moment.

10 Yes, Mr. Reilly.

11 MR. REILLY: I know its East Palatka, but what is the  
12 actual name of the system that serves you?

13 MR. HAWKINS: River Grove.

14 CHAIRMAN EDGAR: Thank you, Mr. Hawkins. Okay. Is  
15 there anybody else who would like to come forward and share  
16 comments with us that has not already had the opportunity to do  
17 so? Okay.

18 SPEAKER: Could I make a statement, Madam Chairman?  
19 I want to appreciate our counselor over here from bailing our  
20 host out and not getting them mixed up with the water rate  
21 increase.

22 CHAIRMAN EDGAR: Thank you.

23 Mr. Jaeger.

24 MR. JAEGER: Yes, Chairman. Mr. Orville Baldrige  
25 gave us five water bills from December 27th, 2006, through May

1 23rd, 2007, and I guess we need to make them an exhibit.

2 CHAIRMAN EDGAR: Okay. That would be 19.

3 MR. JAEGER: And it is five water bills from  
4 December 27th, 2006 through May 23rd, 2007 for Orville  
5 Baldrige.

6 (Exhibit 19 marked for identification.)

7 CHAIRMAN EDGAR: Thank you. Okay. I think we are  
8 about done.

9 Let's go ahead and take up the exhibits. And I have  
10 13 and 14, Ms. Rule, 14 to be late-filed, which are the  
11 publication notices, so we will go ahead and admit those. And  
12 then the information that has been shared with us from the  
13 customers. I have 15 through 19, Mr. Reilly?

14 MR. REILLY: I believe that's right.

15 CHAIRMAN EDGAR: Ms. Rule, any objection? No  
16 objection.

17 Okay. We will go ahead and enter Exhibits 15 through  
18 19.

19 (Exhibits 13 through 19 admitted into the record.)

20 CHAIRMAN EDGAR: All right. I want to thank  
21 everybody, again, for coming. Thank you for sharing your  
22 comments with us. Please do, as we discussed at the beginning  
23 here, if you know others that were not able to come, let them  
24 know that they can send information in. Take some of these  
25 sheets with you. Or, again, it is available on the website.

1 Commissioner Skop.

2 COMMISSIONER SKOP: Thank you, Madam Chair.

3 Again, I would like to echo the comments of thanking  
4 the customers for coming out. Palatka, East Palatka,  
5 Interlachen, but particularly also Astor and Satsuma, because I  
6 know that is a little bit of a drive for all of you all, so I  
7 greatly appreciate you coming out to take time out of your day  
8 to share your comments with the Commission. Thank you.

9 CHAIRMAN EDGAR: Thank you.

10 And if you do have other questions or information  
11 that you would like to share, our staff will be here for a  
12 little while after this and please get with one of them.  
13 Again, thank you to everybody, and we are adjourned.

14 (The service hearing concluded at 12:35 p.m.)

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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  
7 herein stated.


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

13 I FURTHER CERTIFY that I am not a relative, employee,  
14 attorney or counsel of any of the parties, nor am I a relative  
15 or employee of any of the parties' attorney or counsel  
16 connected with the action, nor am I financially interested in  
17 the action.

18 DATED THIS 8th day of June, 2007.

19

20

  
\_\_\_\_\_  
JANE FAUROT, RPR  
Official FPSC Hearings Reporter  
(850) 413-6732

21

22

23

24

25

# Affidavit of Publication

## The Daily Commercial

Leesburg, Lake County, Florida

Case No. \_\_\_\_\_

STATE OF FLORIDA  
COUNTY OF LAKE

Before the undersigned authority personally appeared Alan Ferguson who on oath says that he is the Advertising Director of The Daily Commercial, a daily newspaper published at Leesburg in Lake County, Florida, that the attached copy of advertisement, being

154544  
in the matter of Customer Service  
Hearings  
in the \_\_\_\_\_ Court,

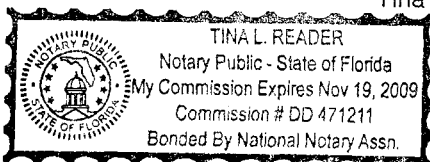
was inserted in said newspaper in the issues of \_\_\_\_\_  
April 20, 2007

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

Signed [Signature]  
Alan Ferguson, Advertising Director

Sworn to and subscribed before me this 23 day of April, 2007, by Alan Ferguson, Advertising Director, who is personally known to me.

(Seal)



[Signature]  
Tina L. Reader, Notary Public

[Signature]

Docket No. 060368-WS, Exhibit 13

### Attach Notice Here

#### 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 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.  
Place: St. Johns Water Management District  
Resource Management Building Rooms 136A&B  
4049 Reid Street  
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.  
Place: City Commission Chambers  
Gainesville City Hall  
200 East University Avenue  
Gainesville, FL 32601

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).

154544 April 20, 2007

#### FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS EXHIBIT 13

COMPANY Aqua Utilities FL, Inc.

WITNESS Putnam Lake County Affidavit of

DATE 5/16/07 [Signature] Publication of  
Notice

## 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 20, 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 times and places:

Date and Time: May 16, 2007 at 10:00 a.m.  
Place: St. Johns Water Management District  
Resource Management Building Rooms 136A&B  
4049 Reid Street  
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.  
Place: City Commission Chambers  
Gainesville City Hall  
200 East University Avenue  
Gainesville, FL 32601

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

STATE OF FLORIDA §

§

County of Putnam §

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

Legal Notice

Was published in said newspaper 1 time(s), said publication being made on the following dates:

April 20, 2007

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

*Candace Barber*

Sworn to and subscribed before me this April 20, 2007

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

*Joyce Guthrie*

Joyce Guthrie, Notary Public, State of Florida

Personally known to me, or  
 Produced Identification:

did take an oath

Notary Seal:



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

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 060368-<sup>ws</sup> EXHIBIT 14

COMPANY Aqua Utilities FL, Inc.

WITNESS (Late Filed) additional Notices

DATE 05/16/07 OF Publications

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-W EXHIBIT 15

COMPANY Aqua Utilities FL, Inc.

WITNESS Mr. Jim Johnson's documents

DATE 05/16/07



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NOTICE OF APPLICATION FOR SALE OF FACILITIES

(Section 367.071, Florida Statutes)

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

Applicant:

Florida Water Services Corporation  
Attn: Melissa Taylor, Esquire  
P.O. Box 609520  
Orlando, FL 32860-9520

*David W. Gray  
Told us we had to fix it*

Purchaser:

Aqua Utilities Florida, Inc.  
Attn: Kathy L. Pape, Esquire  
762 West Lancaster Avenue  
Bryn Mawr, PA 19010

*# 610-645-1142*

*Three year ago, our septic starting backing up - they came out 3 times, and unstopped it. fourth time they dug down to found the concrete had been Busted. So they redone the concrete. Paper & Trash would hang upon the concrete, then it would Back up. Three week ago it started again; 1st time they call ~~a plumber~~ out a Robo-Rooter man to unstopped it. we call the next week, they sent a Robo-Rooter man out. He ~~stop~~ unstopped it again. We call last nite at 7:55 - 9/8/04 - Lady said she would take care of it. I call Bud on 9/9/04 - They said she didn't put anything*



**FLORIDA WATER SERVICES CORPORATION'S  
FACILITIES IN FLORIDA COUNTIES  
BEING SOLD TO AQUA UTILITIES FLORIDA, INC.**

Brevard County

Kingswood (water):

Township 21 South, Range 34 East, Section 14

Oakwood (water):

Township 21 South, Range 35 East, Sections 7 & 8

Highlands County

Leisure Lakes (Covered Bridge) (water & wastewater):

Township 36 South, Range 29 East, Sections 15 & 16

Lake County

Carlton Village (water):

Township 18 South, Range 24 East, Sections 11 & 14

East Lake Harris Estates (water):

Township 20 South, Range 26 East, Sections 20 & 29

Fern Terrace (water):

Township 19 South, Range 25 East, Sections 19, 20, 29 & 30

Friendly Center (water):

Township 20 South, Range 26 East, Section 30

Grand Terrace (water):

Township 18 South, Range 26 East, Section 32

Hobby Hills (water):

Township 18 South, Range 24 East, Sections 27 & 28

Holiday Haven (water):

Township 15 South, Range 28 East, Sections 30 & 37

Holiday Haven (wastewater):

Township 15 South, Range 28 East, Section 30

Imperial Mobile Terrace (water):

Township 19 South, Range 25 East, Section 25

Morningview (water & wastewater):

Township 20 South, Range 24 East, Section 2

Palms Mobile Home Park (water):

Township 20 South, Range 24 East, Section 36

Picciola Island (water):

Township 19 South, Range 24 East, Sections 11-13

Piney Woods (water):

Township 18 South, Range 24 East, Sections 32 & 33

Quail Ridge (water):

Township 18 South, Range 25 East, Sections 24 & 25

Silver Lake Estates (water):

Township 19 South, Range 25 East, Sections 10, 11, 14 & 15

Skycrest (water):

Township 18 South, Range 24 East, Sections 27, 33 & 34

Stone Mountain (water):

Township 20 South, Range 25 East, Section 18

Valencia Terrace (water & wastewater):

Township 19 South, Range 24 East, Sections 10 & 11

Venetian Village (water):

Township 20 South, Range 26 East, Sections 10, 11, 14 & 15

Venetian Village (wastewater):

Township 20 South, Range 26 East, Sections 11 & 14

Western Shores (water):

Township 19 South, Range 25 East, Sections 1 & 12;

Township 19 South, Range 26 East, Sections 7 & 18

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FLORIDA WATER SERVICES CORPORATION'S  
FACILITIES IN FLORIDA COUNTIES  
BEING SOLD TO AQUA UTILITIES FLORIDA, INC  
(Continued)

Volusia County

Jungle Den (water & wastewater):

Township 15 South, Range 28 East, Sections 19 & 30

Tomoka/Twin Rivers (water):

Township 14 South, Range 32 East, Section 30;

Township 14 South, Range 31 East, Section 25

Washington County

Sunny Hills (water):

Township 2 North, Range 13 West, Sections 1, 4-9, 11-31, 35  
& 36;

Township 2 North, Range 14 West, Sections 13, 24-27, 34-36;

Township 1 North, Range 13 West, Section 2;

Township 1 North, Range 14 West, Sections 2 & 3

Sunny Hills (wastewater):

Township 2 North, Range 13 West, Sections 7, 8, 15-22, 28-  
31;

Township 2 North, Range 14 West, Sections 25 & 36

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In the system, ~~and~~ but she would do it - and  
have them take care of it today. So I hung up -  
and call the Supv, and told her what happen - she  
said she would be sure it was taken care of. I came home  
at 5:PM - nothing had been done - saw one of your ~~sup~~  
Supv in the area, Flag him down - told him about  
it - said ~~no~~ nobody told him about it? he didn't  
offer to write the address + phone # down - He told  
me he was spread thin? I came home to call  
your # I tried 3 times - it rang - then like somebody  
would pick up then put the phone down - I call  
the 4 time they answer - said she would get a  
Tech on it? I work for the New York Times for  
25 years retired - never seen service like  
this? I shouldn't have to pay for water  
sewage - since it in my yard, can't cut the  
grass there either. 386-7994943  
Harca now day - Jim Johnson  
Aster Fl. 32102

**FLORIDA WATER SERVICES CORPORATION'S  
FACILITIES IN FLORIDA COUNTIES  
BEING SOLD TO AQUA UTILITIES FLORIDA, INC  
(Continued)**

Orange County

Tangerine (water):  
Township 20 South, Range 27 East, Sections 4-9, & 16-18

Pasco County

Palm Terrace (water & wastewater):  
Township 25 South, Range 16 East, Sections 10 & 15  
Zephyr Shores (water & wastewater):  
Township 26 South, Range 21 East, Sections 17 & 18

Polk County

Gibsonia Estates (water):  
Township 27 South, Range 23 East, Sections 23-26  
Lake Gibson Estates (water & wastewater):  
Township 27 South, Range 23 East, Section 24;  
Township 27 South, Range 24 East, Section 19  
Orange Hill/Sugar Creek (water):  
Township 28 South, Range 25 East, Section 28

Putnam County

Beecher's Point (water & wastewater):  
Township 12 South, Range 26 East, Section 40  
Hermits Cove (water):  
Township 10 South, Range 26 East, Sections 33 & 39  
Interlachen Lake Estates (water):  
Township 10 South, Range 25 East, Sections 7 & 18  
Palm Port (water & wastewater):  
Township 9 South, Range 27 East, Section 40  
Park Manor (water & wastewater):  
Township 10 South, Range 25 East, Section 18  
Pomona Park (water):  
Township 11 South, Range 27 East, Sections 31-33  
River Grove (water):  
Township 10 South, Range 27 East, Section 38  
Saratoga Harbour (water):  
Township 11 South, Range 26 East, Section 39  
Silver Lake Oaks (water & wastewater):  
Township 10 South, Range 26 East, Section 17  
St. Johns Highlands (water):  
Township 11 South, Range 26 East, Section 39  
Welaka (water):  
Township 11 South, Range 26 East, Section 39  
Wootens (water):  
Township 13 South, Range 26 East, Section 41

Seminole County

Florida Central Commerce Park (wastewater):  
Township 21 South, Range 30 East, Section 6  
Harmony Homes (water):  
Township 21 South, Range 30 East, Section 7

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A

11/11/04

To - KATHY L. PAPE Esquire  
742 WEST LANCASTER AVE.  
BRYN MAWR, PA. 19010

WROTE YOUR LETTER RITE AFTER YOU TOOK OVER THE WATER WORKS; ON THE PROBLEM WE WAS HAVING; YOUR SECRETARY CALL TO BE SURE SHE HAD THE RITE ADDRESS; SINCE THEN WE HAVE HAD THE SAME PROBLEM; DURING THE STORM WAS THE WORST; THEY WOULD CALL A PLUMBER TO UNLOG IT. I HAD TO CALL A PLUMBER, THE SAME ONE THEY CALL BEFORE ON 3 DIFFERENT DATES - HE TRIED TO EXPLAIN TO THEM WHERE IT IS; BUT THEY WON'T LISTEN? THEY TOLD US AFTER THE STORM, THEY HAD HIRED A CONTRACTOR TO COME OUT & FIX IT. BUT SO FAR NO SHOW? 11/10/04 IT BACK UP AGAIN IN THE BATHROOM & THE FRONT YARD - BY THE WAY ITS A PRETTY SITE IN YOUR FRONT YARD 3' FROM THE ROAD. WE CALL 11/10/04 TO REPORT BACK-UP - AGAIN. NOBODY CAME OUT. SO I WENT GOT THE TOOLS AND UNPLUG IT. LATER ON ONE OF YOUR PEOPLE CAME OUT - AND TOLD US, THEY WERE NOT GOING TO FIX THE PROBLEM, WE WOULD HAVE TO FIX IT. I CALL THE PLUMBER; AND PAY HIM; SEND THE BILL IN WITH PAYMENT - THEY WOULD CREDIT IT AGAINST OUR ACCOUNT. NEVER HEARD OF A BUSINESS BEING RUN LIKE THIS. I CALL THEM AM, TO SEE HOW COME THEY DIDN'T SEND OUT A PLUMBER 11/10/04 TO UNSTOPPED IT - SHE SAID, SHE SENT A WORK ORDER OUT ON IT - BUT WOULD CHECK TO SEE HOW COME, NOBODY CALL OR COMES OUT. SHE FOUND OUT THEY TOLD HER THEY WERE GOING TO GET A CONTRACTOR TO FIX IT? WHEN? DO I CONTINUE TO TRY

If one no idea by give  
contacted to call plumber  
for that area

9, B

TOWN PLUG IT! OR CALL A PLUMBER & I PAY FOR IT,  
THAT SEWER IS A DANGER IN THE YARD, IT CONTAMINANT  
ESPECIALLY IF KIDS GET ON THEM OR DOGS LICK IT?

# 0068-45-0030-1-8

METER #

RG 0193730745-

AS YOU SEE I PAY FOR MY SERVICE

JAMES L. JOHNSON

1638 JUNO TR.

ASTOR FL 32102

386-749-4943

I SEE YOU HAVE A LOT OF EMPLOYEES &  
WHITE TRUCKS IN THE AREA - I STOP & ASK EA. 1,  
THEY SAY THEY ARE TECHNICIAN THEY HAVE NO  
WORKER TO DO THAT KIND OF JOB? LOOKS LIKE IF YOU  
HAD A CREW TO THAT KIND OF WORK - IT WOULD PAY  
FOR ITSELF / AND SERVICE DONE FASTER / BETTER.  
I, MEAN THEY WOULDNT EVEN HELP A 69 YEAR  
OLD MAN?

HAVE A NICE DAY  
JIM

PAUL THOMAS  
FIELD COORDINATOR  
ATVA UTILITIES  
CELL # 386-937-1143

I Apologize for the  
problems you've had and  
I'm confident they will  
end shortly

SEEN AS IS HUMANELY POSSIBLE.  
I HAVE THE WORK BEGAIN AS  
PRIORITY JOB AND WILL  
CONSIDER THIS A HIGH

I WILL LET YOU KNOW I  
THE TIME THE WORK WILL BEGAIN?  
AS SEEN AS I HAVE AN EXPER  
YOUR FREQUENT SERVICE REQUESTS  
AND AX WHATEVER IS CAUSING

A COMPUTER TO DIB UP  
EARLIER TODAY. WE'VE HAD  
ON MY PHONE MESSAGE  
DROPPED BY TO FOLLOW UP  
SORRY I MISSED YOU I

M.R. JOHNSON,

S-  
THIS WAS HUNG  
DOWN MY FRONT DOOR  
DOOR HUNG BY YELLOW

**Bill Johnson**

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**From:** Bill Johnson  
**Sent:** Thursday, March 08, 2007 9:48 AM  
**To:** 'custserv@aquaamerica.com'  
**Subject:** EMERGENCY

To - Aqua Emergency

From - James L. Johnson  
1638 Juno trail  
Astor, Fl. 32102-7951  
Lot - 0000002 block Jungle Den - Sub. Div.  
#000888846-0632150  
Home Phone # (386) 749-4943  
Cell # (386) 566-2312

I called Thursday 3-1-07, you said they would be here Monday 3-5-07 - nobody shows up. Called again said they would be here 3-7-07 again nobody shows up. Called 4 times 3-7-07 to no Avail. Nobody could help me or would not give me to anybody in charge. Said they would pass the message alone! When can I expect it to be fix. The water main in front yard is BUSTED! Is there anybody at Aqua that can help me? You want me to have someone to fix it and send you the bill? A man by the name of Bors Lester # (386) 329-9601 call and said He would call us Thursday morning at 8:30 AM to say what Aqua would do. So far no call today. ASAP Give me a call Thanks, James L. Johnson



Bill Johnson

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From: Bill Johnson  
Sent: Friday, March 09, 2007 1:38 PM  
To: 'custserv@aquaamerica.com'  
Subject: What do I do?

Aqua - What do I do?

Reported 3/1/07- said you would be their 3/5/07 - NO SHOW - said 3/7/07 - again NO SHOW - man came by Thursday 3/8/07 - said would be here this afternoon or Friday on 3/9/07 - NO SHOW - WHAT DO I DO?

From - James L. Johnson

1638 Juno trail

Astor, Fl. 32102-7951

Lot - 0000002 block Jungle Den - Sub. Div.

#000888846-0632150

Home Phone # (386) 749-4943

Cell # (386) 566-2312

You send us information all the time how to save water? Look what you all have wasted in water last 7 days plus other locations. No wonder rates go up. You should do your part. Thanks, James L. Johnson

*SHOW UP FR. AFTERNOON, FIX IT. THE GROUND THEY TOOK UP - HAD NO GRASS  
TO REPLACE IT - STILL NO GRASS.*

3-9-07  
TO AQUA - EMERGENCY

FROM JAMES L. JOHNSON  
1638 JUNO TR.

ASTOR FL. 32102 - 7951

LOT - 0000002 ~~LOT~~ Block JUNGLE DEN-Sub. Div.

# 000888846 - 0632150

H-PHONE 386-749-4943 - CELL - 3865662312

I CALL THUR. 3/1/07, you SAID THEY WOULD BE HERE

MON. 3/5/07 - NOBODY SHOW UP - CALL, SAID THEY

WOULD BE HERE 3/7/07 - NO SHOW - CALL 4 TIMES

3/7/07 TO NO ADVIL, NOBODY COULD HELP ME - OR WOULD  
NOT GIVE ME TO ANYBODY IN CHARGE. SAID THEY WOULD

PASS THE MESSAGE ALONE! WHEN CAN I EXPECT IT  
TO BE FIX? WATER MAIN IN FRONT YARD BUSTED! IS

THEY ANYBODY AT AQUA THAT CAN HELP ME? DO

YOU WANT ME TO HAVE SOMEBODY FIX IT, AND SEND

YOU THE BILL? I MAN BY THE NAME OF BOB LESTER

# 386-329-9601, CALL SAID, "HE WOULD CALL US

THUR. AM AT 8:30 TO SAY WHAT AQUA WOULD DO?

SO FAR NO CALL TODAY? A.S.A.P. GIVE ME

A CALL THANKS!

James L. Johnson

added  
THIS →

E-MAIL - CUSTSERV@AQUAAMERICA.COM

**SENDING REPORT**

Mar. 08 2007 09:51AM

YOUR LOGO : JOHNSON'S  
YOUR FAX NO. : 386 7494943

NO.	OTHER FACSIMILE	START TIME	USAGE TIME	MODE	PAGES	RESULT
01	8667808292	Mar. 08 09:51AM	00'09	SND	00	NO DOCUMENT

TO TURN OFF REPORT, PRESS MENU #04 SET.  
THEN SELECT OFF BY USING JOG-DIAL.

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329).

*Andy*



Service To:  
**HARLEY HOFFMAN**  
 108 SEMINOLE DR  
 ORMOND BEACH, FL 32174-5820  
 Lot: 0000100 Block:

Account Number  
**000883603 0627187**

TOMOKA

Docket No 060368-16, *FW/KC*

**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  
**March 19, 2007**

Total Amount Due  
~~\$ 50.91~~  
*16.61*

Due Date  
**April 10, 2007**

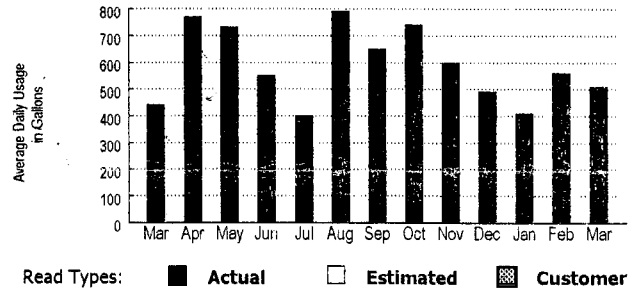
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
73860818	5/8	03/14/07	19	Actual	1209500	9,700	Gallons
		02/23/07		Actual	1199800		
Average Daily Usage = 510 Gallons		Total Days: 19		Total Usage:		9,700	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 34.30  
 Total Payments Received ..... 0.00  
**Balance** ..... **34.30**  
 Water Base Facility Charge ..... *3.03*  
 9,700 gallons @ \$0.0014 per gallon ..... *13.58*  
 Total Water Charges ..... *16.61*  
**Amount Due 04/10/07** ..... **\$ 50.91**

**Water Usage History**



*9700*  
*16.61*  
*5.00*  
*24.19*  
*15.00*  
*59.19*  
*16.61*  
*34.30*  
*50.91*

**Message Center**

*Pld 16.61*  
*3/27/07*

1336469

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

FL3641373

PAP-515-A-0  
 REV 01/07

**FLORIDA PUBLIC SERVICE COMMISSION**  
 DOCKET NO. 060368-WS EXHIBIT 16  
 COMPANY Aqua Utilities, Fla, Inc.  
 WITNESS Mr. Hoffman's Documents  
 DATE 05/16/07

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

[www.aquautilitiesflorida.com](http://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:  
866.261.2989.

**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.



Service To:  
**HARLEY HOFFMAN**  
**108 SEMINOLE DR**  
**ORMOND BEACH, FL 32174-5820**  
**Lot: 0000100 Block:**

Account Number  
**000883603 0627187**  
 TOMOKA

**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 **May 01, 2007** Total Amount Due **\$ 51.36** Due Date **May 23, 2007**

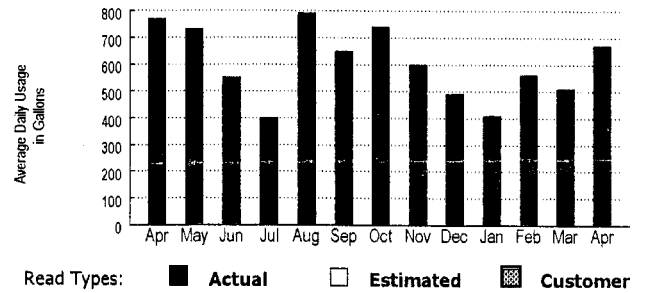
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
73860818	5/8	04/25/07	42	Actual	1238000	28,500	Gallons
		03/14/07		Actual	1209500		
Average Daily Usage = 678 Gallons		Total Days: 42		Total Usage:		28,500	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 50.91
Total Payments Received.....	50.91
<b>Balance .....</b>	<b>0.00</b>
Total Water Charges .....	51.36
<b>Amount Due 05/23/07 .....</b>	<b>\$ 51.36</b>

**Water Usage History**



**Message Center**

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

*pd 5/8/07*

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

[www.aquautilitiesflorida.com](http://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.

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**Customer Read:** Meter reading obtained from our customer.

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**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:  
866.261.2989.

**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.



Service To:  
**ROGER L. OOTEN**  
**328 N BROWARD AVE**  
**POMONA PARK, FL 32181-2206**  
**Lot: 0000004 Block:**

Account Number  
**000895791 0638708**

POMONA PARK  
*D. 12 060368-WS Exh. 17*

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

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

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

Bill Date  
**March 19, 2007**

Total Amount Due  
**\$ 23.50**

Due Date  
**April 10, 2007**

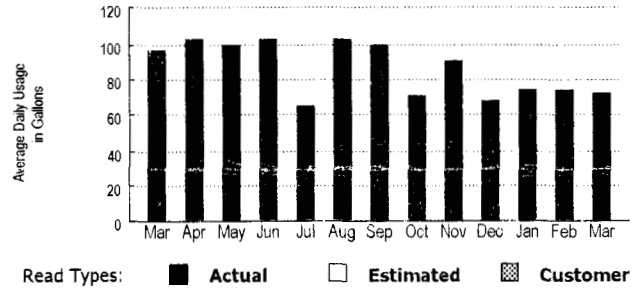
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730868	5/8	03/12/07	26	Actual	364600	1,900	Gallons
		02/14/07		Actual	362700		
Average Daily Usage = 73 Gallons		Total Days: 26		Total Usage:		1,900	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 25.40  
 Total Payments Received..... 25.40  
**Balance..... 0.00**  
 Water Base Facility Charge..... 16.33  
   1,900 gallons @ \$0.00272 per gallon ..... 5.17  
 Total Water Charges ..... 21.50  
 Utility Tax..... 2.00  
**Amount Due 04/10/07 ..... \$ 23.50**

**Water Usage History**



**Message Center**

**FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET NO. 060368-WS EXHIBIT 17**  
**COMPANY Aqua Utilities FL, Inc.**  
**WITNESS Mr. Oosten's documents**  
**DATE 05/16/07**



## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://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.

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866.261.2989.

**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.

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**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.



Service To:  
**ROGER L. OOTEN**  
**328 N BROWARD AVE**  
**POMONA PARK, FL 32181-2206**  
**Lot: 0000004 Block:**

Account Number  
**000895791 0638708**  
 POMONA PARK

**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  
**\$ 34.19**

Due Date  
**May 17, 2007**

**Meter Data**

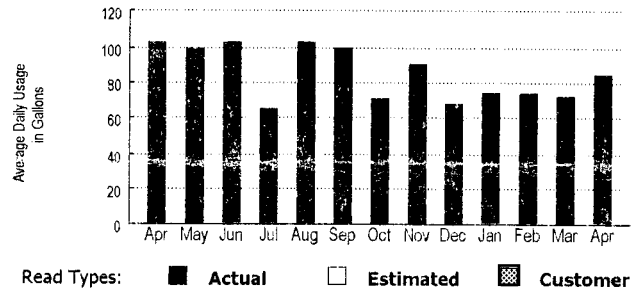
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730868	5/8	04/19/07	38	Actual	367800	3,200	Gallons
		03/12/07		Actual	364600		
Average Daily Usage = 84 Gallons		Total Days: 38		Total Usage:		3,200	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 23.50  
 Total Payments Received..... 23.50  
**Balance..... 0.00**  
 Total Water Charges ..... 31.37  
 Utility Tax..... 2.82  
**Amount Due 05/17/07 ..... \$ 34.19**

23.50  
 \* 10.69  
 23.50  
 -----  
 34.19

**Water Usage History**



**Message Center**

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://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:  
866.261.2989.

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**Utility Tax:** A county service tax.

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

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 060658-u EXHIBIT 18

COMPANY Aqua Utilities FL, Inc.

WITNESS Pet. from Silver Lake Mobile Home

DATE 05/16/07 resident

Silver Lake Oaks M.H.P. 7017 Silver Lake

D. No. 000269-101 LAKE

(Exh. 18)

AQUA UTILITIES OF FLORIDA

- Paula Washin 7017 Silver Lake Dr. Lot #37B Palatka  
Betty H Carter 7017 Silver Lake Dr Lot #23 Palatka  
Sandra Nance 7017 Silver Lake Dr. Lot #23 Palatka  
Angela Lindsay 7017 Silver lake Dr. Lot #22  
Janice L Branham  
Barry K. Branham - 7017 Silverlake DR. Lot 12  
Thomas L Nickols  
Hao Kothis 7017 Silver Lake Dr lot 14 Pal. Fl.  
Mike White 7017 Silver Lake Dr. lot #4  
Thelma Peterson 7017 Silver Lake Dr #38  
Gavin Callaway 7017 Silver Lake Dr lot #16 Pal. Fl.  
Ralph Westphalen 7017 Silver Lake Dr #37B  
Ashley Bunkland 7017 Silver Lake Dr. Lot #15  
Terrance E. McCloud 7017 Silver Lake Dr Lot #43  
Jesse L. Johnson 7017 Silver Lake Dr Lot #47  
Lisa M. Conner 7017 Silver Lake Dr Lot #34  
David Hayward 7017 Silver Lake Dr Lot #18  
Melissa Chase 7017 Silver Lake Dr Lot #13  
Bethel Fuller 7017 Silver Lake Dr Lot #35  
Rodney Linnell 7017 Silver Lake Dr. Lot #33  
Honey D. Naly Lot #9  
James C. Bupplog 7017 SILVER LAKE PK.  
Charlotte A. Adams 7017 Silver Lake Dr. Lot #11  
Michael C. Adams 7017 Silver Lake Dr Lot #11  
Michael R. Gabriele 7017 Silver Lake Dr #6  
Melissa M. Gabriele 7017 Silver Lake Dr. #6  
Robert L. Hill 7017 Lot #40  
Janet McDonald 7017 Lot #40

x Linda Heft; Lot 39 Silver Lake Dr.  
Alvin Marcus ~~135~~ - Lot 45  
Ralph Strong #42 Silverlake Dr.  
Glenda Keeton Lot 21 Silver Lake Dr.

Exhibit # 18

A UA

Docket No. 060368-WS, Exh. 19

Service To:
ORVILLE & MARY BALDRIDGE
24823 PEARL ST
ASTOR, FL 32102-2853
Lot: 0009000 Block:

Account Number
000892991 0636015
HOLIDAY HAVEN

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: December 27, 2006
Total Amount Due: \$ 99.23
Due Date: January 17, 2007

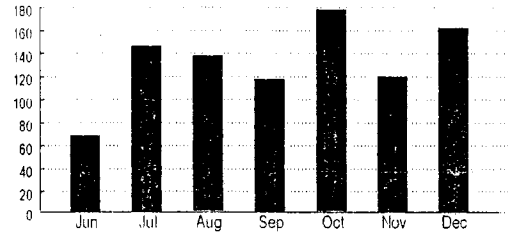
Meter Data

Table with columns: Meter, Size, Billing Period, Days, Read Type, Meter Readings, Usage, Units. Includes data for meter 93868806 and average daily usage of 163 gallons.

Billing Detail

Amount Owed from Last Bill: \$ 75.08
Total Payments Received: 75.08
Balance: 0.00
Water Base Facility Charge: 10.38
5,400 gallons @ \$0.00462 per gallon: 24.95
Current Water Charges: 35.33
Sewer Base Facility Charge: 63.90
Amount Due 01/17/07: \$ 99.23

Water Usage History



Read Types: Actual, Estimated, Customer

Message Center

# 4570
BNK

We paid 95.00 over of
neighbor's pot
about 40.00
monthly
on another system.

1336411

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060565-EXHIBIT 19
COMPANY Aqua Utilities FL, Inc
WITNESS 5 Water Bills From 12-12-06 to 5-12-07
DATE 05/16/07 From Orville Baldrige

24823 Pearl St, ASTOR
Holiday Haven
Lake County
Is this real st. P?
we buy drinking
water
Proposed 190.00
Water taste
& smell



Service To:  
**ORVILLE & MARY BALDRIDGE**  
**24823 PEARL ST**  
**ASTOR, FL 32102-2853**  
**Lot: 0009000 Block:**

Account Number  
**000892991 0636015**  
 HOLIDAY HAVEN

**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

**January 22, 2007**

Total Amount Due

**\$ 84.48**

Due Date

**February 13, 2007**

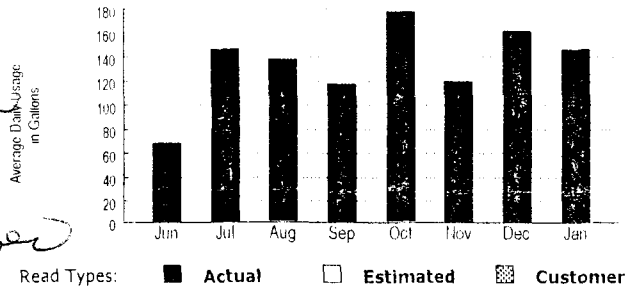
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93868806	5/8	01/17/07	29	Actual	508300	4,300	Gallons
		12/19/06		Actual	504000		
Average Daily Usage ■ 148 Gallons		Total Days: 29		Total Usage:		4,300	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 99.23  
 Total Payments Received ..... 99.23  
**Balance** ..... **0.00**  
 Water Base Facility Charge ..... 10.38  
 4,300 gallons @ \$0.00462 per gallon ..... 19.87  
 Current Water Charges ..... 30.25 ← water  
 Sewer Base Facility Charge ..... 16.43  
 4,300 gallons @ \$0.00879 per gallon ..... 37.80 ← Sewer  
 Current Sewer Charges ..... 54.23  
**Amount Due 02/13/07** ..... **\$ 84.48**

**Water Usage History**



#2965  
 1/29/07

148 Gallons a day  
 Avg.

**Message Center**





Service To:  
**ORVILLE & MARY BALDRIDGE**  
**24823 PEARL ST**  
**ASTOR, FL 32102-2853**  
**Lot: 0009000 Block:**

Account Number  
**000892991 0636015**  
 HOLIDAY HAVEN

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

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

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

Bill Date **February 28, 2007** Total Amount Due **\$ 471.08** Due Date **March 21, 2007**

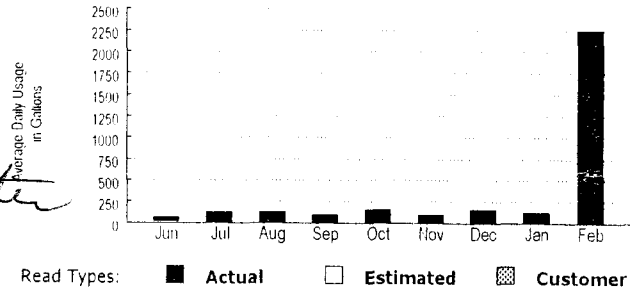
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93868806	5/8	02/22/07	36	Actual	589600	81,300	Gallons
		01/17/07		Actual	508300		
Average Daily Usage = 2,258 Gallons		Total Days: 36		Total Usage:		81,300	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 84.48  
 Total Payments Received ..... 84.48  
**Balance** ..... **0.00**  
 Water Base Facility Charge ..... 12.46  
 81,300 gallons @ \$0.00462 per gallon ..... 375.61  
 Current Water Charges ..... 388.07  
 Sewer Base Facility Charge ..... 19.72  
 7,200 gallons @ \$0.00879 per gallon ..... 63.29  
 Next 74,100 gallons @ \$0.00 per gallon ..... 0.00  
 Current Sewer Charges ..... 83.01  
**Amount Due 03/21/07** ..... **\$ 471.08**

**Water Usage History**



*water*  
*sewer*

**Message Center**

*WTR*  
*#1097*  
*WVF*



Service To:  
**ORVILLE & MARY BALDRIDGE**  
 24823 PEARL ST  
 ASTOR, FL 32102-2853  
 Lot: 0009000 Block:

Account Number  
**000892991 0636015**  
 HOLIDAY HAVEN

**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 19, 2007** Total Amount Due **\$ 651.74** Due Date **April 10, 2007**

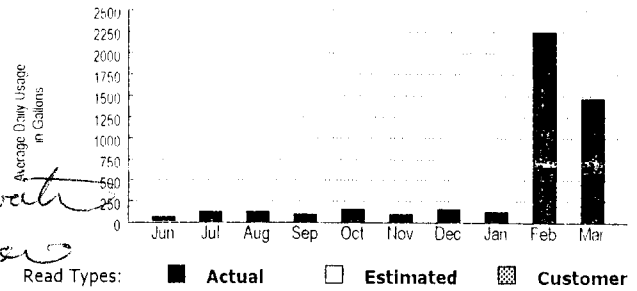
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93868806	5/8	03/13/07	19	Actual	617800	28,200	Gallons
		02/22/07		Actual	589600		
Average Daily Usage = 1,484 Gallons		Total Days: 19		Total Usage:		28,200	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 471.08  
 Total Payments Received ..... 0.00  
**Balance** ..... **471.08**  
 Water Base Facility Charge ..... 6.57  
 28,200 gallons @ \$0.00462 per gallon ..... 130.28  
 Current Water Charges ..... 136.85  
 Sewer Base Facility Charge ..... 10.41  
 3,800 gallons @ \$0.00879 per gallon ..... 33.40  
 Next 24,400 gallons @ \$0.00 per gallon ..... 0.00  
 Current Sewer Charges ..... 43.81  
**Amount Due 04/10/07** ..... **\$ 651.74**

**Water Usage History**



*with Sewer*  
*206.58 credit*

**Message Center**

1336411

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

FL3354886

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

**AQUA Water/Sewer Bill**

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

Service To:  
**ORVILLE & MARY BALDRIDGE**  
 24823 PEARL ST  
 ASTOR, FL 32102-2853  
 Lot: 0009000 Block:

Account Number  
**000892991 0636015**  
 Total Amount Due Due Date  
**\$ 651.74 April 10, 2007**

Amount Enclosed

\$

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

Seq=21596 Cyc=330G 1up=319905

\*\*\*\*\*AUTO\*\*3-DIGIT 321 C 69 P 97  
 ORVILLE & MARY BALDRIDGE  
 24823 PEARL ST  
 ASTOR FL 32102-2853



000892991063601500000000651748





Service To:  
**ORVILLE & MARY BALDRIDGE**  
**24823 PEARL ST**  
**ASTOR, FL 32102-2853**  
**Lot: 0009000 Block:**

Account Number  
**000892991 0636015**  
 HOLIDAY HAVEN

**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 **May 01, 2007**  
 Total Amount Due **\$ 96.92**  
 Due Date **May 23, 2007**

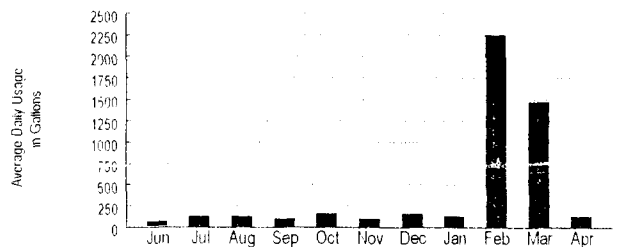
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93868806	5/8	04/24/07	42	Actual	623200	5,400	Gallons
		03/13/07		Actual	617800		
Average Daily Usage = 128 Gallons		Total Days: 42		Total Usage:		5,400	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 651.74  
 Total Payments Received ..... 471.08  
**Balance** ..... **180.66**  
 Adjustments ..... 206.58 Credit  
 Current Water Charges *water 43.40* ..... 43.40  
 Current Sewer Charges ..... 79.44  
**Amount Due 05/23/07** ..... **\$ 96.92**

**Water Usage History**



Read Types: ■ Actual □ Estimated ▣ Customer

*# 3001*  
*5/09/07*

**Message Center**

▪ Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

*This month*