

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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PROCEEDINGS:           LAKELAND SERVICE HEARING

BEFORE:                COMMISSIONER MATTHEW M. CARTER, II  
                          COMMISSIONER KATRINA J. McMURRIAN  
                          COMMISSIONER NATHAN A. SKOP

DATE:                   Wednesday, June 13, 2007

TIME:                   Commenced at 6:00 p.m.  
                          Concluded at 9:04 p.m.

PLACE:                 Lakeland City Hall  
                          City Commission Chambers (3rd Floor)  
                          228 S. Massachusetts Avenue  
                          Lakeland, Florida

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

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FLORIDA PUBLIC SERVICE COMMISSION

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5 Citizens of the State of Florida.

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8 behalf of Aqua Utilities Florida, Inc.

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10 Office, 2540 Shumard Oak Boulevard, Tallahassee, Florida  
11 32399-0850, appearing on behalf of the Florida Public Service  
12 Commission Staff.

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

1  
2 COMMISSIONER CARTER: Good evening. This hearing is  
3 now called to order. Staff, would you please read the notice.

4 MS. FLEMING: Pursuant to notice, this time and place  
5 has been set for a customer service hearing in Docket Number  
6 060368-WS, application for increase in water and wastewater  
7 rates in the following counties: Alachua, Brevard, Highlands,  
8 Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam,  
9 Seminole, Sumter, Volusia and Washington Counties by Aqua  
10 Utilities Florida, Inc.

11 COMMISSIONER CARTER: Thank you. Now we'll take  
12 appearances.

13 MS. RULE: Commissioners, I'm Marsha Rule and I'm  
14 here on behalf of Aqua Utilities Florida.

15 COMMISSIONER CARTER: Mr. Reilly.

16 MR. REILLY: Steve Reilly with the Office of Public  
17 Counsel on behalf of the ratepayers.

18 MS. FLEMING: Katherine Fleming on behalf of the  
19 Commission.

20 COMMISSIONER CARTER: Thank you. I want to welcome  
21 all of you here this evening. Thank you for joining us. We  
22 appreciate that you've taken the time from your busy schedules  
23 to be with us on this hearing. We want to say that we have,  
24 before we begin, we have company representatives and staff  
25 members of the PSC here today for any questions that you may

1 have as we proceed further.

2 My name is Matthew Carter, a member of the Florida  
3 Public Service Commission. To my right, Commissioner  
4 McMurrin, and to my left, Commissioner Skop. And we're here  
5 this evening because we want to hear from you, the customers.  
6 This is an official hearing that will be transcribed, we have a  
7 court reporter here, and it will become a part of our official  
8 record. The testimony given here this evening will be an  
9 important factor in the Commission's decision regarding the  
10 utility's request for a rate increase. And I wanted to let you  
11 know that we do not take your comments lightly. They will be  
12 listened to. And because the testimony is part of the official  
13 record, you'll need to be sworn in before you present your  
14 comments, and we'll take care of that in a few minutes. But  
15 I'd note this, that you may be asked questions by either the  
16 Commissioners or the parties here this evening.

17 Let me kind of as a housekeeping matter, you may have  
18 noticed when you came in this evening there's a little white  
19 sheet here. These are sign-up sheets. Those of you that are  
20 wishing to speak, would you please complete one of those so  
21 that we can have that and Mr. Reilly can call your names from  
22 that. Additionally, there may be those of you that may not  
23 want to speak or just may want to have some comments or may  
24 want to send some comments from your neighbors. There's a  
25 green sheet, you can complete those and provide that

1 information as well.

2           Before we get started, we're going to go off the  
3 record for a few moments so our staff can present a brief  
4 overview of the process on why we're here this evening.

5           Mr. Rendell, you're recognized. We're off the  
6 record.

7           (Discussion held off the record.)

8           COMMISSIONER CARTER: Thank you. We are now back on  
9 the record. Let me begin by asking the parties to, the  
10 attorneys for the parties to give a brief opening statement.

11           Ms. Rule, you are recognized.

12           MS. RULE: Thank you. Welcome all of you. My name  
13 is Marsha Rule. As I said earlier, I'm here representing Aqua  
14 Utilities Florida. I would like to give you a little bit of  
15 background about the case and let you know why the company is  
16 asking you for a rate increase.

17           On December 1st of 2006 the company filed an  
18 application with the Public Service Commission to increase its  
19 monthly rates and also increase its service availability  
20 charges. The company requested approval in addition for  
21 allowance for funds prudently invested charges for certain  
22 systems located in seven of its counties, including Polk  
23 County, and the entire application, as Mr. Rendell said,  
24 addresses 56 water systems and 24 wastewater systems located in  
25 15 counties in Florida. And these 80 systems that are in the

1 rate case have not sought rate relief through a formal rate  
2 case for over a decade.

3           Since the time that rate relief was last provided by  
4 the Commission or by a county regulator for the various systems  
5 that are in the case the company has made significant capital  
6 investments and its operating and maintenance expenses have  
7 increased partly as a result of new rules, regulations and  
8 standards or other requirements of the federal, state or local  
9 regulators. The company is seeking a rate increase to cover  
10 these increased costs and also the increased operating and  
11 maintenance expenses necessary to maintain enhanced service to  
12 customers. We're here asking the Commission to establish a  
13 countywide rate structure where, as Mr. Rendell explained, the  
14 rates would be the same for customers of each system in the  
15 county.

16           Since the parent company, Aqua America, acquired the  
17 AquaSource properties in 2003 and then the former Florida Water  
18 properties in 2004, Aqua Utilities will have invested almost  
19 \$22 million in capital investments for the systems in this rate  
20 case through the end of this year. And focusing on the 2005  
21 through 2007 time frame, Aqua Utilities will have invested  
22 about \$6.5 million in the water facilities, \$10.7 million in  
23 wastewater facilities and \$1.4 million in general plant  
24 facilities statewide. But here in Polk County, since the  
25 parent company, Aqua America, acquired the utility in July of

1 2004, Aqua will have invested approximately \$2.1 million in  
2 this company in this community's infrastructure through the end  
3 of the year to improve the quality and reliability of its water  
4 and wastewater service. And specifically what the company has  
5 done in Polk County is to operate water treatment plants,  
6 they've rehabilitated tanks, they've replaced undersized and  
7 deteriorating pipe to address water quality, water pressure and  
8 service reliability issues, and this translates to an  
9 investment per customer in Polk County of more than \$1,000.  
10 And the rate increase is necessary for the company to be given  
11 the opportunity to recover those additional investments.

12           Without rate relief and using the projected 2007 test  
13 year, which is the year the Commission will use to establish  
14 rates, Aqua Utilities' overall rate of return is negative.  
15 It's negative 6.74 percent for its water systems and negative  
16 6.2 percent for its wastewater systems. And that type of  
17 return doesn't allow Aqua Utilities to remain viable, much less  
18 continue to attract capital for finance investments and operate  
19 systems in Florida. And ultimately the deficient returns and  
20 the significant level of capital expenses and increased  
21 operating expenses are what caused the company to file the  
22 proceeding for rate relief.

23           We're here today to hear from you. Speaking on  
24 behalf of the company, I want you to know we appreciate the  
25 fact that you came here and appreciate the time that you've

1 taken out of your life to come and tell us of your concerns.  
2 We do plan to listen attentively. And I want you to know that  
3 we have a company representative, some of you have already  
4 talked to him, but for the rest, Jeff, would please stand up?  
5 Jeff Lihvarcik, who is the President and Chief Operating  
6 Officer, is here and he will be available to discuss any  
7 questions you may have.

8           And, finally, I know there are customers here from a  
9 number of different systems in the county. We do intend to  
10 research and respond to your questions and concerns, so it  
11 would be very helpful when you get up to address the Commission  
12 if you would state your address and the name of the system that  
13 provides your service so that we can help research your issues.  
14 Thank you.

15           And, Commissioners, at this time I'd like to identify  
16 Exhibit Number 42, which was the notice of hearing to  
17 customers, and identify but not provide late-filed Exhibit  
18 Number 43, which will be the publication affidavits.

19           COMMISSIONER CARTER: Show it done.

20           MS. RULE: Thank you.

21           (Exhibit 42 marked for identification.)

22           (Late-Filed Exhibit 43 identified for the record.)

23           COMMISSIONER CARTER: Mr. Reilly.

24           MR. REILLY: Thank you. Again, my name is Steve  
25 Reilly. I'm with the Office of Public Counsel. Your Florida

1 Legislature funds our office to provide free legal  
2 representation for ratepayers in cases such as this one. We  
3 are already very engaged in the case. We've already sent out a  
4 great deal of discovery. We've hired who we think is one of  
5 the best regulatory accounting firms to review all the  
6 accounting issues and to scrutinize all the accounting issues  
7 in the case. We've also hired what we believe is one of the  
8 stronger engineering firms to look at all the plant  
9 improvements, to look at all the distribution, collection,  
10 water and wastewater treatment plants to verify, you know, the,  
11 the investments that the company claims they've made, as well  
12 as review all the DEP records and all the monthly operating  
13 statements to verify the capacity of both the distribution,  
14 collection as well as the treatment and comparing that capacity  
15 of the plant to the demands on that plant. Because one of the  
16 issues in these cases often is how used and useful is the water  
17 plant and wastewater plant in serving current customers as well  
18 as a statutory allowed growth factor. So the engineer will be  
19 verifying all those engineering issues as well as looking at if  
20 any used and useful adjustments are appropriate.

21           In this particular case, we are very concerned about  
22 how this large holding company has come in and managed to  
23 apparently produce far higher rates when they take over these  
24 little small systems. And we're looking at a lot of -- trying  
25 to analyze and trying to figure out why is this happening, why

1 are we seeing two, three, four, 500 percent increases from  
2 systems that have been operating all these years. And there's  
3 no question, some of these small systems have not been in for a  
4 rate increase for eight, nine, ten years and one might expect  
5 a, you know, some modest or reasonable increase. But the kind  
6 of increases we're seeing are, of course, very troubling to you  
7 as well as to our office, and we're trying to see if the, for  
8 instance, the allocations from this parent company using  
9 wholly-owned subsidiaries to allocate costs down to all these  
10 operating subsidiaries, to see whether those allocations are  
11 fair and whether this, all of these expenses are, really are  
12 proper and should be passed on to these, to each of these  
13 systems. We'll, of course, look at all the whole wide range of  
14 O&M expenses. They've asked for pretty substantial increases  
15 in insurance, transportation, salaries, benefits, the wide  
16 range. So all those accounting issues will be looked at.

17 We will be sponsoring these witnesses that are doing  
18 all this discovery and we'll be actually filing prefiled direct  
19 testimony in this case. That's kind of the formal evidentiary  
20 hearing part of the case. That will occur in Tallahassee. We  
21 will put on that case for you. Likewise, when the hearing is  
22 concluded, we will pull all the information that we think we've  
23 learned from the hearing and present arguments to the  
24 Commission in our briefs to try to hopefully show them a way  
25 to, to produce rates that we think will be hopefully more

1 reasonable for the people to pay.

2 I echo the comments of the counsel for the utility as  
3 far as obviously we are thrilled to see you here today, that  
4 you've taken the time out of your schedules to share your  
5 concerns not only on the quality of service, but any, any  
6 operational deficiencies or problems that you know about  
7 because you're closest to the system, you see things, they're  
8 right in your front and back doors. So you can bring to this  
9 Commission and to our office information we can't learn any  
10 other way than by you coming here today and sharing it. So I  
11 will, of course, stay here after the hearing and be pleased to  
12 talk to anyone who can give our office any information that can  
13 help us, you know, provide a critique of this what with we  
14 think is an excessive and perhaps unreasonable rate increase.  
15 Thank you.

16 (Applause.)

17 COMMISSIONER CARTER: Thank you.

18 Just in case someone came in, just in case someone  
19 came in after I had my initial comments, again, those of you  
20 that are wishing to speak, please complete the white form here.  
21 If you have not done so, the staff in the back can get you one  
22 of those. Again, those who are wishing to either comment in  
23 writing or comment -- information for your neighbors, please  
24 pick up one of the greens ones. And I said to you earlier that  
25 those that are wishing to speak, I will swear you in. Those of

1 you wishing to speak, would you please stand and raise your  
2 right hand.

3 (Witnesses collectively sworn.)

4 You may be seated. Thank you all. When you come to  
5 the microphone -- can everyone hear me out there? When you  
6 come to the microphone, would you please state your name, your  
7 telephone number, your address and the name of the system or  
8 the name that provides your service. Your verbal comments are  
9 being transcribed again, as I said, by the court reporter as a  
10 record of this case.

11 Also, I understand that emotions can tend to run high  
12 in a proceeding like this. I'd like to remind everyone that  
13 the attorneys appearing here today before you are  
14 representatives of the parties. They're not owners or  
15 operators of the utility. So please bear this in mind and try  
16 to avoid any personal attack. We need information from the  
17 customers. We need information that we can put on the record  
18 so we can make a ruling.

19 So with that, without further ado, Mr. Reilly, you're  
20 recognized. And as you come, if you would come to this podium  
21 to my left.

22 Mr. Reilly.

23 MR. REILLY: Okay. Thank you. Our first witness or  
24 actually witnesses is Charles and Gwen Bass. Are you coming up  
25 as a team or one of the two of you?

1 MS. BASS: We didn't sign up to speak.

2 MR. BASS: We did not sign up to speak.

3 MR. REILLY: Okay. You just signed it, okay, just to  
4 be here. All right. All right.

5 We have also an Alvin Jenkins and Janice Jenkins.

6 MR. JENKINS: We thought we signed up just to be  
7 here. We didn't know we signed up to talk.

8 MR. REILLY: And you are in support or opposition of  
9 the rate increase?

10 MR. JENKINS: I'm against it.

11 MR. REILLY: I just, I wanted to clarify that since I  
12 haven't had any testimony yet.

13 You were not here to speak in favor of this rate  
14 increase; is that correct?

15 MR. JENKINS: No, sir, I'm not.

16 MR. REILLY: I prodded him into speaking.

17 MR. JENKINS: You might not appreciate it.

18 COMMISSIONER CARTER: Mr. Jenkins, could you please  
19 for the record repeat your name.

20 Whereupon,

21 ALVIN JENKINS

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

24 DIRECT STATEMENT

25 MR. JENKINS: Alvin Jenkins. I live at 12 Rosalie

1 Oaks in Lake Wales. And I can't understand why they want to --

2 COMMISSIONER CARTER: Were you sworn in?

3 MR. JENKINS: Yes, sir.

4 COMMISSIONER CARTER: Okay. Thank you. And just  
5 give the name of the system so we can have that for the record.

6 MR. JENKINS: What is it, Aqua Utilities?

7 MS. JENKINS: Aqua Utilities.

8 MR. JENKINS: We've been living out in that area for  
9 15 years and we've been paying water bills and everything ever  
10 since then. And why they didn't keep the system up while, you  
11 know, all that time I don't understand. They come out and work  
12 on that place one time and then they want to jump the bill up  
13 like this. And our water bill right now is \$35.37 a month.  
14 And if they get the increase that they're wanting, it'll be  
15 \$145.84 a month. And most of the people out there where I live  
16 is retired, living on fixed income and everything, and we just  
17 can't afford to pay that. So that's about all I've got to say.

18 COMMISSIONER CARTER: Thank you, Mr. Jenkins. And  
19 the name of the subdivision you live in.

20 MR. JENKINS: 12 Rosalie Oaks. It's just Rosalie  
21 Oaks is what it is.

22 COMMISSIONER CARTER: Rosalie Oaks. Okay. Thank  
23 you.

24 MR. JENKINS: As far as the water out there, we have  
25 to buy our water to drink. You can't hardly even drink the

1 water that's out there. So I can't see they've improved it a  
2 whole lot.

3 COMMISSIONER CARTER: Any questions of Mr. Jenkins?

4 MR. REILLY: None further.

5 COMMISSIONER CARTER: Thank you so kindly, Mr. and  
6 Ms. Jenkins.

7 MR. JENKINS: Okay. Thank you.

8 (Applause.)

9 COMMISSIONER CARTER: Before we go on, I'd just say  
10 probably we -- Mr. and Ms. Bass, I would presume that they're  
11 also against it. They did not comment, but you were against  
12 it.

13 MR. BASS: Definitely against it. Yes, sir.

14 COMMISSIONER CARTER: Okay. Great. Thank you.

15 MR. REILLY: I'll put down definitely.

16 COMMISSIONER CARTER: Definitely against it.

17 MR. REILLY: Most emphatically.

18 MR. BASS: Yes, sir.

19 MR. REILLY: I'm actually leading the witness. I'm  
20 not supposed to do that.

21 COMMISSIONER CARTER: Just putting it in the record.  
22 You're recognized, Mr. Reilly.

23 MR. REILLY: Ken Bessette.

24 MR. BESSETTE: I haven't been sworn in. I didn't  
25 know I was signing the sheet, but I will say something.

1           COMMISSIONER CARTER: That's all right. Raise your  
2 right hand.

3 Whereupon,

4                           KEN BESSETTE

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

7           COMMISSIONER CARTER: You are recognized.

8                           DIRECT STATEMENT

9           MR. BESSETTE: Okay. Ken Bessette, 11 Rosalie Oaks.  
10 Aqua Utilities. Rosalie, Rosalie Oaks subdivision. I'm a  
11 short-timer out there. I agree with the neighbor. These  
12 people are on a fixed income. I myself are disabled living off  
13 of fixed income. I've been out there for three or four years.  
14 I've seen the water bill jump from \$23 a month to \$40 something  
15 a month, and then this month I received a bill for \$150. I'm  
16 in this home possibly five days out of the month. This is my  
17 second home. I use it for fishing. And then I'm billed for  
18 5,500 gallons of water.

19           I spoke to Jack here. The problem, I guess, is being  
20 addressed and hopefully it will be resolved. I don't -- I'm  
21 not there long enough or up there enough to know what they did  
22 to the water system, so I'll just leave it at that.

23           COMMISSIONER CARTER: Okay. Would you hold on for a  
24 moment for a question, sir?

25           Commissioner Skop.

1           COMMISSIONER SKOP: Yes. With respect to the billing  
2 issues, would you happen to have any copies of the bills?

3           MR. BESSETTE: Yes, I do.

4           COMMISSIONER SKOP: This is something that we would  
5 like to see and have entered.

6           MR. BESSETTE: You want this last bill?

7           COMMISSIONER CARTER: Let me just make as a general  
8 statement, if we could, if you would trust us to, the Florida  
9 Public Service Commission, those of you that have bills, if  
10 you -- we have a staffer that will make copies of those and  
11 send your originals back to you. The offices here are closed,  
12 so we don't have facilities here to make copies. But if you  
13 would allow us just to get that and we'll make the copies,  
14 Mr. Reilly, for the record, and we'll send those back to you.  
15 So if that's okay with you, we can do that because we would  
16 love to have information to put into the record. This -- I  
17 think -- what is this one?

18           MS. FLEMING: 44.

19           MR. BESSETTE: I'm there for five days out of the  
20 month and I'm being billed for 5,500 gallons.

21           COMMISSIONER CARTER: This would be Exhibit 44,  
22 Mr. Reilly.

23           MR. REILLY: Okay.

24           COMMISSIONER CARTER: Exhibit 44.

25           MR. BESSETTE: Thank you.

1 (Exhibit 44 marked for identification.)

2 CROSS EXAMINATION

3 BY MR. REILLY:

4 Q One quick question. It's my understanding that you  
5 only stay at this house part-time, a few days a month.

6 A Yes, sir. I'm up there at the most five or six days  
7 out of the month. Every time I leave the home, I turn the  
8 water off in case there was a flood and I'm not there. So I  
9 know there's no water leaks.

10 Actually this month I've turned it off even at the  
11 main going from the street to the mobile home and actually put  
12 a padlock on it. I contacted Aqua Utilities. I was told that  
13 they went out and checked the meter. My next question to them  
14 was, "How did you check the meter when there's a lock on it?"  
15 I mean, do you guys run the water? I don't know how it works,  
16 so.

17 Q Is this month in and month out or is this most  
18 recently, the 5,000 gallons?

19 A Actually I've had a few bills up there, but that's  
20 when I've had family from Orlando up there or this and that. I  
21 may average that those months. But I've got bills in here that  
22 I've only used 1,500 gallons, so.

23 COMMISSIONER CARTER: Commissioner Skop.

24 COMMISSIONER SKOP: One more follow-up, Mr. Bessette.

25 MR. BESSETTE: Bessette. Yes.

1           COMMISSIONER SKOP: With respect to the bill that you  
2 presented, the actual, with respect to the meter itself, you  
3 indicated that you locked that.

4           MR. BESSETTE: Yes.

5           COMMISSIONER SKOP: Or has there been evidence that  
6 the meter has been read in the past or --

7           MR. BESSETTE: According to that bill, it's actual  
8 readings up until -- I believe the last time they estimated was  
9 November of last year. And that was a concern of mine because  
10 I thought, well, okay, maybe they didn't do an actual reading  
11 and then this is piled up for three or four months and then  
12 they finally went out and did an actual reading and then, you  
13 know, just accumulated. But according to that bill, they've  
14 been out there every month and did an actual reading.

15           COMMISSIONER SKOP: Thank you.

16           THE WITNESS: Thank you.

17           COMMISSIONER CARTER: Thank you, Mr. Bessette.  
18 Mr. Reilly.

19           MR. REILLY: Okay. Our next witness is Robert Ellis.  
20 Whereupon,

21                           ROBERT ELLIS

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

24                           DIRECT STATEMENT

25           MR. ELLIS: Hello. I'm Robert Ellis. I'm here from

1 Zephyr Shores Estates in Pasco County. I'm here for the Zephyr  
2 Shores Property Owners Association speaking for everybody in  
3 our park. We have about 210 units in our park. It's a 55 and  
4 over -- most of them are well over 55. I'm one of the kids,  
5 but I'm there because I'm disabled, so.

6           We own our own property and so forth in our park.  
7 We're some of the lucky ones. We are -- we were lucky the  
8 first board that was there, we have a fund that funds all of  
9 our big expenses. So the fact that we're on small incomes,  
10 this was a big help to us that there's already a kitty there to  
11 take care of any big expenses so we can keep living there. And  
12 there's a few people in our park that this -- even a small  
13 amount would really hurt them. That's our concern is to take  
14 care of those -- we try to work like a family and we try to  
15 take care of everybody, and so that's why we're here is to  
16 speak about this.

17           The other problem is that the water just, we can't  
18 drink it. It's got a bad taste. And early in the morning when  
19 you first turn it on, and especially as soon as when the people  
20 come back for the winter season, it seems to get worse. And I  
21 guess it's because they're pumping more water, maybe it pumps  
22 from deeper or something. I don't know. That's -- I'm not a  
23 technician. But we did bring a bottle of water, if you'd like  
24 to take a look at it. I took it out of my faucet just before  
25 we came. I guess that's about all I have to say about it is we

1 are against it. But we understand there have got to be some  
2 changes, we do understand that, but take it easy on us.

3 MR. REILLY: I believe the Commission will be having  
4 a hearing in Pasco County too, if you're aware of that.

5 MR. ELLIS: Well, there was one listed, the next one  
6 in New Port Richey.

7 MR. REILLY: New Port Richey. Right.

8 COMMISSIONER McMURRIAN: There's two, 10:00 and 6:00.

9 MR. REILLY: Oh, two. We have two, actually two  
10 hearings.

11 COMMISSIONER CARTER: Gerald, would you bring the  
12 bottle up so that we can see that, please. We'll just review  
13 it.

14 MR. ELLIS: Would anyone like a copy of our letter?

15 COMMISSIONER CARTER: Yes, sir, we would.

16 MR. ELLIS: It's generally what I said tonight.

17 That's all.

18 COMMISSIONER CARTER: We'd like to make a copy and  
19 have staff return that, have staff return that to you. Is your  
20 address on there?

21 MR. ELLIS: The address is on there, but I have a  
22 copy at home.

23 MR. REILLY: So that is a letter on behalf of your  
24 homeowners association?

25 MR. ELLIS: Yes.

1 MR. REILLY: Okay. That would be Exhibit 45.

2 (Exhibit 45 marked for identification.)

3 COMMISSIONER CARTER: The reason we're doing this is  
4 this is going to be -- I know -- if I'm being redundant,  
5 forgive me -- but we're doing this because these will be  
6 exhibits within the file itself. And this, this way as we're  
7 going through the file and making a review and staff makes a  
8 further review, we'll say these exhibits were taken at this  
9 hearing, this is what it pertains to. That's why we have to  
10 mark those so that people looking through the file will be able  
11 to see that.

12 Any further questions?

13 MR. REILLY: No questions.

14 COMMISSIONER CARTER: Thank you so kindly.

15 MR. ELLIS: Thank you.

16 MR. REILLY: Our next witness is Gus Alexakos.

17 Whereupon,

18 GUS ALEXAKOS

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

21 DIRECT STATEMENT

22 MR. ALEXAKOS: Good evening. My name is Gus Alexakos  
23 and I reside at 4625 Windy Lane in Zephyrhills. And our water  
24 person that takes care of us is Aqua Utilities of Florida,  
25 Incorporated, and they're in Bryn Mawr, Pennsylvania.

1           Now the majority -- I've been living there for about  
2 a little over 12 years now. The majority of our folks in  
3 Zephyr Shores are on fixed incomes, like Mr. Ellis said, and  
4 can't afford bills like ours. And I brought some of my bills  
5 and I'd like to present them as evidence to the Commission, and  
6 they're over \$100. It's only my wife and I, and she's  
7 handicapped and I'm almost there too. And the last bill -- the  
8 Commission -- the water company must have knew that I was  
9 coming because the last bill was a zero bill. So there's  
10 something wrong with that. So maybe Aqua Utilities can check  
11 into that.

12                   (Laughter.)

13           Now we don't water our lawn at all. We have  
14 artificial flowers in front of our home. There's only two of  
15 us in a mobile home. The mobile home is almost 30 years of  
16 age. And we live on fixed incomes like most of us, and we  
17 don't drink the water because it's -- it just don't taste  
18 right. So I've taken a sample of our water, I took it this  
19 afternoon, and I've labeled it and documented it. And if you  
20 folks would like to analyze this water, it was taken this  
21 afternoon, at 3:20 this afternoon, and I'm using this for part  
22 of our evidence that we are against the increase in the water  
23 rates.

24           I do want to comment on the personnel that Aqua Water  
25 has. Their personnel -- they use the same people that Florida

1 Water had, and they're great, they do a great job in our park.  
2 So I want to compliment them. They do real good.

3 Now for some of you folks Aqua Water is just like how  
4 Florida Water used to be, and they can raise their rates  
5 annually without a public hearing like we're having today  
6 because the state law allows Aqua Water -- they allowed Florida  
7 Water Services to increase their rates annually without a  
8 public service hearing. I don't know if you Commissioners knew  
9 that, but they can do it and they've done it. The new company  
10 has done it. Now gasoline rates continue to rise. Now the  
11 state legislature is trying to do something to help our taxes  
12 in Tallahassee, but that's all politics.

13 Now we used to have quarterly meetings with Florida  
14 Water in Inverness, Florida. Every three months they had a  
15 meeting. And myself, I was a past president of Zephyr Shores  
16 and I used to go there, even without being president, with  
17 another gentleman that was on the board and we used to meet  
18 with Florida Water and discuss our problems. With Aqua Water,  
19 they're in Pennsylvania. They don't even know where we're at  
20 but they can charge us.

21 Now I also brought with me the 2006 Annual Drinking  
22 Water Quality Test Results that Aqua Water supplied with us.  
23 And if you look on one of the pages, the alpha emitters and the  
24 radium, the last test was taken February of '03 and it should  
25 be taken in, at least in '06 or '07. So they should do it a

1 little more frequently than '03. That's too long. I'd like to  
2 submit this for part of the evidence.

3 And a few years back, about seven years ago we had a  
4 sewer backup, and the sewer backup was right by Mr. Ellis's  
5 home who just testified. And he wasn't living there, but it  
6 ruined one home right next-door to him. And those sewer lines  
7 should be x-rayed. And we suggested that to Florida Water  
8 Services and they never did it.

9 The last thing I wanted to bring up, when I was mayor  
10 in Cherry, Illinois, our water rates -- I was the mayor for  
11 eight years -- we never raised them in eight years. So I'm  
12 sure Aqua Water can do the same thing at least for one year.

13 Now in closing, if the Commissioners want to be a  
14 hero, a real hero, you can take a stance in favor of all the  
15 public opinion, they're here in the audience today, and vote no  
16 on any increase. But if you vote in favor of a raise, that  
17 qualifies you to be a candidate for a job in Washington. Just  
18 think about it. So that's all I have tonight. Thank you.

19 (Laughter.)

20 MR. REILLY: Excuse me. Before you --

21 (Applause.)

22 Just a minor --

23 COMMISSIONER CARTER: Wait one second here. There  
24 was one other document you mentioned. We'll make all of that  
25 as one composite. There was, I know there was a -- do we have

1 all three documents that he mentioned?

2 MR. ALEXAKOS: Those are your copies. I made copies  
3 for the Commission.

4 CROSS EXAMINATION

5 BY MR. REILLY:

6 Q You left bills and also that test, the two  
7 thousand -- you called it a 2006 test result.

8 A The 2003 test.

9 Q Well, that was going to be my question because it  
10 seemed like -- I thought you said 2006.

11 A No, 2003. The other tests were taken in 2006.

12 COMMISSIONER CARTER: That will be part of the --

13 MR. ALEXAKOS: It's the alpha meters.

14 COMMISSIONER CARTER: That will be composite Number  
15 46.

16 (Exhibit 46 marked for identification.)

17 MR. REILLY: Okay. I guess --

18 COMMISSIONER CARTER: You had a couple of questions?  
19 Just wait for a second.

20 BY MR. REILLY:

21 Q This is the 2006 test results. And my question to  
22 you, the 2003, did you receive those results in 2003 or you're  
23 saying that they disclosed to you in the year 2006 a test from  
24 samples that were taken three years earlier?

25 A That there -- see on the far left and I outlined it

1 in red.

2 Q I see. It says 2003.

3 A 2003.

4 Q Right. Okay. Date of sampling. We'll just have to  
5 check and see what the, what the requirement is, whether that  
6 is a particular -- whether they can do that every three years  
7 or --

8 A Every year or every five or six years.

9 Q Okay. That's a good point. We'll check into that.

10 A Okay. It would be nice if Aqua Water would get  
11 together with Zephyr Shores like the other company did. Every  
12 time we call them, "We're in Pennsylvania. We can't meet with  
13 you." But they're here tonight.

14 Q One last question. You mentioned that the personnel  
15 that were with Florida Water were still present and you didn't  
16 really have a problem with them. Are those the same people  
17 providing you service, local service in your community?

18 A They're from different communities that are here this  
19 evening from Pasco County. There is one gentleman out there  
20 and he used to go to meetings also. Every three months we'd  
21 meet with them. If we had any kind of problems, we'd talk it  
22 over, discuss it and take care of them.

23 Q Since Aqua has taken over have you seen more people?

24 A We've never met with that one.

25 Q Okay.

1 A They refuse to meet with us.

2 Q Thank you.

3 A It would be nice if they x-rayed our sewer lines so  
4 we don't have another backup.

5 Any other questions from any of the Commissioners?

6 COMMISSIONER CARTER: Commissioners?

7 Thank you, sir, very much. We appreciate your time.

8 MR. ALEXAKOS: Thank you. And thank you for  
9 conducting this hearing. We appreciate it.

10 COMMISSIONER CARTER: Thank you. And none of us have  
11 any intentions of ever going to Washington, D.C.

12 (Laughter.)

13 Mr. Reilly.

14 MR. REILLY: The next witness is Ken Goodman.

15 MR. GOODMAN: I have not been sworn in.

16 MR. REILLY: Did not?

17 COMMISSIONER CARTER: You did not get sworn in?

18 MR. GOODMAN: No.

19 COMMISSIONER CARTER: Well, then raise your right  
20 hand.

21 Whereupon,

22 KEN GOODMAN

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

25 COMMISSIONER CARTER: You are recognized, sir.

## DIRECT STATEMENT

1  
2 MR. GOODMAN: I don't have a full out preparation as  
3 far as facts and figures, but I do know that -- I'm Ken  
4 Goodman. I'm a resident in the Lake Gibson Estates of Aqua  
5 Water. I can agree that with proposed, some improvements, you  
6 know, they're probably entitled to some rate increase, but what  
7 they're proposing for us is well over \$100 a month per  
8 residence. And the representative a while ago said the  
9 approved rate amounted to an average of a thousand dollars per  
10 person. Well, our rates are going up \$100 a month or more. So  
11 they're trying to get all that in less than a year. So I think  
12 some rates may be justifiable, but that's excessive according  
13 to the county, you know, the county rates.

14 And in our community there are a lot, again, like the  
15 other gentleman said, there are a lot of retired people and  
16 they're on limited funds and limited budgets. And he quoted,  
17 said a 100 percent increase. With some of these rates we're  
18 paying more than a 300 percent increase, and these people can't  
19 afford this in their budget. And that's all I have to say as  
20 far as that. I'm not in favor of that much of an increase.

21 And then I have a personal issue that I had with Aqua  
22 Utilities earlier this year. On the, on the 13th of February I  
23 received a bill for, saying I used 6,000 gallons of water a  
24 month for that month. On the 20th of February I received  
25 another bill saying I used 174,600 gallons. And when I finally

1 got through to the people, they said they had been estimating  
2 the meter readings for a period of time, and their last reading  
3 was February 13th and that's when they come up with  
4 174,000-gallon usage. Well, the last actual reading they said  
5 was September of '06. Well, there again was about 250 days  
6 from September '06 to when they read it in March. That still  
7 is way out of line for the usage. There's just my wife --  
8 there's two people in the house. Again, I don't water the  
9 yard. I have a few trees that I water to keep them from dying  
10 sometimes. But the minimum usage -- I try to make cutbacks.  
11 I've always practiced water conservation. But I still can't  
12 see that I'm using that much water. And they come out and  
13 checked the meter and said the meter was correct. At one point  
14 they said they did install the meter on February 13. In  
15 another conversation I had with them they said that, no, they  
16 did not install a new meter. So I'm saying if they installed a  
17 new meter, it got read incorrectly. So they never give any  
18 leeway on it. I wound up paying the full bill, \$243, for that  
19 month. And it's a good thing the rates weren't what they are  
20 proposing now. I am opposed to the, the excessively large  
21 rates that they are promoting, that they're asking for.

22 COMMISSIONER CARTER: One moment, please.

23 Commissioner Skop.

24 COMMISSIONER SKOP: Thank you, Mr. Chair.

25 Thank you, Mr. Goodman, for appearing before us.

1 Do you happen to have any of those bills with you?

2 MR. GOODMAN: Yes, I do.

3 COMMISSIONER SKOP: We'd like to see those. Billing  
4 and metering, certainly that concern has been expressed  
5 throughout the day and throughout a couple of the service  
6 hearings. And it's an issue that's very important to me  
7 because, like you say, you had a reasonable expectation that  
8 you received a bill and you paid it. But those are, those are  
9 the exact type of information we're trying to get, so it would  
10 be very helpful.

11 And then with respect to the February 20th bill that  
12 had 174,000 gallons of usage, did you, was I correct to  
13 understand that you actually paid that bill?

14 MR. GOODMAN: Yes, I did.

15 COMMISSIONER SKOP: And you received no resolution of  
16 that issue for that consumption through your calls to Aqua.

17 MR. GOODMAN: No. I tried to work something out  
18 before I paid the bill and then they were going to give me a,  
19 you know, work out a pay period that I pay so much, \$49 a  
20 month. I said, well, that wasn't the issue whether I could  
21 afford to pay that much at one time. I was just, you know,  
22 questioning the total usage, the total bill. But I did wind up  
23 paying the total bill.

24 COMMISSIONER SKOP: One additional follow-up. When  
25 you spoke to them, did they find that usage to be excessive in

1 reference to, I guess you typically -- they say that you use  
2 6,000 gallons per month usually. But with that sharp increase  
3 there was no, that didn't raise any flags with them?

4 MR. GOODMAN: No. Because I, in fact, verified that  
5 I had no leaks. I was away from home very little that period  
6 of time, so I couldn't have -- like I say, they suggested  
7 perhaps I had left home and left something running. And I try  
8 to check everything when I leave.

9 COMMISSIONER SKOP: And may I ask one additional?

10 COMMISSIONER CARTER: Sure.

11 COMMISSIONER SKOP: Do you happen to own a pool by  
12 any chance?

13 MR. GOODMAN: No, I don't. I have no pool.

14 COMMISSIONER SKOP: Thank you.

15 COMMISSIONER CARTER: Any other questions?

16 MR. REILLY: No questions, but I guess we're going to  
17 identify that.

18 COMMISSIONER CARTER: This will be Exhibit 47.

19 (Exhibit 47 marked for identification.)

20 And also, Mr. Rendell, we want to, we want to follow  
21 up on this issue, get with staff on resolution of this. You  
22 heard the line of questioning from Commissioner Skop. We want  
23 to have, we want to have some follow-up on that, on this  
24 174,000 gallons.

25 Again, Ms. Rule, in the process this will be filed,

1 as we mentioned today. It will be transparent to all of us.

2 Mr. Reilly.

3 MR. REILLY: Okay. Our next witness is Robin Flynn.

4 MS. FLYNN: I would like to put my husband's name on  
5 the paper as well.

6 MR. REILLY: Okay.

7 MS. FLYNN: We both did do the swearing in part.

8 COMMISSIONER CARTER: You did or you didn't?

9 MS. FLYNN: We did.

10 COMMISSIONER CARTER: And your husband's name?

11 MS. FLYNN: Mike.

12 MR. FLYNN: Mike.

13 COMMISSIONER CARTER: Robin and Mike Flynn?

14 MS. FLYNN: Yes.

15 Whereupon,

16 ROBIN FLYNN

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

19 DIRECT STATEMENT

20 MS. FLYNN: We are 5 Rosalie Oaks Boulevard. We  
21 actually live in Kissimmee, Florida. We have what we call a  
22 weekend retreat down there and a future retirement home.

23 Okay. I am here to represent the homeowners  
24 association for Lake Rosalie Oaks Subdivision. The president  
25 of that association asked me to do that. Let me explain to you

1 that we are a 98 percent senior citizen community and we  
2 consist mostly of mobile home housing for senior widows,  
3 widowers, handicapped, those who are ill, and most are on fixed  
4 incomes.

5 First, I'd like to say that according to Aqua's  
6 website they are the nation's largest US-based publicly traded  
7 water company with approximately 2.8 million customers in  
8 13 states. In 2006 they had a \$92 million net income and in  
9 2005 a \$90 million net income.

10 As a 25-year professional with an MBA I cannot  
11 comprehend why we're even here discussing this rate increase.  
12 At the interim rate it's 265 percent what you're asking the  
13 senior citizens to pay, and the final rate that they're asking  
14 for is a 400 percent increase. How does that compute in our  
15 world? I just don't get it.

16 Also on their website, and I'm going to quote, it  
17 says, "Aqua America embarked on a successful growth through  
18 acquisition strategy in the early 1990s which has resulted in  
19 more than 120 acquisitions and other growth ventures, more than  
20 90 of which have been completed in the first five years. This  
21 growth strategy has allowed the company to achieve an annual  
22 customer growth rate of approximately 4 percent since 1995 and  
23 achieve record earnings, record earnings and above average  
24 shareholder return, while remaining a low-cost provider of  
25 quality drinking water." I want to discuss quality drinking

1 water in a minute.

2 On another page it states, regarding the same  
3 acquisitions, "Has resulted in nearly 200 acquisitions and  
4 growth ventures in the last ten years, and these growth  
5 ventures have allowed Aqua America to achieve its growth goal  
6 and has a favorable impact on its financial performance." And  
7 we know that because of \$92 million and \$90 million over the  
8 last two years.

9 Okay. We need to address meter readings. We've  
10 heard several people talk about their meter readings. I called  
11 AquaSource this week as I was pulling together all of this data  
12 and said, "How do you read the meters?" Because every person  
13 we've talked to in our community says their meters are full of  
14 dirt, so how could they possibly be reading them? The lady  
15 that I spoke to, she was really sweet, she told me that they  
16 have some kind of electronic device that reads the machines so  
17 they don't have to touch it. My husband and other men here  
18 have told me that can't possibly be true. These are old  
19 systems that do not have an electronic device on them. They  
20 have to be read.

21 I'll give you an example of a meter reading problem.  
22 My neighbors who are here, they're down at Lake Rosalie at  
23 least three days a week. My husband and I are there generally  
24 one night and one day. We both have exactly 1,200 gallons for  
25 the same billing period. How can that be? I don't quite

1 understand that. But there are many others: 6,000 gallons for  
2 our neighbors two, three doors over, a senior couple, one has  
3 cancer, the other one has heart problems. 6,000 gallons? How?  
4 They don't go outside to water. They used to have little  
5 gardens. They don't even keep those up anymore because they're  
6 sick. So there's a problem with meter reading. So we know  
7 that the bills are high because of that.

8           Okay. I heard what they said earlier about keeping  
9 the county at the same rate. I don't understand why when  
10 you're a company and you're making all these major acquisitions  
11 you don't have a capital plan already built in place and you're  
12 not already charging to help pay for that, and why, if you have  
13 a customer base of 2.8 million in 13 states, that you don't  
14 spread that capital acquisition around. Maybe it's \$2 a  
15 household instead of a 265 percent and 400 percent increase  
16 that they're asking for.

17           I also want to tell you because I have this mind that  
18 needs to know, I called several people and asked them to give  
19 me their bills. I have for Windermere, Florida, Winter Park,  
20 Florida, Ocoee, Florida, Lake Wales, the Harbors in Lake Wales,  
21 their rates that they're being charged for base, water-based  
22 sewer. And let me tell you that comparably -- at the rate that  
23 we're at right now we're comparable to them. Once you raise us  
24 to interim, we're ahead of all of them, including Windermere  
25 and Winter Park, which are two of the wealthiest communities in

1 Central Florida. And when you raise us to the final that  
2 they're asking to be approved, we're way above all of them. So  
3 it makes no sense to do that.

4           And then I heard the lady say that they spent  
5 2.1 million in Polk County to give us quality drinking water.  
6 There is no quality drinking water here, people. I do not  
7 drink the water, I do not cook with the water, I do not let my  
8 dogs drink the water. It is terrible. I have a private well  
9 at my home in Kissimmee. We own five acres so we have our own  
10 well. I bottle that water and take it with me when I go to  
11 Lake Wales. My daughter visited, she's the one who's in Winter  
12 Park, visited over the weekend and drank water out of my tap.  
13 And she said, "Mom, I almost threw up. That water is so bad."  
14 And I said, "Honey, I forgot to tell you to drink the water out  
15 of the frig."

16           And I'm going to give you a sample. In one of their  
17 written correspondence, I'm going to quote, it says, "Our  
18 system had a violation in 2006 when we failed to complete  
19 required compliance monitoring for odor. Because we did not  
20 sample, we did not know whether the contaminant was present in  
21 your drinking water and we are unable to tell you whether your  
22 health was at risk during that time." That monitoring period  
23 was for a whole year, January 1 of 2006 to December 31st of  
24 2006. And, people, we're talking about senior citizens here on  
25 fixed incomes. They drink the water out of the tap because

1 they can't afford to go buy bottled water. And this company is  
2 telling us that they spent \$2.1 million in Polk County to give  
3 us quality water? There's no quality water here, people.

4 I also have to say to you that one of our elderly  
5 neighbors across the street called Aqua about the higher bill,  
6 and when she voiced her complaint she was told, "We can raise  
7 our rates any time we want." Excuse me, but they can? I think  
8 that that's like a monopoly; right? I don't think they can do  
9 that.

10 I'm going to sum all this up the best I can. We  
11 cannot afford this. Our senior citizens cannot afford this.  
12 These rates are not comparable to any other city. Let's see,  
13 I've got one, two, three, four, five, five comparisons. None  
14 of them compare.

15 Another problem is we cannot -- we will not be able  
16 to sell out now because nobody wants to buy in a community  
17 where a 400 percent increase in water and sewer is allowed. We  
18 have no options. There's not another company that we can go  
19 to, we can't put in septic and wells, that's not allowed. So I  
20 guess what we need to do is buy bottled water and chemical  
21 toilets and tell Aqua to shut down our system. What else do we  
22 do? I don't know what else.

23 (Applause.)

24 So bottom line for me, we need you guys to protect us  
25 from this. This is unfair. We are completely against this.

1           COMMISSIONER CARTER: Thank you. And you mentioned  
2 some documents.

3           MS. FLYNN: Which would you like?

4           COMMISSIONER CARTER: We'd like to enter into the  
5 record the documents you mentioned. One was a letter  
6 you quoted. Two was some bills, I believe.

7           MR. REILLY: There were some bills. And particularly  
8 that letter that said they failed to monitor for one year, do  
9 you have a copy of that letter?

10          MS. FLYNN: I have my copy. I didn't make copies.

11          COMMISSIONER CARTER: We can, we can copy them and  
12 get you, send you your original back.

13          MS. FLYNN: All right.

14          UNIDENTIFIED SPEAKER: It was on the Internet. I  
15 read that today on the Internet.

16          MR. REILLY: That's on the PSC -- whose web page?

17          COMMISSIONER CARTER: We'll take this. You'll trust  
18 us to send it back to you, won't you?

19          MS. FLYNN: That's fine.

20          COMMISSIONER CARTER: We're trying to -- this is a  
21 proceeding and we're trying to perfect the record, so we'll  
22 have that. So let's -- we'll enter this document into Mr. and  
23 Mrs. Flynn -- this would be Exhibit Number 48. It will  
24 actually be a composite because there's some letters that she  
25 had as well.

1 (Exhibit 48 marked for identification.)

2 Mr. Flynn, you're recognized.

3 Whereupon,

4 MIKE FLYNN

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

7 DIRECT STATEMENT

8 MR. FLYNN: Thank you. I just wanted to say a couple  
9 of things. My wife and I purchased a vacant lot in Lake  
10 Rosalie Oaks Subdivision about three and a half, four years  
11 ago, and we moved a mobile home on to the lot. Most of the  
12 homes -- there are some real homes there but most of them are  
13 mobile homes. And I requested from Aqua at that time to send  
14 someone out to show me where the sewer line is so I could  
15 connect in. They never sent the person out there. They claim  
16 to be a service organization. No one ever came. I had to  
17 dig -- I'm almost -- well, I'm going to be 61 here soon, so I  
18 was in my late 50s. I had to go out there with a shovel and  
19 dig five feet down in the ground and keep digging until I found  
20 the sewer line, and then I connected it in myself. Then they  
21 charged me \$1,500 to hook into their sewer line. I called them  
22 on the phone to ask them if this was right. They said they  
23 were within their legal boundary to charge me \$1,500 to hook  
24 in.

25 And when I requested to hook in to the water, they

1 sent a guy out there. He started digging; left the job half  
2 done. I called them up a little while later, I said, "You're  
3 leaking water out here. The guy uncovered the meter and  
4 there's water leaking out." They said, "Oh, well, we'll send  
5 somebody out tomorrow." Meanwhile the line burst and the water  
6 flowed all night long and flooded my property and two of my  
7 neighbors' properties. There was six inches of standing water  
8 for as far as you could see down the road. Who paid for that  
9 water? The water comes out of the ground for absolutely free.  
10 God put it down there for us to drink. And they, they pumped  
11 the water out of the yard. I realize that it costs money to  
12 pump the water out of the ground, but the water is free. They  
13 don't pay for it.

14 But even the oil companies when they pump oil out of  
15 the ground, which is free, and we all pay for that, they  
16 reinvest money almost probably, I don't know exactly what the  
17 figures would be, but I would say 75 percent of the money that  
18 the oil companies get from gasoline that we all purchase, they  
19 reinvest back into their wells because they have a lot more  
20 oil. We're all consuming it at an exorbitant rate.

21 What do they do -- what did they do with all the  
22 money that they got for all the years that they pumped water  
23 out of the ground for Lake Rosalie Oaks? What they have there  
24 for a sewage treatment plant is a glorified septic tank system.  
25 It's about eight septic tanks that are hooked in parallel. So

1 80 percent of the year most of the residents are gone. There's  
2 maybe, I'm going to guess, 25, 30 homes there that might have  
3 people living in them and the rest of them sit vacant. And so  
4 the demand isn't all that great on the septic system that's  
5 there. Well, in the three or four months of the year when  
6 everybody is there, they might have a pretty good size demand  
7 on it. But if they're a smart company, the sludge that they  
8 pump out of those septic tanks is recyclable. Organite  
9 (phonetic) is a fertilizer that's made from human waste. You  
10 can't use it to grow food but you can use it for other reasons.  
11 So they can make money off that sludge if they know how to do  
12 their business. The thing about it is, and the point that I'm  
13 trying to make here is this 400 percent increase is absolutely  
14 ridiculous, it's highway robbery, and it should not be allowed.

15 (Applause.)

16 COMMISSIONER CARTER: Mr. Flynn, would you hold for  
17 one question please from Commissioner McMurrrian?

18 COMMISSIONER McMURRIAN: Thank you, Mr. Flynn. I was  
19 just wondering how long was it between the time that you called  
20 the company about connecting in at your mobile home to the  
21 system and the time you started doing it yourself?

22 MR. FLYNN: Weeks. I would say probably three weeks  
23 I waited for them to send somebody out. The truth of the  
24 matter is I don't even think they know where half the lines  
25 are.

1           My neighbor across the street, his name is Al  
2 Christian, worked for them for two days a week, I believe, and  
3 all he did was put out fires. Because Aqua wanted to say -- in  
4 the last year they have done some maintenance, but prior to  
5 that they've just been collecting the money every month and  
6 enjoying it and putting it back into their company. But as far  
7 as I can tell, there's probably people that have lived here a  
8 lot longer, lived in that subdivision a lot longer than me, but  
9 I don't believe that they've done a whole lot of maintenance.  
10 I'm a retired maintenance manager from Walt Disney World. I  
11 know about maintenance.

12           The only time you see their truck out there is when  
13 the guy is taking lunch down the street. He goes down by the  
14 sewer treatment plant and sits in his truck down there and has  
15 his lunch and he turns around and leaves. He might get out and  
16 check a meter or two, I'm not sure about that, but there's very  
17 little that goes on there.

18           They claim that they've had to sleeve some pipes  
19 lately and they did rebuild, from what I can tell by looking at  
20 it, they did rebuild the lift station. But that's all happened  
21 in the past year. Prior to that -- and they knew when they  
22 bought the system that it was a deteriorated system. Why they  
23 haven't taken the time to bring it up to standards over a  
24 period of time instead of slamming us with this \$400,000 bill  
25 that they claim that they're spending on the system, I don't

1 know. But it seems a bit ridiculous that just all of the  
2 sudden -- to go from \$30 a month water and sewer to \$122.33 is  
3 absolutely ridiculous.

4 COMMISSIONER McMURRIAN: Thank you.

5 COMMISSIONER CARTER: Would you -- further questions  
6 from Commissioner Skop.

7 COMMISSIONER SKOP: Thank you, Mr. Chair.

8 Mr. and Ms. Flynn, thank you for coming out. We  
9 appreciate your testimony.

10 With respect to the exhibits that you've offered, I  
11 noticed that there are comparable bills that you've mentioned.  
12 Do you have any bills specific to your utility service with  
13 Aqua?

14 MS. FLYNN: Mine specifically?

15 COMMISSIONER SKOP: Yes, ma'am.

16 MS. FLYNN: Yes. Uh-huh.

17 COMMISSIONER SKOP: Could we also get those?

18 MS. FLYNN: Sure.

19 COMMISSIONER CARTER: Make that a part of Exhibit 48.  
20 Thank you so kindly.

21 Mr. Reilly.

22 MR. REILLY: The next witness is Roger Morrison.

23 Whereupon,

24 ROGER MORRISON

25 was called as a witness on behalf of the Citizens of the State

1 of Florida and, having been duly sworn, testified as follows:

2 DIRECT STATEMENT

3 MR. MORRISON: Hi. My name is Roger Morrison. I'm  
4 here on behalf of myself, my wife Rachel, and my brother-in-law  
5 and sister-in-law, which also own property down in Rosalie  
6 Oaks.

7 THE COURT REPORTER: I'm sorry. I'm having trouble  
8 hearing.

9 COMMISSIONER CARTER: Could you pull the microphone a  
10 little closer to you? Let's take it from the top, if you don't  
11 mind. She's transcribing everything, so if you wouldn't mind,  
12 would you please start over? I would really appreciate it.

13 MR. MORRISON: Sure. My name is Roger Morrison. I'm  
14 here on behalf of my wife Rachael and my brother-in-law and  
15 sister-in-law, which also own property in Lake Rosalie. I've  
16 been a resident of Florida for the last 35 years. I grew up in  
17 Gainesville. I've lived in Polk County most of the rest of my  
18 life. I've owned homes everywhere from Mulberry to West Palm  
19 Beach, the Stuart area, Lakeland, and my current home is now in  
20 Auburndale, Florida.

21 I just wanted to share -- I didn't want to waste your  
22 time with things that's already been shared with you, but I do  
23 have some inconsistencies to share with you. I'm holding a  
24 copy of my last statement. This mobile home that we own down  
25 there we bought as a secondary fishing location place so we can

1 get away, if you will. We've owned it now for two months. We  
2 owned a previous one, and our bill, just like everyone else's,  
3 was around 20, 20 some dollars each month. I just received one  
4 this past month and I paid it for \$156. Understand, I've only  
5 been in the mobile home twice. We don't use it. I've had the  
6 utilities turned on, the water and sewage turned on. We've  
7 probably flushed the toilet six times. The inconsistency is  
8 that my brother-in-law and sister-in-law which also own one,  
9 I'm sharing, I brought a copy of their bill, and their bill  
10 shows that their water charges are \$10?

11 A less than mine, and their sewer charges are \$32 and  
12 mine is \$99 for the same month, and I don't understand why.  
13 The only difference that I've seen is that their bill is sent  
14 to their primary residence and we have ours sent to our  
15 secondary residence.

16 I'm also holding a copy of my current home statement,  
17 which is the City of Auburndale. I've lived there for 12  
18 years. I have a 3,000 square foot home, and my bill for the  
19 last 12 years has been \$24.50, the same it usually runs me down  
20 in Lake Wales. So just a lot of inconsistencies. I do have  
21 copies, if you'd like those.

22 COMMISSIONER CARTER: Thank you, and we would like to  
23 have copies for our staff. That would be Exhibit Number 49.

24 (Exhibit 49 marked for identification.)

25 Commissioners, questions?

1 Mr. Reilly.

2 CROSS EXAMINATION

3 BY MR. REILLY:

4 Q Just a quick question. For the \$156 bill, what was  
5 your purported gallons usage?

6 A They're showing I used 5,000 and they're showing my  
7 brother-in-law used zero. And I did check my meter to see if  
8 it had been checked. It had not. It was full of dirt.

9 COMMISSIONER CARTER: Thank you so much.

10 MR. MORRISON: Thank you.

11 COMMISSIONER CARTER: Mr. Reilly.

12 MS. FLEMING: Commissioner, if I may.

13 COMMISSIONER CARTER: One moment, one moment, please.

14 MS. FLEMING: Staff was handed a bill by George  
15 Hodge, that's a copy of a customer bill from George Hodge. We  
16 didn't know if he was planning on addressing the Commission or  
17 if they just wanted it entered into the record.

18 COMMISSIONER CARTER: Mr. Hodge, do you want us to  
19 put your bill in?

20 MR. HODGE: Yes. I had asked Robin to do our  
21 speaking for us.

22 COMMISSIONER CARTER: Okay. That will be fine. Then  
23 you are against the rate increase.

24 MR. HODGE: So I gave her copies of ours.

25 COMMISSIONER CARTER: That will be Exhibit Number 50.

1 MS. FLEMING: Exhibit Number 50. Thank you.

2 COMMISSIONER CARTER: Exhibit Number 50. Thank you  
3 so kindly.

4 (Exhibit 50 marked for identification.)

5 Any members of the public that have information,  
6 whether you want to speak or not, if you have your bills  
7 pertaining to this matter, we'd be more than happy to have that  
8 to be part of our record. Because, after all, we're here today  
9 because we want to hear from you, the customers, the people  
10 that write the checks. That's why we're here. We want to make  
11 sure that we get -- you know, we're not looking for a  
12 professional speaker. We're looking for people that have a  
13 genuine issue here. And we thank you, those of you that are  
14 speaking up for your neighbors, for your friends and for your  
15 associations. We sincerely appreciate that and we thank you  
16 for that. So if there's any others that have, want to give us  
17 a copy of your bills -- yes, sir. Gerald, would you go out and  
18 get that, please? Anyone, anyone who just wants to give us  
19 your bills, we can get those copies made and sent back to you.  
20 And we'll have those -- Mr. Reilly, what we'll do is we'll make  
21 those -- Gerald, how many do you have now? Is that two more?  
22 So that would be Exhibit 51. Which is the first one you have,  
23 Gerald? Just for the record, the name

24 MR. EDWARDS: Okay. This is Mr. Fred Rich.

25 COMMISSIONER CARTER: We'll give that -- that will be

1 Exhibit 51. And 52, give us a name for that.

2 MS. FLEMING: Exhibit 51 would be a copy of customer  
3 bill of Fred Rich.

4 COMMISSIONER CARTER: 51, Fred Rich.

5 Okay. And 52.

6 MS. FLEMING: Exhibit 52, copy of a bill of Carl and  
7 Helen R.J. Lewis.

8 COMMISSIONER CARTER: Okay. Thank you.

9 (Exhibits 51 and 52 marked for identification.)

10 And those will be -- and we'll send, we'll make a  
11 copy for our file, have it part of the actual record and we'll  
12 send those back to you.

13 Mr. Reilly, you're recognized.

14 MR. REILLY: Thank you. Our next witness is Bob  
15 Blead.

16 COMMISSIONER CARTER: You're recognized. Have you  
17 been sworn, Mr. Blead?

18 MR. BLEAM: I sure have.

19 COMMISSIONER CARTER: Okay. You're recognized, sir.  
20 Whereupon,

21 BOB BLEAM

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

24 DIRECT STATEMENT

25 MR. BLEAM: My name is Bob Blead. I live at

1 502 Windermere Drive, Lakeland, Florida, in the Lake Gibson  
2 Estates.

3 COMMISSIONER CARTER: Mr. Blead, if you'd get a  
4 little closer to the mike.

5 (Interruption.)

6 Let's take five.

7 (Recess taken.)

8 COMMISSIONER CARTER: If I may have your attention  
9 one moment, please. One moment, please. Ladies and gentlemen,  
10 if I may have your attention.

11 It is important, it is significant, it is imperative  
12 that we hear everything that you have to say. So what we're  
13 going to do is we're going to make a technical adjustment. Is  
14 that if Mohammed won't come to the mountain, we'll take the  
15 mountain to Mohammed. So we're going to move our court  
16 reporter from over here to this area here so she will be in a  
17 proximity to hear better, because it's important to us to hear  
18 exactly what you say. We did not come all this way not to be  
19 able to hear you. And we're going to -- so if you'll give us a  
20 few moments here, we're going to move the court reporter to my  
21 right over here so that she can hear you. It's important for  
22 us to get everything on the record. So if you will give us --  
23 Commissioners, staff, we're on -- can we do it in ten minutes?  
24 Ten minutes.

25 (Recess taken.)

1                   COMMISSIONER CARTER: We are back on the record and  
2 we just made some technical changes. This will help us to be  
3 able to hear the customers better.

4                   And I think where we last broke, Mr. Bob Bleam.

5                   MR. BLEAM: That's correct. I'm Bob Bleam and I live  
6 at 502 Windermere Drive, Lakeland, Florida, in Lake Gibson  
7 Estates. And a lot of issues that we've had already have been  
8 addressed, especially the high rates. And I'd like to  
9 introduce a couple of different issues. I was watching TV  
10 today and there was a thing on it from Tallahassee with Mario  
11 Rubio, and he said this and it struck me, because they're up  
12 there trying to get the taxes straight, and whether they'll  
13 ever do it or not I don't know. But he said this, "You can't  
14 charge people more than they can afford to pay." And I would  
15 hope this Commission would lock on to that spirit. Because  
16 certainly what we've seen here tonight is a rate increase that  
17 is tremendous. And one of the things that I looked at was,  
18 when I started talking to people was the mail-out of the rate  
19 increase. And, you know, here's the gentleman who's the  
20 president here. Sir, how many notices did you send out for  
21 this meeting? Do you know?

22                   MR. LIHVARIK: Every customer.

23                   MR. BLEAM: How many is that?

24                   MR. LIHVARIK: Off the top of my head --

25                   MR. BLEAM: You don't know. But most people that got

1 it looked at it as junk mail. And I have mine here. It looks  
2 like junk mail. Now since these two notices have come out,  
3 you've had two billings but you didn't include the rate  
4 increase in those billings. You preferred to send it out as  
5 junk mail which you send out for your water report.

6 But here's the thing of it, when you get to Florida  
7 Law, Section 501.204, Article 1, says, "Unfair methods of  
8 competition, unconscionable acts or practices, and unfair or  
9 deceptive acts or practices in the conduct of any trade or  
10 commerce are hereby declared unlawful." Now I wonder if this  
11 meeting is really lawful because I wonder whether people have  
12 adequately been informed. Because when you send out stuff  
13 that's a rate increase and people think it's junk mail, then I  
14 think they have gone too low. But other than that, we've got  
15 this meeting. And I don't know how many people are here, but I  
16 think a lot of more people would have been here had they  
17 adequately informed them. So I don't know if we went to court  
18 and said you cheated and you cheated senior citizens, that's  
19 another issue.

20 I don't want to get into too much rates except to say  
21 they're sky high, they're way high. They say we haven't had a  
22 rate increase in ten years, but they've only owned this  
23 property three. And for seven years the owners apparently were  
24 happy with the profit, but these people are not now. And so,  
25 you know, I look at these things, 200 percent, I don't know

1 whether there's anybody in my service area that has a ten-inch  
2 water main, but their sewer bill is going to go up from  
3 \$26.81 to \$11,566.60. That would put people out of business,  
4 and that's ridiculous.

5 I have the water rates for Polk County, and the Polk  
6 County water rates at present time, and they use a 7,000-gallon  
7 cap, not 6,000, for a 7,000-cap sewer and water would run  
8 approximately \$76 a month. I figure when I get through with  
9 mine on Aqua Utilities I'll be paying about \$200. So it  
10 becomes a point that maybe Polk County needs to buy these  
11 systems out and tell these Yankees to go home.

12 (Applause.)

13 And it's a funny thing because when it comes to an  
14 inch and a half water meter, Lake Gibson Estates wants a base  
15 of \$108. But when it comes to an inch and a half water meter  
16 from the county, their basic rate is \$9.29. So, you know, that  
17 gets to be ridiculous what we're doing.

18 Then comes the issue of Lake Gibson. The sewer  
19 system in Lake Gibson, for years the people that owned it  
20 processed the sewer material. That's no longer true. The  
21 sewer is processed by Polk County. And I checked into it and  
22 the sewer system out there is capped at 100,000 gallons per  
23 day. That's 3 million gallons a month approximately. At the  
24 present time they're pumping 2.4 million gallons. Well, what  
25 do they pay for it? Well, when you look at the sewer rate --

1 and I have a question for this gentleman. He probably doesn't  
2 know the answer to that. Sir, in Lake Gibson how many people  
3 do you have on the sewers? How many customers do you have  
4 there total? How many do you have on the sewer?

5 MR. LIHVARIK: Off the top of my head I don't know.

6 MR. BLEAM: You don't know. But I talked to somebody  
7 out there and the figure I got was 330. Whether that's correct  
8 or not, I don't know. But at a \$100 base rate for  
9 330 customers, that's \$33,000 a month that that would generate.  
10 Plus that doesn't take into account the gallonage that is being  
11 pumped through. So I figure probably they're going to be  
12 charging roughly \$50,000 a month for their sewer. Well, what  
13 is their cost? Well, the cost is maintaining the pump stations  
14 and electricity to run the motors, and their cost is what the  
15 county charges them to process the sewer. Well, I contacted  
16 the county and they gave me the rates. Their rate is based at  
17 \$836.34 for a four-inch tap, yet they want to charge all the  
18 rest of the customers out there \$100 per tap. And their total  
19 gallonage which is pumped out at \$2.62 a thousand gallons means  
20 that they're paying somewhere around \$7,500 to \$8,000 to have  
21 the sewer processed, and they're asking us to pay \$50,000.  
22 Well, gentlemen, I would like to have that kind of a business.  
23 I don't know but one business that has more profit to it than  
24 that. And really what we've got is this company is coming in  
25 here and wanting to rape the pockets of the people of Florida.

1           So I have been doing some investigation. I have a  
2 letter from the real estate company that says it's going to  
3 reduce property values. It will. And I've also gone into the  
4 company itself. And if I were a stockholder, I'd never buy  
5 stock in this company. The return for the stockholder is  
6 2 percent, a little over 2 percent, although they say that they  
7 have increased their dividend 16 times in the past 15 years.  
8 They need the money. So I don't know.

9           So I began to investigate some other things. When  
10 you look into the company, and I've got lists here and I will  
11 leave you, insider trading. I'd like to be in that. The  
12 president of the company is Nicholas DeBenedictis. I don't  
13 know whether that's an Italian or Sicilian name. But anyway  
14 it's insider trading. And it's real nice, you know.

15           On February 15th of, February 15th of '06 he had an  
16 option on 72,685 shares of stock that he had bought at \$13 to  
17 \$16 a share. He exercised that option and sold it  
18 automatically for \$27. It cost about a million dollars. The  
19 proceeds were \$2 million. Quick stuff. His salary is \$417,120  
20 and his long-term compensation is over a million. So, you  
21 know, the company is hurting for money. But I think the truth  
22 of it is that the officers of the company are getting all the  
23 money they get and they're not leaving it to the shareholders.  
24 So you look at that and you think maybe, well, we need more  
25 rates. But I don't know, I really don't. It's, it's a

1 wishy-washy thing. But it's up to you as my employee to  
2 protect me from stuff like this. And if you don't do that,  
3 then I don't know where we're going.

4 I have two letters here if I can find that I would  
5 like to read into -- here we go. I'm losing it. Excuse me for  
6 a minute. Two letters here that I would like to read into the  
7 minutes. And this is on the Internet. Everything I've told  
8 you can be found on the Internet. And this pertains to the  
9 Pennsylvania Public Utility Commission, and I think you need to  
10 take real warning from it. And this is December 15th, 2005. I  
11 don't know whether you've seen this or not, in Harrisburg,  
12 Pennsylvania. "The Pennsylvania Public Utility Commission  
13 today voted to suspend and investigate Aqua Pennsylvania's  
14 request to increase water rates by 14.4 percent." I'd like to  
15 have a 14.4 percent rate increase. Wouldn't you? Yeah.  
16 Uh-huh. 14.4.

17 "Under the company's proposal the annual bill for an  
18 average customer would increase by \$5.44 a month. The increase  
19 would affect approximately 400 customers." And then it says  
20 here that -- they give you this song and dance, we've got to  
21 get our water up to EPA standards. But on December 15th they  
22 voted to suspend and to investigate. They want an interim  
23 rate. I'm in favor of a rate adjustment, but I even think  
24 maybe the interim rate is really wrong.

25 Finally, on June 22nd, 2006, this came out. The

1 Pennsylvania Public Utility Commission, they approved a  
2 settlement of the rate increase requested by Aqua Pennsylvania,  
3 increased consumer rates but not the level the company  
4 originally requested. The Commission unanimously voted to  
5 settle, which will produce an additional \$24 million, a  
6 9.2 rate increase. They didn't get it. And as part of that  
7 they also said the company cannot apply for another rate  
8 increase until November 18th, 2007. I think they're fed up  
9 with them and I think you should be fed up with them. You  
10 shouldn't even have to be here to entertain this type of  
11 request.

12           And the only thing else they said, the company cited  
13 upgrades. Well, they're citing upgrades. And it's made  
14 treatment facilities required to meet Federal Protection Agency  
15 standards, and they're willing to charge the people for a new  
16 radio frequency metering system as reasons for the increase.  
17 The next thing they're going to be wanting to do is put a radio  
18 frequency meter in at my house, charge me for the meter, when  
19 the purpose of having the meter is to cut labor costs of  
20 reading meters. They'll get their money back, but they want to  
21 have it all now. So I think y'all have got a job to do. I  
22 think the best thing you can do is a good, complete  
23 investigation and it may take longer. But if they don't like  
24 it, then they need to leave the state.

25           UNIDENTIFIED SPEAKER: Here, here.

1 (Applause.)

2 MR. BLEAM: They're ripping the customers off. And  
3 that's all I have to say. If you have any questions, I'm open  
4 for questions.

5 COMMISSIONER CARTER: Thank you.

6 Let me just say first of all this is a fact-finding  
7 perspective on behalf of the Commission. As I said in my  
8 earlier comments, that sometimes in situations like this  
9 emotions run high and that's okay to be emotional. But we also  
10 have to stick to the facts. Our staff has put together a  
11 report for all of the counties that are involved and it shows  
12 you what they're asking for, it shows you what the interim  
13 rates are. So you don't have to guess about that. We  
14 understand that.

15 Secondly, the purpose of us holding these meetings is  
16 to find out what issues and concerns the customers have. We're  
17 not here to say whether or not this company should be in  
18 business or not. That's not our jurisdiction. What we're  
19 trying to find out here is to find out, one, based upon the  
20 fact that 15 counties in Florida, and this Commission is  
21 holding hearings all over the service areas, all over the State  
22 of Florida, what we're trying to ascertain is from the  
23 customers, the people that pay their bills here, we're trying  
24 to ascertain from the customers what concerns and issues they  
25 have pertaining to this application for a rate increase that

1 this company has made. So, as I said, emotions run high in  
2 situations like this. You're entitled to your emotions.  
3 That's what makes us non-robots. But by the same token, we're  
4 trying to ascertain as much information as possible that we can  
5 put into the record that we can make a ruling on.

6 So with that, Mr. Reilly, you're recognized.

7 CROSS EXAMINATION

8 BY MR. REILLY:

9 Q I was interested in your comments about the Lake  
10 Gibson Estates, the cost of the county.

11 A Yes.

12 Q And I will assure you that that is a legitimate  
13 issue. I mean, their cost of treatment -- they don't have a  
14 treatment plant and they're paying X amount to have that  
15 treated. That's stuck into the revenue requirement. And so --

16 A Well, the county actually has a cap at 7,000 gallons.  
17 They're wanting to cap things at six. So there's a lot of  
18 windfall. And the thing of it is, from what I understand at  
19 least half the Lake Gibson Estates, half of it has water and  
20 sewer connections to the houses, the other half has only water.  
21 But with their rates we're going to be paying water for pools  
22 and for watering yards as it goes into the sewer system, which  
23 it doesn't go into the sewer system, you know.

24 Q And I make notes for myself -- I mean, we have an  
25 accountant that's looking into these issues and I'm sure she's

1 already looked and determining what we would recommend as a  
2 fair revenue requirement and part of that that makes up that.

3 A Well, see, the sewer system out there now, there's a  
4 flat rate, it's a capped rate and it doesn't go any higher than  
5 that. That needs to be maintained. They may need to raise  
6 that rate, but to actually add gallonage on top of it gets to  
7 be really felonious, you know. Okay.

8 COMMISSIONER CARTER: Call your next witness.

9 MR. REILLY: Okay. Thank you.

10 The next witness is Robert Modrall.

11 Whereupon,

12 ROBERT MODRALL

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

15 DIRECT STATEMENT

16 MR. MODRALL: I am Robert Modrall. I reside at  
17 55 Rosalie Oaks Boulevard in Lake Wales. Aqua Utilities of  
18 Florida produces our water. I don't want to cover things that  
19 everybody has talked about. My biggest concern, of course, is  
20 the amount of the increase. I would just like to read to you  
21 what my water bill has been running.

22 December 26th, now this is my water and sewer, was  
23 \$34.84. January 27th I wrote a check for \$32.77. 2/21,  
24 \$33.50. 3/24 was \$40.51. 4/30 it jumped up to \$45.90. I  
25 think that we had part of the increase on that 4/30 month. But

1 now 5/28 is \$170.96, and that's a lot of increase. I'm  
2 retired, my wife is retired, disability, she has a bad knee.  
3 We don't do anything to use a lot of water.

4 As far as the quality of water, we either buy  
5 water -- my son lives in Bartow, which has good water. When he  
6 comes down to visit us he brings down these gallon milk jugs  
7 full of water for us to drink and cook with. It's ridiculous.

8 The other thing, they were talking about the service.  
9 From my understanding, and I'm sure I'm right, there's a  
10 four-inch water line that comes down from the beginning of the  
11 subdivision down to the last fire hydrant, and there it cuts  
12 down to a two-inch water line that comes on down for the rest  
13 of the subdivision. This works out good in the summertime when  
14 everyone went back north. But when everybody comes back down  
15 in the winter, our pressure is very, very low.

16 I just think that everybody in our, in our area is  
17 retired or a majority of the people is retired and we're living  
18 off of social security, and the homestead exemption doesn't  
19 look like it's going to make too much of a stab for us this  
20 year, taxes have gone up on our home. Insurance on our home  
21 went up. Mine, I can only speak for me, last year went up  
22 \$350. This year it went up \$500. You know, everything is  
23 going up except our income, and we just cannot afford this kind  
24 of rate. If the rate goes through, I can't sell my house.  
25 Nobody would buy it. If they would, I'd have to give it away.

1 I appreciate you listening to me tonight. And if there's  
2 anything I can help answer for you.

3 COMMISSIONER CARTER: Yes, sir. If you would,  
4 please, sir. It's Modrall?

5 MR. MODRALL: Yes. Uh-huh.

6 COMMISSIONER CARTER: Thank you.

7 Gerald, would you get a copy of his -- or we'll just  
8 get your bill and send that back to you, sir.

9 MR. MODRALL: Yeah. This right here.

10 COMMISSIONER CARTER: That would be, by my count,  
11 Exhibit 53.

12 (Exhibit 53 marked for identification.)

13 Commissioners, questions.

14 MR. MODRALL: Thank you.

15 COMMISSIONER CARTER: Mr. Reilly?

16 Thank you so very much.

17 MR. MODRALL: Thank you very much, and I appreciate  
18 your holding the meeting tonight.

19 COMMISSIONER CARTER: Thank you.

20 MR. REILLY: Okay. The next witness is Fred Rich.

21 Whereupon,

22 FRED RICH

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

25 DIRECT STATEMENT

1           MR. RICH: I think the lady that spoke for Rosalie  
2 Oaks Boulevard spoke for me. I just want to tell you that I'm  
3 definitely against the increase.

4           COMMISSIONER CARTER: Thank you, sir.

5           MR. RICH: It is ridiculous.

6           MR. REILLY: The next witness is Ronald Alexander.

7 Whereupon,

8                                 RONALD ALEXANDER

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

11                                 DIRECT STATEMENT

12           MR. ALEXANDER: I'm Ronald Alexander. I live at  
13 6136 Doe Circle West, Lakeland, Florida. My phone number is  
14 859-5295, and I'm retired from the City of Lakeland. That  
15 gives me a distinct perspective about lift stations and sewage  
16 sludge and water.

17           I hired in with the city as a pipe fitter to begin  
18 with, so I'm familiar with the goings-on of that. And out at  
19 the power plant where I retired from we have lift stations.  
20 I'm sure more than -- we lifted more water out there than they  
21 lift sewage at Lake Gibson Estates. And the water had to be  
22 much cleaner, which, by the way, I think a common thread that  
23 you've heard tonight is that people don't drink this water. A  
24 few may. You know, at the risk of Montezuma's revenge they  
25 may. But we don't drink it. I've been out in that area for at

1 least 15 years or so. I have some aphasia (phonetic), so I  
2 don't have a perfect memory of just how long I've been out  
3 there, but I know at least 15 years as a customer of Aqua  
4 Utilities and their predecessors. I saw my bill go from \$32 a  
5 month as an average to \$33 to \$38 to \$41, and now the last bill  
6 I got was 50 something dollars. And I'm on a fixed income.  
7 The neighbor next-door to me has colon cancer, he's dying of  
8 it, fighting it valiantly, but he's on a fixed income. And I'm  
9 not here as an adversary to these people. I'm here as a victim  
10 of these people and I need your help. The public and service  
11 being part of your, of your name, I hope you will think about  
12 the public and the service that you can do in stopping this  
13 gouging. The City of Lakeland is renowned for its gouging. I  
14 was a victim of that as much as anyone else. And as an  
15 employee I had no say-so whatsoever about it and as a customer  
16 of the City of Lakeland I have no say-so. We don't have  
17 representation. I hope you will represent us.

18           Now as far as what we have out there at Lake Gibson  
19 Estates, we have a lift station, which is an elementary thing.  
20 I mean, it's little more than a fancy, like he said, a fancy  
21 septic tank. You've got, you've got floats, and when the float  
22 gets to a certain point, a valve will open or a valve will  
23 close, you know, things like that. It's nothing that's rocket  
24 science.

25           This kind of money they're talking about here, I

1 think they're talking about raising my rate -- my base facility  
2 rate right now is supposedly \$26.73, and they want to go to  
3 \$100.58. This is just for the wastewater. Now I've never seen  
4 any backup of wastewater at my house or on my street. I've  
5 never seen any broken wastewater mains. I'm not saying they  
6 don't have some in the system because, like all other  
7 entrepreneurs, they're always trying to add people on at the  
8 cost of their customers that, the customer base they already  
9 have. And I just don't feel like it's fair to impact the  
10 longtime customers with the new people that they're bringing  
11 into the systems. And I don't know if, you know, this thing  
12 about charging us based on countywide or statewide what their  
13 costs are, that's even more ridiculous. Because, again, the  
14 county or the city could come in there and take it over and  
15 there would be no need for this. The city, the city has taken  
16 over -- it's right there by -- the city is right by, the city  
17 boundary is right across the street where their well is, which  
18 makes it kind of strange. They've got a well they're pumping  
19 water out of on city property but we're having to pay them more  
20 than what we'd have to pay for the city or the county. And I  
21 just think it's ridiculous and I hope you'll help us in any way  
22 you can.

23 COMMISSIONER CARTER: Thank you. Did you -- you  
24 didn't have your bill or anything like that, did you?

25 MR. ALEXANDER: No, sir, I didn't bring my bill. I

1 wish I had now. But I do know that what Mr. Bleam said  
2 earlier, I can reiterate that that's true. There's nothing,  
3 there's nothing there for them to be asking for a raise for  
4 other than greed. Thank you.

5 COMMISSIONER CARTER: Thank you so kindly. We do  
6 have that in the record. We sincerely appreciate that.

7 Mr. Reilly.

8 MR. REILLY: The next witness is Edward Headington.  
9 Whereupon,

10 EDWARD HEADINGTON

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

13 DIRECT STATEMENT

14 MR. HEADINGTON: My name is Edward Headington. I  
15 live at 116 Stanley Avenue in Lakeland. That's in the Lake  
16 Gibson Estates. A lot of this has been covered and I don't  
17 want to go through all this.

18 The first thing I would like to do though is thank  
19 you people for having this hearing, thank you for the  
20 opportunity for us to be able to express our opinion and for  
21 listening to us. And I really feel like we have some people up  
22 here who are really going to think about this and I appreciate  
23 that.

24 As far as the rate increase goes, I mean, none of us  
25 want to have a rate increase. I recognize that costs go up and

1 so forth. But as others have said, a 400 to 500 percent  
2 increase is ludicrous, to say the least.

3 Now the woman here, the lawyer for the company  
4 mentioned that there have, they have made improvements in the  
5 rate of about \$1,000 per, per household in, in Florida.  
6 According to my calculations, in the Lake Gibson Estates area,  
7 they're going, they're asking to get that back in less than ten  
8 months, and personally I think that's outrageous. And I'm also  
9 curious what they're going to do with all that money after they  
10 get that back in ten months because their rate is going to keep  
11 on going. So as far as the rate increase goes, obviously I'm  
12 vehemently against a 400 to 500 percent increase.

13 The question of service, the water pressure in our  
14 area has probably dropped since Aqua took over. I don't think  
15 any of us have seen any improvement in the quality of water or  
16 the quality of service. As far as customer service goes, I  
17 just have to say it's abysmal. I do not have my bills. And  
18 what I'm going to say, it's not the size of the bill that's  
19 that bad, but I had last year three or four times my read meter  
20 reading was grossly in error and overcharging us. And so each  
21 time I would go out and I would look at the meter and three  
22 weeks later it's still not up to where they said they read it  
23 to three weeks previously. And so I called their 800 number  
24 and I get somebody in Pennsylvania or North Carolina who knows  
25 nothing about what's going on in Florida and I get a benign

1 answer. I mean, she was very nice, very sympathetic, and  
2 "We'll look into it." Well, then two months later it happens  
3 again and so I called them up. And the third time I pleaded  
4 with her, "Please, have somebody in Florida who deals with  
5 this, have them call me." I mean, I want to work with them. I  
6 don't know what's the matter. I heard stories that, well, they  
7 had an electronic device. Let me tell you, there is no  
8 electronic device on my meter. The only way to read that meter  
9 is to read it. And I never could get, talk to anybody here in  
10 Florida. One gentleman remarked about the people from Florida  
11 Water that were so good that they still talked to. I wish I  
12 could talk to somebody here in Florida. I have been totally  
13 unsuccessful.

14 Now ultimately after many phone calls and much  
15 frustration it straightened out and the water bills appear to  
16 be okay now. But I just present this as an example of what I  
17 consider to be abysmal customer relations, a total disregard  
18 for the public to not have any way to talk to anybody locally  
19 to try to determine what our problem is.

20 One of the things that we understand is that the  
21 proposal is the irrigation meters are going to now be charged  
22 for sewer rates. Somebody already referred to that.  
23 Irrigation does not use sewer, and I don't see any  
24 justification for having an irrigation meter billed for sewer  
25 in addition.

1           I think that's about all I have. Other things people  
2 have said, I don't want to go through all that again. Again, I  
3 want to thank you for allowing us to be here and for hearing  
4 us, and good luck in your deliberations. You've been told you  
5 have to do your job. I'm sure you will. And I wish you the  
6 best of luck.

7           COMMISSIONER CARTER: Thank you.

8           Commissioner Skop.

9           COMMISSIONER SKOP: Thank you, Mr. Chair.

10          A quick question. With respect to the meter reading  
11 issues that you raised, do you have any of the bills that you  
12 might be able to provide to us?

13          MR. HEADINGTON: I have them at home. They're not  
14 going to show a whole lot. They're going to show that it was a  
15 high bill, but you have no way of knowing from the meter that  
16 that's not what the meter really said.

17          And as I said, my real purpose of bringing this was  
18 not to accuse them of reading meters wrong, which they were  
19 doing, but, but was to show an example of the lack of response.  
20 I could not get somebody who would come out and look at a meter  
21 with me, show me what was going on, discuss it with me  
22 realistically. I'm talking to somebody a thousand miles away  
23 who doesn't know anything and you don't get any response. That  
24 was my main point of the whole situation.

25          Ultimately it got straightened out and it appears to

1 be okay now. But it, it was a very painful process and  
2 something I should not have had to go through that.

3 COMMISSIONER SKOP: Thank you. I'd like to say we're  
4 certainly here to listen to the metering and billing issues.  
5 Again, those are important to me, so.

6 MR. HEADINGTON: Thank you.

7 COMMISSIONER CARTER: Thank you so much.

8 MR. REILLY: The next witness is Tom Freund.

9 Whereupon,

10 TOM FREUND

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

13 DIRECT STATEMENT

14 MR. FREUND: Tom Freund, 520 Windermere Drive,  
15 Lakeland, Florida. We're serviced by Aqua Utilities.

16 What other data did I leave out?

17 COMMISSIONER CARTER: She's in hearing shot, so she  
18 can get you.

19 MR. FRUEND: Sir?

20 COMMISSIONER CARTER: She can hear you. She's in  
21 hearing shot now. She can get you. Just tell us. And  
22 welcome, by the way.

23 MR. FREUND: Thank you. And let me express my  
24 gratitude to the Commissioners, PSC staff and, of course, the  
25 two representatives from Aqua Utilities and, of course, all you

1 folks out there this evening who are here and for the  
2 opportunity for us to hear one another. Hopefully it will be  
3 helpful to the decision process.

4 I really have more questions than statements to make  
5 for my enlightenment, if anything else. For example, we're  
6 involved on the north side of Lake Gibson, which is a facility  
7 which was purchased about a year or so ago from, I believe the  
8 company was Florida Water. Am I correct? Okay. And I look at  
9 that as perhaps a typical situation where apparently you've  
10 made a number of acquisitions in recent years. And I wonder,  
11 you know, here we have -- water and sewage systems are  
12 extremely expensive to install and maintain. And certainly one  
13 has to wonder what kind of a sinking fund or long-term  
14 maintenance fund Florida Water had to begin with to maintain  
15 those facilities. Any idea? Excuse me for mispronouncing your  
16 name, Mr. Lihvarcik.

17 MR. LIHVARIK: I don't know what Florida Water had  
18 as far as their --

19 MR. FREUND: Did they have an accounting system to --

20 COMMISSIONER CARTER: Excuse me. Mr. Freund, excuse  
21 me. Mr. Freund, since you've got some questions, put them on  
22 the record. Put them on the record. Put them on the record.  
23 And Mr. Reilly is the Public Counsel. He can get those  
24 answered. But put them on the record. A lot of the questions  
25 that you may have the company representative may not have the

1 answers to. But if you put them on the record, then as we go  
2 back and deliberate we can certainly go and ask the company to  
3 provide those answers to us prior to us making our ruling.

4 MR. FREUND: Okay. Excuse me. I will endeavor to do  
5 so, but it's hard to proceed without --

6 COMMISSIONER CARTER: Put them on there so we'll  
7 know. It's important to us as a Commission. And we've been  
8 all over the state and we're going to continue to go to every  
9 one of these areas that are impacted. It's important to us to  
10 find out exactly what the issues are prior to making a ruling,  
11 and so it's important for us to have that on the record  
12 because, I mean, we've traveled, you know, several hundreds of  
13 miles within the several weeks we've been dealing with this.  
14 But by the same token, is that we're talking about October. By  
15 the time October comes, you know, sometimes, you know, your  
16 memory is not so good. But at least if we have it on the  
17 record, we can go back to it and say here in Lakeland these  
18 questions were asked and these are the answers that were  
19 provided to us by the company prior to us making a ruling. So  
20 if you would do that, that would help us tremendously.

21 MR. FREUND: Well, I'll endeavor to do that.

22 COMMISSIONER CARTER: Thank you.

23 MR. FREUND: I mean, I think it's academic but I  
24 think it perhaps gets to the root of the problem in my mind.  
25 Certainly it's evident, it seems, from the comments we've had

1 that there has been inadequate maintenance resulting possibly  
2 in some, some very large expenditures to bring systems up to  
3 date. So this, you know, raises the question whether or not  
4 they've really adequately prepared for this not only from  
5 ongoing maintenance, but look at the acquisition of this system  
6 on our side of Lake Gibson, for example. I'm really wondering  
7 whether it was adequately appraised. By that, I mean, a person  
8 with qualifications needs to look at the longevity of that  
9 system, the type of system, what is the anticipated longevity,  
10 what's going to be the repair costs? And that should have gone  
11 into factoring the acquisition cost so that they in turn can  
12 provide adequate funding to maintain that system. That is just  
13 an example.

14 I guess what I'm really suggesting is that the  
15 problems seem to be rampant throughout the system, the company  
16 in terms of, of having adequate funding, funding set aside in  
17 their accounting system to maintain, properly maintain and  
18 upgrade the systems as required. I realize it's very  
19 expensive. So my only suggestion, if I may say so, to  
20 Mr. Lihvarcik, if I may say so -- forgive me, and I must, must  
21 say that I don't have all the facts. But if I were him, I  
22 would go back and look at the quality of my personnel, the  
23 quality of the systems they're using to know how to adjust for  
24 their cost and the future costs and then plan accordingly to  
25 acquire adequate funding through, through raises to properly

1 maintain the systems. As it is, you know, it looks to me like  
2 the basic problem, if I may say so, falls upon the management  
3 of the company. Where in that system? I don't know where the  
4 problem lies. And the result is that in reality those added  
5 costs to bring things up to, up to par should really fall upon  
6 the stockholders. They're going to have to take it on the nose  
7 in my book to pay to bring the systems up to speed. And then  
8 the current owners of properties provide adequate funding to  
9 maintain those systems. I trust that will make some sense.

10           COMMISSIONER CARTER: Yes, sir. And if I may, not to  
11 put words in your mouth, but if I may, I think what I hear you  
12 saying is that in the process of making this purchase, a  
13 prudent purchaser would have looked to see if they had some  
14 kind of sinking fund to cover for maintenance, upkeep,  
15 overhead, and also particularly when you consider the, the term  
16 that this company had been in business prior to making the  
17 purchase because there's operational and expenses that should  
18 go, and any reasonable person would assume that.

19           Secondly, in the context of making that, and I'm not,  
20 I'm just giving you truthfully the way I heard what you said,  
21 is that in the process of making that purchase is that  
22 certainly part of what they would have purchased would have  
23 been a sinking fund that had these resources set aside. As  
24 their schedule for maintenance was required, they'd have the  
25 proceeds for that such that it wouldn't be an immediate cost

1 for the new, the new company.

2 MR. FREUND: If those funds were not there and  
3 transferred, then their offer price should have been adjusted  
4 accordingly.

5 COMMISSIONER CARTER: Yes, sir. I think I  
6 understand, I understand you loud and clear on that. And it  
7 makes sense.

8 MR. FREUND: I'm a past engineer and plant manager,  
9 if that helps in your line of thinking. You don't maintain a  
10 business by not looking to the future of what your costs are  
11 going to be.

12 COMMISSIONER CARTER: And I also think I heard you  
13 say, and correct me if I'm wrong, but I'm just kind of thinking  
14 aloud, Commissioners, Mr. Reilly.

15 MR. REILLY: Keep thinking. I like the way you're  
16 thinking.

17 COMMISSIONER CARTER: I'm just saying what you're  
18 saying, and I think that you are saying that if they bought  
19 this company knowing that the company they had purchased did  
20 not have adequate funds set aside, then, therefore, then the  
21 shareholders of the company should have borne these prices more  
22 so than putting them on the backs of the customers. Is that  
23 what you're saying?

24 MR. FREUND: Absolutely.

25 (Applause.)

1 COMMISSIONER CARTER: Thank you.

2 Mr. Reilly.

3 MR. REILLY: Our next witness is Gary McKnight.

4 Whereupon,

5 GARY L. MCKNIGHT

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

8 DIRECT STATEMENT

9 MR. MCKNIGHT: Good evening. My name is Gary L.  
10 McKnight and I live at 540 Windermere Drive. I am the last  
11 house on the west end of Windermere. I have lived in this  
12 particular house for 33 years. I have been through Florida  
13 Water, I have been through Aqua Utilities.

14 Now just let me give you some facts and figures which  
15 has not been brought out. As the first thing when Aqua  
16 Utilities purchased Florida Water, at that time I was having  
17 problems with Florida Water because of two things: Number one,  
18 the sewer problem that I encountered and, number two, the low  
19 water pressure. And I said, "Look, I'm not going to pay the  
20 bill if I can't get water into my home." I had a plumber come  
21 out and put a psi meter on my line coming into my house on my  
22 side of the meter, not on Aqua's side. And he said, "Well,  
23 Gary, I can tell you what your problem is. You're only getting  
24 between 22 and 24 pounds of psi." Well, as you know, most  
25 appliances, dishwashers, washers and other types of appliances

1 operate on 40 pounds of psi. Even the cylinoid in your  
2 refrigerator to where you push in and get a glass of water has  
3 to have 40 pounds of psi in order to be activated.

4 I have fought this low water pressure since the day I  
5 bought the house. And I was told constantly by Florida Water  
6 that, "Don't worry. Next year we're going to upgrade the  
7 system." Well, that was in 1977. This is now 2007, and it was  
8 purchased by Aqua Utilities and it was upgraded in 2006.

9 Now what I'm now encountering is they came along and  
10 they said that it was -- when they put the new line, sewer line  
11 and water line in, that the justification for my problem was  
12 that the sediment had got into the galvanized pipes. At my own  
13 house I have an inch and a half line coming on my side of the  
14 water meter to my home. That is the amount of size of the  
15 amount that the water could come in. So I had it completely  
16 dug up and replaced to my house so that I could maintain water  
17 pressure and clarity of water. It's been brought out this  
18 evening about the smell. We have experienced this for 30  
19 years. I just thought that it was supposed to smell like that.

20 One of the things that my wife insisted that I bring  
21 up tonight was the fact that every three days my wife has to  
22 clean the toilets and disinfect them because of the black ring  
23 that forms around the water line. Now I was assured that that  
24 would all disappear when Aqua put in the new water line and the  
25 sewer line. Well, it didn't work because we still have the

1 same problem.

2           As far as my dishwasher, I can't -- when school is  
3 on, not in the summertime, but when school is on between  
4 6:00 and 9:00 p.m. we cannot run our clothes washer or we  
5 cannot run our dishwasher because there's not enough water  
6 pressure. I have three and a half toilets in my house --  
7 bathrooms. If everyone was flushing at the same time, there  
8 wouldn't be enough water to refill the tanks. It takes  
9 forever. And I have talked to service people that were located  
10 up on Daughtery Road and they said they would come check it  
11 out. Well, that hasn't happened.

12           And then I was -- had done some remodelling to my  
13 house. And at that time I wanted to raise the fire insurance  
14 and the loss ability, the potential loss of my home. We have  
15 lakefront homes, so they're not cheap. I can tell you that.  
16 Well, the underwriter for my homeowner's insurance company come  
17 out and he said I could not raise my limits because I'm further  
18 than 1,320 feet from a fire hydrant. There's almost a hundred  
19 homes in the Glendale part of the Lake Gibson Estates. Do you  
20 know how many fire hydrants we have? One.

21           Now when they're asking for the rate increase they're  
22 asking, they have no justification when they can't provide me  
23 and my people up the street, my neighbors or whatever with a  
24 fire hydrant. Because if I was to have a fire at my house now,  
25 the Polk County Fire Department told me that they don't have

1 the equipment to pump the water to my house. So theoretically  
2 the fire marshal told me it would burn to the ground and  
3 there's nothing we can do about it because of the way Aqua  
4 Utilities is set up with the inability of having fire hydrants.

5 Now it brings me to the point that in order to have a  
6 fire hydrant, it takes a six-inch water line. What they  
7 installed in the ground and what they have in all of the Lake  
8 Gibson area is two-inch. Now you tell me how you're going to  
9 get enough water out of a two-inch water line to feed a fire  
10 hydrant. Now I wasn't born yesterday, but I don't think that  
11 will work.

12 COMMISSIONER CARTER: Mr. Freund, would you yield --  
13 Mr. McKnight, would you yield for a question? Would you yield  
14 for a question?

15 MR. MCKNIGHT: Absolutely. I've got a lot more to  
16 talk about.

17 (Laughter.)

18 COMMISSIONER CARTER: Commissioner Skop.

19 COMMISSIONER SKOP: Thank you, Mr. Chair.

20 With respect to the fire hydrant, do you know if  
21 anyone has checked that lately? I mean --

22 MR. MCKNIGHT: Oh, yes. Yes. Aqua checked it.  
23 Water comes out of it.

24 COMMISSIONER SKOP: Thank you.

25 MR. MCKNIGHT: But you know what, they couldn't

1 measure the pressure. They didn't have any, they didn't have  
2 any equipment at the Lake Gibson Estates to put on the fire  
3 hydrant to tell you what the psi was. And, you know, that's  
4 the most important thing for a fireman when he's trying to put  
5 out a fire is he's got to have water pressure.

6 Now this I want you to listen to very carefully.

7 Mr. Freund and I have a common sewer line. Being the last line  
8 on the line I have to have a lift station. So when the Aqua  
9 Utilities purchased Florida Water, I was told at that time that  
10 I would be provided with my own sewer hookup where we would no  
11 longer have to go through Mr. Freund's yard to hook up to the  
12 sewer. Well, the construction has come and it's went and we  
13 still have a common sewer line. I'm no better off now than I  
14 was a year ago when they spent \$2.1 million. And probably I  
15 could tell them that they could save half of that because they  
16 had a contract crew that spent more time under my shade tree  
17 and Mr. Freund's shade tree than they did working.

18 (Laughter.)

19 Now they went out there with a backhoe and they dug  
20 up all this dirt and stacked it. Dug up Mr. Freund's yard,  
21 stacked it, had to tear up his driveway and other driveways as  
22 you go down Windermere to replace the sewer line. They said  
23 that even though they were replacing what was supposed to be  
24 already in the ground, it would not handle any more sewage,  
25 zero, zilch. My neighbors across the street wanted to hook up

1 to the water and sewer because their well went dry and they  
2 were having septic tank problems. They were refused by Aqua  
3 Water to be able to hook up to the sewer because when you go  
4 down where Mr. Bleam lives there's a liftoff cover. And when  
5 you go down there and look and lift off the cover, the water is  
6 at maximum level inside the pipe. Now you can't get a thousand  
7 gallons of water if you don't have any place to put it. So  
8 they had to refuse homeowner after homeowner to be able to hook  
9 up with the sewer.

10           So as far as justification for a rate increase -- I  
11 realize as a business -- I was in business for 40 years. If  
12 you can't make a profit, you can't stay in business. I think a  
13 reasonable rate increase in increments would maybe be more  
14 acceptable and palatable to the audience and the users of Aqua  
15 Utilities.

16           Now I want to come to a billing problem I had. When  
17 they started a new billing system last fall, I don't know the  
18 exact month, the bills kept coming in and they were on a new  
19 form, and they had a 1-800 number, as the man said previously,  
20 that you call and you talk to somebody in Philadelphia. Well,  
21 she wasn't too concerned about my bill problem in Lakeland,  
22 Florida. So if she wasn't concerned about my bill problem, it  
23 leads me to believe that management doesn't care about my  
24 problem or the system, but yet they want to ask for this  
25 tremendous increase with no justification. I've heard nothing

1 tonight in a concrete form that would allow any of you to vote  
2 for a 400 percent increase. It's just not there.

3           You -- I have worked with Public Service  
4 Commissioners before. You people are appointed. You people  
5 have to listen to the people. These people are saying exactly  
6 what I'm saying to you. They're begging you, don't allow a  
7 rate increase like what they're asking.

8           Now I did not finish the bill system for one reason.  
9 I wanted to tell you that since I've lived in that house my  
10 water and sewer bill has been consistent every month until Aqua  
11 bought it. Then all of the sudden my bill went from Florida  
12 Water at \$34.70 a month for the water and sewer, it's just my  
13 wife and I, and the next month I got a bill for \$78.70. So I  
14 called the customer service department and they said, "Well,  
15 there's got to be a billing error. But you go ahead and pay it  
16 and we'll straighten it out on your next bill." My next bill  
17 came to my house six days later. Now I know they want to make  
18 money, but when you get two bills six days apart, that's a  
19 little bit on, on the ludicrous side is the way I would say it.

20           Now we finally got that straightened out in the month  
21 of February when I got a bill that said zero zero. I didn't  
22 owe them any money because I was like the other people, I just  
23 sat down and wrote a check. I mean, why argue with them  
24 because you're not going to get anywhere. And if you go up and  
25 talk to the people that are employed by Aqua Utilities at the

1 Lake Gibson Estates, they have a little trailer. There's two  
2 men that work there, and these two men are very difficult to  
3 find eight hours a day. I know they're probably doing repairs  
4 for people, putting in meters, taking care of leaks or  
5 whatever. I understand all that. But what I'm asking is that  
6 when Aqua Utilities bought out Florida Water, one of the  
7 president's supervisors stood in Mr. Freund's yard with  
8 Mr. Freund and myself and promised me that the lines would be  
9 flushed once a month with an automatic flusher that would get  
10 rid of this sediment.

11 I have a job. Every Monday morning I've got to clean  
12 the aerators in my, in my, throughout my house or no water  
13 comes out of them. I've had to replace two water valves on my  
14 dishwasher because they got clogged up with sediment. Now when  
15 I talked to, contacted Aqua about the problem, they said they  
16 hadn't heard about it. Nobody had complained to them. Well,  
17 that's wrong because I had called the customer service line and  
18 told the people what the problems was that we were  
19 encountering.

20 Now in the mail-out that -- oh, I wanted to get back  
21 too on the fire hydrant that you asked me about. My insurance,  
22 because of the addition that I done and the remodelling, my  
23 homeowner's insurance went up \$278 per half a year, each half,  
24 because I'm too far away from a fire hydrant. So, therefore,  
25 I'm an unsafe risk. That's what the underwriter told me. And

1 he's been in business with this insurance company for over 40  
2 years, so I feel like he knows what he's talking about.

3           Now in the mail-out that was mailed out that  
4 Mr. Bleam reported, referred to, I just want to read one  
5 paragraph, and there's a reason for it. It says, "Some people  
6 may be more vulnerable to contaminants in drinking water than  
7 the general population. Immunocompromised persons such as  
8 persons with cancer undergoing chemotherapy, persons who have  
9 undergone organ transplants, people with HIV, AIDS or other  
10 immune system disorders, some elderly and infants can be  
11 particularly at risk from infections. These people should seek  
12 the advice about drinking water from their healthcare  
13 providers. EPA/CDC guidelines on appropriate means to lessen  
14 the risk of infection by," I can't pronounce it, it's  
15 C-R-Y-P-T-O-S-P-O-R-I-D-I-U-M, "and other microbiological  
16 contaminants are available from the Safe Water, Safe Water  
17 Hotline."

18           On April the 8th I was diagnosed with cancer. Can I  
19 say that it come from Aqua Utilities and the poor water? I  
20 don't know. The doctor wouldn't, couldn't give me a written  
21 statement saying so. But these are all factors that you have  
22 to take into consideration that every one of the speakers this  
23 evening has had the same problem.

24           Service and the quality of the product. I saw a  
25 lawyer during the break pick up and take a drink out of bottled

1 water. Now that's alarming to me because there's a water  
2 fountain right outside the door here, and I don't think the  
3 City of Lakeland's water is all contaminated. I just don't  
4 believe that.

5           So what I'm asking the Public Service Commission to  
6 do is two things: Number one, before any rate hikes would be  
7 even considered, that all of these improvements that they claim  
8 they have made be done. Item one. And item two, make sure  
9 that the quality of water that comes out of our tap or out of  
10 your hose bit is safe for drinking water, for your appliances  
11 or whatever.

12           And I know I've rambled on, but I want to tell you  
13 there is some problems that's been overlooked. Do I blame Aqua  
14 Utilities? No. They were there when they bought the system  
15 from Florida Water because the system, and the president will  
16 verify this, was installed in 1977. And do you know they  
17 didn't even have maps of the water and sewer lines. They  
18 didn't know who was on water, they didn't know who was on  
19 sewer. So they came around in 2006 and dropped these yellow  
20 pellets down the sewer lines to see if it would come out the  
21 pipes on the top of the house to see who had sewer and who  
22 had -- and who didn't. He will verify what I'm telling you,  
23 the president. And when they got finished, the supervisor told  
24 me that they were, had an output of sewage of 26,000 gallons  
25 more than they were selling. So now then to make up for all

1 this loss that was, that occurred at that particular time, Aqua  
2 Utilities has asked not for a rate increase, they've asked for  
3 an exorbitant rate increase that is unjustifiable in 2007. I'm  
4 open to questions.

5 COMMISSIONER CARTER: Thank you, Mr. McKnight.

6 Commissioner McMurrian.

7 COMMISSIONER McMURRIAN: Thank you, Chairman.

8 Mr. McKnight, you probably mentioned this earlier,  
9 but the Commission has asked the utility to respond to the  
10 customer comments that we have from all the customers that we  
11 hear from tonight and at the other meetings. But I wanted to  
12 follow up on one of the things you said to make sure they're  
13 able to better address it.

14 You talked about some neighbors that were refused the  
15 hookup to the sewer system. If you can, can you give us their  
16 name and roughly where they live so that we -- so that the  
17 utility is able to address that question specifically when they  
18 respond to their concerns?

19 MR. MCKNIGHT: I'll be glad to. I'll be glad to  
20 furnish that to you. As a matter of fact, there's three houses  
21 within a stone's throw, as we say, from my house. But it still  
22 doesn't even, without them being on the sewer, that still  
23 doesn't address the problem of what I'm going to do about the  
24 sediment, you know. And Aqua doesn't seem to have an answer  
25 for the problem, but yet they want me to pay more for my water

1 and sewer. And the justification is not there.

2 COMMISSIONER McMURRIAN: Mr. McKnight, would you like  
3 to give us those names here or do you want to give it to the  
4 staff?

5 MR. MCKNIGHT: I would rather give it in private  
6 because I don't think it's proper to give these people's names  
7 and addresses --

8 COMMISSIONER McMURRIAN: Okay. I understand.

9 MR. MCKNIGHT -- in a public forum.

10 COMMISSIONER McMURRIAN: If you would give those  
11 names to maybe Mr. Rendell and we can make sure that -- and  
12 perhaps sharing it with the company as well so that they  
13 address them in their response to the Commission.

14 MR. MCKNIGHT: And I did want to make one other point  
15 too. The only way I got my water bill straight is I had to  
16 turn the matter over to my attorney and allow him to contact  
17 Aqua Water. And I'm sure through work through their legal  
18 department we were able to get a resolution on it very quickly  
19 once it was turned over to an attorney because attorneys seem  
20 to understand each other's talk.

21 (Laughter.)

22 I'm not trying to slam an attorney because I think  
23 they're -- the country needs them. I just don't think we need  
24 them all in Washington.

25 (Laughter.)

1 COMMISSIONER CARTER: Okay.

2 MR. McKNIGHT: Any further questions?

3 COMMISSIONER CARTER: Thank you, Mr. McKnight.

4 MR. REILLY: Thank you, Mr. McKnight.

5 (Applause.)

6 COMMISSIONER CARTER: Before you call your next  
7 witness, how are you?

8 THE COURT REPORTER: I'm fine.

9 COMMISSIONER CARTER: Are you okay?

10 THE COURT REPORTER: Yes, sir.

11 COMMISSIONER CARTER: Mr. Reilly.

12 MR. REILLY: Okay. The next witness is David Loy.

13 Whereupon,

14 DAVID LOY

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

17 DIRECT STATEMENT

18 MR. LOY: I think what I was going to say has done  
19 been said four times. I'm David Loy. I live at Rosalie Oaks  
20 Boulevard. I bought a place there about four years ago. And  
21 it's a marvelous community, the finest people that I've ever  
22 lived around in my life. They are great. And I spend about  
23 three months a year there, I mean, yeah, three months, but I  
24 pay a bill every month whether I'm there or not. And we left  
25 down here in February and our bill for May was \$68, you know,

1 and we weren't here. And nine months out of the year most of  
2 the people in Rosalie Oaks are up north, you know.  
3 And I drove 1,000 miles from Kentucky. And Mr. Bass over  
4 there, Charlie Bass said that, "A hillbilly from Kentucky  
5 couldn't even find this place," so you're wrong. And I know  
6 the water stinks, but if you'll put some Kentucky bourbon in  
7 it, you won't notice it.

8 (Laughter.)

9 Before all this started, this increase, I went out to  
10 the, to the mailbox to get my mail and a gentleman stopped in  
11 the car and said, "Do you live there?" And I said, "Yes, I  
12 do." He said, "Would you sell?" And I said, "No, I love this  
13 community." It's a wonderful place, it really is. Well, since  
14 this increase has got started there's 11 places in there for  
15 sale. And my neighbor from Corbin, Kentucky, called me, and to  
16 quote him -- he got, he got a bill for \$155 and he hasn't been  
17 down here for two months. And he's like everybody else, when  
18 we leave, we cut it off out at the street because we don't want  
19 a leak in the trailer. You know, that can make a mess over  
20 nine months. So he said, "I'm not going to pay the damn  
21 thing." And they got into it and he wound up paying it.

22 So it's ridiculous. If it's that simple to rob  
23 people -- and that's what it is, it's robbery. It ain't  
24 nothing else. You ain't using a gun. Jesse James was a nice  
25 fellow compared to these people. He wasn't a phony. He said,

1 "Give me your money or I'll shoot you." They want to be nice,  
2 upstanding people and do it legally, you know, rob you legally.  
3 But it's still robbery. It comes out the same way. And the  
4 water stinks, and I told you what you could do about that.

5 But, anyway, everything that I was going to say has  
6 done been said four or five times. There's no sense in keeping  
7 y'all here any longer than you have to be.

8 But this company ought to appreciate the fact, think  
9 about this, 95 percent of the people are gone nine months out  
10 of the year. There's no sewage to take care of. There's no  
11 water. There ain't but ten people, about ten families down  
12 there now. But all the people in there, we pay \$68. We pay  
13 that for nothing, you know. They're blessed that way, you  
14 know. And I don't want to see the whole neighborhood go up for  
15 sale. I've never seen a community like it in my life. Every  
16 neighbor down there will help you do anything. And two  
17 gentlemen told me today, I didn't get their names, one got a  
18 bill for \$144 water and sewer and one was 180 some dollars and  
19 they don't know how they're going to pay it. Old guy limping  
20 around, just barely can make it, you know, "I don't know what  
21 I'm going to do. I don't know what I'm going to do." Hell,  
22 we're being robbed if it goes through. You know, that's all I  
23 got -- you know, that's all I got to say about it. It's  
24 robbery.

25 COMMISSIONER CARTER: Thank you.

1 (Applause.)

2 MR. REILLY: I'm not sure about the pronunciation on  
3 this. It's Leo C-O-S-C-E, Cosce.

4 MR. COSCE: Cosce.

5 MR. REILLY: Okay.

6 Whereupon,

7 LEO COSCE

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

10 DIRECT STATEMENT

11 MR. COSCE: My name is Leo Cosce. I live at  
12 6 Rosalie Oaks Boulevard. I've been a resident there about ten  
13 years. I have a wife and two children. And I guess I'm the  
14 other 2 percent, the younger, the younger crowd in the bunch.

15 What I wanted to know, it's just a rhetorical  
16 question basically and he answered it, the 80 percent,  
17 90 percent who aren't there all year who live up north and come  
18 down, they're going to have to pay these bills and not even be  
19 using the water or the sewer. I understand an increase, that  
20 goes -- that's the way the world goes. But 200 to 400 percent,  
21 that's, you know, that's ridiculous.

22 I bought this refrigerator about a year and a half  
23 ago. And I've been wanting one of these refrigerators all my  
24 life, you know. It's got the ice and the water right there.  
25 So we used to have bottled water and we cut out that service

1 because after the filtered water come out of the refrigerator  
2 it tasted good, you know. A filter for that refrigerator costs  
3 \$70. Nine months, the filter was ruined. I had to replace it.  
4 It's been about another nine months and it's ready to be  
5 replaced again. My sister who lives in town, Lake Wales, she's  
6 on city water. Same basic refrigerator, had it for two years  
7 and never had to change the filter. So that's to tell you  
8 about the water quality.

9 I work as a lineman for Progress Energy, and the last  
10 two years we went through this electronic metering to read the  
11 meters on residential houses. And they were saying that we  
12 have that capability in our neighborhood. I don't think so  
13 because we had to change out every meter on our system. And  
14 I'm pretty sure those are the same meters in the ground that  
15 were originally put there in our neighborhood.

16 Like I say, I've got a family of four and we average  
17 about 6,000 gallons a month. On the high side our bill used to  
18 run about \$45. Well, our bill last month was \$145. And I was  
19 doing some figuring as we were in here and its looks like after  
20 the final request we're going to be paying about \$200 a month.  
21 I don't pay that much on my electric bill.

22 And a question to the PSC. If Progress Energy was to  
23 come to you, ask for a 200 percent increase, what would you say  
24 about that? And that's all I have to say. Thank you.

25 (Applause.)

1 MR. REILLY: Our next witness is Bill Webb.

2 MR. WEBB: I'm going to have to be sworn in.

3 COMMISSIONER CARTER: You have to be sworn? All

4 right. Raise your right hand.

5 Whereupon,

6 BILL WEBB

7 was called as a witness on behalf of the Citizens of the State

8 of Florida and, having been duly sworn, testified as follows:

9 COMMISSIONER CARTER: You are recognized.

10 DIRECT STATEMENT

11 MR. WEBB: Well, I want to thank you, ladies and  
12 gentlemen, for coming in tonight and listening to all our  
13 plumbing problems and all that. I don't have a plumbing  
14 problem. But the reason why I'm here is the prices. You see  
15 what they're wanting to do to us. We've already given you  
16 information about what's going on in other counties. We even  
17 give you some right here in Polk County what they're charging,  
18 and they're already getting plenty of money.

19 If you would, I won't take but one more second. Turn  
20 to Page 9 on your green sheet where it's got all about what  
21 they want to do. If you look on there, the final, Pasco  
22 County, boy, it would be a good place to live, \$16.90.  
23 Everybody see that? But just look all the way down except for  
24 look in the middle where it says Polk County, all the ones been  
25 complaining. You know what they call that? Discrimination.

1 Any questions?

2 COMMISSIONER CARTER: Thank you, Mr. Webb.

3 MR. REILLY: I think that the figures there speak for  
4 themselves.

5 (Applause.)

6 The next witness is Frank Hodge.

7 MR. HODGE: I've got to raise my hand, too.

8 COMMISSIONER CARTER: I thought -- didn't I talk to  
9 you? Oh, we were just talking in the hall. Sorry.

10 Whereupon,

11 FRANK HODGE

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

14 DIRECT STATEMENT

15 MR. HODGE: I have just a couple of things I want to  
16 say about -- one of them is the meter reading. I was  
17 standing -- I live here at Rosalie Oaks Boulevard, Lot 50. I  
18 live here year-round, and I see them trucks going by the house  
19 every, every few days but I never see them working. I was  
20 standing in the yard the other day with my neighbor and they  
21 was reading the meters. The guy come out and was reading the  
22 meters. Well, he went to read my neighbor's meter and he  
23 couldn't, he couldn't read it. He had to go back and get a  
24 shovel and get the grass off it before he could read it. Now  
25 that, that's the kind of service we're getting out there in

1 that area.

2 I wasn't going to speak. I had Robin, I asked Robin  
3 to do our speaking for us for the association and everything  
4 and she did a fantastic job and we're proud of her. But if  
5 this goes through, I don't know what the people -- we have nine  
6 widow ladies out there that's on fixed income. Their trailer  
7 is old already. I just can't see how somebody with that kind  
8 of income will pay this kind of water bill. I guess they're  
9 just going to have to give up their medicine or whatever.

10 I wish I could get 150 percent for my social security  
11 this coming year.

12 UNIDENTIFIED SPEAKER: Amen.

13 MR. HODGE: If I could do that, I could pay this  
14 bill. But it's not going to happen. The government ain't  
15 going to let me do it. So all we can do is ask you people that  
16 represents us as the government is to deny these people this  
17 here rate increase until they bring the system up to par. It's  
18 not no, no big deal. There's none of us here want to get out  
19 of paying for what we get if we get the right stuff. But we're  
20 not getting the right stuff out there. Like the gentleman  
21 said, we're being ripped off.

22 I have a filter on my water tap, that's the only way  
23 I can drink the water, and I have to change it every month.  
24 And between that, I had to take it off and take a toothpick and  
25 knock the rocks out of it where I could keep using it for a

1 month because it costs \$27 apiece to replace. But I can drink  
2 the water through the filter. And I don't do any watering on  
3 the lawn through this outfit. I did get a bill this past month  
4 for \$151, 5,500 gallons of water. I did wash my trailer down  
5 this past month so I went ahead and paid the bill, but it hurt,  
6 it really hurt.

7 I know that y'all are going to do what you think is  
8 right, and that's the only thing we can do is leave it in your  
9 hands and pray that you'll listen to what people here said  
10 tonight. I don't think people is lying tonight because you've  
11 got people from different areas telling the same thing, and  
12 there's no way that we could have got together and come here  
13 and say, hey, this is what we've got. These people, I don't  
14 even know them gentlemen over there and they've got the same  
15 problem we've got.

16 So I want to thank you for letting us come and speak.  
17 And I hope that you will deny this company this rate increase  
18 at this time. If it brought the system up, let's go back to  
19 the drawing board again. But at this time I don't, I don't  
20 feel they deserve an increase because we're not getting the  
21 service that they say they're giving us. And I thank you.

22 CROSS EXAMINATION

23 BY MR. REILLY:

24 Q Mr. Hodge, you are the president of the homeowners  
25 association?

1           A     Yeah.  I'm the president of Rosalie Oaks Home  
2     Subdivision, Property Owners Association.

3           MR. REILLY:  Okay.  Thank you.

4           (Applause.)

5           Our last listed witness is Donald Black.

6           COMMISSIONER CARTER:  Raise your right hand.

7     Whereupon,

8                                 DONALD BLACK

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

11           COMMISSIONER CARTER:  You're recognized.  Please  
12  state your name and address for purposes of the record.

13                                 DIRECT STATEMENT

14           MR. BLACK:  I'm Donald Black.  I'm speaking on behalf  
15  of my mom Bonnie Black.  We live at 2341 Dawn Heights Drive in  
16  Lakeland, Florida.

17           Village Water was bought out by AquaSource and that's  
18  who our water was.  Phone number is (863)665-9870.  I'm  
19  speaking on behalf of everybody in Dawn Heights in this.  We  
20  have the same problems that everybody else has had:  Water  
21  pressure, water quality, billing.

22           I personally -- my granddad had Alzheimer's and  
23  passed away at Christmas, and I moved in with him about two  
24  years ago and have seen stuff go on up there and wasn't  
25  really -- by taking care of him didn't have the time to monitor

1 the readings like it was going on. January the 17th I happened  
2 to be in the front yard when they were trying to read the  
3 meters. I saw the gentleman park his truck, walk by my meter,  
4 our meter, and not even read it. It's by the fence out by the  
5 road. I pulled the grass off of it, cleaned it up, took the  
6 top off of it. All he had to do was look down and look at the  
7 meter and he could have read it. It was set. He didn't  
8 bother. I called them, gave them my reading. They took my  
9 reading for the actual reading that month. February came by,  
10 same thing happened. March came by. I called them again.  
11 They had me at 114 gallons a day usage for 15 days. When I  
12 gave them my actual reading, it was six gallons a day. They're  
13 not reading the meters at these places. I wish I could get  
14 paid to do what they're doing. They're not doing their job.  
15 They come out and play like they are but they're not. I have  
16 seen it on several times. They're out there every month but  
17 they walk by the houses, they don't read the meters. Anybody  
18 can go out there now. I can guarantee you I can take you to  
19 houses besides mine, the meters are covered up with dirt.  
20 They're not, they're just simply not doing what they're  
21 supposed to be doing.

22           And like these other people, there's several people  
23 in my, in my community that are widows and widowers and they  
24 can't afford this rate increase. The other ones are young  
25 families that can't afford it. I lived a mile and a half from

1 my mom before my granddad passed away or actually before I  
2 started taking care of him with Alzheimer's. I had City of  
3 Lakeland water. I washed the car, did the yard, watered the  
4 yard, did whatever I needed to do. My water bill was an  
5 average of \$9.84 a month. I guarantee you I used more water  
6 than my mom and my granddad did and mom's water bill is three  
7 times higher than mine, and I just don't think it's fair. And  
8 that's basically all I've got to say.

9 COMMISSIONER CARTER: Thank you.

10 MS. BLACK: May I please add something to that?

11 MR. BLACK: This is my mom, by the way.

12 COMMISSIONER CARTER: Yes, ma'am.

13 MS. BLACK: What I wanted him to let you know also,  
14 I'm Bonnie Black, that on my bill when we read the meter and  
15 gave them the reading, they went back to October and readjusted  
16 my bill. And on that bill it says "actual reading." There's  
17 no way they could read it from October in January. So how do  
18 we know that they're actually reading the bills, the meters or  
19 the bills?

20 UNIDENTIFIED SPEAKER: Would you swear her in so they  
21 can't contest her testimony?

22 MS. BLACK: Yes. I'm sorry.

23 COMMISSIONER CARTER: Ms. Bonnie Black, would you  
24 please raise your right hand.

25 Whereupon,



1 me, the one across the street, has the same complaints, they're  
2 being estimated. You have no control over your water bill.  
3 You can't cut down. You know, if you wash more clothes in one  
4 washer load to save money, it's not going to do you any good  
5 because they're estimating the bill. So what do you do? You  
6 can't win.

7 MR. BLACK: And they tell us that they can legally  
8 estimate for six months.

9 MS. BLACK: Six months.

10 MR. REILLY: On those bills, I was just going to  
11 suggest if you could maybe offer those bills as an exhibit.

12 MR. BLACK: Yes. Y'all are going to have these  
13 bills.

14 COMMISSIONER CARTER: Do we have a number?

15 MS. BLACK: I've got scribble all over them where  
16 I've called and complained.

17 MR. REILLY: We'll make copies and give them back to  
18 you.

19 MS. BLACK: Yeah.

20 COMMISSIONER CARTER: That would be Exhibit Number  
21 54.

22 (Exhibit 54 marked for identification.)

23 Let me just before -- I know that you said that was  
24 the last person. Is there any person here that didn't have an  
25 opportunity to speak that would like to speak, whether you

1 signed up or not? Come on down. Gerald, would you get her a  
2 form that she can sign? Anybody that didn't get a chance to  
3 speak, you know, we want to give you every opportunity. I  
4 mean, we're here, so, you know, let's -- we want to hear from  
5 everybody that wants to speak. So if anybody that didn't get a  
6 chance to speak that would like to speak -- and before you do  
7 that, we want to make sure that Gerald gets you a form. So you  
8 have not been sworn in.

9 MS. ELLIS: I did swear in.

10 COMMISSIONER CARTER: Oh, you did? Great. Perfect.  
11 Excellent.

12 Whereupon,

13 JANICE ELLIS

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

16 DIRECT STATEMENT

17 MS. ELLIS: I'm Janice Ellis and I live in Zephyr  
18 Shores Estates, and my husband spoke earlier. The question I  
19 have is that I can already see that you're going to do  
20 something for us. I don't know what it will be, but I feel you  
21 will be doing something for us.

22 What I want to ask you is these interim bills that  
23 we're getting that people are having to pay, which are very,  
24 very large, I asked this gentleman during the break if we were  
25 going to be getting that money back if it was determined that

1 they couldn't go up on the rates. And he said that they had to  
2 pay us back within 90 days. A lot of people in our  
3 neighborhoods and in our communities cannot afford to have  
4 money at this rate tied up for that kind of time. The, the  
5 hearing isn't even going -- this part of the business isn't  
6 even going to be over until October. It's not even going to go  
7 into a case until then. They're already taking more money from  
8 us on their interim charges and the bills have already gone way  
9 up. What are these people going to do when they've only made  
10 the first little step up and they're going to keep making more  
11 steps up? We have a lot of people who cannot afford to pay  
12 these bills. I just don't know what these people are going to  
13 do. And they can't afford to wait for the 90 days after this  
14 is all settled to maybe get it taken off of it. They'll be  
15 dead and gone, half of them. And I'm not being facetious about  
16 it. I'm serious. We have a lot of people that are not well  
17 and a lot of people who are single and who cannot even stay in  
18 their homes because of the price of this bill. So I was  
19 wondering what could be done about that.

20 COMMISSIONER CARTER: Ms. Ellis, I'm going to ask our  
21 staff, Mr. Rendell, if he could explain the perspective on the  
22 interim rates in terms of the refund as well as the interest on  
23 that. Would you, please?

24 MR. RENDELL: Sure. As I indicated during my  
25 presentation, the interim rates were approved. However, they

1 are held subject to refund. At the conclusion of the hearing  
2 process when the Commission makes a final decision, if it's  
3 determined that the final revenue requirement is less than what  
4 was approved in the interim, there would be a refund. And they  
5 are required by rule to complete those refunds within 90 days  
6 with interest. And typically the interest is based on a 30-day  
7 commercial paper rate.

8 So the decision is currently scheduled to be made in  
9 January, and at that time once that final decision is made, if  
10 there's a refund, it would be made within 90 days of that final  
11 order.

12 MS. ELLIS: But the interim rate is already  
13 established?

14 MR. RENDELL: That's correct.

15 MR. REILLY: The short answer to your question is not  
16 a pleasant answer. It's basically, I guess, your service could  
17 be terminated. If you don't pay your bill, the law says, you  
18 know, after a certain length of time they can turn the water  
19 off.

20 MS. ELLIS: Right.

21 MR. REILLY: That's not -- that happens to be the  
22 answer to your question.

23 MS. ELLIS: Okay.

24 UNIDENTIFIED SPEAKER: They do have the option to  
25 turn their water off?

1 MR. REILLY: That's what happens when you don't pay  
2 your bill.

3 UNIDENTIFIED SPEAKER: No. I'm going to turn mine  
4 off anyway.

5 MR. REILLY: If you turn your water off, then I think  
6 we talked about that before, the bills stop coming.

7 UNIDENTIFIED SPEAKER: No, they don't.

8 MR. REILLY: If you're no longer -- well, if you're  
9 no longer a customer and you -- and they talk about some of the  
10 details of doing that. I think it's -- I don't believe there's  
11 any provision for them to, to, if you're physically  
12 disconnected, then providing you anymore bills.

13 UNIDENTIFIED SPEAKER: That's only for the water.  
14 You're still paying for the sewer.

15 UNIDENTIFIED SPEAKER: Can we turn both off?

16 MR. REILLY: This gets into some other issues with  
17 the health department.

18 COMMISSIONER CARTER: We're beyond the scope of the  
19 hearing.

20 MR. REILLY: But truthfully we are getting beyond it.  
21 But that's, that's where you're, you're headed.

22 MS. ELLIS: Were there hearings for the interim bills  
23 or they just got that rate because they're who they are? No, I  
24 don't know.

25 MR. REILLY: I'll yield to Mr. Rendell.

1 COMMISSIONER CARTER: Mr. Rendell.

2 MR. RENDELL: Those -- the interim requests must be  
3 voted upon within 60 days of the date that they filed the  
4 application. So when they filed the application in December,  
5 the Commission by law, by Florida Statute is required to act  
6 upon that request within 60 days. They voted on it and the  
7 order was issued in April. It is true there are no service  
8 hearings prior to an interim increase. However, there is a  
9 provision in the statute that protects that money so that  
10 during the pendency of the processing of that rate case, that  
11 in the event the final rates or revenue requirements are less,  
12 you would get a refund.

13 COMMISSIONER CARTER: The scope of what we're doing  
14 now is because the statute requires us to respond within  
15 60 days after the filing, we immediately began to set this  
16 schedule as expeditiously as possible to get to as many of the  
17 community --

18 MS. ELLIS: Oh, and I appreciate this.

19 COMMISSIONER CARTER: We're in all the communities  
20 that are impacted by this rate request and that's why we're  
21 here. You know, we have some meetings during the day, some in  
22 the afternoon all over the area. We are as determined as  
23 possible and moving as expeditiously as possible for us to be  
24 able to gather this information, working in conjunction with  
25 Public Counsel, working with the company and working with our

1 staff to, to gather this information to make sure that, that  
2 the people are treated fairly. And the statute puts parameters  
3 on us, but by the same token what we're trying to do -- and  
4 that's why we're here today and that's why I said I wanted to  
5 hear from as many people as possible to get as much information  
6 as possible on the record so our colleagues can sit down and  
7 look through this record and see -- I don't want to rehash the  
8 issues or anything like that.

9 MS. ELLIS: Right.

10 COMMISSIONER CARTER: But I can tell you one thing,  
11 there's some substantial issues in here that we all -- I don't  
12 know if you've noticed, we've all been taking copious notes,  
13 not only the Commissioners but our staff as well, and I can  
14 assure you that we will work as hard as possible and as fast as  
15 possible to render a decision in this matter.

16 MS. ELLIS: Right. And I do appreciate, I appreciate  
17 you being here tonight. I was just wondering about the people  
18 who really cannot afford to pay these bills. What will -- you  
19 know, and there are people. And I understand your answer that  
20 that's their, that's their problem at this point, the interim  
21 bills.

22 COMMISSIONER CARTER: The interim rates are the  
23 interim rates.

24 MS. ELLIS: Right.

25 COMMISSIONER CARTER: And, I mean, we're required by

1 statute to respond within 60 days of the filing and we did  
2 that. And now once that kicks in, we go through this process  
3 of these public hearings, which is what we're doing now.

4 MS. ELLIS: Uh-huh. Okay. Thank you very much.

5 COMMISSIONER CARTER: Thank you, Ms. Ellis.

6 Now, Gerald, did we get every -- Ms. Ellis completed  
7 her form? Did we get everyone that wanted to testify or who  
8 needed to testify? I don't want to overlook anyone.

9 Come on down. Yes, ma'am. I want to get the people  
10 that did not testify, and I would prefer to get the people that  
11 did not testify and that will allow us -- I mean, we want to  
12 hear from as many people as possible, but we want to hear from  
13 people that we have not heard from. And, Gerald, make sure  
14 that she gets the form. You have not been sworn, ma'am, have  
15 you?

16 MS. LANGDALE: No.

17 COMMISSIONER CARTER: Okay. Would you please raise  
18 your right hand?

19 Whereupon,

20 DENIA LANGDALE

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

23 COMMISSIONER CARTER: Yes, ma'am, you're recognized.  
24 Would you please state your name and address for the record.

25 DIRECT STATEMENT

1 MS. LANGDALE: I'm Denia Langdale and I live here in  
2 Lakeland, but I have a weekend getaway at Rosalie Oaks in Lake  
3 Wales.

4 I work at Lakeland Regional and I got a 2 percent  
5 raise. And I don't think my raise is going to keep up with  
6 theirs, not at all. That's about 200 percent. So as a worker  
7 I can't afford to pay the bill. So when I retire, I'll  
8 probably have to sell it. So I just wanted to say that. Thank  
9 you.

10 COMMISSIONER CARTER: Thank you. And, Ms. Langdale,  
11 please complete the form.

12 And, ladies and gentlemen, let me thank you, I know  
13 the hour is late, but I wanted to thank you for taking out time  
14 from your jobs. The gentleman from Kentucky, thank you for  
15 coming down on behalf of your neighbors. This helps us as a  
16 Commission to put a face with the decisions that we have to  
17 make.

18 We want you to understand that we don't take this  
19 lightly. We understand that every decision that we make  
20 impacts the life of a human being, and as such that we are  
21 bound and determined to go -- you heard the notice that our  
22 staff read that said that there are 15 different counties, and  
23 we are bound and determined to go to every area to make sure  
24 that every person that's impacted by this, I don't want to be  
25 banging on the table, but I want to let you know that we are

1 committed to making sure that we gather as much information as  
2 possible from the people that are writing the checks, that's  
3 you, the customers, to get as much information as possible  
4 before a decision is rendered.

5 Now let me just take a moment to thank my colleagues  
6 for being with me here, Commissioner Skop, Commissioner  
7 McMurrin. Also, Mr. Reilly, thank you for working so  
8 diligently from the Office of Public Counsel, and Ms. Rule and  
9 the company.

10 But also let me thank you, members of the public,  
11 because the thing that separates us from every other country on  
12 the planet is that our neighbors make decisions for us. We  
13 don't have a monarchy, we don't have somebody that's born  
14 with -- just because of the family that you're born in you get  
15 to run the government. Our neighbors, each one of us are your  
16 neighbors. Your neighbors are the ones that make the  
17 decisions. We don't take that lightly. Each one of us live in  
18 an area where we have to have water, where we have to have  
19 electricity. You know, we have -- a lot of us have family in  
20 Florida. Some of us are second-generation Floridians or  
21 third-generation Floridians. I want you to know that this is  
22 not just a public hearing for us. We're concerned about every  
23 aspect of the lives of our citizenry as well as the customers  
24 of the companies that we regulate. And I just, I want -- I  
25 don't -- I mean, you could have been, I don't know what people

1 do on Wednesday night, we go to Bible study, but you could be  
2 anywhere you want to be on Wednesday night but you're here with  
3 us on behalf of your neighbors. And I hope that the gentleman,  
4 I hope you didn't mind me casting the information that you said  
5 in a way that we could have it on the record. As much as  
6 possible we want to make sure that the record is clear. I want  
7 to thank you for coming out. And, Mr. Reilly, you are  
8 recognized, sir.

9 MR. REILLY: We need to move into the record all the  
10 exhibits.

11 COMMISSIONER CARTER: We have exhibits -- Ms. --

12 MS. FLEMING: Exhibit 43 will be late-filed. Staff  
13 recommends that Exhibits 42 and 44 through 54 be moved into the  
14 record, if there are no objections.

15 COMMISSIONER CARTER: Show it done.

16 MR. REILLY: Thank you.

17 (Exhibits 42 and 44 through 54 admitted into  
18 evidence.)

19 COMMISSIONER CARTER: Thank you all for coming.  
20 Y'all have a good evening. We are adjourned.

21 (Service hearing adjourned at 9:04 p.m.)  
22  
23  
24  
25

1 STATE OF FLORIDA        )  
   :  
 2 COUNTY OF LEON         )

CERTIFICATE OF REPORTER

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I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

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

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

DATED THIS 27<sup>th</sup> day of June, 2007.

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

**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: May 22, 2007

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

Date and Time: June 13, 2007 at 6:00 p.m.  
Place: City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

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).

**FLORIDA PUBLIC SERVICE COMMISSION**

**DOCKET NO.** 060368-WS EXHIBIT 42

**COMPANY** Aqua Utilities FL, Inc.

**WITNESS** Notice of SH - Lakeland Polk County

**DATE** 06/13/07

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060638 w/ EXHIBIT 43

COMPANY Aqua Utilities FL, Inc.

WITNESS (Late filed) Affidavit of Publication of notices - Polk County

DATE 06/13/07

# EXHIBIT 44

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 060368-WS EXHIBIT 44  
COMPANY Aqua Utilities FL, Inc.  
WITNESS customer Bill - Ken Bessette  
DATE 06/13/07



Service To:  
**KEN BESSETTE**  
**11 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898**

Account Number  
**000883995 0627549**  
 ROSALIE OAKS

**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  
**May 18, 2007**

Total Amount Due  
**\$ 103.78**

Due Date  
**June 11, 2007**

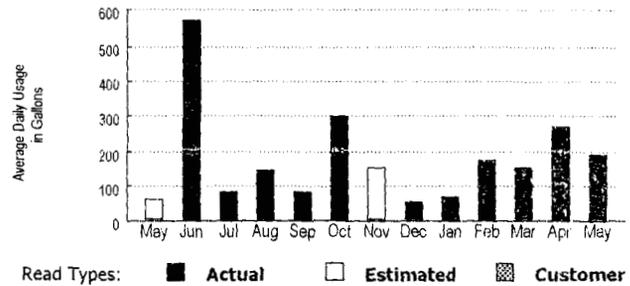
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19100753	5/8	05/11/07	29	Actual	638300	5,500	Gallons
		04/12/07		Actual	632800		
Average Daily Usage = 189 Gallons		Total Days: 29		Total Usage:		5,500	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 47.47 Credit  
 Total Payments Received ..... 0.00  
**Balance ..... 47.47 Credit**  
 Current Water Charges ..... 37.27  
 Current Sewer Charges ..... 110.25  
 Utility Tax ..... 3.73  
**Amount Due 06/11/07 ..... \$ 103.78**

**Water Usage History**



*Handwritten:*  
 AC# 9084 78  
 \$103.78  
 6-8-07

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

PasCO

Exh. 45

Zephyr Shores Property  
Owners Assn. Inc.  
35112 Ada Ave.  
Zephyrhills, Fl. 33541

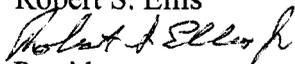
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

Re: Complaint regarding Aqua Utilities Florida, Inc-- Docket No 060368 WS

We are a 55+ mobil home park of 210 units. We own our individual land lots, and our association owns the common grounds, meeting house etc. We live in this park because we have control of our own spending on the common areas. The first board was wise in starting an account to fund the big replace and repairs things. We only pay a yearly amount to this fund and running the association. The point is we all have limited incomes, and mobility in some cases. So a job to ad income is not an option. We ask that you please keep this in mind when you consider this increase in water rates for Aqua Utilitlys.

Also the quality of the water is not drinkable, most of us have to drink and cook with bottle water. We use low flow toilets and showers, etc. to help keep the usage down but 75 to 80 gallons per day, is the best I have been doing.

Robert S. Ellis



President

Board of Directors

Zephyr Shores Property Owners Association Inc.

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 060368 WS EXHIBIT 45

COMPANY Aqua Utilities FL, Inc.

WITNESS Letter from Zephyr Shores Property

DATE 06/13/07 owners  
Assoc

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-W EXHIBIT 46

COMPANY Aqua Utilities FL, Inc.

WITNESS Gus Alexakos / 2006 Annual Drinking water test Results

DATE 06/13/07

EXH. 46



Service To:  
GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS, FL 33541-2125  
Lot: 0000003 Block:

Account Number  
**000901336 0643998**  
ZEPHYR SHORES

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](mailto:custserv@aquaaamerica.com)

Questions about your water/sewer service?... Contact us before the due date.  
Bill Date **June 01, 2007** Zero Balance **\$ .00** Due Date **June 25, 2007**

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		
Average Daily Usage = 214 Gallons		Total Days: 28		Total Usage:		6,000	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 120.87	Sewer Base Facility Charge Sewer at Current Rate	8.05
Total Payments Received .....	120.87	Next 3,000 gallons @ \$0.01347 per gallon .....	40.41
<b>Balance</b> .....	<b>0.00</b>	Current Sewer Charges at Current Rate .....	48.46
Adjustments .....	120.87 Credit	Current Sewer Charges .....	82.78
Water Base Facility Charge Water at Old Rate .....	3.15	Utility Tax .....	0.74
3,000 gallons @ \$0.00503 per gallon .....	15.09	<b>Amount Due 06/25/07</b> .....	<b>\$ 0.00</b>
Current Water Charges At Old Rate .....	18.24		
Water Base Facility Charge Water at Current Rate .....	3.27		
Next 3,000 gallons @ \$0.00528 per gallon .....	15.84		
Current Water Charges at Current Rate .....	19.11		
Current Water Charges .....	37.35		
Sewer Base Facility Charge Sewer at Old Rate .....	5.70		
3,000 gallons @ \$0.00954 per gallon .....	28.62		
Current Sewer Charges At Old Rate .....	34.32		

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

1336431

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

FL6512018 PAP-615-REV 01

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

Service To:  
GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS, FL 33541-2125  
Lot: 0000003 Block:

**AQUA Water/Sewer Bill**

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

Account Number  
**000901336 0643998**  
Zero Balance  
**\$ .00**

**Do Not Pay**  
You have a zero balance on your account.

Seq=60 Cyc=33PJ 1up=337463

\*\*AUT0\*\*SCH 5-DIGIT 33541 C I P I  
GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS FL 33541-2125



000901336064399800000000000000



Service To:  
**GUS ALEXAKOS**  
**4625 WINDY LN**  
**ZEPHYRHILLS, FL 33541-2125**  
**Lot: 0000003 Block:**

Account Number  
**000901336 0643998**  
 ZEPHYR SHORES

**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  
**\$ 120.87**

Due Date  
**May 23, 2007**

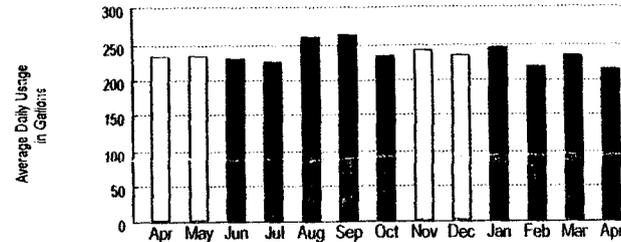
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		
Average Daily Usage = 214 Gallons		Total Days: 28			Total Usage:	6,000	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 110.97
Total Payments Received.....	110.97
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges.....	37.35
Current Sewer Charges.....	82.78
Utility Tax.....	0.74
<b>Amount Due 05/23/07</b> .....	<b>\$ 120.87</b>

**Water Usage History**



Read Types: ■ Actual □ Estimated ▣ Customer



Service To:  
**GUS ALEXAKOS**  
**4625 WINDY LN**  
**ZEPHYRHILLS, FL 33541-2125**  
**Lot: 0000003 Block:**

Account Number  
**000901336 0643998**  
 ZEPHYR SHORES

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

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

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

Bill Date **April 02, 2007** Total Amount Due **\$ 110.97** Due Date **April 24, 2007**

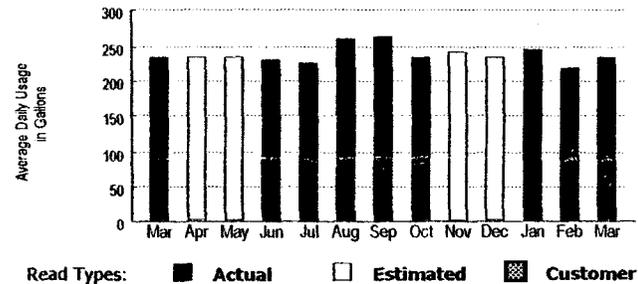
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	03/28/07	30	Actual	340000	7,000	Gallons
		02/26/07		Actual	333000		
Average Daily Usage = 233 Gallons		Total Days: 30		Total Usage:		7,000	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 109.94
Total Payments Received .....	109.94
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	6.30
7,000 gallons @ \$0.00503 per gallon .....	35.21
Current Water Charges .....	41.51
Sewer Base Facility Charge .....	11.39
6,000 gallons @ \$0.00954 per gallon .....	57.24
Next 1,000 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges .....	68.63
Utility Tax .....	0.83
<b>Amount Due 04/24/07 .....</b>	<b>\$ 110.97</b>

**Water Usage History**





Service To:  
**GUS ALEXAKOS**  
**4625 WINDY LN**  
**ZEPHYRHILLS, FL 33541-2125**  
**Lot: 0000003 Block:**

Account Number  
**000901336 0643998**  
 ZEPHYR SHORES

**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 **March 01, 2007** Total Amount Due **\$ 109.94** Due Date **March 23, 2007**

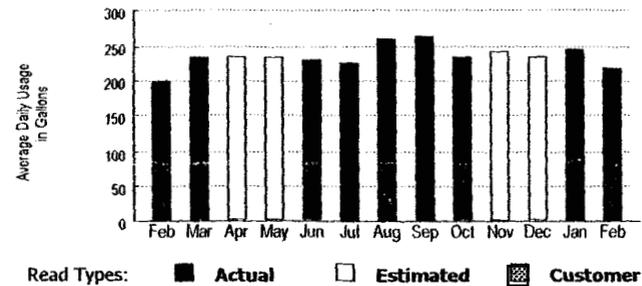
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	02/26/07	31	Actual	333000	6,800	Gallons
		01/26/07		Actual	326200		
Average Daily Usage = 219 Gallons		Total Days: 31		Total Usage:		6,800	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 111.48
Total Payments Received.....	111.48
<b>Balance.....</b>	<b>0.00</b>
Water Base Facility Charge.....	6.30
6,800 gallons @ \$0.00503 per gallon .....	34.20
Current Water Charges.....	40.50
Sewer Base Facility Charge .....	11.39
6,000 gallons @ \$0.00954 per gallon .....	57.24
Next 800 gallons @ \$0.00 per gallon.....	0.00
Current Sewer Charges .....	68.63
Utility Tax.....	0.81
<b>Amount Due 03/23/07 .....</b>	<b>\$ 109.94</b>

**Water Usage History**



Gen Alexakis 4625 Windy Ln Zephyr Hills, FL 33541 EXH-44

### 2006 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2006 for **American Condos PWSID # 6515213 and Zephyr Shores PWSID #6512018**. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

\* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
<b>Radiological Contaminants- Zephyr Shores</b>							
Alpha emitters (pCi/L)	02/03	N	1.1	N/A	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/L)	02/03	N	0.8	N/A	0	5	Erosion of natural deposits
<b>Inorganic Contaminants</b>							
Barium (ppm)	07/06	N	0.0098	N/A	2	2	Erosion of natural deposits
Fluoride (ppm)	07/06	N	0.55	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth when at optimum levels between 0.7 and 1.2 ppm
Lead- point of entry (ppb)	08/06	N	3.8	1.1- 3.8	N/A	15	Erosion of natural deposits; lead pipe, casing, and solder
Nitrate (ppm)	07/06	N	0.55	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	07/06	N	21	N/A	N/A	160	Salt water intrusion, leaching from soil

**TTHMs and Stage I Disinfectant/ Disinfection By-Product (D/DBP) Contaminant-** \*For Chlorine, Haloacetic Acids and TTHM the level detected is the highest annual average of the quarterly averages. Range of Results is the range of results (lowest to highest) at individual sampling sites.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
<b>American Condos</b>							
Chloramines (ppm)	2006	N	1.1	1.1- 1.1	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/06	N	4.48	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	07/06, 09/06	N	40.2	20.49- 40.2	N/A	80	Byproduct of drinking water chlorination
<b>Zephyr Shores</b>							
Chloramines (ppm)	2006	N	1.0	0.65- 1.3	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	08/06	N	10.9	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	07/06	N	30.07	N/A	N/A	80	Byproduct of drinking water chlorination

<b>Lead and Copper (Tap Water)</b>							
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 <sup>th</sup> Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
<b>American Condos</b>							
Copper (ppm)	07/06	N	0.31	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.9	0	0	15	Corrosion of household plumbing

# EXHIBIT 47

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 060368-W-EXHIBIT 47  
COMPANY Aqua Utilities FL, Inc.  
WITNESS Customer Bill - Ken Goodman  
DATE 06-13-07



Service To:  
**KEN GOODMAN**  
**311 STANLEY AVE**  
**LAKELAND, FL 33809-3557**  
**Lot: 0000000 Block:**

Account Number  
**000895104 0638048**  
 LAKE GIBSON ESTATES

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

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

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

Bill Date **February 13, 2007** Total Amount Due **\$ 41.30** Due Date **March 07, 2007**

**Meter Data**

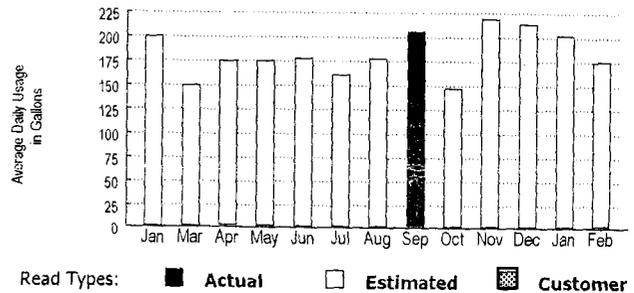
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78014791	5/8	02/06/07	34	Estimated	226300	6,000	Gallons
		01/03/07		Estimated	220300		
Average Daily Usage = 176 Gallons		Total Days: 34		Total Usage:		6,000	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 31.77  
 Total Payments Received ..... 31.77  
**Balance** ..... **0.00**  
 Water Base Facility Charge ..... 7.05  
 6,000 gallons @ \$0.00102 per gallon ..... 6.12  
 Current Water Charges ..... 13.17  
 Sewer Base Facility Charge ..... 26.81  
 Utility Tax ..... 1.32  
**Amount Due 03/07/07** ..... **\$ 41.30**

*PAID 3/7/07*  
*CK #*

**Water Usage History**



**Message Center**

*Flow 9-10 gal/min*  
*4 min to fill 2 x 20 gal cans*  
*15 hrs = 9000 gal*

*commode*  
*3 gal/min 2700g/15h*  
*180 gal/hr 4300 g/24h*  
*26,000 g/bdy (over normal usage)*

*New meter installed 2/13*  
*New bill to be sent (adjustment)*  
*pay 41.30 this time*  
 Representative letter said new meter was not installed reading 394900

1336434

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

FL6532347

PAP-515-A-0  
 REV 01/07

Service To:



Service To:  
**KEN GOODMAN**  
**311 STANLEY AVE**  
**LAKELAND, FL 33809-3557**  
**Lot: 0000000 Block:**

Account Number  
**000895104 0638048**  
 LAKE GIBSON ESTATES

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **March 08, 2007** Total Amount Due **\$ 271.90** Due Date **March 30, 2007**

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78014791	5/8	03/05/07	20	Actual	400000 <i>4144</i>	5,100	Gallons
		02/13/07		Actual	394900		

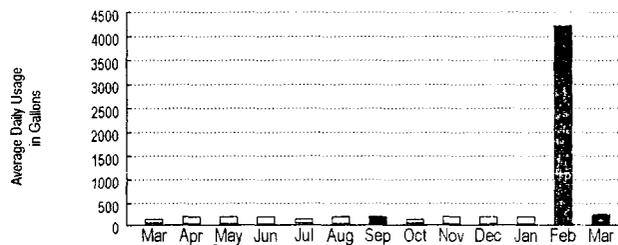
Average Daily Usage = 255 Gallons Total Days: 20 Total Usage: 5,100 Gallons

*3/4 used 1200 gal  
to water citrus trees*

**Billing Detail**

Amount Owed from Last Bill .....	\$ 243.14
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>243.14</b>
Water Base Facility Charge .....	4.70
5,100 gallons @ \$0.00102 per gallon .....	5.20
Current Water Charges .....	9.90
Sewer Base Facility Charge .....	17.87
Utility Tax .....	0.99
<b>Amount Due 03/30/07 .....</b>	<b>\$ 271.90</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

*pd 40.29 3/23 d 1239 3866*

**Message Center**

*will check meter but shows  
usage as per reading  
estimates from 9/06 reading  
to 3/07.  
If meter checks out ok  
can pay 40.29/mo  
in addition to regular bill  
for 5 mo.*

*Kara Johnson (PA office)  
1-877-239-8502  
EXT 54275*

1336434

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

FL6532347

PAP-515-A-0  
REV 01/07



Service To:  
**KEN GOODMAN**  
**311 STANLEY AVE**  
**LAKELAND, FL 33809-3557**  
**Lot: 0000000 Block:**

Account Number  
**000895104 0638048**  
 LAKE GIBSON ESTATES

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **February 20, 2007** Total Amount Due **\$ 243.14** Due Date **March 14, 2007**

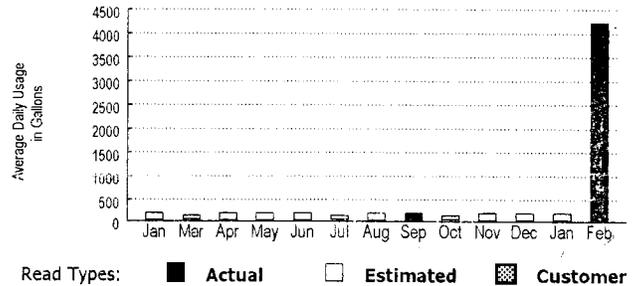
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78014791	5/8	02/13/07	41	Actual	394900	174,600	Gallons
		01/03/07		Estimated	220300		
Average Daily Usage = 4,258 Gallons		Total Days: 41		Total Usage:		174,600	Gallons

**Billing Detail**

Amount Owed from Last Bill.....	\$ 41.30	
Total Payments Received.....	0.00	
<b>Balance</b> .....	<b>41.30</b>	
Adjustments.....	41.30	Credit
Water Base Facility Charge.....	9.64	
174,600 gallons @ \$0.00102 per gallon.....	178.09	
Current Water Charges.....	187.73	
Sewer Base Facility Charge.....	36.64	
Utility Tax.....	18.77	
<b>Amount Due 03/14/07</b> .....	<b>\$ 243.14</b>	

**Water Usage History**



**Message Center**

1336434

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

FL6532347

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

Service To:  
**KEN GOODMAN**  
**311 STANLEY AVE**  
**LAKELAND, FL 33809-3557**  
**Lot: 0000000 Block:**

PAP-515-A-0  
 REV 01/07

**AQUA Water/Sewer Bill**

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

Account Number  
**000895104 0638048**  
 Total Amount Due **\$ 243.14** Due Date **March 14, 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=26658 Cyc= 1up=312890

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 80 P 125  
 KEN GOODMAN  
 311 STANLEY AVE  
 LAKELAND FL 33809-3557



000895104063804800000000243140



EXHIBIT 48

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 060369WEXHIBIT 48  
COMPANY Aqua Utilities FL, Inc.  
WITNESS customer bills + comparisons  
Mr. + Mrs. Flynn  
DATE 06-13-07

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

RIVER RANCH WATER MANAGEMENT  
 601 COUNTRY CLUB RD  
 POINCIANA FL 34759-4100

RONALD MURPHY  
 25297 OAKMONT DR  
 LAKE WALES FL 33898-9217

ACCOUNT NUMBER	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
14-01-0340-1-0	25297 OAKMONT DR				6/05/07	6/26/07	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
RG01 0	R	6/01/07	6/30/07	29	0	0	0

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	15.27
0	SEWER BASE FACILITY CHARGE	16.30
LAST MONTH		
0		
LAST YEAR AVG.		
0		
FOR CUSTOMER SERVICE, CALL 877-496-1770 EMERGENCIES 863-287-4075		
	<b>PAY THIS AMOUNT</b> 	<b>31.57</b>

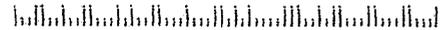
BILLS ARE DUE AND PAYABLE WHEN RENDERED AND BECOME DELINQUENT IF NOT PAID WITHIN 20 DAYS. PLEASE TEAR AND RETURN THE TOP PORTION OF THE BILL WITH YOUR PAYMENT IN THE ENVELOPE PROVIDED. WHEN CALLING CUSTOMER SERVICE, INDICATE YOU ARE A RIVER RANCH UTILITY CUSTOMER.

Aqua Utilities Florida  
P.O. Box 490310  
Leesburg, FL 34749

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34747-1518 RC30



## 2006 Annual Drinking Water Quality Report Rosalie Oaks PWSID # FL3531546

*Este informe contiene información importante sobre la calidad de su agua de beber. Hable con alguien que lo entienda o llame al 877.WTR.AQUA (877.987.2782).*

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. If you have any questions about this report or concerns about your water utility, please contact us at 877.WTR.AQUA (877.987.2782) or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com).

Rosalie Oaks obtains its water from a groundwater source, which comes from the Floridian Aquifer. The water is chlorinated for disinfection purposes. The Florida Department of Environmental Protection (DEP) completed a Source Water Assessment in 2004. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. Information provided by this assessment indicated that there is no potential source of contamination near our wells. The report is available at the DEP Source Water Assessment and Protection web site: <http://www.dep.state.fl.us/swapp>.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A) **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B) **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C) **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- D) **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) **Radioactive contaminants**, which can be naturally occurring or result from oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800.426.4791.

### Terms and Abbreviations

**Action Level (AL):** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

**Maximum Contaminant Level or MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum Contaminant Level Goal or MCLG:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum residual disinfectant level or MRDL:** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum residual disinfectant level goal or MRDLG:** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**N/A:** Not Applicable.

**ND:** Not detected and indicates that the substance was not found by laboratory analysis.

**Parts per million (ppm) or Milligrams per liter (mg/l):** one part by weight of analyte to 1 million parts by weight of the water sample.

**Parts per billion (ppb) or Micrograms per liter (µg/l):** one part by weight of analyte to 1 billion parts by weight of the water sample.

**Picocurie per liter (pCi/L):** measure of the radioactivity in water.

## 2006 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where otherwise noted, this report is based on the results of our monitoring for the period of January 1 to December 31, 2006 for **Rosalie Oaks - PWS ID # FL3531546**. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

\*Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	MCLG	MCL	Likely Source of Contamination
<b>Radiological Contaminants</b>						
Radium 226 + Radium 228 or combined Radium (pCi/l)	03/03	N	0.3	0	5	Erosion of natural deposits
<b>Inorganic Contaminants</b>						
Barium (ppm)	07/06	N	0.019	2	2	Erosion of natural deposits
Fluoride (ppm)	07/06	N	0.092	4	4	Erosion of natural deposits
Nitrate (as Nitrogen) (ppm)	07/06	N	0.027	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage, erosion of natural deposits
Sodium (ppm)	07/06	N	6.6	N/A	160	Salt water intrusion, leaching from soil

**TTHMs and Stage I Disinfectant/ Disinfection By-Product (D/DBP) Parameters- \* Chlorine-** Level Detected is the highest quarterly average; Range of Results is the range of (lowest to highest) monthly residual disinfectant. **Disinfection Byproducts** (Haloacetic Acids and TTHMs)- Level Detected is the highest 2006 result; Range of Results is the range of results (lowest to highest) at individual sampling sites.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	2006	N	1.0	0.7- 1.5	MRDLG = 4	MRDL = 4	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	07/06, 09/06	N	4.5	3.9- 4.5	N/A	MCL = 60	Byproduct of drinking water disinfection
TTHM [Total Trihalomethanes] (ppb)	07/06, 09/06	N	23	19.2- 23	N/A	MCL = 80	Byproduct of drinking water disinfection

**Lead and Copper (Tap Water)**

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 <sup>th</sup> Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Lead (ppb)	07/05	N	0.7	0	0	15	Corrosion of household plumbing

**Monitoring Violation:** Our system had a violation in 2006 when we failed to complete required compliance monitoring for Odor. Because we did not sample, we did not know whether the contaminant was present in your drinking water, and we are unable to tell you whether your health was at risk during that time. The monitoring period was 1/1/06 through 12/31/06.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the SAFE DRINKING WATER HOTLINE 800.426.4791.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.

Good evening - we are Mike and Robin Flynn and we are here to represent the homeowner's association for Lake Rosalie Oaks Subdivision  
 we are a 98% senior citizen community consisting mostly of mobile homes housing senior widows, widowers, handicapped and those who are ill - most on fixed income

First I'd like to say, that according to Aqua's website, they are the nation's largest U.S. based, publicly traded water company with approx. 2.8 million customers in 13 states.  
 In 2006 they had 92 million in net income and in 2005 90 million.

As a 30 year professional with an MBA, I cannot comprehend why we are even here discussing this rate increase.  
 I am sure that Aqua had to have a plan other than raising consumer rates to ridiculous levels when they purchased all these small plants and according to their own website, they have been quite successful; and I quote "Aqua America embarked on a successful growth-through-acquisition strategy in the early 1990s which has resulted in more than 120 acquisitions and other growth ventures - more than 90 of which have been completed in the first five years. This growth strategy has allowed the company to achieve an annual customer growth rate of approximately 4% since 1995, and achieve record earnings and above average shareholder return while remaining a low-cost provider of quality drinking water" On another page it states "...has resulted in nearly 200 acquisitions and growth ventures in the last 10 years - and these growth ventures have allowed Aqua America to achieve its growth goals and has had a favorable impact on its financial performance."

Now, I ask you, with those kinds of earnings, how they and you can justify increasing our rates at interim 265% and at proposed final 400%.

With that question in mind, let me share with you some comparison information:

		Water Base	Water Unit		Total Water	Sewer Base	Sewer Unit					
Winderemere, FL	2000 gallons water/sewer	5.80	1.90	0.0009500	7.70	13.96	6.34	0.77	28.77	+reclaimed 39000	39.49	68.26
Winter Park, FL	4000 gallons water/sewer	9.90	4.20	0.0010500	14.10	11.70	23.44	1.41	50.65			
Ocoee, FL	11000 gallons water/sewer	8.34	11.16	0.0010145	19.50	15.07	23.76	1.95	60.28			
Lake Wales, FL	4000 gallons water/sewer	13.31	-		13.31			1.33	14.64	Water only		
Harbor	any total gallons water/sewer	21.00	-		21.00	23.00			44.00			
Current	1200 gallons water/sewer	11.38	1.14		12.52	15.51	0.80	1.28	30.11			
Interim	1200 gallons water/sewer	25.28	2.56	0.0021333	27.84				80.28			
Interim	4000 gallons water/sewer	25.28	8.53		33.81							

*I heard the idea  
 to keep a county the  
 same rate, why not  
 spread this increase*

*Sharp all  
 customers  
 all stated*

*key?  
 rates  
 low  
 support  
 for  
 all*

Now - let's get back to the quality drinking water -

Aqua's water is awful, we do not use it for drinking or cooking, just showering and lawn watering. I don't even allow my dogs to drink it. Currently, we carry water to Lake Wales from our private well in Kissimme. Let me share with you what was written in one of their correspondences to us "our system had a violation in 2006 when we failed to complete required compliance monitoring for Odor. Because we did not sample, we did not know whether the contaminant was present in your drinking water, and we are unable to tell you whether your health was at risk during that time. The monitoring period was 1/1/06 - 12/31/06" - A WHOLE YEAR. Does this sound like a company interested in our well-being? My daughter visited at Lake Rosalie last weekend and took water from the tap, she told me later "I almost threw up from you tap water, it is nasty". And, she is on city water in Winter Park.

Also, let me say that when one of our elderly neighbors called Aqua to ask about the higher bill received this month and voiced complaint, she was told "we can raise our rates any time we want" That's pretty scary, this whole thing is pretty scary - to me - that a company could get away with this kind of highway robbery. So I have to ask you isn't it the utility commissions job to protect us from this type of company and mentality?

Let me sum up for you - we cannot afford this; it is NOT comparable to others, even those in much more expensive areas; this will decrease our property values, no one will want to buy in a place with these kinds of water/sewer charges; we need you the utility commission, to protect us from this publicly traded water company who is mainly interested in the bottom-line

*If we have no option, no other company for competition, can't have a well of depth - I guess we need to do bottled water and chemical toilets*

*2/1/07  
 net counts??*

Doc # 060

Check on 12/04/06

PSC 07 0325 AFWS returned



**CITY OF WINTER PARK**  
 P.O. Box 1986 | Winter Park, FL 32790-1986

**CUSTOMER SERVICE** Mon - Fri | 8 a.m. to 5 p.m.  
 407-599-3220 | 1-866-823-6208  
 Power Outages ONLY (24/7)  
 407-691-7878 | 1-877-811-8700

THOMASENA & WILL COCHRAN 02-33  
 7669 JESTER CT  
 ORLANDO FL 32807-8506

**CURRENT ELECTRIC CHARGES**

USAGE

**ACCOUNT INFORMATION ACCT. NO. 607922-20505**

LAST PAYMENT 12/22/06 58.25  
 ACCOUNT ADJUSTMENTS .00  
 CYCLE/ROUTE 02-33  
 BILLING DATE 1/04/07  
 DEPOSIT AMOUNT  
 SERVICE ADDRESS 7669 JESTER CT

**TOTAL .00**

**METER READING ACTIVITY**

**SERVICE PERIOD 11/21/06 TO 12/20/06**  
**METER TYPE MULT. CURRENT PREVIOUS USAGE**  
 55153659 WA 1.000 387 383 4 TGAL

**CURRENT WATER CHARGES**

BASE CHG. CONS. CHG.

WATER SERVICE 9.90 4.20 .0011 14.10  
 SEWER SERVICE 11.70 23.44 .0059 35.14  
 ORANGE COUNTY TAX 1.41 1.41

*4000 X .00105 = \$20*  
*4000 X .00586 = 23.44*

**TOTAL 50.65**

**CURRENT OTHER CHARGES**

**CONSUMPTION HISTORY**

WA 12/05 4.00 TGAL

**TOTAL .00**

TOTAL CURRENT CHARGES DUE 1/29/07 50.65  
 BALANCE FORWARD .00  
**TOTAL AMOUNT DUE 50.65**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. DO NOT FOLD OR STAPLE CHECK TO COUPON.

CITY OF WINTER PARK  
 P.O. Box 1986 | Winter Park, FL 32790-1986

*pdn/11/07*

**ACCOUNT INFORMATION ACCT. NO. 607922-20505**

**THOMASENA & WILL COCHRAN**  
 CYCLE/ROUTE 02-33  
 BILLING DATE 1/04/07  
 SERVICE ADDRESS 7669 JESTER CT

TOTAL CURRENT CHARGES DUE 1/29/07 50.65  
 BALANCE FORWARD .00  
**TOTAL AMOUNT DUE 50.65**

**AMOUNT ENCLOSED**

THANK YOU FOR YOUR PAYMENT \$ \_\_\_\_\_

CHECK BOX AND COMPLETE BACK FORM FOR INFORMATION CHANGES.

000607922000020505000000050652

**QUESTIONS & POWER OUTAGES** Contact Customer Service at 407-599-3220 or Power Outages ONLY at 407-691-7878 or 1-877-811-8700.

**YARD TRASH/REFUSE QUESTIONS** Contact Waste Management at 407-843-7370.

**PAY BY MAIL** Please include the bottom part of your bill. Write your account number on checks or money orders. Allow 5-7 business days for delivery to ensure payment is received by due date to avoid a late notice.

**PAY BY DROP BOX** The drop box is located in the parking lot behind City Hall off Comstock Avenue. Payments are only picked up once a day at 8 a.m.

**NO CASH PLEASE!**

**PAY IN PERSON** City Hall, 401 Park Avenue South from 8 a.m. to 5 p.m. Acceptable forms of payments are cash, money orders, checks, and credit cards (VISA, MasterCard, American Express)

**PAY ONLINE** Go to [www.cityofwinterpark.org](http://www.cityofwinterpark.org) and select **Online Services**, then select **Utility Billing**.

**PAY BY BANK DRAFT** Please contact Customer Service at 407-599-3220.

**ELECTRIC**

**CUSTOMER CHARGE** A fixed monthly amount to cover the cost of providing the service to your location. This charge is applicable whether or not electricity is used.

**ENERGY CHARGE** The charge per kilowatt hours (kWh) reflects all the costs, other than fuel involved in producing and distributing electricity.

**DEMAND CHARGE** The charge per kilowatt (kW) of demand that reflects all the costs, other than fuel involved in producing and distributing electricity. The billing demand shall be the maximum 30-minute kilowatt (kW) demand established during the current billing period. Demand charges are typically applicable to larger commercial accounts. For other customers, these costs are incorporated into the non-fuel energy charge.

**FUEL COST RECOVERY FACTOR** This represents the actual cost of coal, oil, uranium and natural gas that is used to generate electricity. The City of Winter Park does not make a profit on fuel. This charge is adjusted periodically to reflect charges in the cost of fuel. It is a dollar-for-dollar pass through for actual fuel costs from the wholesale power provided and is adjustable when fuel prices increase/decrease.

**GROSS RECEIPTS TAX FACTOR** This 2.564% tax is collected in accordance with Florida State Statutes. It is assessed on all electric public utility companies and is paid directly to the state.

**FRANCHISE FEE EQUIVALENT** This is a six percent fee the City of Winter Park collects from customers to compensate the community for using the rights-of-way.

**ELECTRIC UTILITY TAX** In accordance with the State Statutes, a municipality may levy a ten percent tax on the purchase of electricity within their area. One hundred percent of this tax is paid directly to your municipality. The City of Winter Park does not keep any county utility taxes.

**STATE SALES TAX** A state sales tax is applied to the charge for electric service provided to all non-residential customers and equipment rental provided to all customers unless a qualified sales tax exemption is on record with the City of Winter Park.

**KILOWATT HOUR (kWh)** Consumption is measured by the kilowatt-hour (kWh). A kilowatt-hour is how much energy is used by one kilowatt of electric power over an hour's time, or 1,000 for one hour. A 100-watt bulb would have to burn for 10 hours to use up to 1,000 watt (100x10=1,000) or one-kilowatt hour.

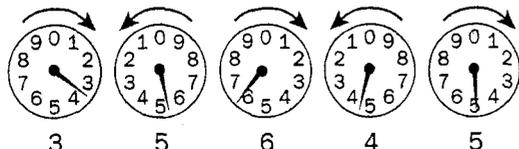
**WATER**

**READINESS-TO-SERVE** This is a fixed monthly amount based on the size of the meter applicable to water, sewer, irrigation and sewer meter services.

**THOUSAND GALLONS (TGal)** Water, irrigation and sewer consumption is measured by thousand gallons.

**WATER UTILITY TAX** In accordance with the Florida State Statutes, a municipality may levy a ten percent tax on the water services within their area. One hundred percent of this tax is paid directly to the municipality. Winter Park does not keep any county utility taxes.

**READING YOUR ELECTRIC METER** Your meter will have four or five dials. The dials are arranged so that they alternately rotate clockwise and counter clockwise.

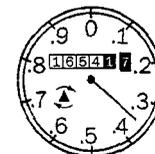


The meter reads 35645 kWh.

**NOTE:** Sometimes it is hard to tell if the dial's hand has passed a number when the hand points straight to the number. In order to determine this, look at the dial on the right. Has the hand passed "0"? If the dial on the right has not passed "0," write down the number the

dial on the left has just passed. If the dial on the right has passed "0," write down the number the hand on the left is pointing to.

**READING YOUR WATER METER** To find out how much water you have used over a period of time, just read the dial on your meter. Subtract the number on your last bill from the number on the face of your meter and you will get how many thousand gallons of water you have used since your last bill.



**NOTE:** If your water shows a sudden big jump in usage, you may have a leak. To check for leaks in your water system, shut off all the water in your home. If the meter continues to run, you may have a leak and should call a plumber. If you need further assistance, call Customer Service at 407-599-3220.

For mailing address and phone number changes, please check the box on the front and complete the following information. If you wish to have your service disconnected or transferred to another location, please call Customer Service at 407-599-3220.



**CITY OF WINTER PARK**

P.O. Box 1986

Winter Park, FL 32790-1986

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

**UTILITY BILL QUESTIONS & POWER OUTAGES**

Customer Service | 407-599-3220 or Power Outages ONLY | 407-691-7878 or 1-877-811-8700



# THE HARBOR

RV Resort & Marina  
On Beautiful Lake Rosalie

10511 Monroe Court,  
Lake Wales, Florida 33898-6914  
(863) 696-1194

*Opal*

November 27, 2006

Dear Opal Drive, Mark Lane & North Marina parkway Residents:

Effective January 1, 2007, monthly water and sewer service charges will increase by \$2.00 each. The current monthly charge is \$19.00 for water and sewer is \$21.00.

The water service will be \$21.00 and sewer will be \$23.00. This is due to all of the large capital improvements done in the last 12 months to the water and sewer systems.

These services are payable the first of every month and no later than the sixth. For your convenience, prepayments are accepted.

	Water	Sewer	Total
Monthly	\$21.00	\$23.00	\$44.00
Quarterly	\$63.00	\$69.00	\$132.00
Semi-annual	\$126.00	\$138.00	\$264.00
Annual	\$252.00	\$276.00	\$528.00

*Base only  
no  
limit  
on  
gallons*

Information is attached on watering schedule restrictions from Polk County.

If you have any questions, please feel free to call or stop by the office.

Sincerely,

Opal Dickerson  
Harbor Management

cc: Rob Smith, Owner

Attachment

*30-40 families*

Ocoee

DETACH AND RETURN ABOVE STUB WITH REMITTANCE CYCLE 1 3170071016

Account #	Service Address	Billing Period	Bill Date	Due Date	TOTAL DUE				
29001	475 LITTLE ASPEN CT	05/01/07 to 06/31/07	05/23/07	06/13/07	60.28				
PREVIOUS Date	Head	Current Date	Read	Meter	Usage	Y. Ago	Co	Description	Charge
								PREVIOUS BALANCE	50.04
								PAYMENTS THROUGH-05/07	50.04
04/03	110	05/02	121		11	16	SW	SEWER SERVICES	38.83
04/03	110	05/02	121		11	16	WA	WATER SERVICES	19.50
								TAXES	1.95

Free fee is \$34  
Due 15.07.

11000 gallons .00  
\$ 2.14/100.0  
Apr 15 10.00

# 588  
5-28-07

BILLING INFORMATION 407-905-3191  
EMERGENCY AFTER HOURS ONLY 407-428-5766

Current Charges 50.28  
TOTAL AMOUNT DUE \$60.28

No. meters 2-6000 91¢ 2000-2000 1.24

\$10.00 LATE FEES WILL BE POSTED FIVE (5) WORKING DAYS AFTER THE DUE DATE. NO EXCEPTIONS!

12-1000 1.43

\$10.00 LATE FEES WILL BE POSTED AT 5:30PM ON JUNE 20TH.  
 Commission meetings for June are on the 5th and 19th at 7:15pm  
 Planning and Zoning will meet on June 12th 7:00pm  
 Code Enforcement meeting is June 26th at 7:00pm  
 City Hall will be closed on May 28th for Memorial Day.  
 \*\*\*\*\*There will be NO sanitation services on May 28th.\*\*\*\*\*  
 "Opt out" of solid waste fees on Orange County Tax bill. Application  
 at the Utility Counter and on City website. Must be completed between  
 May 18th and May 31st. Proof of current homestead exemption required.  
 There is a \$5.00 processing fee. Questions 407-905-3100 ext 6003.  
 Pay by phone 321-256-1934 or thru web www.ci.ocoee.fl.us.Fees DO Apply



ORANGE COUNTY UTILITIES  
 9150 CURRY FORD ROAD  
 ORLANDO, FLORIDA 32825-7600

Account Number: 6373476200  
 Billing Date: 5/22/2007  
 Due Date: 6/11/2007

CUSTOMER INQUIRIES: (407) 836-5515  
 TOLL FREE: (800) 626-1140  
 24 HOUR EMERGENCY: (407) 836-2777

Visit our new Website at <http://www.ocfl.net/PayUtilities/>

*Pd 5/30/07*  
*Chk # 5513*

Previous Balance	\$54.92
Payments Received	-54.92
Balance Forward	0.00
Current Charges	68.26
<b>Total Amount Due</b>	<b>\$68.26</b>

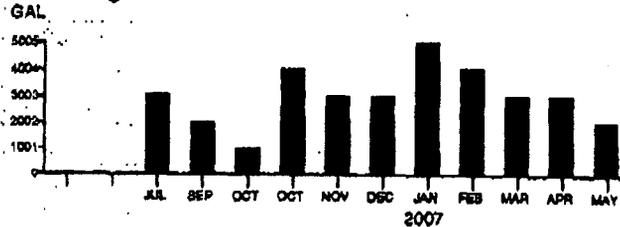
**Service Address: 13427 FOSSICK RD, WINDERMERE, FL 34786**

**Water Residential**

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
04010254	5/22/2007	87	4/23/2007	85	2 KGAL	+

(KGAL = 1,000 Gallons)

**Water Usage At-A-Glance**



**Water Residential**

**Service from 4/24/07 - 5/22/07**

Meter Fixed Charge	\$5.80	
First 2 KGAL at \$0.95 per KGAL	1.90	5.80
Consumption Summary Charge		1.90
Public Service Tax		0.77
<b>Subtotal</b>		<b>\$8.47</b>

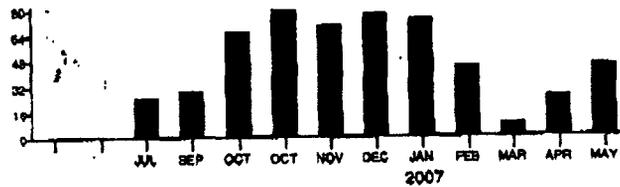
PATRICIA FRANCIS  
 Account Number: 6373476200

**Reclaim Residential**

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
04012693	5/22/2007	1143	4/23/2007	1100	43 KGAL	+

(KGAL = 1,000 Gallons)

**Water Usage At-A-Glance**  
 KGAL



**Reclaim Residential**

Service from 4/24/07 - 5/22/07

Meter Fixed Charge \$3.14	3.14
39 KGAL at \$0.84 per KGAL	32.76
Public Service Tax	3.59
<b>Subtotal</b>	<b>\$39.49</b>

**Wastewater Residential**

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
04010254	5/22/2007	67	4/23/2007	65	2 KGAL	+

(KGAL = 1,000 Gallons)

Service from 4/24/07 - 5/22/07

Meter Fixed Charge \$13.96	13.96
2 KGAL at \$3.17 per KGAL	6.34
<b>Subtotal</b>	<b>\$20.30</b>

Residential Deposit - Reclaim	\$0.00
Residential Deposit - Water	\$0.00
Residential Deposit - Sewer	\$0.00

Orange County Utilities is not responsible for undelivered or late mail. In the event you fail to receive a utility bill, please call our office (numbers shown below). Acceptable forms of payment: cash, check, money order, debit card, Visa®, MasterCard®, Discover®, and American Express®.



Service To:  
**MICHAEL FLYNN**  
**5 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898**

Account Number  
**000902150 0644773**  
 ROSALIE OAKS

**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  
**May 18, 2007**

Total Amount Due  
**\$ 80.28**

Due Date  
**June 11, 2007**

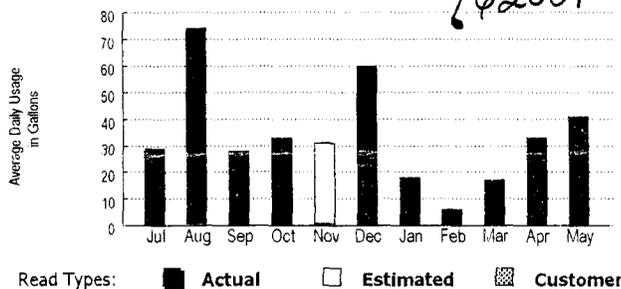
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
77404092	5/8	05/11/07	29	Actual	30900	1,200	Gallons
		04/12/07		Actual	29700		
Average Daily Usage = 41 Gallons		Total Days: 29		Total Usage:		1,200	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 30.88  
 Total Payments Received ..... 30.88  
**Balance** ..... **0.00**  
 Current Water Charges ..... 27.84  
 Current Sewer Charges ..... 49.66  
 Utility Tax ..... 2.78  
**Amount Due 06/11/07** ..... **\$ 80.28**

**Water Usage History**



*Sarah*  
 06/11/07  
 10:44 a.m.

*25.28 base  
 2.56 water  
 32.75 base  
 16.91 sewer*

*no gallons*

*\$2.95  
 fee  
 M.C. 83.23*

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

987-2782

1336562

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

FL3531548 AP-515-A-0  
 REV 01/07

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

Service To:  
**MICHAEL FLYNN**  
**5 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898**

**AQUA Water/Sewer Bill**

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

Account Number  
**000902150 0644773**  
 Total Amount Due Due Date  
**\$ 80.28 June 11, 2007**

*paid on time  
 06/11/07*

Amount Enclosed  
 \$

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

Seq=30967 Cyc=33Pl 1up=353369

\*\*\*\*\*AUTO\*\*3-DIGIT 347 C 93 P 125  
 MICHAEL FLYNN  
 400 ARAPAHO TRL  
 KISSIMMEE FL 34747-1518



00090215006447730000000080283



## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: [custserv@aquaafrica.com](mailto:custserv@aquaafrica.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 (A) 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 (E) Bill:** When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

**Late Charge:** A penalty on past due balances.

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

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

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

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

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

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

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

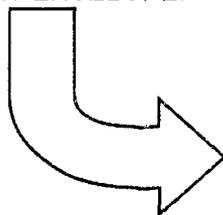
**Sewer Base Facility Charge:** A charge to recover the fixed costs of utility service regardless of usage.

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

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

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE  
NAME "Aqua Utilities Florida"  
SHOWS THROUGH THE WINDOW  
OF THE PAYMENT ENVELOPE.



## Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:  
**MICHAEL FLYNN**  
**5 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898**

Account Number  
**000902150 0644773**  
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **April 24, 2007** Total Amount Due **\$ 30.88** Due Date **May 16, 2007**

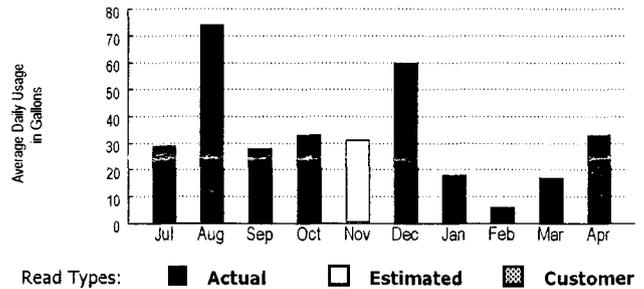
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
77404992	5/8	04/12/07	30	Actual	29700	1,000	Gallons
		03/13/07		Actual	28700		
Average Daily Usage = 33 Gallons		Total Days: 30		Total Usage:		1,000	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 29.22  
 Total Payments Received..... 29.22  
**Balance**..... **0.00**  
 Current Water Charges..... 12.83  
 Current Sewer Charges..... 16.77  
 Utility Tax..... 1.28  
**Amount Due 05/16/07** ..... **\$ 30.88**

**Water Usage History**



**Message Center**

*11.00 water*  
*.92*  


---

*14.99 sewer*  
*.64*

1336562

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

FL3531548PAP-515-A-0  
 REV 01/07

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

Service To:  
**MICHAEL FLYNN**  
**5 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898**

**AQUA Water/Sewer Bill**

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

Account Number  
**000902150 0644773**  
 Total Amount Due **\$ 30.88** Due Date **May 16, 2007**

Seq=27414 Cyc=33PI 1up=328122

\*\*\*\*\*AUTO\*\*3-DIGIT 347 C 77 P 103  
 MICHAEL FLYNN  
 400 ARAPAHO TRL  
 KISSIMMEE FL 34747-1518

Amount Enclosed

\$

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



00090215006447730000000030881



## 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:  
866.269.2906.

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

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

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

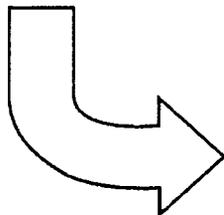
**Sewer Base Facility Charge:** A charge to recover the fixed costs of utility service regardless of usage.

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

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

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE  
NAME "Aqua Utilities Florida"  
SHOWS THROUGH THE WINDOW  
OF THE PAYMENT ENVELOPE.



# Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229



# EXHIBIT 49

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 060368-W EXHIBIT 49  
COMPANY Agua Utilities FL, Inc.  
WITNESS customer Bills - Fowler / Morrison  
DATE 06/13/07



Service To:  
**RAYMOND FOWLER**  
**121 SILVER OAK DR**  
**LAKE WALES, FL 33898**  
**Lot: 1190353 Block:**

Account Number  
**000886072 0629514**  
 ROSALIE OAKS

**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  
**May 18, 2007**

Total Amount Due  
**\$ 99.52**

Due Date  
**June 11, 2007**

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units	
19101261	5/8	05/11/07	29	Actual	761300	0	Gallons	
		04/12/07		Actual	761300			
			Total Days:	29	Total Usage:		0	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 38.96
Total Payments Received.....	0.00
<b>Balance.....</b>	<b>38.96</b>
Current Water Charges.....	25.28
Current Sewer Charges.....	32.75
Utility Tax.....	2.53
<b>Amount Due 06/11/07 .....</b>	<b>\$ 99.52</b>

*Pd. 5/14/07 ✓*  
*8/4*  
*Clearing Bank 99.52*  
*38.96*

*60.56 Pd. for "Usage"*

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.



Service To:  
**ROGER & SARAH MORRISON**  
**89 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898**  
**Lot: 1190351 Block:**

Account Number  
**001127284 0651755**  
 ROSALIE OAKS

**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  
**May 18, 2007**

Total Amount Due  
**\$ 156.07**

Due Date  
**June 11, 2007**

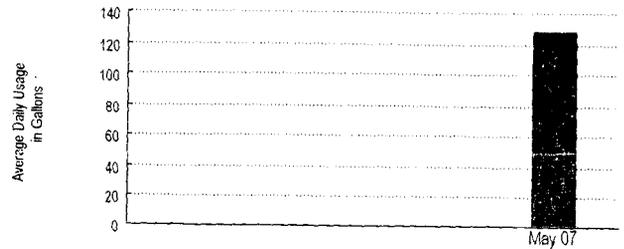
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
95050736	5/8	05/11/07	39	Actual	326200	5,000	Gallons
		04/02/07		Actual	321200		
Average Daily Usage = 128 Gallons		Total Days: 39		Total Usage:		5,000	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 0.00
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges .....	37.98
Current Sewer Charges .....	99.29
Turn On Fee .....	15.00
Utility Tax .....	3.80
<b>Amount Due 06/11/07 .....</b>	<b>\$ 156.07</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

*Not in home one day*

**Message Center**

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- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

PREVIOUS WATER READING	LATEST WATER READING	GALLONS OF WATER USED
4680	4680	0
ACCOUNT NUMBER	BILLING DATE	DUE DATE
19789	05/31/07	06/30/07
NOTICE: Bills are due upon receipt. Payments not received by 4:00 PM on the Due Date will have a \$5.00 Late Charge added. We assume no responsibility for delay of mail delivery.	GB	14.00
	ST	.75
	WA	8.86
	TAXES	.89
	TOTAL DUE	24.50

**CITY OF AUBURNDALE**  
 P.O. Box 186  
 Auburndale, Florida 33823  
 863 965-5500

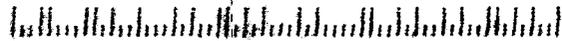
PRESORTED  
 FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID  
 LAKELAND, FL  
 PERMIT NO. 3014

**PLEASE RETURN THIS STUB WITH PAYMENT**

ACCOUNT NUMBER	AMOUNT DUE	DUE DATE
19789	24.50	06/30/07

ROGER L MORRISON  
 523 SOMERSET DR  
 AUBURNDALE FL 33823

CYCLE A  
 8897  
 523 SOMERSET DR



1. have not stay in home one time!

2. dirt had to be moved to see meter

3. 158.07 Not one ~~but~~ night spend.

4. Bill went up From 26.00 - 2800  
to 156.07 - How?

5. A increase would \$40 - \$50 Not  
over 300% increase

6. haven't seen any new pipes?

Exh. 50



Service To:  
**GEORGE D. HODGE**  
**50 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190349 Block:**

Account Number  
**000902162 0644785**  
ROSALIE OAKS

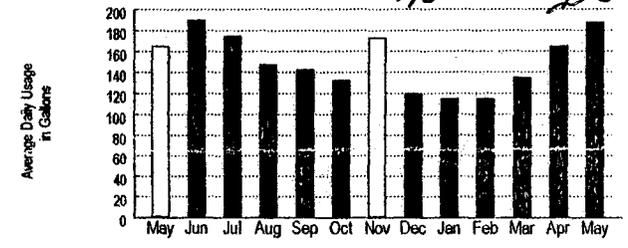
**Aqua Utilities Florida, Inc.** Tel: **877.987.2782** Questions about your water/sewer service?... Contact us before the due date.  
762 W. Lancaster Avenue Fax: **866.780.8292** Bill Date Total Amount Due Due Date  
Bryn Mawr, PA 19010-3489 e Mail: **custserv@aquaamerica.com** **May 18, 2007** **\$ 151.25** **June 11, 2007**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	19101383	5/8	05/11/07	29	Actual	772600	5,500	Gallons
			04/12/07		Actual	767100		
Average Daily Usage = 189 Gallons			Total Days: 29		Total Usage:		5,500	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 75.89  
 Total Payments Received ..... 75.89  
**Balance** ..... **0.00**  
 Current Water Charges ..... 37.27  
 Current Sewer Charges ..... 110.25  
 Utility Tax ..... 3.73  
**Amount Due 06/11/07** ..... **\$ 151.25**

**Water Usage History**



*Pressure Wash Home & Buildings*

Read Types: ■ Actual □ Estimated ▣ Customer

*PA 6/5/07  
CR # 7302*

*mm*

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

*mm*

FLORIDA PUBLIC SERVICE COMMISSION  
 DOCKET NO. 060368-W EXHIBIT 50  
 COMPANY Aqua Utilities FL, Inc.  
 WITNESS Customer Bill-George Hodge  
 DATE 06/13/07



Service To:  
**GEORGE D. HODGE**  
**50 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190349 Block:**

Account Number  
**000902162 0644785**  
 ROSALIE OAKS

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

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

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

Bill Date  
**April 24, 2007**

Total Amount Due  
**\$ 75.89**

Due Date  
**May 16, 2007**

**Meter Data**

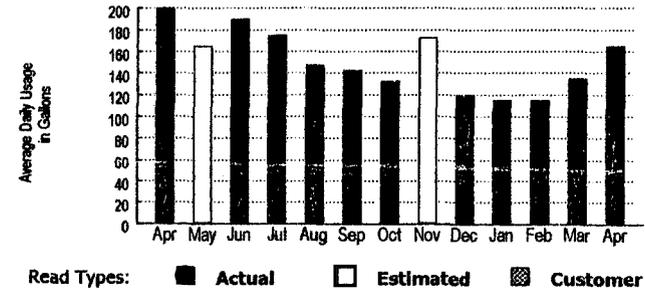
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101383	5/8	04/12/07	30	Actual	767100	5,000	Gallons
		03/13/07		Actual	762100		
Average Daily Usage = 166 Gallons		Total Days: 30		Total Usage:		5,000	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 32.66  
 Total Payments Received..... 0.00  
**Balance..... 32.66**  
 Current Water Charges..... 16.78  
 Current Sewer Charges..... 16.77  
 Late Charge..... 8.00  
 Utility Tax..... 1.68  
**Amount Due 05/16/07 ..... \$ 75.89**

*32.66*  
~~32.66~~  
*43.23*

**Water Usage History**



**Message Center**

*pd. 43.23*  
*5/1/07*  
*CR# 7345*



Service To:  
**GEORGE D. HODGE**  
**50 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190349 Block:**

Account Number  
**000902162 0644785**  
 ROSALIE OAKS

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

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

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

Bill Date **March 16, 2007** Total Amount Due **\$ 32.66** Due Date **April 09, 2007**

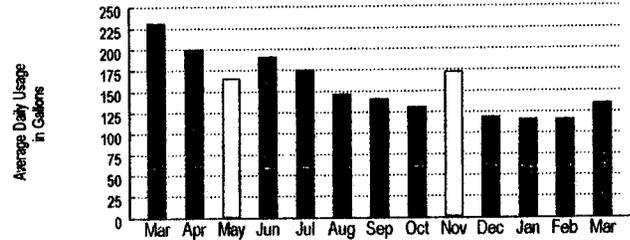
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101383	5/8	03/13/07	28	Actual	762100	3,800	Gallons
		02/13/07		Actual	758300		
Average Daily Usage = 135 Gallons		Total Days: 28		Total Usage:		3,800	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 32.24
Total Payments Received.....	32.24
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge.....	11.38
3,800 gallons @ \$0.00095 per gallon .....	3.61
Current Water Charges.....	14.99
Sewer Base Facility Charge .....	15.51
3,800 gallons @ \$0.00667 per gallon .....	0.66
Current Sewer Charges .....	16.17
Utility Tax.....	1.50
<b>Amount Due 04/09/07 .....</b>	<b>\$ 32.66</b>

**Water Usage History**



Read Types: ■ Actual □ Estimated ▣ Customer

*pd 4/16/07  
 CR # 7333*

**Message Center**



Service To:  
**GEORGE D. HODGE**  
**50 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190349 Block:**

Account Number  
**000902162 0644785**  
 ROSALIE OAKS

**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 15, 2007** Total Amount Due **\$ 32.24** Due Date **March 09, 2007**

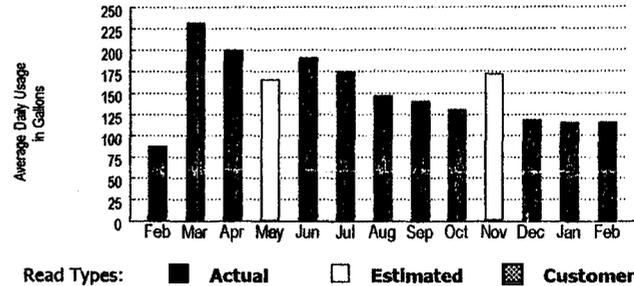
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101383	5/8	02/13/07	29	Actual	758300	3,400	Gallons
		01/15/07		Actual	754900		
Average Daily Usage = 117 Gallons		Total Days: 29		Total Usage:		3,400	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 32.56  
 Total Payments Received..... 32.56  
**Balance..... 0.00**  
 Water Base Facility Charge..... 11.38  
 3,400 gallons @ \$0.00095 per gallon ..... 3.23  
 Current Water Charges..... 14.61  
 Sewer Base Facility Charge ..... 15.51  
 3,400 gallons @ \$0.00667 per gallon ..... 0.66  
 Current Sewer Charges ..... 16.17  
 Utility Tax..... 1.46  
**Amount Due 03/09/07 ..... \$ 32.24**

**Water Usage History**



*Pl. 2/23/07*  
*CR # 7279*

**Message Center**

1336562

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

FL3531546

PAP-515-A-0  
 REV 01/07

Service To:

# AUA

Service To:  
**GEORGE D. HODGE**  
**50 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190349 Block:**

Account Number  
**000902162 0644785**  
 ROSALIE OAKS

**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

Total Amount Due

Due Date

**January 17, 2007**

**\$ 32.56**

**February 08, 2007**

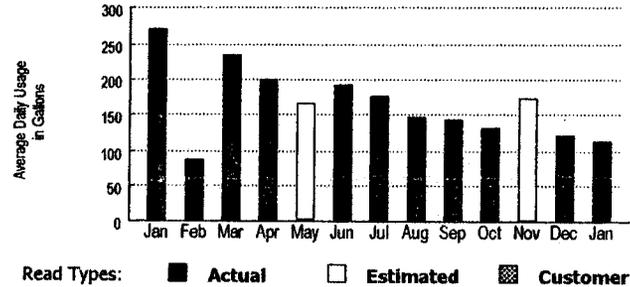
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101383	5/8	01/15/07	32	Actual	754900	3,700	Gallons
		12/14/06		Actual	751200		
Average Daily Usage = 115 Gallons		Total Days: 32		Total Usage:		3,700	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 32.24
Total Payments Received .....	32.24
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	11.38
3,700 gallons @ \$0.00095 per gallon .....	3.52
Current Water Charges .....	14.90
Sewer Base Facility Charge .....	15.51
3,700 gallons @ \$0.00667 per gallon .....	0.66
Current Sewer Charges .....	16.17
Utility Tax .....	1.49
<b>Amount Due 02/08/07 .....</b>	<b>\$ 32.56</b>

**Water Usage History**



*AD 2/3/07*  
*CR # 7266*

**Message Center**

1336562

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

Return this portion with your payment.

Service To:

DUPLICATE

**EXHIBIT 51  
(2 PEOPLE)**

**FLORIDA PUBLIC SERVICE COMMISSION**  
DOCKET NO. 060368-WSEXHIBIT 51  
COMPANY Aqua Utilities FL, Inc.  
WITNESS Customer Bill - Fred Rich  
DATE 06/13/07



Service To:  
**FRED RICH**  
 95 ROSALIE OAKS BLVD  
 LAKE WALES, FL 33898-8404  
 Lot: 1190352 Block:

Account Number  
**000909881 0651994**  
 ROSALIE OAKS

**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 18, 2007**

Total Amount Due  
**\$ 111.50**

Due Date  
**June 11, 2007**

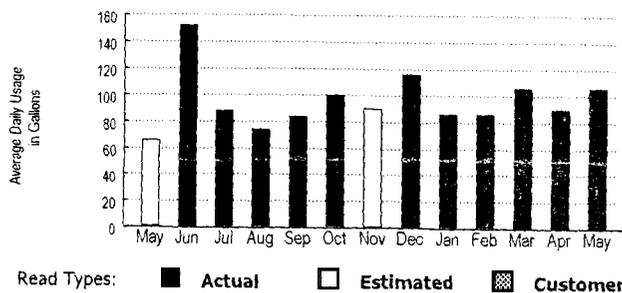
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19100410	5/8	05/11/07	29	Actual	377400	3,100	Gallons
		04/12/07		Actual	374300		
Average Daily Usage = 106 Gallons		Total Days: 29		Total Usage:		3,100	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 32.73
Total Payments Received .....	32.73
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges .....	31.88
Current Sewer Charges .....	76.43
Utility Tax .....	3.19
<b>Amount Due 06/11/07</b> .....	<b>\$ 111.50</b>

**Water Usage History**



*CR no 219  
 pd 6-6-07*

**Message Center**

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Service To:  
**FRED RICH**  
**95 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8404**  
**Lot: 1190352 Block:**

Account Number  
**000909881 0651994**  
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **April 24, 2007** Total Amount Due **\$ 32.73** Due Date **May 16, 2007**

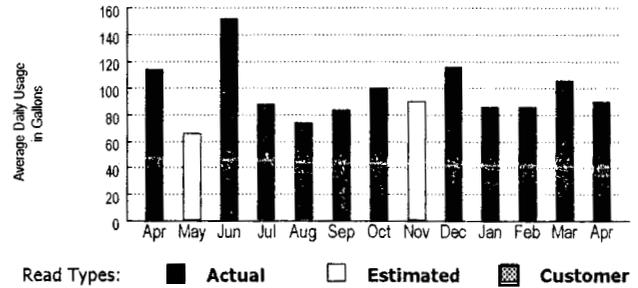
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19100410	5/8	04/12/07	30	Actual	374300	2,700	Gallons
		03/13/07		Actual	371600		
Average Daily Usage = 90 Gallons		Total Days: 30		Total Usage:		2,700	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 31.82
Total Payments Received .....	31.82
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges .....	14.51
Current Sewer Charges .....	16.77
Utility Tax .....	1.45
<b>Amount Due 05/16/07</b> .....	<b>\$ 32.73</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

*ck no 208  
4/30-07*

**Message Center**

1336562

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

FL3531546 AP-515-A-0  
REV 01/07

Service To:



Service To:  
**FRED RICH**  
**95 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8404**  
**Lot: 1190352 Block:**

Account Number  
**000909881 0651994**  
 ROSALIE OAKS

**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  
**March 16, 2007**

Total Amount Due  
**\$ 31.82**

Due Date  
**April 09, 2007**

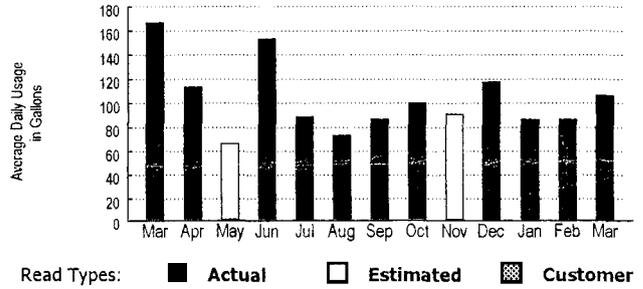
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19100410	5/8	03/13/07	28	Actual	371600	3,000	Gallons
		02/13/07		Actual	368600		
Average Daily Usage = 107 Gallons		Total Days: 28		Total Usage:		3,000	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 31.31
Total Payments Received .....	31.31
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	11.38
3,000 gallons @ \$0.00095 per gallon .....	2.85
Current Water Charges .....	14.23
Sewer Base Facility Charge .....	15.51
3,000 gallons @ \$0.00667 per gallon .....	0.66
Current Sewer Charges .....	16.17
Utility Tax .....	1.42
<b>Amount Due 04/09/07</b> .....	<b>\$ 31.82</b>

**Water Usage History**



*Ch 201  
32809*

**Message Center**

1336562

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

FL3531546

Service To:

PAP-515-A-0  
 REV 01/07

**EXHIBIT 52  
(2 PEOPLE)**

**FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET NO.** 060368-WS **EXHIBIT** 52  
**COMPANY** Aqua Utilities FL, Inc  
**WITNESS** Customer Bill - Carl + Helen R. S. Lewis  
**DATE** 06/13/07



Service To:  
**CARL & HELEN R J. LEWIS**  
**48 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190348 Block:**

Account Number  
**000901727 0644369**  
 ROSALIE OAKS

**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  
**May 18, 2007**

Total Amount Due  
**\$ 169.33**

Due Date  
**June 11, 2007**

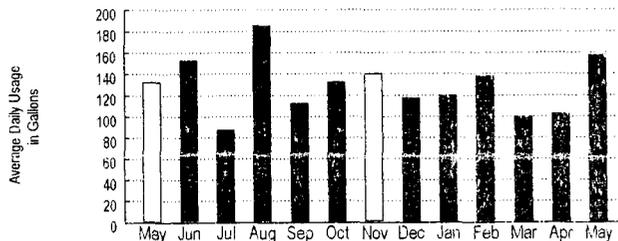
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101375	5/8	05/11/07 04/12/07	29	Actual Actual	619800 615200	4,600	Gallons
Average Daily Usage = 158 Gallons		Total Days: 29		Total Usage:		4,600	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 33.18
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>33.18</b>
Current Water Charges .....	35.08
Current Sewer Charges .....	97.56
Utility Tax .....	3.51
<b>Amount Due 06/11/07</b> .....	<b>\$ 169.33</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

*Handwritten calculation:*  
 35.08  
 97.56  
 -----  
 132.64

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.



Service To:  
**CARL & HELEN R J. LEWIS**  
**48 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190348 Block:**

Account Number  
**000901727 0644369**  
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **April 24, 2007** Total Amount Due **\$ 33.18** Due Date **May 16, 2007**

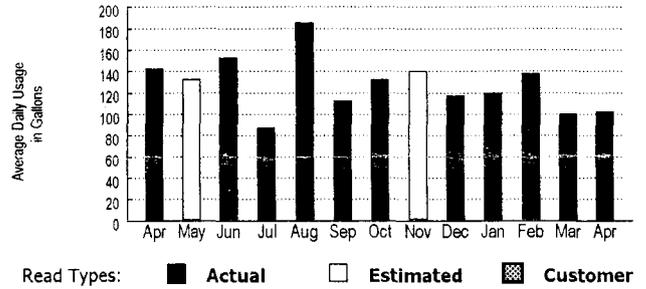
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101375	5/8	04/12/07	30	Actual	615200	3,100	Gallons
		03/13/07		Actual	612100		
Average Daily Usage = 103 Gallons		Total Days: 30		Total Usage:		3,100	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 31.61
Total Payments Received.....	31.61
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges.....	14.91
Current Sewer Charges.....	16.77
Utility Tax.....	1.50
<b>Amount Due 05/16/07</b> .....	<b>\$ 33.18</b>

**Water Usage History**



**Message Center**

1336562

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

FL3531546 PAP-615-A-0  
REV 01/07

Service To:



Service To:  
**CARL & HELEN R J. LEWIS**  
**48 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190348 Block:**

Account Number  
**000901727 0644369**  
 ROSALIE OAKS

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

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

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

Bill Date  
**March 16, 2007**

Total Amount Due  
**\$ 31.61**

Due Date  
**April 09, 2007**

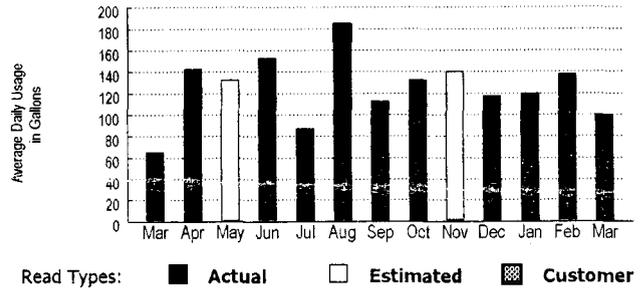
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101375	5/8	03/13/07	28	Actual	612100	2,800	Gallons
		02/13/07		Actual	609300		
Average Daily Usage = 100 Gallons		Total Days: 28		Total Usage:		2,800	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 32.87
Total Payments Received .....	32.87
<b>Balance .....</b>	<b>0.00</b>
Water Base Facility Charge .....	11.38
2,800 gallons @ \$0.00095 per gallon .....	2.66
Current Water Charges .....	14.04
Sewer Base Facility Charge .....	15.51
2,800 gallons @ \$0.00667 per gallon .....	0.66
Current Sewer Charges .....	16.17
Utility Tax .....	1.40
<b>Amount Due 04/09/07 .....</b>	<b>\$ 31.61</b>

**Water Usage History**



**Message Center**

1336562

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

FL3531546

PAP-515-A-0  
 REV 01/07

Please pay this bill with your payment.

Service To:

# EXHIBIT 53

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 060368-WSEXHIBIT 53  
COMPANY Aqua Utilities FL, Inc.  
WITNESS Customer Bill - Robert Medra  
DATE 06/13/07



Service To:  
**ROBERT MODRALL**  
**55 ROSALIE OAKS BLVD**  
**LAKE WALES, FL 33898-8446**  
**Lot: 1190349 Block:**

Account Number  
**000903790 0646312**  
 ROSALIE OAKS

**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 **May 18, 2007** Total Amount Due **\$ 170.96** Due Date **June 11, 2007**

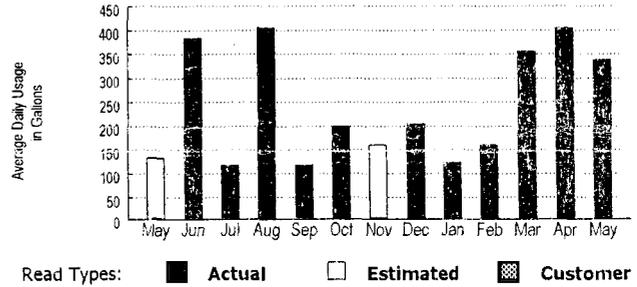
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19101327	5/8	05/11/07	29	Actual	756800	9,800	Gallons
		04/12/07		Actual	747000		
Average Daily Usage = 337 Gallons		Total Days: 29		Total Usage:		9,800	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 45.90  
 Total Payments Received ..... 45.90  
**Balance** ..... **0.00**  
 Current Water Charges ..... 48.79  
 Current Sewer Charges ..... 117.29  
 Utility Tax ..... 4.88  
**Amount Due 06/11/07** ..... **\$ 170.96**

**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.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com) to see your report.

*paid 170.96 on 5-28-07  
 ck# 7557*

# EXHIBIT 54

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 060368-W EXHIBIT 54  
COMPANY Aqua Utilities FL, Inc.  
WITNESS Customer Bill - Bonnie Huntley-Black  
DATE 06/13/07



Service To:  
**BONNIE HUNTLEY-BLACK**  
**2341 DAWN HEIGHTS DR**  
**LAKELAND, FL 33801-9320**  
**Lot: 1205101 Block:**

Account Number  
**000892431 0635492**  
 VILLAGE WATER

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

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

Questions about your water service?... Contact us before the due date.  
 Bill Date **June 01, 2007** Total Amount Due **\$ 10.88** Due Date **June 25, 2007**

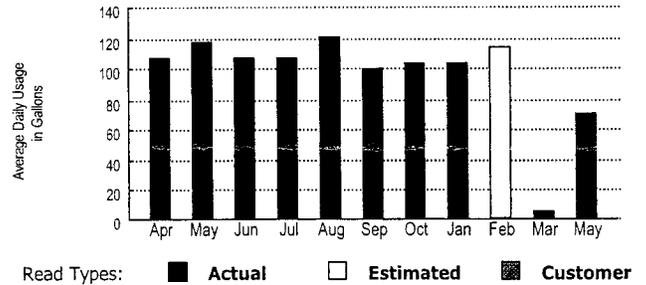
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19001206	5/8	05/14/07	60	Actual	610700	4,300	Gallons
		03/15/07		Actual	606400		
Average Daily Usage $\square$ 71 Gallons		Total Days: 60		Total Usage:		4,300	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 39.85
Total Payments Received .....	39.85
<b>Balance</b> .....	<b>0.00</b>
Adjustments .....	39.85 Credit
Water Base Facility Charge at Old Rate .....	11.68
1,935 gallons @ \$0.00251 per gallon .....	4.86
Water Charges At Old Rate .....	16.54
Water Base Facility Charge at Current Rate .....	20.88
Next 2,365 gallons @ \$0.00368 per gallon .....	8.70
Water Charges At Current Rate .....	29.58
Total Water Charges .....	46.12
Utility Tax .....	4.61
<b>Amount Due 06/25/07</b> .....	<b>\$ 10.88</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.

1336571

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

FL6532779 PAP-515-A-0 REV 01/07

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

Service To:  
**BONNIE HUNTLEY-BLACK**  
**2341 DAWN HEIGHTS DR**  
**LAKELAND, FL 33801-9320**  
**Lot: 1205101 Block:**

**AQUA Water Bill**

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

Account Number  
**000892431 0635492**

Amount Withdrawn **\$ 10.88** Withdrawn On or After **June 25, 2007**

**Do Not Pay**  
 Your bill will be paid through ZipCheck  
 Automatic Payment Program.

Seq=209 Cyc= 1up=337904 PC=CC2

CC2

BONNIE HUNTLEY-BLACK  
 2341 DAWN HEIGHTS DR  
 LAKELAND FL 33801-9320



00089243106354920000000010889





Service To:  
**BONNIE HUNTLEY-BLACK**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

Account Number  
**000892431 0635492**  
 VILLAGE WATER

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

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

Questions about your water service?... Contact us before the due date.  
 Bill Date **April 02, 2007** Total Amount Due **\$ 7.89** Due Date **April 24, 2007**

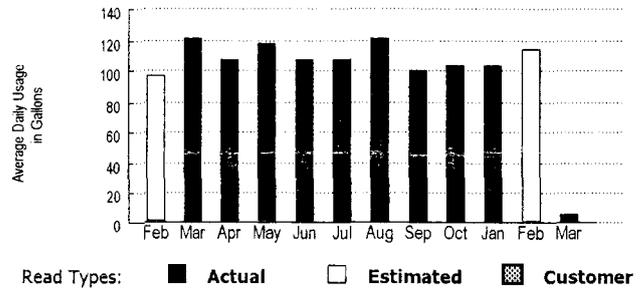
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19001206	5/8	03/15/07	16	Actual	606400	100	Gallons
		02/27/07		Estimated	606300		
Average Daily Usage = 6 Gallons		Total Days: 16		Total Usage:		100	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 43.31
Total Payments Received.....	43.31
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge.....	6.92
100 gallons @ \$0.00251 per gallon .....	0.25
Total Water Charges .....	7.17
Utility Tax.....	0.72
<b>Amount Due 04/24/07</b> .....	<b>\$ 7.89</b>

**Water Usage History**



**Message Center**

1336571

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

FL6532779

PAP-515-A-0  
REV 01/07

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

Service To:  
**BONNIE HUNTLEY-BLACK**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

**AQUA Water Bill**

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

Account Number  
**000892431 0635492**  
 Amount Withdrawn **\$ 7.89** Withdrawn On or After **April 24, 2007**

**Do Not Pay**  
 Your bill will be paid through ZipCheck  
 Automatic Payment Program.

Seq=5622 Cyc=33PJ 1up=323039

\*\*\*AUTO\*\*ALL FOR AADC 335 C 22 P 37  
 BONNIE HUNTLEY-BLACK  
 2341 DAWN HEIGHTS DR  
 LAKELAND FL 33801-9320



00089243106354920000000007893





Service To:  
**BONNIE HUNTLEY-BLACK**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

Account Number  
**000892431 0635492**  
 VILLAGE WATER

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

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

Questions about your water service?... Contact us before the due date.  
 Bill Date **March 01, 2007** Total Amount Due **\$ 43.31** Due Date **March 23, 2007**

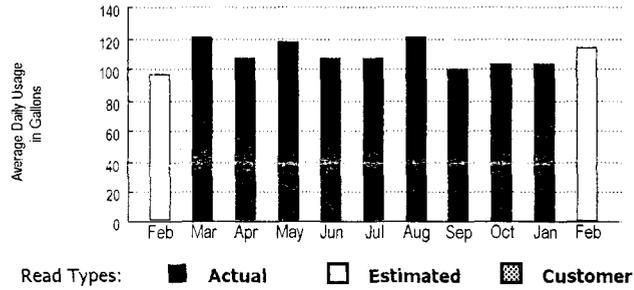
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19001206	5/8	02/27/07 01/17/07	41	Estimated Actual	606300 601600	4,700	Gallons
Average Daily Usage = 114 Gallons		Total Days: 41		Total Usage:		4,700	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 10.83  
 Total Payments Received ..... 0.00  
**Balance** ..... **10.83**  
 Water Base Facility Charge ..... 17.74  
 4,700 gallons @ \$0.00251 per gallon ..... 11.79  
 Total Water Charges ..... 29.53  
 Utility Tax ..... 2.95  
**Amount Due 03/23/07** ..... **\$ 43.31**

**Water Usage History**



*April 7, 89*

*once every 6 mo must read*

**Message Center**

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

*Compl. 730051W Phil Watson 1 w/ April's other due date*

*checked amount and meter 3/11*

1336571

FL6532779

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

PAP-515-A-0  
REV 01/07

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

**AQUA Water Bill**

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

*March 01 bill*

Service To:  
**BONNIE HUNTLEY-BLACK**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

Account Number  
**000892431 0635492**

Amount Withdrawn for your last bill <b>\$ 10.83</b>	To be withdrawn on or before <b>March 23, 2007</b>
Amount Withdrawn For this bill <b>\$ 32.48</b>	To be withdrawn on or after <b>March 23, 2007</b>

**Do Not Pay**  
 Your bill will be paid through ZipCheck Automatic Payment Program.

Seq=14812 Cyc=33PJ 1up=316098

\*\*\*AUTO\*\*ALL FOR AADC 335 C 48 P 66  
 BONNIE HUNTLEY-BLACK  
 2341 DAWN HEIGHTS DR  
 LAKELAND FL 33801-9320



00089243106354920000000043318





Service To:  
**BONNIE HUNTLEY-BLACK**  
**2341 DAWN HEIGHTS DR**  
**LAKELAND, FL 33801-9320**  
**Lot: 1205101 Block:**

Account Number  
**000892431 0635492**  
 VILLAGE WATER

**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 **February 20, 2007** Total Amount Due **\$ 10.83** Due Date **March 14, 2007**

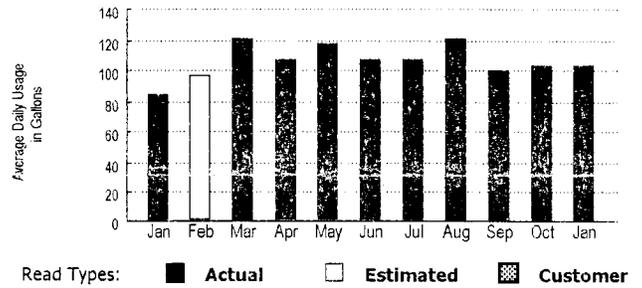
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19001206	5/8	01/17/07	83	Actual	601600	8,600	Gallons
		10/26/06		Actual	593000		
Average Daily Usage ■ 103 Gallons		Total Days: 83		Total Usage:		8,600	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 12.28  
 Total Payments Received..... 0.00  
**Balance..... 12.28**  
 Adjustments ..... 64.69 Credit  
 Water Base Facility Charge..... 35.91 *.004195*  
 8,600 gallons @ \$0.00251 per gallon ..... 21.58 *.00250*  
 Total Water Charges ..... 57.49  
 Utility Tax ..... 5.75  
**Amount Due 03/14/07 ..... \$ 10.83**

**Water Usage History**



*.0066*

**Message Center**

1336571

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

FL6532779

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

Service To:  
**BONNIE HUNTLEY-BLACK**  
**2341 DAWN HEIGHTS DR**  
**LAKELAND, FL 33801-9320**  
**Lot: 1205101 Block:**

PAP-515-A-0  
 REV 01/07

**AQUA Water Bill**

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

*Feb 20th bill*

Account Number  
**000892431 0635492**  
 Amount Withdrawn For this bill **\$ 10.83**  
 To be withdrawn on or after **March 14, 2007**

Seq=26648 Cyc= 1up=312890

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 80 P 125  
 BONNIE HUNTLEY-BLACK  
 2341 DAWN HEIGHTS DR  
 LAKELAND FL 33801-9320

**Do Not Pay**  
 Your bill will be paid through ZipCheck  
 Automatic Payment Program.



00089243106354920000000010834





Service To:  
**BONNIE HUNTLEY-BLACK**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

Account Number  
**000892431 0635492**  
 VILLAGE WATER

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

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

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

Bill Date **January 31, 2007** Total Amount Due **\$ 12.28** Due Date **February 22, 2007**

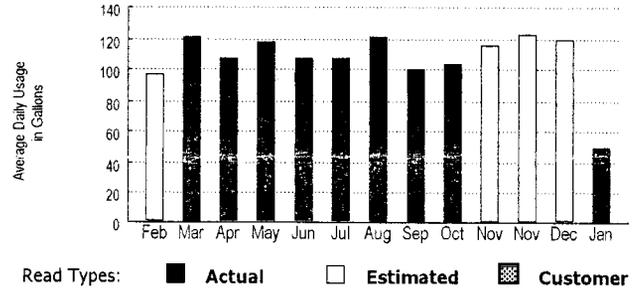
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19001206	5/8	01/17/07	20	Actual	601600	1,000	Gallons
		12/28/06		Estimated	600600		
Average Daily Usage = 50 Gallons		Total Days: 20		Total Usage:		1,000	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 24.50  
 Total Payments Received..... 24.50  
**Balance..... 0.00**  
 Water Base Facility Charge..... 8.65 .43  
 1,000 gallons @ \$0.00251 per gallon ..... 2.51 .12  
 Total Water Charges ..... 11.16  
 Utility Tax..... 1.12  
**Amount Due 02/22/07 ..... \$ 12.28**

**Water Usage History**



*01/16*  
*00865*  
*00251*  
*01/16*  
**Message Center**

*.55 Cents per day Water base + usage*  
*741 .10*  
*12.28 for 20 days .61*

*Send EMail Auto Pay on C+C*  
*~~2/5/07~~ Bonnie Huntley*

1336571

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

FLA013087

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

Service To:  
**BONNIE HUNTLEY-BLACK**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

BS-APA-02

**AQUA Water Bill**

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

*Jan 31 bill*

Account Number  
**000892431 0635492**  
 Amount Withdrawn **\$ 12.28** Withdrawn On or After **February 22, 2007**

**Do Not Pay**  
 Your bill will be paid through ZipCheck  
 Automatic Payment Program.

Seq=12566 Cyc=35P. 1up=308820

\*\*\*AUTO\*\*ALL FOR AADC 335 C 38 P 52  
 BONNIE HUNTLEY-BLACK  
 2341 DAWN HEIGHTS DR  
 LAKELAND FL 33801-9320



00089243106354920000000012280





Service To:  
**DONALD HUNTLEY**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

Account Number  
**000892431 0635492**  
 VILLAGE WATER

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

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

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

Bill Date **January 02, 2007** Total Amount Due **\$ 24.50** Due Date **January 24, 2007**

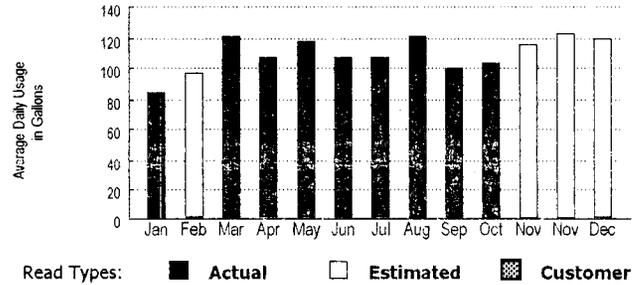
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19001206	5/8	12/28/06	31	Estimated	600600	3,700	Gallons
		11/27/06		Estimated	596900		
Average Daily Usage = 119 Gallons		Total Days: 31		Total Usage:		3,700	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 27.91  
 Total Payments Received ..... 27.91  
**Balance** ..... **0.00**  
 Water Base Facility Charge ..... 12.98  
 3,700 gallons @ \$0.00251 per gallon ..... 9.29  
 Total Water Charges ..... 22.27  
 Utility Tax ..... 2.23  
**Amount Due 01/24/07** ..... **\$ 24.50**

**Water Usage History**



**Message Center**

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

1336571

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

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

**AQUA Water Bill**

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

*Jan 2*

Service To:  
**DONALD HUNTLEY**  
 2341 DAWN HEIGHTS DR  
 LAKELAND, FL 33801-9320  
 Lot: 1205101 Block:

Account Number  
**000892431 0635492**  
 Amount Withdrawn **\$ 24.50** Withdrawn On or After  
**January 24, 2007**

**Do Not Pay**  
 Your bill will be paid through ZipCheck  
 Automatic Payment Program.

Seq=25253 Cyc=33PU 1up=302580

\*\*\*\*\*AUTO\*\*3-DIGIT 338 C 74 P 92  
 DONALD HUNTLEY  
 2341 DAWN HEIGHTS DR  
 LAKELAND FL 33801-9320



00089243106354920000000024507

