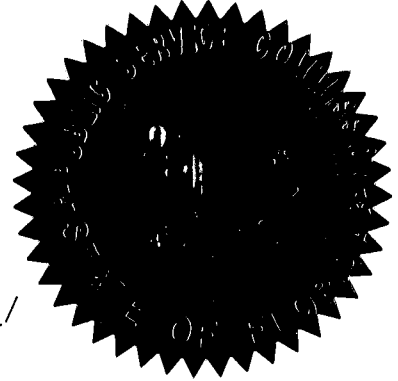


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS

In the Matter of:

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



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THE .PDF VERSION INCLUDES PREFILED TESTIMONY.

PROCEEDINGS: SEBRING SERVICE HEARING

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

DATE: Wednesday, June 13, 2007

TIME: Commenced at 10:00 a.m.
Concluded at 1:03 p.m.

PLACE: Highlands County Administration Building
Board Chambers (Room B104)
600 Commerce Street
Sebring, Florida

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

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

1 PARTICIPATING:

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5 Citizens of the State of Florida.

6 MARSHA RULE, ESQUIRE, Rutledge Law Firm, Post Office
7 Box 551, Tallahassee, Florida 32302-0551, appearing on behalf
8 of Aqua Utilities Florida, Inc.

9 KATHERINE FLEMING, ESQUIRE, FPSC General Counsel's
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 morning. This hearing is
3 now called to order. Staff counsel, would you please read the
4 notice.

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

12 COMMISSIONER CARTER: Okay. Thank you very much.

13 Let's take appearances.

14 MS. RULE: Marsha Rule on behalf of the company.

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

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

19 COMMISSIONER CARTER: Thank you. Thank you. Let me
20 say thank you to all of you that have come out this morning.
21 Welcome to our audience, welcome to our citizens, welcome to
22 the customers. Thank you for joining us today. We appreciate
23 that you took the time to come out for these hearings. I
24 recognize that sometimes it's not always convenient for
25 everyone, but we do appreciate you taking out the time to come

1 and be with us. The company representatives and PSC staff are
2 here present today and they're available to help you. We have
3 staff in the back both from the company and from the PSC that
4 can help you if you have questions.

5 Let me introduce myself. I'm Matthew Carter. I'm a
6 member of the Florida Public Service Commission. To my right,
7 Commissioner Katrina McMurrian. We'll be here with you today.
8 Let me kind of set some ground rules for us, please.

9 We're here today because we want to hear from you.
10 This is an official hearing that will be transcribed and become
11 part of the official record. The testimony given today will be
12 an important factor in us as a Commission coming to a
13 conclusion in terms of how to determine whether or not this
14 petition should be granted. So we do take your testimony
15 serious and your comments will not be taken lightly. Because
16 this testimony is part of the official record you'll need to be
17 sworn in, and we'll do that to you in just a few minutes.
18 Please note that your comments will also be subject to
19 cross-examination. There may be questions from the parties or
20 there may be questions from the Commissioners. And basically
21 we'll just recognize you at that point in time.

22 You may have noticed that there are these sheets
23 here. These are sign-in sheets. Anyone wishing to speak this
24 morning, please complete one of the sign-in sheets here, and
25 Mr. Reilly will be able to call your name out so that we can

1 recognize you and call it in order. Also, there may be those
2 of who that say, well, I don't really want to speak. I just
3 want to put my comments in writing. These green forms here,
4 please feel free to write those and you can send those in to us
5 or you can turn those in to our staff back there this morning.
6 We'll take those for you.

7 Before we get started this morning we'd like to go
8 off the record from the hearing and give our staff an
9 opportunity to give you an overview of exactly what the process
10 is involved here. And at this point in time we're now off the
11 record and will recognize staff.

12 (Discussion held off the record.)

13 Thank you very kindly. And in my introductions I
14 omitted introducing -- to my left is Commissioner Nathan Skop,
15 a member of the Florida Public Service Commission.

16 At this point in time we're back on the record and,
17 as so, let's hear brief opening statements from the parties,
18 first from the party and then from OPC.

19 You're recognized, Ms. Rule.

20 MS. RULE: Commissioner, would it be possible for me
21 to address the customers at the podium?

22 COMMISSIONER CARTER: You may do so.

23 MS. RULE: Thank you.

24 UNIDENTIFIED SPEAKER: Commissioner, could you turn
25 the volume up just a little bit or speak a little louder?

1 UNIDENTIFIED SPEAKER: It's very hard to hear.

2 COMMISSIONER CARTER: Okay. How about now?

3 UNIDENTIFIED SPEAKER: That's better.

4 COMMISSIONER CARTER: Okay. I just need to pull it a
5 little closer. Thank you for that.

6 MS. RULE: How is this volume?

7 Pardon me for turning my back on you.

8 My name is Marsha Rule and I'm here representing Aqua
9 Utilities Florida. To give you a little background in addition
10 to what Mr. Rendell told you, excuse me, on December 1st, 2006,
11 Aqua Utilities Florida filed an application with the Public
12 Service Commission to increase its monthly rates and also to
13 increase its service availability charges. The company also
14 requested approval of allowance for funds prudently invested
15 charges in certain systems in seven counties including
16 Highlands County. The entire application, as Mr. Rendell said,
17 addresses 56 water systems and 24 wastewater systems in 15
18 counties in Florida. And those 80 systems that are involved in
19 the rate case have not sought rate relief through a formal rate
20 case for over a decade. And since the date that rate relief
21 was last provided either by the Commission or a county
22 regulator for the various systems that are included in this
23 case the company has made significant capital investments. And
24 also, like everybody's expenses, its operating and maintenance
25 expenses have increased partly as a result of new rules and

1 standards and ordinances or other requirements of state,
2 federal and local regulators. The company is seeking an
3 increase to cover these increased costs and the increased
4 operating and maintenance expenses, maintenance expenses
5 required to maintain and enhance service to customers. We're
6 here asking the Commission to establish a countywide rate
7 structure where the rates would be the same for every system
8 within each county.

9 Since the parent company Aqua America acquired the
10 AquaSource properties in 2003 and then the former Florida Water
11 properties in 2004 the company will have invested almost
12 \$22 million in capital investments for the systems included in
13 this rate case through the end of this year. And focusing on
14 the 2005 through 2007 time frame, Aqua Utilities will have
15 invested approximately \$6.5 million in our water facilities,
16 \$10.7 million in wastewater facilities and \$1.4 million in
17 general plant facilities.

18 Here in Highlands County specifically since the
19 parent company Aqua America acquired the utility in August of
20 2003 Aqua will have invested about \$900,000 in this community's
21 infrastructure through the end of this year to improve the
22 quality and reliability of the water and wastewater service.

23 Specifically what the company has done with this
24 money is upgraded water treatment facilities, replaced
25 undersized and deteriorating pipes, rehabilitated storage tanks

1 and made related capital improvements to make sure that the
2 systems meet applicable environmental standards. And this
3 investment in total translates to approximately \$750 per
4 customer here in Highlands County, and that's why they're
5 asking for a rate increase.

6 It's necessary for the company to be given the
7 opportunity to recover these additional investments. Without
8 rate relief and using a projected 2007 test year, that's the
9 year the Commission will use to establish rates in the future,
10 Aqua Utilities' overall rate of return is negative. It's
11 negative 6.74 percent for its water systems and a negative
12 6.26 percent for its wastewater systems. And at this rate
13 these returns won't allow Aqua Utilities to remain viable, much
14 less to continue to attract financing to finance its
15 investments and operate systems in Florida. And ultimately
16 these deficient returns and the significant level of capital
17 investments and increased operating expenses are what led the
18 company to file their request for rate relief.

19 And as Mr. Rendell and the Commissioner told you,
20 we're all here this morning to hear from you. And speaking on
21 behalf of the company, I want to let you know we thank you for
22 coming here today. I know it takes time out of your day, and
23 we are hear to listen attentively to your comments. I also
24 want you to know we have the president of the company, Jack
25 Lihvarcik. Jack, can you please stand up? He's here today and

1 he will be available after the meeting to discuss any specific
2 concerns you have.

3 And I do have a request for each of you who are going
4 to testify. There are several different systems represented
5 here today, and I would ask that you please identify the
6 specific system that provides your water or wastewater service
7 so that we could research and respond to your specific
8 concerns. Thank you very much.

9 COMMISSIONER CARTER: Thank you, Ms. Rule.

10 Mr. Reilly, you're recognized.

11 MR. REILLY: Thank you. Again, my name is Steve
12 Reilly. I'm with the Office of Public Counsel. The Florida
13 Legislature funds our office to provide free legal
14 representation to ratepayers to scrutinize cases such as this
15 one that's before you.

16 Just to provide an overview, we firmly believe that
17 this is an excessive and unjustified rate increase that's being
18 made by the company. We have hired what we believe to be one
19 of the best regulatory accounting firms in America to
20 scrutinize the accounting issues in this case. We've hired one
21 of the best engineering firms to look at all the engineering
22 issues.

23 As to the accounting issues, understand that Aqua
24 America is, I think it's the largest publicly-traded company
25 that is in the business of owning and operating water and

1 wastewater systems in America. They have, they have asked for
2 projected test year. We're going to be scrutinizing those
3 projections. Our initial belief is that they've understated
4 revenues and overstated expenses. And as to those expenses,
5 you'll see with the salaries, benefits, operation and
6 maintenance expenses, transportation, insurance, all those have
7 gone up very, very dramatically and in our view perhaps
8 unreasonably so.

9 We do understand -- and this is particularly
10 troublesome in this county. In a lot of these little small
11 systems you have very, very simple water and wastewater
12 operations that have not had perhaps rate increases for
13 eight -- six, seven, eight, nine years. And to have a modest
14 or reasonable rate increase would not have shocked our office
15 or probably surprised most of the people in this room. What
16 really causes our, our office a great deal of concern is you
17 take this very, very small little operation and then super,
18 superimpose this, this large holding company, and then you get
19 all the allocations and all of these justifications that we
20 think cause these six, seven, 800 percent increases, and it's
21 just excessive and it's just unreasonable. So we've really got
22 to try to figure out what is reasonable, what is, you know,
23 justifiable in these little small operations, and is it
24 necessary to impose such incredible increases on these little,
25 small, small systems?

1 We're looking at engineering issues. This firm will
2 be going -- in fact, he has, he's completed all of his
3 inspections of every single system to try to verify, you know,
4 exactly what improvements have truly been made in those
5 specific systems, and then reviewing all the DEP reports,
6 determining the capacities of each of these facilities,
7 comparing that to the demands. And it's that comparison
8 between capacity and demand that forms what we call used and
9 useful adjustments, we call them adjustments, but the used and
10 useful analysis to determine what portion of the water or
11 wastewater plant, whichever the case may be, is used and useful
12 in providing service to current customers plus a statutorily
13 allowed growth factor. If it can be shown that there are, that
14 there's this excessive plant, then we can make -- the
15 Commission has historically made used and useful adjustments,
16 and that can impact and reduce the revenue requirement. As you
17 reduce the revenue requirement, you can help, help provide
18 relief to the tremendous increases that are being requested
19 here. So be assured that we share your concern.

20 We have experts both in accounting and in engineering
21 that will be scrutinizing as best we can each specific issue.
22 Because it's one thing to come in and say, you know, we're on
23 fixed incomes and we're -- and some of these communities can
24 just in no way afford this fabulous increase. So it's our task
25 to try as best we can to, to really come up with the numbers,

1 if we can, to justify to the Commission ways and means that
2 they can try to bring this into some, something that's
3 reasonable, something that's doable to the people of the State
4 of Florida. So we will be sponsoring these witnesses. They
5 will be providing expert testimony at the formal evidentiary
6 hearing in Tallahassee. We'll be filing briefs, you know,
7 after the hearing.

8 And then the Commission will take all this into
9 consideration when they do their job, which is under the
10 statute to provide compensatory rates, compensatory rates to
11 the company, but fair, just equitable rates. I mean, that's
12 right out of the statute. So we're going to be appealing to
13 the Commission to please keep the fair, just and equitable and
14 balance that, which is the statutory obligation to provide
15 compensatory service and in many of these cases in these small
16 systems, very, very, very simple operations. And that's the
17 kind of case we're going to try to put together on your behalf.

18 And I want to thank you all for coming here because
19 it means so much for the customers both to not only express
20 their concerns, but also to express specific information you
21 might have about the operation and maintenance, failure of
22 operation and maintenance of the system, and the Commission can
23 take this into consideration. The quality of service is, is
24 always an issue. And to the extent quality of service doesn't
25 measure up, the Commission can take that into consideration in

1 terms of establishing fair, just and equitable rates. So,
2 again, thank you for coming. You have information that we
3 can't get any other way but for the fact that you're here and
4 telling us. So my office certainly appreciates it and I know
5 the Commission appreciates it. Thank you.

6 COMMISSIONER CARTER: Thank you, Mr. Reilly.

7 Again, just in case others have come before -- after
8 I made my initial comments, anyone wishing to speak, please
9 fill out one of the forms here and just hand it to staff in the
10 rear. Again, as I said earlier, if there's someone wishing to
11 put their comments in writing or would like to get some
12 information from a neighbor, use the green forms for that. And
13 let me just say we're going to -- your name will be called
14 based upon the sign-in sheet. In a moment we're going to have
15 to swear everyone in because what you're giving us will be
16 testimony that will be put in the record. So at this point in
17 time, any of those that are wishing to speak this morning,
18 would you please stand and raise your right hand and repeat
19 after me.

20 (Witnesses collectively sworn.)

21 You may be seated. Thank you so kindly. When you
22 come to the microphone this morning, would you please state
23 your name, your telephone number, your address and the name of
24 the company that provides your service. Your verbal comments
25 are being transcribed by our court reporter down here and they

1 will become an official part of the record for this case.

2 Also, I understand emotions can tend to run high in a
3 proceeding like. I would like to remind everyone that the
4 attorneys appearing before you here today are representatives
5 of the parties. They are not the owners or the operators of
6 the utilities. Please bear this in mind and try to avoid any
7 personal attacks or comments.

8 Mr. Reilly, you are recognized to call the first
9 customer.

10 MR. REILLY: Thank you. Before we get to the first
11 customer testimony, we have one brief presentation by a Robert
12 Diffendorf on behalf of the Highlands County Board of County
13 Commissioners.

14 MR. DIFFENDORF: Good morning, Commissioners. My
15 name is Robert Diffendorf. I'm here to represent Commissioner
16 Guy Maxcy and County Administrator Carl Cool. I work for
17 Highlands County. I'm the Transportation and Utilities Project
18 Manager for the Engineering Department, and I am here today on
19 behalf of those two gentlemen to present a letter from them
20 disapproving of this rate increase and official notice from
21 them. If I can --

22 MR. REILLY: If we could identify that as an exhibit
23 to this hearing. What number would that be?

24 MS. FLEMING: It would be Number 23.

25 MR. REILLY: And I guess should we move those at the

1 end of the hearing or what would be the pleasure of the Chair?

2 MS. FLEMING: It's at the Commission's discretion.

3 We can either move any exhibits as each customer finishes
4 testifying or we can move them all in as a whole at the end.

5 COMMISSIONER CARTER: Well, let's move them in at the
6 end. Would you like to read it?

7 MR. DIFFENDORF: Certainly, if you prefer.

8 COMMISSIONER CARTER: Let's do that.

9 MR. DIFFENDORF: "Dear Commission Clerk, I have
10 received a rate case synopsis dated April 30, 2007, that was
11 provided by Aqua Utilities Florida, Inc., regarding their
12 application for an increase in water and wastewater rates
13 contained in the Public Service Commission Docket 060368-WS.
14 After review of the Aqua Utilities Florida, Inc.'s rate case
15 synopsis, I am recommending disapproval of the proposed rate
16 increase that would affect the Lake Josephine, Leisure Lakes
17 and Sebring Lakes water systems and Leisure Lakes sewer system.
18 The proposed rate increases appear to be excessively high with
19 increases in water base facility charges ranging from
20 approximately 297 percent on the Sebring Lakes systems to
21 356 percent on the Leisure Lakes system and the gallonage
22 charges ranging from 116 percent on the Leisure Lakes system to
23 328 percent on the Lake Josephine system. Many of the
24 residents of these systems are on fixed incomes and are trying
25 to deal with increases in property taxes, homeowners insurance

1 and other cost of living increases."

2 COMMISSIONER CARTER: Thank you. Would you give this
3 to our staff here and give it a number and a title. That would
4 be number, staff, Exhibit Number --

5 MS. FLEMING: Exhibit Number 23.

6 COMMISSIONER CARTER: Exhibit Number 23.

7 MS. FLEMING: As for a title, letter from Highlands
8 County Commissioners, if that would be appropriate.

9 MR. DIFFENDORF: Yes. Actually it's from
10 Commissioner Maxcy and County Administrator Carl Cool. Carl
11 Cool signed it. Both of those gentlemen are at legislative
12 sessions today, so they couldn't be here.

13 COMMISSIONER CARTER: Commissioners, any questions?
14 Parties, any questions for the parties?

15 Thank you so kindly. Appreciate that. It will be an
16 official part of the record.

17 (Exhibit 23 marked for identification.)

18 COMMISSIONER CARTER: Mr. Reilly.

19 MR. REILLY: Okay. Our first customer witness,
20 William Rissmiller.

21 Whereupon,

22 WILLIAM RISSMILLER

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. RISSMILLER: My name is William Rissmiller. I
2 live at 4650 Sebring Lakes Boulevard, Sebring, Florida. I live
3 in the Sebring Lakes development along the Josephine Creek
4 area. I am here speaking for myself and on the behalf of
5 Connie Burton, who is the owner of the property. I am her
6 fiancé. I have lived there now for four years and she has
7 lived there for nine.

8 Today I come forward to, I guess, testify that the
9 rate increase would be completely outrageous for the customers
10 in that area. The Sebring Lakes area back there is -- it's
11 about almost a 50/50 split between some young working class and
12 retired, which I am, and on social security.

13 To base this on our experience, mine and Connie
14 Burton's and everything, in the past we have called about the
15 water problems that we have been having down there, the smell
16 of the water, the taste of it which didn't allow you to drink
17 it, content that was in the water, which I have right here and
18 I can show and it has settled to the bottom of the container.
19 For months this was running through our taps, months.

20 UNIDENTIFIED SPEAKER: Years.

21 MR. RISSMILLER: Well, in the months that I remember
22 when I took this sample. And this sample is about, I'd say,
23 six months old now. And we sent a sample of this to the county
24 for testing. And the county was, we were told by the county
25 when I went up to get the readings of the test that they said

1 that there was no bacteria in the water. And we asked what the
2 other content was and they said that they could not tell us.
3 The only thing they could tell us is any bacteria levels. Says
4 other than that, what's in it, we cannot say. You know, they
5 weren't allowed. You know, so we didn't know.

6 This water at the time -- we, we have two dogs and
7 two cats, and the animals, our pets would not drink this water.
8 If an animal turns away from the water, you know it can't be
9 good for human beings. Okay. We had to feed our pets well
10 water.

11 Okay. Contacting the company, Aqua Utilities
12 Florida, Incorporated, at the time about it, it took, oh,
13 probably a week and a half before they came out and took a test
14 from our lines at the house. And at that time we were told,
15 they said that, "Oh, the water is okay. There's no, no
16 danger." We had them out there that I know of two times within
17 three months and they kept saying it was okay. Two months
18 later we received notice in the mail about the testing that
19 they do, I guess, quarterly or whatever, and in that letter
20 from them was this certified testing. The letter stated that
21 anyone with liver or kidney problems should not drink this
22 water and everything, it would cause more problems. And then
23 another letter received, you know, stated that it would cause
24 cancer to the people, you know, if they drank too much of this
25 water. Is this what we want to pay for? We want to pay, pay

1 for water that is endangering our lives?

2 Okay. I went through that. Okay. I went through
3 that. Okay. This water at this time for months, at our home
4 right now with the city water we are running it through three
5 filters. We are running it through three filters. Our filters
6 are supposed to last six months. They say change them every
7 six months. Now we -- I have sale slips here for purchasing
8 the filters from Home Depot. We've had to change our filters
9 every one and a half to two months because we go to the
10 refrigerator to get some water, we have a refrigerator you can
11 get tap water out of, and there would be nothing coming out and
12 the filters would be clogged. Okay. What is clogging up these
13 filters in one and a half, two months time? Okay.

14 When they work on -- there's new homes being built in
15 the area. Honestly, I can't remember how long ago -- we used
16 to receive notice in the mail two to three days ahead of time
17 when they were going to connect a new line to the main line,
18 okay, to let us know that, you know, that something might get
19 into the water and, you know, be aware and everything. Since
20 then, since the last notification I know there's been five to
21 six new homes going up in our area above where I live and no
22 notice has been sent to the residents that there was going to
23 be work on the main lines, you know, and to be aware. The
24 notices have stopped, you know. And since then, that's what
25 I'm saying, we have been going through filters and everything,

1 you know, and having to pay, right here, \$37 to \$40 every month
2 and a half to replace our filters, you know, just in order to
3 use the water.

4 We -- a gentleman, I have his card, his name from the
5 Aqua Utilities Florida, Incorporated, Ralph Christmas, I guess
6 they call him Eddie because he's got Eddie in parentheses in
7 between that, he is the gentleman, I have his card here, he was
8 at our house and gave them to us, and he said that we were
9 supposed to be receiving notices when there was work on the
10 main lines. Okay. That's from the company. I have his card
11 right here.

12 We go to store water away, like right now we're
13 coming, you know, the beginning of hurricane season and
14 everything, and we try to go to store water away, you know, in
15 case, you know, of disaster and everything, and we would store
16 the water for approximately a month. And you go back to look
17 at it -- okay, these are in clean bottles. We buy gallon jugs
18 of bottled water at the store. We use that and then we refill
19 that. And then after a month or a little more you go and look
20 at that bottle and it's brown, the coloration turns brown, you
21 know. Why? You know, and, you know, I'm not going to drink
22 that water if it's discoloring and we're trying to keep it, you
23 know, in case of an emergency and everything.

24 All right. Connie Burton, the owner of the property,
25 my fiancée, she has talked to the water company when she has

1 been able to get through, and they told her to -- well, they
2 said, "Use your water to take a bath and shower," you know,
3 "but go out to the store and buy bottled water to drink."
4 Okay. We were told to go buy bottled water to drink. Oh, God.

5 I don't know if the Commissioners want to look at
6 this more closely, this sample of water I have with the
7 ingredients in it. Would you like me to bring it up?

8 COMMISSIONER CARTER: Gerald, would you get that?
9 Do you want to leave that with us?

10 MR. REILLY: We can identify that. It's a fairly
11 small sample, manageable. So if it please the Commission, we
12 could identify that as Number 24, and it's a water sample from
13 Customer Rissmiller.

14 COMMISSIONER CARTER: Well, why don't we just for
15 identification -- we'll just look at it and we won't mark it
16 but we'll just look at it. Okay. Thank you so kindly. Any
17 questions?

18 MR. REILLY: I did have one brief question.

19 COMMISSIONER CARTER: You're recognized.

20 CROSS EXAMINATION

21 BY MR. REILLY:

22 Q You had mentioned some letters you received
23 concerning the kidney problems and cancer and so forth. Do you
24 have a copy of those letters?

25 A Oh, yes, I do.

1 Q I would very much like to have a copy of those two
2 letters and be able to study it, and perhaps the company might
3 want to look at it as well.

4 A How many copies do you want? I think they sent a
5 notice of this to everybody in the development area.

6 Q If we could have just even one copy each for the
7 record, if this is a notice that you received from the company
8 concerning your water.

9 A Here it is. "Notice to the Public."

10 Q Okay.

11 A "Health Effects. What should customers do? What is
12 being done?"

13 Q And there are two letters?

14 A That's what I said. I have the bills here from our
15 previous, previous months until this last month's bill where
16 our rate has jumped a little over 400 percent. You know, I
17 don't know where they come up with that 79 point whatever it
18 was on there and everything, but our rate went up 400 percent,
19 a little over.

20 COMMISSIONER CARTER: Have you got it, Mr. Reilly?

21 MR. REILLY: This is just the notice on that.

22 I think the two letters, one is the 2005 Annual Drinking Water
23 Quality Test Results and the other is a Notice to the Public
24 about your drinking water. So I guess we would offer this as
25 Exhibit Number 24.

1 COMMISSIONER CARTER: Okay. 24.

2 MR. REILLY: Entitled "2005 Annual Drinking Water
3 Quality Test Results" and "Notice to the Public: Important
4 information about your Drinking Water."

5 COMMISSIONER CARTER: Just -- I was kind of -- did
6 you mention that you had copies of your bills, is that --

7 MR. RISSMILLER: Yes, sir. Yes, sir.

8 COMMISSIONER CARTER: Did you have some available you
9 would like to just -- Mr. Reilly.

10 MR. REILLY: That would be good because we have been
11 collecting these around the state. And if you could make a
12 copy of it and we could give it back to you, just make a copy.

13 MR. RISSMILLER: These are the original bills.

14 COMMISSIONER CARTER: If you could just get copies to
15 Mr. Reilly and we'll just make those -- that will be --

16 MR. REILLY: So we'll just call this composite
17 Exhibit Number 24, which includes the two things I mentioned
18 previously plus copies of bills.

19 COMMISSIONER CARTER: Thank you.

20 (Exhibit 24 marked for identification.)

21 Any further questions?

22 MR. REILLY: None from Public Counsel.

23 COMMISSIONER CARTER: Parties? Commissioners?

24 Thank you so kindly.

25 MR. REILLY: Okay. Our next witness is Jane Barnard.

1 COMMISSIONER CARTER: Okay. Jane Barnard.

2 Whereupon,

3 JANE BARNARD

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

6 DIRECT STATEMENT

7 MS. BARNARD: My name is Jane Barnard.

8 COMMISSIONER CARTER: Pull the microphone down to
9 you. There we go. Great.

10 MS. BARNARD: Better?

11 COMMISSIONER CARTER: That's much better.

12 MS. BARNARD: Okay. We purchased our house in '93.

13 At that time we had two wells, one for sprinkling the yard and
14 one for the house. We had no monthly bill to worry about.
15 Then they put in the water line. We were told that the bill
16 would be about \$6 a month, and that was an expense we could
17 handle. Since then it has gone up constantly. Now it is
18 beyond obscene.

19 About two years ago we got our first notice that the
20 water contained chemicals that caused cancer and they suggested
21 that we purchase bottled water for drinking and cooking. At
22 that time water was about 50 cents a gallon. Since then it has
23 gone up to 64 cents a gallon. So let's do the math. There are
24 two people in our house, and assuming that they use one gallon
25 per person, that makes 14 gallons a week times 64 cents equals

1 \$8.94 times four weeks in a month comes out to \$35.84 for
2 bottled water. And then you have the bill of \$76.34 for this
3 month's bill added to that. So that means that we have to pay
4 \$112.18 for water. How much is your bill? We are on a fixed
5 income. That amount stays the same. But the price of
6 everything else increases every month. We must pay extra on
7 our phone bill because of storm damage. Likewise for
8 insurance, both for car and house. Property taxes have gone
9 through the roof. Gasoline is over \$3 a gallon. We can't
10 afford to go anyplace. The last time we went out to a movie
11 was to see Deep Impact. How long ago was that? I bet it
12 hasn't been as long as you have since you've been out to a
13 movie. So I implore you to remember what a hardship this
14 increase will cause. I urge you to deny this outrageous
15 increase. And should you turn a deaf ear to us, I urge
16 everyone to go back to their wells and tell this water company
17 no thank you.

18 COMMISSIONER CARTER: Thank you so kindly.

19 (Applause.)

20 MS. RULE: Excuse me.

21 COMMISSIONER CARTER: Ms. Barnard, would you, would
22 you just remain there for one moment, please.

23 Ms. Rule.

24 CROSS EXAMINATION

25

1 BY MS. RULE:

2 Q If I may, could we please have your address and the
3 system that serves you? Because we do intend to look into all
4 comments and complaints.

5 A Okay. My address is 13701 Tangelo, and I live in
6 Sebring Lakes.

7 Q Thank you.

8 A Anything else?

9 COMMISSIONER CARTER: Thank you so kindly,
10 Ms. Barnard.

11 MS. BARNARD: Barnard.

12 COMMISSIONER CARTER: Barnard. Thank you,
13 Ms. Barnard.

14 Mr. Reilly, you're recognized.

15 MR. REILLY: The next witness is Fran McDonald.

16 MS. McDONALD: I decline.

17 MR. REILLY: The next witness is Floyd Barnard.

18 Whereupon,

19 FLOYD BARNARD

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

22 DIRECT STATEMENT

23 MR. BARNARD: Good morning, ladies and gentlemen.

24 I'm Floyd Barnard. I live at 13701 Tangelo Street, Sebring.

25 I'm on Sebring water. Originally when we hooked up --

1 Mr. Short started that well and our base rate was \$5. The
2 normal bill was like \$8, \$10 a month. We've went up now, I
3 mean, nine dollars and some cents for base rates. That's a
4 100 percent increase right there. And the company, if I'm not
5 mistaken, has only owned it, what, nine years? I think it's
6 nine years they've had it. So that's a 100 percent increase in
7 nine years. I don't get that out of my money.

8 I've got bills here. Two months ago my water bill
9 was \$14.94. I used 2,400 gallons. This month my water bill is
10 \$76.34, 2,700 gallons. I mean, this is outrageous. You, you
11 cannot leave your stool two days without scrubbing it down or
12 it turns black. You actually have to scrub it down every two
13 days. I won't feed it to my dog. I run it through three
14 filters and still won't feed it to my dog. I buy bottled
15 water, like my wife said.

16 This is -- I'll tell you, they also get a 3 percent
17 increase automatically, if I'm not mistaken, every year on
18 their bills. That's automatic. And then they come along with
19 this kind of stuff? I mean, I'll go back to my well. They can
20 keep their water. It's just -- this kind of stuff is just -- I
21 want everybody to make money. I don't want them to go broke no
22 more than any of us want to lose money, but this particular
23 system is ridiculous.

24 Their big investment off from Sebring Lakes is the
25 pipeline that they hooked into our well so they could feed

1 Josephine Creek. They bought the well over there and the well
2 went dead, so they run a pipeline from our water over to
3 Josephine Creek. The water inspectors for the state have been
4 there and tried to read the amount of chlorine they put in.
5 They can't even read it on the meters because they have to put
6 it so high there so that it meets standards on the other end of
7 the line. That's some of our problem right there.

8 A year ago they had a problem with water, so they ran
9 a cleaner through. Our water came out as black as your signs
10 are. They never even notified us of it. This stuff that they
11 ran through is what we use to clean our sewer drains. And I
12 don't know if you remember it, but here a short while ago one
13 of the other counties in the State of Florida had that problem
14 and they found out that they were running this cleaner through
15 to clean their pipes that is actually made up of the same stuff
16 that Drano[®] is. We weren't even notified. They came out and
17 the gentleman that services our area come out. He unhooked the
18 line, the meter and ran the water. And do you know that the
19 company made him pay us the money or they didn't make -- they
20 refused to take the responsibility for the water that was
21 running out. This gentleman actually took money out of his
22 pocket and gave it to me because the company would not stand
23 behind the water they were pumping out to clean the line out.
24 That's not right. That is not right.

25 Other than that, like I said, if these rates go

1 through, I'm done. I'll go back to the well. The only reason
2 I got rid of it is I wanted to get the tank and the pump out of
3 the house. I don't want to have to pay the maintenance on the
4 pump. It's worth the money to pay a water company for that.
5 And I want them to make a profit. But if they're selling
6 stock, I think I'm going to buy some stock in this company. I
7 really do. I thank you very much, ladies and gentlemen.

8 COMMISSIONER CARTER: Mr. Barnard.

9 CROSS EXAMINATION

10 BY MR. REILLY:

11 Q Just one brief question. I think I heard you say
12 that the Sebring well serves Josephine Lakes.

13 A Oh, yes.

14 Q And so these are physically interconnected with each
15 other?

16 A Yes, they are.

17 Q And what is your understanding of the status of the
18 Josephine well or wells? Because I have a --

19 A We have one well that was brand new. It was only
20 three years old when the company bought it. And all the lines
21 in there were brand new. Now they went ahead and bought this
22 well at Josephine Creek, used to be, used to feed Josephine
23 Creek area here, the Josephine Lake area. The well went bad.
24 So the company come in, tapped into the line, our line, and
25 pumps it from our well over to Josephine Creek, Josephine Lake,

1 whichever. But that's where it goes. And they have to put the
2 chlorine so high on our end that it meets standard on the other
3 end. And they never did fix that well over there.

4 Q What is your understanding -- when did all this
5 happen that you're talking about, the failure of the well?

6 A A little over a year ago. I know for a fact because
7 they dug my yard back up again to put the connection in my
8 yard.

9 Q So that would have been 2006, you believe, or maybe
10 even in 2005?

11 A I'm guessing between the middle part of 2005, 2006.

12 UNIDENTIFIED SPEAKER: They run that line to
13 Josephine about three years ago.

14 MR. BARNARD: Was it three? Whatever. But that's,
15 that's a lot of their investment in our area. They haven't
16 upgraded our area. The only upgrade they've made is pump a
17 line from our place over to their place so they still can sell
18 water.

19 MR. REILLY: Okay. Thank you.

20 MR. BARNARD: Thank you.

21 COMMISSIONER CARTER: Mr. Barnard, before you go, he
22 had some -- Mr. Reilly, he had some bills. You want to get
23 copies of those?

24 BY MR. REILLY:

25 Q Okay. Do you have bills that you want to offer?

1 A Yes. Yes, I do.

2 Q Okay.

3 A I can show you the difference for two months.

4 MR. REILLY: I guess we'll call that Exhibit 25.

5 COMMISSIONER CARTER: This will be Exhibit 25.

6 (Exhibit 25 marked for identification.)

7 Gerald, just get copies and give him back his
8 originals. Thank you. We'll just make that Exhibit 25.

9 Thank you, Mr. Reilly.

10 MR. REILLY: Okay. Our next witness is Roy Carr.

11 MR. CARR: Before I start with my comments this
12 morning, I have a letter from my neighbor that's on vacation.
13 Could I --

14 COMMISSIONER CARTER: What's your neighbor's name?

15 MR. CARR: Barb and Ernie Greene. And they live at
16 4547 Sebring Lakes Boulevard.

17 COMMISSIONER CARTER: We'll just take that into --

18 MS. FLEMING: He could put it in as an exhibit, if he
19 wants.

20 COMMISSIONER CARTER: We'll put that in, after you
21 finish your comments we'll just put that in as an exhibit.

22 Mr. Reilly, are you comfortable with that?

23 MR. REILLY: I'm fine with that.

24 COMMISSIONER CARTER: Ms. Rule?

25 MS. RULE: Yes.

1 COMMISSIONER CARTER: You're recognized, sir.

2 Whereupon,

3 ROY CARR

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

6 DIRECT STATEMENT

7 MR. CARR: Okay. Thank you very much.

8 Good morning, Commissioners. A lot has been said
9 already this morning about the quality of the, and the cost of
10 the water system that we have. And just as my own personal
11 example, my wife and I are retired, and in the January of this,
12 excuse me, the December bill this year for the use of 3,000
13 gallons of water was \$16.25. Last month, same usage, 3,000
14 gallons of water, now \$79.56. That's a 500 percent increase in
15 the cost of water. And I will assure you that there has not
16 been zero percent quality increase in the water, period.

17 Now we could tolerate some rate increase if, in fact,
18 you could say that, yes, we see some progress being made, yes,
19 there is an improvement in the water. But the water will not
20 pass the smell taste, the smell test. Every morning you get up
21 it either smells like sulfur -- sometimes the only way I can
22 describe it is it smells like a pile of dirty laundry. You do
23 your dishes and my wife will bring me the dishes and you'll get
24 this distinct odor of fish. It eats up all your water
25 appliances in your house, all your filters. It's very, very

1 difficult to clean the showers, the tubs, the toilets, and I'm
2 sure that there's a lot of ladies out there that will attest to
3 that.

4 I have a shower on the back of my house that
5 99 percent of the time if there's not a storm going on my wife
6 has instructed me to shower out there so she doesn't have to
7 clean the shower. Now that's a sad commentary when you're
8 asking for rate increases like this when you have to go outside
9 and shower.

10 I've heard people make the comments that the animals
11 won't drink the water. That is true. I have two cats. The
12 cats won't drink the water.

13 The expense involved -- I just don't see how you can
14 condone this kind of increase over the, over the quality of the
15 water that we're being provided.

16 I sympathize with you folks out there on limited
17 incomes. I myself am on a limited income. I'm retired.

18 I've got two such notices saying, "Don't consume the
19 water because it's detrimental to your health." This is one.
20 Somehow I've misplaced the other. They say it's hazardous to
21 your health. You can't cook with your water, you can't make
22 tea, you can't make coffee, my wife can't, you know, cook with
23 it.

24 Another thing that hasn't been touched on, and I'm
25 sure there's a lot of other people that's going to go on this,

1 the water company down the street on which I live, because I
2 was at the end of the system put a blowout valve or whatever
3 you want to call it to purify the water or get rid of the
4 excess, whatever they do, and it ate the road out. Now the
5 road is impassable. The vehicles go down there -- it washed
6 the road out. Now it's a sand pit. Okay. The trash truck no
7 longer goes down there. The mailman barely gets by, and the
8 only reason why they've been getting by is because there's,
9 there's been a drought. But now that we're starting to get
10 rain, we had a car stuck down there just two days ago. The
11 utility company says it's not our fault. The county won't
12 repair the road because they say we don't have enough people on
13 the road, a county maintained road. So if you're coming down
14 our road, who's fault is it?

15 That water system has now been moved down beyond my
16 house to a neighbor's, and I'm sure that if he hasn't
17 experienced it, he soon will experience that same problem.
18 Okay?

19 One other thing I'd just like to mention, and I might
20 be wrong or off-base on this, but when I moved into my house,
21 the former person that owned the water company got a \$10,000
22 grant from the State of Florida to extend that line down our
23 road. And it was short about 300 feet, of which I paid \$500 or
24 \$1,500 to have the pipe extended on down to my house. So I
25 paid that amount plus the \$500 tap-on fee. And to my way of

1 thinking, I don't know what the expense to the utility company
2 was involved because a grant from the State of Florida paid for
3 some of it, I paid for the balance. Now that may or may not be
4 right. I don't know.

5 Okay. We were told that we could have a well. But
6 because of our close proximity to the road at the end of our
7 street, a well back then cost me, I priced it out, it was
8 \$8,000. We would had to have put a well in, I think it was
9 around 400 feet. Because the water supply was available or
10 because we could afford to have it run down the street, that's
11 what we chose to do. Now I'm wondering if I made the right
12 decision.

13 I thank you for your time this morning. I hope that
14 you take each and every person's comments very seriously
15 because you folks in Tallahassee are going to determine the
16 quality of life that we're experiencing here in this county as
17 a result of -- really this is a crime. Before this meeting was
18 called to order today somebody should have called 911 because
19 this is rape and robbery at its best.

20 (Applause.)

21 COMMISSIONER CARTER: Mr. Carr, Mr. Carr, Mr. Carr,
22 could I ask you to return to the podium for a moment, please.
23 Just a couple of questions.

24 One is that -- I don't know if you identified the
25 name of the system that you're on.

1 MR. CARR: It's Sebring Lakes.

2 COMMISSIONER CARTER: Sebring Lakes?

3 The other thing is, and let me just kind of make a
4 general announcement, I noticed that you've got some bills and
5 you also have a warning that we would like to get copies of.

6 Those of you in the public that have bills and
7 things, we have requested the assistance from one of the local
8 offices here to get the copies made. So those of you that have
9 copies, if you could just let Gerald have them now, and we'll
10 go ahead and get those, get all those copies made at one time.
11 That would really help us out a lot there. I mean, you can --
12 I can assure you he won't leave town with your bills. But if
13 we could just -- let's just take five, Mr. Reilly, let's just
14 take five and allow staff to collect those so we can get those
15 copies made. We're on break.

16 (Recess taken.)

17 We can go on the record. Let me just kind of give
18 you the lay of the landscape. What we're trying to do is as
19 much as possible we want to accommodate everyone. We have the
20 group of all of the bills that have been given to us so far.
21 We've got staff in the process of making copies of those.
22 We're going to go ahead because we want to hear from as many
23 people as possible. We have a hearing here today and one this
24 evening, so we're trying as much as possible to get as much
25 customer impact and input as possible.

1 So, Mr. Reilly, would you call the next witness,
2 please.

3 MR. REILLY: Mark Denardis.

4 Whereupon,

5 MARK DENARDIS

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. DENARDIS: Good morning. I'm Mark Denardis. My
10 address is 5402 Sebring Lakes Boulevard. I'm right across from
11 the pumping facility for Aqua Utilities.

12 I don't even know where to start. I have the same
13 complaints as, pretty much as everybody else about the quality
14 of the service and water. Actually the service quality isn't
15 terrible. The water quality itself I think is below standards.

16 I live -- I build new homes in the area. That's what
17 I do for a living. I've built about eight new homes there in
18 the past four years. And out of a brand new home six months
19 old which I moved into, my wife and I, two years ago, after six
20 months we drained our hot water tank and it was just like mud
21 came out. And there's no, there's no pipes between us and the
22 pumping facility. It's right there. We're the first customer
23 on the line. Sometimes our water smells like rotten eggs,
24 other days it smells like chlorine bleach. So I basically have
25 the same complaints as everybody else has about the water

1 quality.

2 What I'd like to do is kind of delve into the history
3 of this well in my neighborhood. I've lived there six years.
4 I don't go back as long as, as far as some of these people.
5 When Howard Short originally dug this well it was, I believe,
6 at the behest of the State of Florida to put a Band-Aid on a
7 problem that the state didn't want to fix back then, which was
8 our aquifers. The shallow aquifers where people would normally
9 dig a well for our neighborhood had been contaminated with
10 grove runoff, nitrates in particular from the orange groves.
11 At that time the State of Florida, instead of doing something
12 with the, with the groves, with the farmers to use different
13 chemicals or something, they came in and told Howard Short to
14 dig this well 1,250 deep or however deep it is, I know it's a
15 deep well that doesn't have the nitrate contamination in it.
16 At that point in time the state also paid to have everybody
17 hooked up. No one had to pay a hookup charge. I'm paying \$500
18 for every new home I hook up now. But there was -- I don't
19 know why that charge is even there. If the state was willing
20 to pick it up, you know, 12, 13 years ago, why aren't they
21 picking it up now?

22 As far as I'm concerned, none of us should pay a
23 water bill. The state should take care of it. If they want to
24 put a Band-Aid on the problem and not fix the real problem, the
25 state should be paying for our water.

1 You know, everything else that I had to say has
2 pretty much been said. Does anybody have any questions about
3 what I've said? Did you know, did you realize the history of
4 the well of why it was put in?

5 COMMISSIONER CARTER: No. We thank you for your
6 comments because, as I said, the court reporter is putting it
7 here into the record and we'll be more than happy to have that.

8 Any questions, Mr. Reilly? Ms. Rule?

9 MR. DENARDIS: I have one other -- I have a letter
10 from a neighbor pertaining to --

11 COMMISSIONER CARTER: Just give us the name and we'll
12 have that -- that will be Exhibit -- oh, by the way --

13 MR. REILLY: Mr. Greene's, I think, was Number 26.

14 MS. FLEMING: Yes. That's correct.

15 COMMISSIONER CARTER: Wait. Wait. Hold on. We've
16 got one from Mr. Carr, we got a letter from his neighbor.

17 MR. REILLY: That's Ernie Greene.

18 MS. FLEMING: That was from Ms. Greene. That was
19 Number 26.

20 COMMISSIONER CARTER: So that will be -- the title
21 will be Ernie Greene; is that right?

22 MR. REILLY: The letter, yeah.

23 MS. FLEMING: Yes, Commissioner.

24 (Exhibit 26 marked for identification.)

25 COMMISSIONER CARTER: I'm just trying to -- you know,

1 we're here so we're talking, but later on when they're reading
2 the record they won't be able to see that, so let's do that.

3 So now this will be Exhibit Number 27; right?

4 MS. FLEMING: Yes, Commissioner.

5 COMMISSIONER CARTER: And that would be -- the letter
6 is from --

7 MR. REILLY: From Joseph and Kathleen Alviano.

8 COMMISSIONER CARTER: Okay. Thank you. Could you
9 help us spell that, please?

10 MR. REILLY: A-L-V-I-A-N-O.

11 COMMISSIONER CARTER: A-L-V-I-A-N-O?

12 MR. REILLY: That's correct.

13 COMMISSIONER CARTER: Okay. Thank you.

14 Gerald, would you get the letter, please?

15 MR. DENARDIS: Do you not want me to read it?

16 COMMISSIONER CARTER: We'll have it into the record.

17 MR. DENARDIS: Okay.

18 (Exhibit 27 marked for identification.)

19 COMMISSIONER CARTER: Thank you so kindly. Thank
20 you.

21 MR. DENARDIS: That's it. Thank you.

22 COMMISSIONER CARTER: Mr. Reilly.

23 MR. REILLY: Mr. Charles Cook.

24 MR. COOK: I decline.

25 COMMISSIONER CARTER: Thank you.

1 Mr. Reilly.

2 MR. REILLY: We have David Tardiff, M.D.

3 Whereupon,

4 DAVID E. TARDIFF, M.D.

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 DR. TARDIFF: Good morning. My name is David Tardiff
9 and I live at 13705 Tangelo Street, Sebring, Florida. My
10 telephone number is 655-3541. I've only lived here for about a
11 year. And I'm now disabled; not from the water, of course.
12 But my complaints, my complaints are as well as everybody
13 else's here, and my personal view of this situation is only
14 that I feel that we're being treated unfairly with all the
15 respects of everybody else in our community. I live in the
16 Sebring Lakes development. There's not much else to say
17 because everybody has -- I don't want to reiterate everything
18 else as well. I do have my bills and they've taken copies of
19 them, I assume. But I'm, like I said, I'm a retired physician
20 from Boston, Massachusetts. I've lived here for over 20 years.
21 I recently moved in the community a year ago. I have never
22 seen as much of a rate increase so fast. Even where I'm from I
23 have never seen increases like that. They've usually gone up
24 gradually but not this, not this great of an increase so fast.

25 Speaking on a physical standpoint, I don't think this

1 water is very healthy for anybody in this area, for dogs as
2 well or cats. But my professional viewpoint of this all, the
3 situation is that it's not safe to drink. So I would rather
4 somebody clean it up, clean up the rate increase. And I don't
5 have much else to say except for those two things.

6 COMMISSIONER CARTER: Thank you kindly.

7 Let me just say to those who we have your bills,
8 we'll be getting those back to you. We've got staff making
9 copies of those, so don't, don't leave. Gerald will make sure
10 that you get your bills back to you. And those of you that
11 have letters from your neighbors or something like that, just
12 let us know and we'll enter those into the record at the end of
13 your comments. And we thank you so kindly for your comments.

14 Any questions? No further questions.

15 MS. FLEMING: I would suggest that we go ahead and
16 number a copy of the customer bill for David Tardiff as Number
17 28.

18 COMMISSIONER CARTER: Number 28.

19 (Exhibit 28 marked for identification.)

20 MS. FLEMING: And if, if the customers would let us
21 know -- when you come up to speak, if you could let us know
22 that you provided us a copy of your customer bill so we can go
23 ahead and identify that with a number, that would be very
24 helpful. Thank you.

25 COMMISSIONER CARTER: Just for one moment. We just

1 finished with -- I noticed we had the Alviano letter, Number
2 27, and we had that entered by the neighbor. Did --
3 Mr. Denardis, did you have, did you have a bill?

4 MR. DENARDIS: No, I had no bill.

5 COMMISSIONER CARTER: Okay. Good. So let's kind of
6 keep track of that as we go through. And thank you so kindly.

7 DR. TARDIFF: Thank you very much. Have a nice day.

8 COMMISSIONER CARTER: Thank you.

9 Mr. Reilly, you're recognized.

10 MR. REILLY: Okay. Leon Nazian.

11 MR. NAZIAN: All my concerns have been addressed.

12 MR. REILLY: Okay. We have Elaine Panozzo.

13 Whereupon,

14 ELAINE PANOZZO

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 MS. PANOZZO: Good morning. I'm Elaine Panozzo. I
19 live at --

20 COMMISSIONER CARTER: Would you pull the mic up?
21 There you go.

22 MS. PANOZZO: Are you saying I'm short?

23 (Laughter.)

24 COMMISSIONER CARTER: No. I would never say that.

25 Vertically challenged maybe but not short.

1 Would you mind spelling your last name for us,
2 please?

3 MS. PANOZZO: P-A-N-O-Z-Z-O.

4 COMMISSIONER CARTER: P-A-N-O-Z-Z-O?

5 MS. PANOZZO: Uh-huh.

6 COMMISSIONER CARTER: Thank you.

7 MS. PANOZZO: I live at 13305 Byrd Street, Sebring
8 Lakes Estates. And actually I have a question. I pretty well
9 figured out we're stuck with the interim rate, the base rate.
10 And if it's denied and we're getting a refund, do we get that
11 in one full sweep or will it be portioned out month to month?

12 COMMISSIONER CARTER: I think -- Ms. Fleming.

13 MS. FLEMING: I see Mr. Rendell walking to the front.

14 COMMISSIONER CARTER: Mr. Rendell, did you hear her
15 question?

16 MR. RENDELL: Yes.

17 COMMISSIONER CARTER: Thank you.

18 MR. RENDELL: Generally speaking, when a utility
19 receives an interim increase and then at the end, at the
20 conclusion of the case the final revenue requirement is less
21 and there's a refund order, it normally appears as a credit on
22 the bill. They have 90 days pursuant to the Public Service
23 Commission rule to make those refunds, but normally it would
24 appear as one month it'll have a credit on your bill.

25 MS. PANOZZO: Thank you.

1 COMMISSIONER CARTER: Thank you, Elaine. Do we have
2 your bill, Elaine? Ms. Panozzo, Elaine, do we have your bill?

3 MS. PANOZZO: Yes, sir.

4 COMMISSIONER CARTER: Okay. So that would be Exhibit

5 --

6 MS. FLEMING: 29, Commissioner.

7 COMMISSIONER CARTER: Exhibit 29.

8 (Exhibit 29 marked for identification.)

9 Mr. Reilly.

10 MR. REILLY: Okay. The next witness is James Burns.

11 Whereupon,

12 JAMES BURNS

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. BURNS: Good morning, ladies and gentlemen.

17 COMMISSIONER CARTER: Good morning.

18 MR. BURNS: My name is James Burn.

19 COMMISSIONER CARTER: You've been sworn; correct?

20 MR. BURNS: Yes, sir.

21 COMMISSIONER CARTER: Thank you, sir.

22 MR. BURNS: My name is James Burns. My wife, Lucja
23 Michalowska, we live at 5312 Knight Ave. in Sebring at the
24 Sebring Lakes development. As you can see, I brought a sample
25 of what we pay for. Like everybody else has said, most of the

1 first speakers have addressed the problem and the outrage with
2 the increase suggested by the water supplier, Aqua Utilities.
3 I have two copies of the bill that show the difference from
4 what was usually running roughly the two years that we've been
5 there is \$12, \$16, \$18, then jumps to \$39, and then makes a
6 whopping jump to \$88 showing a \$47 base charge and a \$40 water
7 usage at 0.01073, which is about 11 cents a gallon, I believe.
8 They're addressed in this U.S. News magazine which you can
9 have, it's Aqua America. And to cut it short, "Chief Executive
10 Nicholas DeBenedictis says his company is at full-cost pricing,
11 and consumers have seen rate hikes of no more than 2.5 percent
12 every two years." So how did we end up with a four,
13 500 percent increase? And I'm not showing here where they're
14 talking the increases ended up at 2.5 percent.

15 And then other companies in the article in New
16 Jersey, United Water, gave their customers a 28 percent
17 increase for water, which was only a \$95 increase over a year,
18 not almost \$90 a month. So you folks are welcome to have this
19 magazine with the highlighted areas, especially the attorney,
20 and the copies of the bills.

21 And if you'd like -- this is through a prefilter that
22 comes straight from the water supplier before it goes to the
23 charcoal filter and the water softener and then the RO unit to
24 make the water drinkable, which is at a cost of \$5,000 per
25 home, just in case you're interested. So if they expect more

1 blood from this rock, they have another thing coming. Thank
2 you.

3 COMMISSIONER CARTER: Thank you.

4 MR. REILLY: Let's see now. Are you one of the
5 customers that did provide copies of your bill?

6 MR. BURNS: Yes.

7 MR. REILLY: And I guess if it's the pleasure of the
8 Commission, we could just do a composite exhibit with his bill
9 and the article concerning Aqua America.

10 COMMISSIONER CARTER: Yes, we'll do that. Also while
11 we're on the issue of bills, Gerald, do we have the bills back
12 now? We've made all the copies?

13 MR. EDWARDS: Yes, sir.

14 COMMISSIONER CARTER: And we have them out front, so
15 when people complete --

16 MR. EDWARDS: Yes. She has all the originals out
17 front.

18 COMMISSIONER CARTER: All the originals. We do have
19 copies of all the bills that were given to us this morning and
20 the originals will be out front with Bev. So as you leave,
21 pick those up. We'll have the article and his bills as
22 composite --

23 MR. REILLY: Number 30.

24 COMMISSIONER CARTER: This will be Exhibit Number 30.
25 (Exhibit 30 marked for identification.)

1 Gerald, would you bring the water? We want to look
2 at the water up here just for a minute. Bring it up here.

3 MR. EDWARDS: This is the filter.

4 COMMISSIONER CARTER: On the filter, Mr. Reilly, we
5 may just observe it but we won't enter it into the record. So
6 the Commissioners and the parties would like to see the filter.

7 MR. BURNS: This I usually change every 30 days.
8 It's a 100-micron filter and a 20-inch cylinder.

9 COMMISSIONER CARTER: We'll give it back to you at
10 the end of the hearing today. You're going to be around?

11 MR. BURNS: You can have both of them. They're only
12 good to go in the garbage. I'm sorry. I try to find a filter,
13 but it plugs up. So you have to go with that.

14 COMMISSIONER CARTER: Thank you very kindly.

15 Mr. Reilly.

16 MR. BURNS: This I removed from the container
17 yesterday, knowing I was going to come here today and have it
18 dry so you folks wouldn't be dripping the water all over you.

19 COMMISSIONER CARTER: Appreciate that.

20 MR. BURNS: That sample, if it sits for 24 hours,
21 will clear up and you will see the nice gray sludge on the
22 bottom of the preserving jar there, which was sterilized before
23 the water was put into it. So it is a clean vessel.

24 COMMISSIONER CARTER: Thank you, Mr. Burns. We
25 appreciate it.

1 MR. BURNS: And here's the --

2 COMMISSIONER CARTER: The article.

3 MR. BURNS: For the gentleman on the end as well as
4 the rest of the Commission.

5 COMMISSIONER CARTER: The article will be admitted as
6 part of the composite, so we'll get a chance to -- he said we
7 could have the book, so we'll just make a copy of it. Make
8 sure you get the date of the article and all on that. Thank
9 you. Thank you, Mr. Burns.

10 MR. BURNS: Thank you very much.

11 COMMISSIONER CARTER: That's Exhibit Number 30.

12 MS. FLEMING: That's correct.

13 And, Commissioner, if I may, I'm looking through
14 these customer bills and I see that we have a customer bill of
15 Roy Carr who was a previous speaker. He did not identify it
16 for the record. He did provide a copy of a customer letter.

17 COMMISSIONER CARTER: That would be Exhibit -- his
18 letter was Exhibit Number 26.

19 MS. FLEMING: And so I would suggest that in addition
20 to his Exhibit 26, include his customer bill as part of that as
21 a composite exhibit.

22 COMMISSIONER CARTER: Make this Exhibit 26A. 26A.
23 Mr. Reilly, did you get that? Mr. Carr's bills.

24 MR. REILLY: Okay.

25 COMMISSIONER CARTER: He had a letter which we

1 entered, it's the neighbor's letter, it was entered in as
2 Exhibit 26.

3 MR. REILLY: Okay.

4 COMMISSIONER CARTER: And we have a copy of his
5 bills, and that will be Exhibit 26A, as in apple.

6 MR. REILLY: Okay. Thanks.

7 COMMISSIONER McMURRIAN: Not to confuse things, but I
8 believe Mr. Carr also had a red hazardous notice. I think he
9 was providing that for us too, so maybe that all should be part
10 --

11 COMMISSIONER CARTER: Oh, that's right. I forgot
12 about that. That also will be part of composite Exhibit 26A.
13 Am I correct? I think that's right.

14 MS. FLEMING: Yes. We can make that as part of 26A.
15 (Exhibit 26A marked for identification.)

16 COMMISSIONER CARTER: Mr. Reilly.

17 MR. REILLY: Okay. The next witness is Robert
18 Thompson.

19 Whereupon,

20 ROBERT THOMPSON

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 DIRECT STATEMENT

24 MR. THOMPSON: Yes. My name is Robert Thompson. I
25 live at 5135 Grand Concourse in Sebring Lakes. And I'm

1 concerned about two things. I know that they've already
2 discussed everything about the water and the water quality and
3 all. I'm concerned about the Public Service Commission. Are
4 any of you guys members of this county, any of these counties
5 listed here or have you ever contacted any of these people
6 that's in question? I mean, other than have someone else to
7 contact them. That's my problem with it.

8 I'd like to see -- like this water company, it's from
9 another, in the State of Pennsylvania, based up there. How are
10 we going to deal with someone like that when it's very
11 difficult to get ahold of them, it's very difficult to get
12 anything done? We called about a problem we were having.
13 About three days later they told us, you know, after a major
14 water leak, three days later they said, you know, "Well, it's
15 something else. It's not really a water leak or something."
16 But it takes -- in three days time, if that really was a water
17 leak on their side, think what my water bill would be.

18 And also I'd like to see a Public Service Commission
19 here in this area, in our district, not necessarily appointed
20 by the Governor of Florida. We have to deal -- I think the
21 more we deal at the local level, the better chance we have.
22 You know what I mean? Dealing with people face to face. It's
23 difficult to deal on the phone with anybody and it's difficult
24 to get numbers of you guys to call if you have a complaint or
25 something, and that's what my problem is.

1 Also with the water company and the quality of the
2 water, it's not acceptable. And just like all these other
3 people, they already covered that. But when it goes to do
4 something about it, it's difficult to get ahold of anybody in
5 the Sebring area or anywhere in this area, in this county,
6 Highlands County, to talk to somebody about this problem. This
7 is the first chance I've had. I'm not a public speaker, as
8 you're well aware. But at least, you know, I'd like to have
9 someone to talk to, you know, on a local level and not have to
10 deal with Tallahassee or anybody else when it comes to money
11 being taken out of my pocket for things that I don't think are
12 acceptable. And that's, that's all I have to say.

13 COMMISSIONER CARTER: We thank you so kindly for your
14 comments. We thank you for your comments. Thank you for your
15 comments.

16 And, Gerald, make sure that you get his name and
17 address and explain that we do have a consumer complaint
18 process at the Commission, follow up on that. Okay. Thank
19 you.

20 Commissioners?

21 Mr. Reilly.

22 MR. REILLY: Okay. Julie Jordan.

23 COMMISSIONER CARTER: Oh, one moment, please. Do we
24 have another bill?

25 MS. FLEMING: Yes. Mr. Thompson provided a copy of

1 his customer bill, so that will be Exhibit 31.

2 COMMISSIONER CARTER: Exhibit 31. Thank you.

3 (Exhibit 31 marked for identification.)

4 Whereupon,

5 JULIE JORDAN

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 MS. JORDAN: Good morning, Commissioners.

10 COMMISSIONER CARTER: Good morning, Ms. Jordan.

11 MS. JORDAN: Hi, neighbors. I don't do public
12 speaking well. We live in Sebring Lakes and, like everybody
13 else so far, we've had water quality problems. We have water
14 filters on our sinks, our showerhead, our washing machine. We
15 just have to have them there. It's just terrible.

16 We've had a billing problem, again, like everybody
17 else. The first part of the year we were billed in the
18 vicinity of \$15, \$16, and one time we weren't billed for any
19 water at all. It was only the base charge. The following
20 month we were billed \$196, which my husband called and
21 questioned, to which they said, "Oh, just pay it and we'll take
22 care of it next month." Little did we know.

23 The next month the bill came in, and I have copies,
24 for \$837. I'm there by myself most of the week. My husband is
25 there on the weekends. In order for us to have that kind of

1 usage at 73,000 gallons we'd have to have a leak. It would
2 have to be a significant leak and we would have noticed it
3 early on if we flooded the neighborhood with 73,000 gallons of
4 water. I'm telling you. My husband spent an entire day of his
5 weekend trying to figure out what it is they were doing, the
6 company was doing. He thinks he had it figured out, although
7 he differs with the employee who showed up yesterday. He
8 thinks they're adding a zero to the end of the gallon usage.
9 The meters -- there's a picture of the meter here included.
10 The meter shows a fixed zero at the end. He thinks they're
11 adding another one. And it works out. Surprisingly enough,
12 that works out.

13 The fellow that came from the water company yesterday
14 had another theory. He says that whoever was reading the
15 meters was reading one meter and then the other and putting
16 them together and somehow one bill wasn't getting sent out at
17 all and we were getting this convoluted difference between the
18 two. Whatever. It's a choice between paying our mortgage and
19 paying our water bill, so we're paying our mortgage. Thank
20 you.

21 COMMISSIONER CARTER: One moment, please.

22 Commissioner.

23 COMMISSIONER SKOP: Thank you. Thank you for
24 appearing this morning, Ms. Jordan.

25 MS. JORDAN: I'm hearing impaired, sir.

1 COMMISSIONER SKOP: I'm sorry. Thank you for
2 appearing this morning, Ms. Jordan.

3 With respect to the billing and/or metering issues
4 that you've experienced, when you mentioned that somebody came
5 out to look at the meter, is that as a result of your call
6 about the bill or did they come out regularly to look at the
7 meter?

8 MS. JORDAN: No. My husband called in on both of
9 those last two bills. The first one he was told to simply pay
10 it, they'll take care of it. The second one, he called Monday
11 morning and was told quite bluntly that, "Oh, well, you must
12 have a leak. Have a nice day. Goodbye."

13 COMMISSIONER SKOP: But periodically has it been your
14 experience to observe that --

15 MS. JORDAN: I don't know.

16 COMMISSIONER SKOP: All right. Thank you.

17 COMMISSIONER CARTER: Before you go, Ms. Jordan, that
18 would be Exhibit 32, is that right, Mr. Reilly?

19 MR. REILLY: Exhibit 32. And that's a copy of your
20 bills.

21 (Exhibit 32 marked for identification.)

22 If you wouldn't quite leave yet, just a follow-up
23 question.

24 COMMISSIONER CARTER: Ms. Jordan, one follow-up
25 questions, please. Would you come back to the podium, please?

CROSS EXAMINATION

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BY MR. REILLY:

Q A friendly question. So you don't really have a resolution to this billing problem as we are here in this room?

A No.

Q Is there something --

A We have this humongous bill sitting there waiting to be paid and it's not going to be.

MR. REILLY: With this, with all -- I would hope that with the opportunity of this hearing that we could maybe have the Commission direct the utility to get with this particular customer and see what could be done to bring her specific problem to some resolution, if that's possible. I know we've done that in some of the hearings when we have unresolved problems.

MS. RULE: Commissioners, if we could have Ms. Jordan's address and phone number, we'll certainly follow up.

COMMISSIONER CARTER: Okay. Ms. Jordan, just state your address for the record.

MS. JORDAN: Okay. 13707 Ruby Terrace in Sebring. That's in Sebring Lakes, within sight of the tank. And Robert was out yesterday looking at the meter and he feels that it's somebody reading both meters and screwing it up somehow.

CROSS EXAMINATION

1 BY MS. RULE:

2 Q And if you could give us your phone number either on
3 the record or come --

4 A No problem. 655-4890.

5 MS. RULE: Thank you.

6 FURTHER CROSS EXAMINATION

7 BY MR. REILLY:

8 Q And so currently you have about an 800 and something
9 dollar bill that's not been resolved; is that right?

10 A It just happened over the weekend. That last bill
11 came in on Saturday. It ruined my husband's weekend.

12 (Laughter.)

13 COMMISSIONER CARTER: Ms. Rule, as the company
14 resolves this matter, would you please let staff know so that
15 we can hear the resolution of this matter.

16 MS. RULE: Certainly. We'll follow up with staff.

17 COMMISSIONER CARTER: Okay. Thank you. Thank you.
18 Mr. Reilly.

19 MR. REILLY: I cannot discern the letters in the last
20 name. The first name is Peter, and it's either McKern or -- I
21 just didn't, couldn't make out the letters. You can tell me.
22 Whereupon,

23 PETER MACERI

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

DIRECT STATEMENT

1
2 MR. MACERI: My name is Peter Maceri, 2304 Oak Beach
3 Boulevard, Sebring, Florida, Lake Josephine. Phone number,
4 (863)655-3721. I'm also president of the Lake Josephine Lakes
5 Association, which has about 120 members. I'm not speaking on
6 their behalf. I'm sure they all probably feel the way I do,
7 that we don't want our water rates to go up this excessively.
8 It's excessive. I want to know why we've got an interim rate
9 and a request for a final rate. Why don't you just go -- it's
10 like gas, you know. You raise it a little bit each week and
11 then all of the sudden it gets up to \$3.50 a gallon. But I
12 think if they're going to have a final rate, it should be the
13 final rate they've been discussing.

14 I don't understand on the interim rate why the
15 calculation is based on 6,000 gallons, and if you go to Page, I
16 think Page 10, it's based on 5,000 gallons. So the, the over,
17 over, over 6,000 gallons in one rate but on Page 10 it's
18 5,000 gallons.

19 Regarding the, the water out there, I guess I was
20 told that years ago that our water department was condemned and
21 they had to tap into the Sebring Lakes for the water. So
22 that's why that our system was condemned by the Department of
23 Environmental Protection so that we had to tap in out there.

24 There are numerous times that I notice that water is
25 being flushed out of the lines. It floods the roads, it floods

1 the cul-de-sacs. One of the neighbors finally dug a trench
2 with his own backhoe where they could bury a pipe to flush it.
3 But there's a lot of wasted water. I've seen this water run
4 for 24 hours, come out of there gushing. You know, that's so
5 much a gallon, that's a lot of money coming off -- that's being
6 charged to us as homeowners.

7 We've had six improvements, six new houses built in
8 the last year and a half in our area. I've never received a
9 notice saying your water may be in danger because of new
10 hookups. I don't know if fire hydrants are part of their
11 system or part of the county system, but we have no fire
12 hydrants at all in Sebring, in the Lake Josephine area.

13 I'm just against a water rate of this, this
14 magnitude. I've been away for a month. I got back yesterday.
15 I'm afraid to open my mail when I get back home to look at my
16 water bill for last month. Because last month it was like \$25.
17 The way I hear it, it will probably be \$100 this month, so.
18 I'm on a fixed income. Like a lot of my neighbors, we're
19 retired. To have this excessive amount of rate increase is
20 ridiculous. I think a little bit each year won't hurt the
21 pocketbook, but to go from \$15 to \$58 in one month is
22 ridiculous. And speaking for my association, I'm sure most
23 members feel that we don't want this type of rate increase.

24 The water pressure in our area is not good at all.
25 Sometimes during the week we have great water pressure and then

1 the rest of the week if you flush the toilet or go to the
2 laundry club, the laundry tub, you have no water pressure at
3 all, so. It fluctuates. I don't know why. Maybe it's because
4 the hookup at Sebring Lakes, they may be using more water
5 there. We get the -- we're the end of the line, so.

6 As far as the water quality goes, I don't drink it.
7 I buy bottled water. I have not noticed any cloudiness in our
8 water. I do have a double filtration system in the house, so
9 maybe that's why. I have a tenant that lives in a house a
10 couple of blocks from where I live. They have well water, it's
11 beautiful water. I drink their water. It doesn't smell, it
12 tastes good, and it's well water. I own the house, and so I
13 wish my water quality was that where I could drink it, but I
14 don't. Thank you.

15 COMMISSIONER CARTER: Sir, would you hold on for one
16 second? I want to do two things. One, to ask are there any
17 exhibits?

18 MR. MACERI: I have no exhibits. No.

19 COMMISSIONER CARTER: Okay. The second thing, you
20 asked, you made a couple of questions, and, Mr. Rendell, I want
21 you to respond. He mentioned about the gallonages on the
22 exhibit here, the handout. Would you kind of explain that to
23 him, please?

24 MR. RENDELL: Sure. What the staff has attempted to
25 do is give the customers a representation of what the bills may

1 be at the various rates, the rates prior to filing, the interim
2 rates and the requested. So we usually look at 3,000, 5,000 or
3 10,000 just to give a representation. Those won't be your
4 actual bills. It will be based on your actual consumption.

5 MR. MACERI: Well, it says here under 6,000 is \$5.71
6 and over 6,000 is \$7.14. You know, do you base your, your Page
7 10 on that same calculation? If you use --

8 MR. RENDELL: Yes. What they've requested, what the
9 utility has requested in its final rates is a two-tiered
10 inclining block rate structure so that your first 6,000 gallons
11 would be based on a lower charge, and then anything over the
12 6,000 gallons would have a higher or an inclining rate based on
13 the gallonage. That's what their proposal is.

14 MR. MACERI: All right. Thank you.

15 COMMISSIONER CARTER: Thank you so kindly.

16 Mr. Reilly.

17 MR. REILLY: Okay. Melinda Springsteen.

18 Whereupon,

19 MELINDA SPRINGSTEEN

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

22 DIRECT STATEMENT

23 MS. SPRINGSTEEN: Hello. My name is Melinda
24 Springsteen. I live at 112 Leona Drive, and it's in the Lake
25 Josephine area. My number is 381-5290.

1 I have a couple of concerns today. About a month ago
2 I caught my house on fire, and my water has been shut off to my
3 house for now a month. My water bill this month was more than
4 my water bill last month, and I only used 300 gallons this
5 month, this past month before it got shut off from the billing
6 periods that they state on their bills. Now if I can go from
7 my -- Sebring Lakes, I pity them. I go from \$19 to \$27 and I
8 use -- I used 3,000 gallons in March, 6,000, a little over
9 6,000 gallons in April, and then in May they're telling me I
10 used, you know, 300 gallons, which is fine. I just need to
11 know why my bills are going -- why is it so much of a
12 difference? Why do I go from a \$19 bill to a \$27 bill from
13 3,600 gallons to 300 gallons? That's my first complaint.

14 The next one is if I'm going to be charged for water
15 I use, charge me for the water I use. Don't estimate my bill.
16 Because I know for a fact -- I know the people who read the
17 meters. They're related to me. My father reads the meters,
18 and they've been estimating my bill since February. In
19 February we put in a new sewer system, and at that time our
20 meter was, it got hit by the backhoe and it was destroyed. So
21 they had to, I had to have them put in a new meter, which was
22 fine. They're estimating my bill off the old meter reading.
23 They're not even doing it on the new meter reading. And that's
24 my biggest concern. If you're going to have someone read the
25 meters, then charge me for what I've used. You know, and I

1 understand an increase, but not as much as they're wanting it.
2 You know, like several people have said, a little bit over the
3 next few years, fine, whatever. But I am a mother of five
4 children and cannot afford a hundred dollar water bill. It's
5 just not going to happen, you know. Like one said, it's my
6 mortgage or my water bill, period. And you're going to
7 obviously pick your house over your water. And you can go
8 buy -- I can go to my mom and dad's and wash my clothes and
9 I'll just buy the bottled water. It's going to be cheaper in
10 the long run if they do this.

11 Another concern I have, behind my house there is an
12 old plant that, where it used to be like ran -- the water used
13 to -- that's where it used to come out of the big red tank that
14 sits in the backyard, my neighbor's house in the backyard.
15 Well, now their water system is off of Canary Way. Is there
16 any way we can get them to get this old, you know, this old
17 system off this property? There's a huge tank and the top of
18 the tank is all rusted out. Because I've climbed up there to
19 see the top. You know, I have twins that are seven, an
20 eight-year-old, a nine-year-old and a two-year-old. And
21 there's no fence around it, they have no fence up. And I watch
22 my kids outside, we're outside, the yard is fenced in, but
23 stuff can happen and kids can get out of the fence. And if one
24 of my kids climb up there, two are handicapped, what -- you
25 know, there is times that your kids will escape from you. It

1 happens. So it's human, you know. I just, I'm just concerned
2 about that tank. If it's not in service, why, why is it there?
3 Why can't they take that facility out when they don't use it
4 and it hasn't been in service for three years?

5 And, again, I went to the source on that. I didn't
6 want to say this. My grandfather used to own Lake Josephine
7 Water and that's how I know how long this stuff has been in
8 service and out of service, where, you know, the water system
9 is now off Canary Way, and this one hasn't been in service for
10 three years now. So I just want to know when -- you know, when
11 they initially bought the company from my grandfather, he was
12 supposed to, or AquaSource, when that -- Aqua Utilities, what
13 used to be AquaSource, when that went out of service, when they
14 no longer used that for the water system, they were supposed to
15 remove the tank and tear down the old shed. You know, there's
16 two tanks, a tall one and a long skinny one. And they're
17 supposed to tear down the sheds and I just would like to know
18 when that's going to happen. Because it's hazardous, you know.
19 If it had a fence around it, I might be fine with it another
20 two or three years. But there's no fence around it, it is an
21 old building that has, you know, holes in the doors and kids
22 can get in there and mess with stuff. And they are in that
23 yard a lot. You know, they go back and forth between the two
24 yards. So there's swing sets in the other yard because it's
25 just bigger and the neighbor lets us do it. So, you know, I

1 just -- if there's a fence around it I might be a little less
2 concerned. And I pity Sebring Lakes with their water. I don't
3 have complaints about my water because I don't have any system,
4 no filtration system or nothing on my stuff and it's fine. But
5 I do -- if they're going to have people read the meters, bill
6 me for what I use. And then if we can get something done about
7 that tank in the backyard, it would be greatly appreciated.

8 COMMISSIONER CARTER: Okay. Mr. Reilly.

9 CROSS EXAMINATION

10 BY MR. REILLY:

11 Q You posed this question to the company and what have
12 they told you about the timing on the abandoned Lake Josephine
13 water plant?

14 A No. They -- I have never -- Pugh's, I've called
15 Pugh's and asked them. But they don't have -- it's hard to get
16 in contact with anybody through Aqua Utilities, first off. And
17 so I haven't really, I have not spoke to anyone, which I was
18 going to speak to this young lady after, afterwards and see
19 what we can get the ball rolling on that. But, you know, Pugh
20 Utilities, they'll tell you that they can't do nothing about it
21 because they are paid to read the water meters and do pretty
22 much what -- they're -- I don't know, whatever they do for Aqua
23 Utilities, you know. That's not their system. They can't just
24 go in there and take it down. They have to have -- because
25 it'll come out of their pocket. And I don't blame them. I

1 would not go in there and take it down through the cost of
2 someone else's -- you know, it just wouldn't happen.

3 COMMISSIONER CARTER: Okay. Did you have -- do you
4 have -- do we have exhibits from you?

5 MS. SPRINGSTEEN: No. I just, I have one bill. No.
6 I just want -- I can give you a copy of my bill where it's been
7 estimated since I put in my new meter. I guess I could do
8 that. I would like to be charged for it right.

9 COMMISSIONER CARTER: Do you have her number? And,
10 Ms. Rule, do you have her number? You've got her number so you
11 can talk to her afterwards about this?

12 MS. SPRINGSTEEN: Yeah. I'm going to stick around,
13 so.

14 COMMISSIONER CARTER: Thank you.

15 Mr. Reilly.

16 MR. REILLY: No further questions. I didn't know
17 whether we could possibly get an answer to the abandoned plant.
18 I know we're interested in the status of that, but could we
19 have a --

20 MR. LIHVARCIK: I'll find out by the end -- by
21 tonight.

22 MR. REILLY: Okay.

23 UNIDENTIFIED SPEAKER: If the Commission can pardon
24 me a second, I want to speak a little bit on her behalf.

25 COMMISSIONER CARTER: Wait. Wait. Wait. Wait.

1 Before I do that, before I do that, in all fairness I want to
2 hear from everybody first. If we have some additional time,
3 we'll go back over. But, I mean, everybody took off time from
4 their jobs to come and all. So in all fairness I've got to
5 hear from the people first. If we have anymore time, great.
6 If not, Gerald is available and Bev is out there and you can
7 write it down. But I do, out of fairness and courtesy to your
8 neighbors, we want to do as much as possible. We have a
9 limited amount of time. So if that's okay, I would like to
10 conduct it that way.

11 Mr. Reilly.

12 MR. REILLY: I guess no further questions at this
13 time except that -- if we could -- I think we're going to get
14 an answer --

15 MR. LIHVARIK: I'll have an answer before we meet
16 tonight. But we'll contact her.

17 MR. REILLY: Okay.

18 COMMISSIONER McMURRIAN: Chairman.

19 COMMISSIONER CARTER: Yes, ma'am.

20 COMMISSIONER McMURRIAN: I seem to remember that
21 sometimes we ask for late-filed exhibits on questions like
22 that. Is it appropriate for the company just to file that as a
23 late-filed exhibit instead of just talking with the staff?

24 COMMISSIONER CARTER: That's interesting. And, in
25 fact, Commissioner, thank you for that. That reminds me that

1 this would be the second or third issue like that. Maybe we
2 could have that as a late-filed in terms of how we follow up
3 with the customer complaints on this.

4 MS. RULE: Commissioner, I was not in the meeting
5 with staff, but I know Mr. Hoffman, Ken Hoffman met with staff
6 recently to discuss the issue, among other things, of specific
7 responses to staff complaints. And I'm sure your staff can
8 give you more of the details than I can because I was not at
9 the meeting, but I do believe we plan to file testimony that
10 will specifically address the customer complaints that have
11 been raised at this and other meetings. Would that be
12 sufficient or would you rather additionally have a late-filed
13 exhibit?

14 MR. REILLY: We did have a discussion about them
15 filing maybe at the same time staff files its testimony the
16 company's response to matters brought up at the customer
17 meetings, but this would be a specific response. You can elect
18 to respond however you want to to the customer hearing, but
19 this would be a requirement to provide an answer to this
20 abandoned plant issue.

21 MS. SPRINGSTEEN: I also have -- there is legal
22 documentation, legal documentation saying when that facility is
23 shut down and is no longer in use it is to be removed. There
24 is legal documentation on that.

25 MR. REILLY: And do you have that?

1 MS. SPRINGSTEEN: You know what, that's what one of
2 the young ladies, she was like, "Why don't you get the
3 documentation?" I could get it and I would go get it right
4 now, if I could.

5 COMMISSIONER CARTER: Let's do this. Katherine, do
6 you have a recommendation?

7 MS. FLEMING: I am aware that there will be an order
8 forthcoming revising the order establishing procedure where the
9 utility will be filing any testimony, rebuttal testimony to any
10 customer concerns that are raised at the service hearing. And
11 I do believe that this issue as far as the abandoned pump could
12 be addressed in that testimony as well.

13 I think, I believe what Mr. Reilly is suggesting that
14 maybe when the utility gets together with the customer maybe
15 they could provide a written letter as to their response to the
16 customer. Is that what you're requesting?

17 MR. REILLY: My only thought is -- the operative word
18 is "could." I mean, the company is going to choose its
19 response at that time, and I didn't know whether the
20 Commissioner wanted a response to this. I mean, to require the
21 company to respond to what their timing and what their response
22 is to this abandoned plant, you know, without --

23 COMMISSIONER CARTER: Well, let me respond. It's not
24 a could, it's a should. It's not a -- we want to see -- I
25 mean, that's what we're asking for. That's why we're asking

1 for customer comments today is that we want to see that. And,
2 again, let's -- we're getting far afield here. I want to make
3 sure that we hear from everyone here today so we're complete.
4 Let's move on. That's going to be in the record. We'll be
5 looking at all these. This is just one of three that I've
6 heard so far today in this locale, and there are others that
7 we'll be responding to and looking over this to see how those
8 have been responded to. So we'll do it at that point in time.
9 So at this point, Mr. Reilly, would you please call the next
10 witness.

11 UNIDENTIFIED SPEAKER: Are we going to get another
12 rate increase because they're taking her tank down?

13 MS. SPRINGSTEEN: It's not my tank, it's just in my
14 backyard.

15 COMMISSIONER CARTER: Mr. Reilly, you're recognized.

16 MR. REILLY: Okay. The next witness is Missy
17 Fotheringham.

18 Whereupon,

19 MISSY FOTHERINGHAM

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

22 DIRECT STATEMENT

23 MS. FOTHERINGHAM: Hello. My name is Missy
24 Fotheringham. I reside since October 31st, 2004, at
25 13450 Lynnwood Street in Sebring Lakes. Since October 31st,

1 2004, my average water bill has been approximately \$27. It
2 brings me great certain that the residents in Sebring Lakes
3 have been overcharged. Upon reviewing my water bill dated May
4 1st, it showed 15,300 gallons being used in a 30-day period.
5 This is an average of 510 gallons per day. The total water
6 bill for charges last month was \$82.47. I was concerned, but I
7 sent in my check as I faithfully do every month.

8 On Saturday, June 9th, I received my second water
9 bill. After opening the envelope I could not believe what I
10 was reading, a water bill in the amount of \$205.10. After
11 reviewing this water bill, it showed 14,700 gallons being used
12 in a 30-day period. This is an average of 490 gallons per day.
13 The bill showed a water base facility charge increase from
14 \$9.68 in April to \$47.37 in June, as well as a rate increase
15 from .00219 per gallon to .01073 per gallon, an increase of
16 .00854. In comparing the two water bills, I noticed that in
17 May my water bill was \$82.47 for 15,300 gallons, but suddenly
18 jumped in June to \$205 using less water at 14,700 gallons. The
19 water usage from one month to the next was less but increased
20 \$122.63. This does not make any sense. I have a household
21 size of two, my daughter and myself, who is a single parent
22 living on a fixed income. A water bill higher than an electric
23 bill is outrageous. I demand answers and want to know how this
24 happened and how it will be corrected. And if I -- this is the
25 first notification that I did receive regarding a rate increase

1 by coming to this meeting that I just was made aware of
2 yesterday, and I appreciate your time. And I did present water
3 bills, copies of my water bills.

4 COMMISSIONER CARTER: Thank you. Thank you.

5 Questions?

6 MR. REILLY: That would be number?

7 COMMISSIONER CARTER: Exhibit 33.

8 MS. FLEMING: Yes, 33.

9 (Exhibit 33 marked for identification.)

10 COMMISSIONER CARTER: No questions?

11 MR. REILLY: No.

12 COMMISSIONER CARTER: Thank you so kindly.

13 Mr. Reilly.

14 MR. REILLY: Michael O'Meara.

15 Whereupon,

16 MICHAEL O'MEARA

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 MR. O'MEARA: My name is Michael O'Meara, and I live
21 at Sebring Lakes Boulevard in the Sebring Lakes water district.
22 I think basically everybody has got pretty much the same
23 complaints about the water quality and everything which isn't
24 so great, but this meeting is basically for rate increases.
25 And I think everybody has been shocked when they got their

1 bills. I think we're all used to our bills going up a little
2 bit. We realize the cost of everything goes up. But when you
3 get a bill that goes up 500 percent and you're using less
4 water, sometimes you might wonder how you're going to pay it.
5 And with my electric bill, I can cut back on my electric and
6 lower my bill. But they've staged these water rates where if I
7 shut my water meter off, I'm still going to be paying four
8 times as much as I was when I was using water. So you got no
9 choice.

10 Do you all have a copy of this?

11 COMMISSIONER CARTER: Yes.

12 MR. O'MEARA: If you go to Page 5 and look under
13 Sebring Lakes on the interim rates, you might wonder why
14 there's so many people here from Sebring Lakes. Just circle
15 that \$47 compared to what it was before. And this is just the
16 base rate. This is if you use no water at all.

17 But I think -- basically our main concern or my main
18 concern is as the steep, the steepness of the increase all at
19 once and not being able to do anything about it even if you use
20 water or you don't use water. And that's about all I have to
21 say. Thank you.

22 COMMISSIONER CARTER: Mr. O'Meara, do we have, do we
23 have a record?

24 MR. O'MEARA: I didn't pick my bill up this month
25 after my neighbor told me what his was. I haven't been to the

1 post office yet.

2 (Laughter.)

3 COMMISSIONER CARTER: Thank you so kindly.

4 MR. O'MEARA: From what I've listened to some of
5 these people, I think maybe their blowout might be on the wrong
6 side of the meter.

7 COMMISSIONER CARTER: Thank you so kindly.

8 Mr. Reilly.

9 MR. REILLY: Judith Storms.

10 Whereupon,

11 JUDITH STORMS

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 MS. STORMS: Good morning. My name is Judith Storms.
16 I live at Lake Josephine, 903 Lake Josephine Drive in Sebring.
17 My husband's name is George. We've been on the same water
18 source since 1992 when it was Lake Josephine Water. The water
19 at that time was good. Since then, since it's been on
20 AquaSource, twice in the past three years I've gotten a notice
21 from AquaSource saying, we're sorry, but we neglected to check
22 the quality of your water on a periodic -- I think they do it
23 every three months or whenever they do it -- we forgot to check
24 it, it was overlooked, and now three months later we're telling
25 you the water is okay now. I find that completely

1 unacceptable. That's the only thing they do for us is check
2 the water. They don't do anything else. Maybe they throw some
3 chlorine in now and then, you know. But both times notice came
4 three months after the fact. All right. I wish I had kept the
5 papers. Unfortunately I didn't.

6 This is a very unfortunate thing for us because my
7 husband is a heart transplant patient and he's, because of his
8 medicine he is immunosuppressed and any bacteria anywhere can
9 kill him. You know, it'll make us sick, maybe throw up for a
10 couple of days. He can die from it. He has been drinking
11 bottled water after the hospital, Tampa General, tested our
12 water and said that he should be drinking bottled water when he
13 came home from the transplant. However, I still have to do the
14 dishes in the water, we still have to bathe in the water, I
15 still do the laundry in the water.

16 In September I had what they thought was pneumonia,
17 and then on further testing and biopsies I came up with a very
18 rare microbacterial infection that's not a contagious thing
19 that passes from person to person, it is from environmental.
20 And they said there's a very good chance, even though nobody
21 could prove it, that it was in the water and I inhaled it from
22 the showerheads, the showerheads in our house.

23 The water is terrible tasting. We don't drink it at
24 all. My ice machine is completely unusable because the ice
25 makes, after a day makes the refrigerator smell so bad that we

1 don't use it. I'm spending \$75 a month on bottled water and
2 ice. I even have -- I cook all our food. Do you know how much
3 water it takes to cook a pot of spaghetti? It takes almost a
4 whole gallon jug purchased at the store.

5 What else do we have here? The water quality, the
6 taste, like I said, is unacceptable. The color is yellow and
7 it's -- there are also -- before I finish here, we also have
8 that red tank in view back of our house. There must be some
9 water supply still hooked to it somehow because every once in a
10 while the thing overflows like crazy from the top, water runs
11 down like crazy everywhere there. That young lady that spoke
12 about her children, I would be more concerned not about them so
13 much climbing it but just being underneath it when the water
14 let go. Some small child could really be injured. I did not
15 realize there wasn't a fence around it. We're fenced in all
16 around us. If a child was underneath that and the water let
17 go, they could be seriously injured. And I don't know where
18 that water is coming from. I really don't.

19 I also have a blowout pipe in my yard which I have
20 tried unsuccessfully to get removed. They tell me they have a
21 right-of-way to it, even though my lawyer says there's nothing
22 in my deed that says there's a right-of-way to that pipe. They
23 don't come in and touch it anymore. I have a dog in my yard.
24 And my dog won't hurt anybody but I keep the dog out there.
25 The water meter readers know the dog and they play with her and

1 everybody else knows the dog, you know, so that's no problem.
2 But nobody has come. The last time they came I went -- they
3 opened it up in my backyard on my patio right out, 15 feet out
4 in the area of the patio. I had to go downtown for something.
5 I came back at 5:30 at night, not a soul around anywhere and
6 the water is still gushing out. Whoever had opened it forgot
7 to come back and close it. That was, you know, that was a big
8 waste of water, you know, that didn't need to be wasted.

9 I think that if you go up in increases, if they
10 increase the water, it would be a big travesty to the people in
11 the Lake Josephine area. It's not like this is the Coca-Cola
12 Company and we can go out and buy Coke to replace it. Yeah.
13 We can go out and buy bottled water, but we still have to use
14 that water for bathing, dishes, laundry. And instead of going
15 out, they ought to address the problems with the water and then
16 we wouldn't mind them going up. That's what I have to say
17 today. Thank you very much.

18 COMMISSIONER CARTER: Thank you. Do we have any --

19 MR. REILLY: We didn't have your bills, did we?

20 MS. STORMS: No. No.

21 COMMISSIONER CARTER: Thank you so kindly.

22 Mr. Reilly.

23 MR. REILLY: Nestor Guevara.

24 Whereupon,

25 NESTOR GUEVARA

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

3 DIRECT STATEMENT

4 MR. GUEVARA: Good afternoon, Commissioners, counsel,
5 ladies and gentlemen. My name is Nestor Guevara. I'm new to
6 the area. I lived in Dade County for at least over 20 years.
7 And while driving on Route 27 my history from a kid growing up
8 between orange groves, I kind of like this area, Highlands
9 County. It's a beautiful place. So I happened to purchase
10 some property on Sebring Lakes Boulevard. I'm sorry. I live
11 at 4245 Sebring Lakes Boulevard. Okay. And with that said,
12 I've built a little home there and, which took some, a lot of,
13 well, it took a toll on me. Had I known back then what I know
14 now, I was not going to build a house. And one of them is
15 concerning the water. And I'll tell you, my background is the
16 service industry. And for the quality of water there, you
17 don't -- this exorbitant sum of increase that we are receiving
18 or we have received right now, it needs to be looked at very
19 seriously.

20 And also it's quite a safety hazard and a health
21 hazard to our well-being. As you all know, the term water,
22 what water is is the prime necessity of life. And what I'm
23 concerned about also is I have a little two-year-old
24 granddaughter and my son and his wife and maybe another younger
25 one will be coming down to spend time with me. And, yes, I

1 cannot use that water. And you've heard it from all the other
2 residents, you cannot use it for cooking and drinking purposes.
3 But, however, we must wash, do the dishes and the laundry and
4 so on with the putrid smell and everything else that's coming
5 from it.

6 I would like to ask a question to define what is
7 wastewater. Is it that big pipe that's at the end of my
8 property that's gushing out there eroding -- you know, it's the
9 state's easement property in front of my property, is that what
10 it is? Every day at 6:00 for 15 minutes gallons of water has
11 been just wasting. And Mr. Carr is my, Roy Carr is my neighbor
12 and he had that problem. When I moved down there and they have
13 moved the water into mine, he said, "Oh, yeah, that's what
14 happened." Well, low and behold, that's what's happening now.
15 That's only one part of it. So is that what wastewater is?

16 COMMISSIONER CARTER: We'll have our staff to give
17 you a definition. Gerald, would you tell him?

18 MR. EDWARDS: Wastewater is water --

19 COMMISSIONER CARTER: Pull the mic closer to you,
20 Gerald.

21 MR. EDWARDS: Wastewater is water that's normally
22 referred to as sewer treated water. Okay?

23 MR. GUEVARA: Okay.

24 MR. EDWARDS: What you're referring to is line
25 flushing.

1 MR. GUEVARA: Right. Okay. Well, thank you. That
2 flushed line water, well, to me, my layman mind, it's just
3 wasting. And I was discussing with my neighbor the other day
4 that somewhere along those lines, that's, that water, despite
5 the conditions of it, I think it can be utilized somehow. And
6 one day I saw a Pugh serviceman, the truck pulled up, and I
7 asked him, well, I said, "If I can arrange something to cap
8 that water so it can just wet the grass in my other two lots
9 there, can I do it?" He said, "Well, we cannot do anything
10 unless you get it from Aqua Utilities." So that's on the back
11 burner. But it was only a suggestion.

12 One of the main reasons why I'm here is that I just
13 moved in to that address January of this year, sort of halfway
14 moving in because I'm still officially in Miami. However --
15 and I'm having a little problem with my insurance company
16 asking about a fire hydrant on that street. We do not have a
17 fire hydrant on that street. Again, I always talks to my
18 neighbor, he loves to talk, a nice man. And I suppose if
19 something goes wrong, God forbid, a fire, where will the fire
20 truck get the water supply? So, and that's one of the reasons
21 why I purchased the property because I love the water. I'm
22 basically a country boy from where I was born overseas and I
23 like the environment there. He said, "Well, the fire hydrant
24 is Josephine Creek." So I kind of breathed a little sigh of
25 relief that they will put it there in case something happens.

1 But I think -- I don't know the details on obtaining
2 fire hydrants along those three, along Sebring Lakes Boulevard.
3 I know that I was told -- and, again, I'm up and down between
4 Miami and here, so it takes me a little while to get
5 information where to go and what to do. But I would like to
6 know also about obtaining fire hydrants for that street. And I
7 also would like to know about -- well, you're talking about
8 water, so. But I was also told that the sixth house that's
9 being built, which my house was the sixth house on the street,
10 the county or the state or whatever will look into paving the
11 road. Now it's the seventh house and the seventh house is
12 being built on Sebring Lakes Boulevard.

13 And also someone mentioned about the trash cannot be
14 collected. Monday I put my trash out and no one came
15 because -- I also spoke to the trash man. He said, well, he
16 usually gets stuck down there when he comes to pick up the
17 trash, so put it on the other side. So I did. But no one
18 picked it up on Monday.

19 Again, I don't want to go into dreary details about
20 the quality of water because it's, it's unhealthy.

21 But just to end the second part of why I came to this
22 and took time off my job is that the builder sent a letter, the
23 builder's attorney sent a letter to Mr. Jack Lihvarcik, if I'm
24 pronouncing it correctly, that's you, and I remember the name
25 because I also somehow got through to you amongst that taking

1 place. But this letter was sent out to you from my builder's
2 attorney on April the 10th, '06. And it took him to, him,
3 meaning my builder, to respond to me, which means that at that
4 time he received information from Aqua Utilities two months
5 later, '06, which was in June of '06. And I have these copies
6 here. The main copies are right here.

7 I would like to know from my neighbor's property,
8 which is about three, I think two or three blocks, why did I
9 have to pay an average of \$8,300 to Aqua Utilities for just to
10 get water in the house? And as I said in the beginning of my
11 statement, had I known back then what I know now, my house
12 wasn't going to be at 4245 Sebring Lakes Boulevard. However,
13 the house has been built and I needed to move in. And I, I
14 don't have that kind of money to, to just jump and build a
15 house somewhere else. Besides, I like the environment there
16 with the canal, with the creek and the quietness and everything
17 else.

18 Back again, \$8,300, and I have this here, plus
19 another \$415 to hook up service. Okay. And these are here.
20 And I was told then -- I made calls to Tallahassee and I spoke
21 to a very nice person, a lady up there. I don't remember her
22 name. But she said, "Look, it's just \$500 for you to have to
23 pay." I sent the check. The check was sent back to me. And
24 then suddenly out of the blue this, this statement came from
25 Pugh Utility Service, Incorporated, at 760 Henscratch Road,

1 Lake Placid, Florida, that I had to pay. In order to get the
2 water from my neighbor's place where the end of the line was,
3 my neighbor is Roy Carr, to my place it's going to cost me
4 \$8,300. So I'm asking -- this is paid. I'm sort of halfway
5 moved into, so the money was paid.

6 Other, other homes will be built in those other
7 couple of lots. So when those homes are being built, the
8 people who will be, all they will be paying will be, what, a
9 \$500 hookup fee upon my \$8,300. So I, I have some questions
10 here for some, for answers that I would like to have concerning
11 this exorbitant sum of money I've paid for water that you
12 cannot use 100 percent and you cannot even consume. It's not
13 serving the purpose, serving as a prime necessity of life in my
14 book. Thank you very much for your time.

15 COMMISSIONER CARTER: Thank you. Mr. Guevara, you
16 have -- Gerald, did you get copies of the letters that he has
17 there? Do you have a copy that you could give to us?

18 MR. GUEVARA: I can give you these right now.

19 COMMISSIONER CARTER: This will be Exhibit Number 34.
20 This would be a composite because I think you have two letters.

21 (Exhibit 34 marked for identification.)

22 MR. GUEVARA: Some past residents who came up and
23 mentioned it's hard to get to Aqua Utilities, it's true, it's
24 very difficult. The only conversation I have to say that I had
25 with, and I remember the name because it's an easy name like

1 John or Jack is that he spoke to me and that was -- but it took
2 me at least six months waiting to get, to get some permit from
3 them to give the okay to Pugh Utilities to install this. So it
4 was a double whammy for me. I had to wait six months later and
5 then to give, pay this exorbitant sum of money. And that's
6 all. And thank you very much.

7 COMMISSIONER CARTER: Thank you. Any questions?

8 CROSS EXAMINATION

9 BY MR. REILLY:

10 Q I guess a couple of things. I guess he has a
11 specific problem about the propriety of his main extension fee
12 and to what extent he has a right of reimbursement if other
13 customers come on that line. I mean, is that the nature of
14 your question?

15 A Yes. Yes. And I understand that earlier on I heard
16 someone ask about reimbursement and, on this rate, this
17 increase. But you're not looking at a few, some -- and with,
18 with all heart (phonetic) to this exorbitant sum of water rate.
19 But comparing what I have paid already I'm sure not looking for
20 a return on every month, you know, on my water bill. This is
21 numbers that are very different in my case, so.

22 Q What's the length, the distance between your neighbor
23 and your home that caused this main extension?

24 A Well, it's about, like I said, it's about three house
25 lots. That's --

1 MR. CARR: It's about six building lots and I think
2 the six, they're 40-foot yards.

3 MR. REILLY: You said six lots at how many feet?

4 MR. CARR: 40 feet.

5 MR. REILLY: They're 40-foot lots?

6 MR. GUEVARA: Is it 80 width? In width it's 80.

7 (Simultaneous conversation.)

8 BY MR. REILLY:

9 Q So that's 240?

10 A That's 80 foot, 80-foot wide.

11 Q Oh, 80?

12 A Yes.

13 Q Okay. It's 80. Okay.

14 A It's 80. That's double.

15 MR. REILLY: Okay. And I guess that's the nature of
16 a customer question, just to clarify the propriety of what he
17 was charged and to what extent, you know, others who connect,
18 whether he has an opportunity for reimbursement. And that
19 could be in the nature, I guess, of a directed response.

20 COMMISSIONER CARTER: The same as we've done before.

21 MR. REILLY: Same as the others.

22 BY MR. REILLY:

23 Q And I had a question on the flushing. You had
24 mentioned with some degree of regularity the company went out
25 and flushed the lines. And you called the --

1 A Well, that's been going on on my neighbor's property
2 for --

3 MR. CARR: Sir, may we speak at the same time? We're
4 neighbors and maybe we can help one another out. But they
5 flushed the line when it ended at my property. That washed the
6 road out. Okay. When Nestor come along and built his house
7 down from me, they extended that blowout pipe down to his
8 property. In addition to charging him the 8,000 plus dollars,
9 now they put the blowout tube down there and that blew the road
10 out down at his house.

11 BY MR. REILLY:

12 Q Now how often do they flush the lines?

13 A Well, I notice it's every day from 6:00 to 6:15.

14 And I want to mention something here that just came
15 to mind. I last had a conversation with someone in Tallahassee
16 from this water company and they mentioned, they said, "Well,
17 we don't charge residents for that sum of money for installing
18 water in that area. All we charge is a flat rate of \$500." I
19 said, "Well, this is what I was told and the check was sent.
20 When I sent it, it was sent back to me. In order for me to get
21 water in the house this is what I had to pay."

22 Q You will get a specific response on that.

23 And but your testimony is that they flush
24 approximately at that location every day.

25 A Every day from 6:00 to 6:15. And I just had last

1 week some friends came down from Hendry County, Georgia, a
2 husband and wife, he and his wife came down to see the place.
3 And it's sad that they traveled for something like eight hours
4 and suddenly just three minutes to get to my house their car
5 went stuck. So it's a good thing I had a little chain on my
6 4X4 and I pulled them out. But that's okay. But that's from
7 all the flushing from the roads and so on -- to get better
8 roads.

9 COMMISSIONER CARTER: Thank you.

10 MR. REILLY: I appreciate your testimony.

11 MR. CARR: I don't mean to interrupt.

12 COMMISSIONER CARTER: I'm going to come back if we
13 have time, like I said to the other gentleman.

14 MR. REILLY: And we are getting to the end of the
15 signup people, so those who want to make additional comments, I
16 mean --

17 COMMISSIONER CARTER: Yeah. We'll come back. But we
18 want to make sure that we give everybody an opportunity to be
19 heard first. If we have any additional time, we'll come back.
20 So you'll be the second person.

21 Mr. Reilly.

22 MR. REILLY: The next witness is Rusty Sherman. I'm
23 sorry.

24 MS. FLEMING: I just wanted to go ahead and identify
25 the exhibit as Number 34.

1 MR. REILLY: Number 34, composite 34.

2 COMMISSIONER CARTER: Okay. Mr. Reilly.

3 MR. REILLY: And Rusty Sherman.

4 Whereupon,

5 RUSTY SHERMAN

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 MS. SHERMAN: Hi. I'm Rusty Sherman, and, no, I'm
10 not a guy. I live at 2150 Sullivan Street, Sebring. It's in
11 the Oak Beach area of Lake Josephine.

12 I almost feel as though I'm up here under false
13 pretenses after hearing about the neighbors in Sebring Lakes.
14 I had no idea that they were being charged as much as they were
15 charged. I thought the rate increase for our area was
16 unfounded in that the quality of the water is so unacceptable
17 here in the United States of America. I've lived in Florida,
18 as I'm sure a lot of people here have, for the majority of my
19 life. I've lived in Vero Beach. For a while my parents lived
20 in Charlotte County. On weekends and stuff we would go to
21 Fort Myers at Fort Myers Beach. And, yeah, this is more than
22 two years ago, but still I remember the water quality in
23 Fort Myers Beach at that time, and we're talking the '50s and
24 '60s of the last century, and here I am now in Highlands County
25 and it's about what it was in Fort Myers Beach in the '50s and

1 '60s where you could hardly stand to be around any open faucet
2 because the odor was so bad.

3 I'm not a clinical person but I have worked in major
4 hospitals in the southeast coast and I've been in rooms where
5 patients have gotten terribly sick, and we're not only talking
6 food, we're talking medications. The odor is very similar to
7 what you experience when you turn on the faucet.

8 My home is fairly new. I just bought it about a year
9 ago. So, therefore, the couple of times that I have called the
10 company -- and I'm sorry to say I've never had trouble getting
11 through to them. And when I've talked to them, they've all
12 spoken English with a delightful southern accent that I was
13 able to understand and be understood. The last time I called
14 about something I had mentioned the quality of the water, the
15 odor. I am embarrassed sometimes to go see friends on the
16 southeast coast because my hair, my clothes, in my estimation,
17 smell horrible. They don't smell clean. Okay. And, no, don't
18 worry, I'm not going to leave my clothes or part of my hair as
19 an exhibit. The Commission can't take that shock. But the
20 woman was so delightfully helpful and everything and she wanted
21 to send somebody out to test the water. I said, "It's not just
22 my house." I have friends who have a place on Lake Josephine
23 Drive right down from me. For the last couple of years that's
24 where I was coming up and I was staying there, and that's
25 how -- this is how I became addicted to bottled water. Living

1 on the southeast coast I never bought bottled water except
2 maybe for guests or something. But now I have to have bottled
3 water. I am a cancer survivor, and to find out that up here
4 you get notices about your water possibly causing cancer. I
5 avoid people who smoke because I've been there, done that. I
6 don't want to do it again. This is new hair and I really don't
7 want to have new hair again after losing it due to chemo.

8 When I turn water on in the shower to warm up and
9 then I go in after like maybe a minute, the power of this odor
10 is overpowering. It's just -- and I think, oh, yeah, I'm
11 trying to get clean? Sometimes being next to someone who has
12 been working outside in the 95-degree weather, they smell
13 better than the water does that you get in to clean. The
14 clothes are horrible.

15 I bought this house. The people that I bought it
16 from are delightful people, but they give a whole new
17 definition to frugal. But every time I turn around I see
18 filters and I have no idea what these filters are for. Uh-huh.
19 I know what they're for now. So I don't mind a slight increase
20 as long as they can just definitely guarantee me that within
21 six months my water is going to taste and smell so sweet I'm
22 going to think that I'm back up in Maine or I'm out west where
23 the rivers run clear and the water smells sweet, and I don't
24 think you can do it.

25 So, like I said, I feel as though my complaints are

1 very miniscule compared to those poor people that live in a
2 place that I almost bought a house. Thank you very much for
3 your time.

4 COMMISSIONER CARTER: Thank you, Rusty. We don't
5 have Ms. Sherman's, we don't have her bills or anything of that
6 nature, do we?

7 MS. FLEMING: I don't have anything in front of me,
8 no, Commissioner.

9 COMMISSIONER CARTER: Mr. Reilly.

10 MR. REILLY: Dave McCadam.

11 Whereupon,

12 DAVE McCADAM

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. McCADAM: My name is Dave McCadam. I live on Oak
17 Beach Boulevard in Lake Josephine. Thankfully I don't live in
18 Sebring Lakes after seeing these numbers on here, which I think
19 these interim rates for the people in Sebring Lakes are
20 absolutely obscene. And whoever approved these, I'm shocked
21 that you're doing that to these people.

22 But speaking on behalf of Lake Josephine, I live
23 actually at the very end of the line. I think it's been
24 clarified now that the water plant in Lake Josephine has been
25 shut down and it's been shut down for, I don't know how long, a

1 couple of years. It was actually shut down by the Department
2 of Environmental Protection for many issues. It wasn't up to
3 standards. So we were tapped into Sebring Lakes, as you've
4 heard, and our water comes from there. Why the people at
5 Sebring Lakes are being hit with this charge and we're not, I'm
6 at a loss for this and really haven't got an answer here yet on
7 that.

8 All I can say is I've been on my property eight
9 years. Being at the end of the line I've watched the water
10 being flushed out on the street at an excessive rate every day.
11 They used to flush it right out on the street until myself,
12 other neighbors complained, said, you know, you've got to bury
13 this pipe underground. I mean, you literally couldn't walk out
14 to your mailbox without getting soaked. And it was just absurd
15 to run water out in the street. Maybe the people in Sebring
16 Lakes are paying for all that water they've been pumping. I
17 don't know.

18 But the water pressure, and, again, I'm at the end of
19 the line, the water pressure in my house has always been
20 substandard at best. It's barely adequate to take a shower.
21 If somebody is outside and turns on a hose or something when
22 you're in the shower, forget about it. You know your water
23 pressure is cut in half. We've had numerous boil water orders,
24 I think a couple in the last few years.

25 The bottom line is, we kind of summarize this, I

1 think you've heard we're dealing with a very antiquated system
2 over there. Our Lake Josephine system is shut down. I believe
3 that it's, the DEP has ordered that it be brought up to
4 standard or, or whatever or they're going to have to build a
5 bigger one in Sebring Lakes or whatever they plan to do. I
6 don't know. But these are answers we'd like to have on Lake
7 Josephine because that's a growing area, there's a lot of
8 houses growing there, and I think you people, when you bought
9 these smaller antiquated little water systems, you knew what
10 you were buying. You're buying them all over the country. And
11 you have an obligation to bring these up to standard. And if
12 you want to ask for a reasonable rate increase and show the
13 Commission and show the residents exactly how you're going to
14 bring them up to standard, that's one thing. But when you come
15 in with exorbitant increases like this and we don't get a lot
16 of answers and we're dealing with substandard water quality,
17 substandard water pressure, a water plant that is -- have you
18 ever seen the Lake Josephine water plant? Pretty impressive,
19 isn't it? Yeah.

20 (Laughter.)

21 I don't know if any of you in the Public Service
22 Commission have seen it, but while you're in town I'd like you
23 to drive over there and take a look at it. Yeah. I'll take
24 you over there. It's not far from my house. You'd be
25 impressed. But this is what we're dealing with and we deserve

1 better. And I find it ironic that while our elected officials
2 are up in Tallahassee trying to get a handle on our runaway tax
3 issues that we're sitting here in Highlands County looking at
4 this nonsense for this ridiculous rate increase for a
5 substandard water system. And, you know, I'm hoping that those
6 of you on the Public Service Commission, I think you're getting
7 the message here today, and I'm hoping the representatives of
8 the company are getting a message here today.

9 We want to be partners with you. I do. I want to
10 have, I want to have a good water system here, but we haven't
11 for eight years. We didn't when Pugh had it, they did all they
12 could, then you guys came in and bought it like you're doing
13 around the country and now here we are. So what's the answer?
14 We need to know what you're going to do to bring this up to a
15 quality water system and show us exactly how you're going to do
16 it. And then if you want a reasonable rate increase, a
17 reasonable rate increase, well, you can justify it. But right
18 now these numbers are, are shocking. And I think, not to be
19 redundant here, I think you're all hopefully getting the
20 message here and that that carries back and that we can get a
21 resolution of this that will work for all parties involved.
22 Thank you for your time.

23 COMMISSIONER CARTER: Thank you, Mr. McCadam.

24 (Applause.)

25 MR. REILLY: The final listed witness, David Schwan.

1 Whereupon,

2 DAVID SCHWAN

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

5 DIRECT STATEMENT

6 MR. SCHWAN: My name is David Schwan. I live at
7 113 Leona Drive, Sebring, Florida, Lake Josephine water. And I
8 don't know what the gentleman's name was that spoke just before
9 me because my diuretic kicked in and I had to go out and take
10 care of that.

11 Anyhow, I also am glad that Ms. Springsteen spoke
12 before me because she lives across the street from me. I knew
13 she had a lot of kids but I'd just see her coming and going.
14 And I don't get out so much. I've got a problem with skin
15 cancer and stuff like that. But I did the snow bird thing for
16 about 12 years. I've lived on Leona Street for all that time.
17 It was cheaper to buy a home than to try to rent for three or
18 four months. I've been living here permanently since the end
19 of November 2000. I was lucky enough to be here for the
20 hurricanes of '04 and '05. And I went up to Michigan where I'm
21 from originally, I'm a retired letter carrier, and I was always
22 water conscious and conservative on it. And I didn't know I
23 was going to be living on a sandbar, so I don't have any grass.
24 I don't water it, so I don't use that much water. It's just me
25 and my wife. I'm retired. Just like everyone else that spoke

1 here this morning, I'm opposed to the increase, especially the
2 final increase that they're asking for.

3 And I know that the man that spoke before me, you
4 knew what you were buying when you got this from Mr. Pugh and
5 his granddaughter, and I was glad to find out that was his
6 granddaughter because I didn't want to say anything nasty
7 because she's still here. And I'm glad I don't live in Sebring
8 Lakes. I live in Lake Josephine. So that's their water system
9 that Mr. Pugh had.

10 The first drink of water that I took from the faucet
11 was the last. That was back in 1989. And the biggest problem
12 that I have besides the fact that I won't drink it, I won't use
13 that water for making coffee or anything that's going to go
14 into my system, but is the -- as Ms. Springsteen mentioned, she
15 knows the problems of the meters being read. I was gone for a
16 full month in October of 2005 when Wilma came through and my
17 November bill was -- I can't remember how many thousands of
18 gallons I used when I wasn't here for the whole month, you
19 know, and it just didn't make any sense to me. I called and,
20 of course, I believe that what it was, must have been was
21 whenever they finally caught up to the errors that they've been
22 making with reading the meters was that, you know, I had
23 thousands of gallons of water when I wasn't used -- when I
24 wasn't even here. I was up in Michigan. So that's the
25 problems that I have with having the meters read properly. I

1 don't use but two or three thousand gallons of water a month.
2 And these rate increases -- I can go along with the interim
3 one, but I don't see this final request that they're making. I
4 think it's outrageous just like everyone else here that talked
5 this morning.

6 I thank you. I don't have any other problems this
7 morning other than it's going to be late for me to eat my
8 lunch. My wife is very particular that if I'm not there, I
9 don't eat. No. I'm just kidding. Thank you very much.

10 COMMISSIONER CARTER: Thank you, Mr. Schwan.

11 MR. REILLY: Thank you.

12 COMMISSIONER CARTER: Was that our last?

13 MR. REILLY: That was our last listed witness. We do
14 have --

15 COMMISSIONER CARTER: Is there anyone that we --
16 before I go to those that I told I'd come back to, is there
17 anyone that came in afterwards that didn't get a chance to
18 speak that would like to speak?

19 Okay. Hearing none, we'll go in this order. First,
20 Mr. Rissmiller.

21 MR. RISSMILLER: Yes.

22 COMMISSIONER CARTER: And then he'll be followed by
23 Mr. Barnard, Floyd Barnard.

24 Whereupon,

25 WILLIAM RISSMILLER

1 was recalled as a witness on behalf of the Citizens of the
2 State of Florida and, having been duly sworn, testified as
3 follows:

4 DIRECT STATEMENT

5 MR. RISSMILLER: I wanted to sort of verify and speak
6 on behalf of when Ms. Springsteen was up here talking about
7 that tower and the danger to the children in the area.

8 In the Sebring Lakes area I myself have told three
9 different gentlemen that came around to read our water meter,
10 and back in the past at the time we had what they called the
11 blowout pipe right catty-corner from our house on the other
12 corner. But the pumping station in the Sebring, in Sebring
13 Lakes development, they had a pit dug outside their fenced
14 area. That pit was open for probably better than a year.

15 I'm very high on protection of children, a child
16 advocate and everything. And I know for big businesses in this
17 country they have to follow OSHA guidelines. We were having
18 working class families moving in, young families moving into
19 the Sebring Lakes area there because of the new homes being
20 built, and I've seen these young little children, three, four,
21 five, six years old, out there riding their bicycles and
22 running around. Where this pit area was right behind the water
23 pumping station outside the fence is a big grass area and these
24 children are playing there. I thought by OSHA standards that
25 that had to have barricades up as protection, you know. And I

1 told three different gentlemen that I know and asked them when
2 they were going to protect this pit area because of children
3 running around. And they said that they would let the company
4 know and everything, but that was never, ever protected. It
5 finally did now be filled in. Whatever they were working on
6 got filled in. But there was no protection around that pit
7 area for over a year. If a child would have fell in there -- I
8 went over there and looked and there was water down in the
9 bottom there. If a child would have fell in there and
10 disappeared and people would have been called out for a search,
11 what do you think they would have found? Would you want one of
12 your children in the bottom of that pit found? That upset me,
13 when she brought that up about that tower that upset me highly,
14 very, very highly, and that brought my memory back about this
15 pit.

16 And on behalf of these gentlemen talking about the
17 water lines being flushed by their homes because now it's the
18 end of the line, I was told about that it's because of the high
19 concentrate that builds up at the end of the line of chlorine
20 and alkaline and everything. And I know a few times when that
21 flush, that end of the line flush was right catty-corner to
22 where I live, across the corner, that that used to run for two
23 or three days straight sometimes and I would question it. And
24 they would say, well, there's so much chlorine built up, you
25 know, that they had to flush the lines out and everything, you

1 know. But the homeowners weren't notified. You know, these
2 homeowners are drinking this water and all this building up in
3 their body, you know. No one is notified of the danger of the
4 high concentrate. That's all I have to add.

5 COMMISSIONER CARTER: Thank you.

6 CROSS EXAMINATION

7 BY MR. REILLY:

8 Q Just a small question now. This pit, this is at the
9 water plant? Explain to me this hole that was created. This
10 is filled with water?

11 A I think it was probably there at the time that they
12 were going to be connecting and giving water to Josephine Lake
13 development. That might have been at that time. And this pit
14 was just left open. And that's what I'm saying, I notified
15 three of the workers. One of the gentlemen that came down at
16 the time -- the blowout line was right catty-corner to where I
17 live. I told him about the pit and asked questions about it,
18 you know, because of safety, children. And then two, two meter
19 readers that came out, I asked them about it, when it was going
20 to be covered or protected and everything. And nothing was
21 ever done until I guess they were done with their work or
22 whatever they had to do and filled it in. Now that's what I
23 said, I felt because of such a big, big company they had to
24 follow OSHA regulations. I had a business up north in
25 Pennsylvania, the Pocono Mountains, okay, and because of the

1 business I was in with the equipment I had to follow OSHA
2 regulations, you know, and I just couldn't understand why this
3 danger was allowed to continue.

4 COMMISSIONER CARTER: Thank you so much,
5 Mr. Rissmiller.

6 Next we have Floyd Barnard. Did I get it right this
7 time, Mr. Barnard?

8 MR. BARNARD: Barnard.

9 COMMISSIONER CARTER: Barnard?

10 MR. BARNARD: Barnard.

11 COMMISSIONER CARTER: Barnard. Give me one more
12 chance.

13 Whereupon,

14 FLOYD BARNARD

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

18 DIRECT STATEMENT

19 MR. BARNARD: Okay. On these meters, I can tell you
20 some of the problems on your meters. You can go around and
21 check most of your meters, if you folks go out and check your
22 meters, you'll see you can't even read your meter. It's
23 covered up with dirt. Now I don't know how the hell they read
24 the meter when it's covered up with dirt, but they do.

25 The pit that he's talking about, when they put the

1 line from Sebring Lakes over to Josephine, they pumped for four
2 straight days, and I believe that's an 8-inch line that they
3 have running over there, to make sure that the pipe was cleaned
4 out. So that's where that pit I think is originally started
5 from.

6 And as far as the blowouts that they're talking
7 about, I understand from the company -- I know what's behind
8 their mind to keep this, try to keep this sludge away that
9 we're getting and to blow the chlorine out. So I'll give them
10 credit for that part. It's the rest of the things that's going
11 on, you know, the prices they're charging and the quality of
12 the water.

13 But most of these meter things, if you check them,
14 you'll find out the meter is completely covered with sand. I
15 don't know how that man reads that meter. I've had new people
16 move into the neighborhood and they want to know about the
17 meters and stuff and I show them where it is and where the
18 shutoffs and stuff like this are. And I'll open that trap door
19 and it will have that much dirt piled on top of the meter. How
20 you can read it, I have no idea. You have to go and clean it
21 out yourself because the company don't do it. Your servicemen
22 do not clean out those pits. Okay. That's about it.

23 COMMISSIONER CARTER: Hold on. Hold on.
24 Commissioner Skop.

25 COMMISSIONER SKOP: Thank you, Commissioner.

1 Mr. Barnard, just a quick question with respect to
2 the metering. On the meter itself, have you ever taken any
3 actions to write down what the numbers are on a month-to-month
4 basis to see what the actuals that you're seeing versus what's
5 reported on the billing?

6 MR. BARNARD: Yes, I do. But, see, I'm one of the
7 few people that every three months I go out and I dig my own
8 meter out. I keep my meter so that you can read my meter, so
9 most generally my meter gets read right.

10 COMMISSIONER SKOP: But with respect to the accuracy
11 of what you're reading versus what you're being charged for.

12 MR. BARNARD: Yeah. The times I have checked it's
13 been right on. Originally they used to use just the last --
14 well, these meters were brand new, so they used the last three
15 numbers originally. Now over the period of years we've went
16 up, now they're reading the whole reading across. I haven't
17 done it since they started that. But I have checked on them a
18 couple of times and they've been accurate within, you know --
19 the time you walk out and the time they read it, I mean maybe
20 the wife has pushed the handle down or turned the handle on,
21 you know, so there could be a variation there.

22 COMMISSIONER SKOP: And also too with respect to the
23 meters themselves, do you know if they have the ability to
24 perhaps be read electronically through the radio frequency or
25 --

1 MR. BARNARD: They cannot be read electronically in
2 our area.

3 UNIDENTIFIED SPEAKER: They're just setting that up.
4 That's being set up now.

5 COMMISSIONER SKOP: Thank you.

6 COMMISSIONER CARTER: Okay. Thank you.

7 I want to make sure that we gave everyone an
8 opportunity.

9 Ms. Springsteen, did you have another comment? Come
10 on down please so we can get it on the record. The reason
11 we're doing this is we're trying to get it on the record. Let
12 me just say -- two more? Okay. Good. We'll just do that.
13 We're trying to, you know, get as much in -- before you speak I
14 just want to let you know that our goal is to allow the
15 customers to give us as much input as possible before we make a
16 decision. So it's important to us the issues that you raise,
17 and please be advised and please know that they are significant
18 to us.

19 Yes, ma'am, you're recognized.

20 Whereupon,

21 MELINDA SPRINGSTEEN

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

25 DIRECT STATEMENT

1 MS. SPRINGSTEEN: I do have to -- on behalf of the
2 people that do read the meters, they are read every month. I
3 used to read them. They do read. And they have requested
4 AquaSource to put in the electronic ones. And whenever your
5 meter is covered with dirt, they dig your meter up until -- and
6 they read them, I'll tell you they read them on the 18th or
7 19th of every month. So on the 18th or 19th of every month, if
8 you want to go read your meter, most of the time I guarantee
9 you it will be dug up. Because I do know the people that do
10 read the meters, they actually read it.

11 And this is the legal document stating -- I ran
12 upstairs and pulled it. This is the legal document stating, it
13 says, here it says, "It is understood that the current access
14 road on Lots 17 and 16 of Block 1 of Lake Josephine Heights
15 Subdivision does not follow the 10-foot easement. Therefore,
16 AquaSource is granted unlimited entry and exit to the plant
17 using the existing road on property owned by Douglas E. Pugh.
18 If and when AquaSource ceases the use of the existing plant,
19 AquaSource shall demolish and remove the facilities. Once this
20 is completed," and then it says -- well, and then it goes on
21 saying that where if Pugh owns the property and after that
22 stuff. But this is the legal documents to get that removed.

23 COMMISSIONER CARTER: Thank you.

24 CROSS EXAMINATION

25

1 BY MR. REILLY:

2 Q Who does this come from?

3 A This is -- I got it from the Clerk of Court's
4 upstairs. It's the Post Closing Agreement. It's an
5 agreement -- John McClure did it. It's an agreement between
6 Douglas Pugh, Darryl Pugh and AquaSource stating that when they
7 do cease the use of this plant, that they are to remove. And
8 it states at whose cost, what, you know. It has it in here.

9 MR. REILLY: Could we identify that?

10 COMMISSIONER CARTER: It'll be a little out of order,
11 but we'll just make it Exhibit 35. We'll put it under
12 Ms. Springsteen.

13 MS. FLEMING: We can make it Exhibit 35. I think
14 that would be clear.

15 COMMISSIONER CARTER: Okay. Let's make it Exhibit
16 35. Thank you, Ms. Springsteen.

17 (Exhibit 35 marked for identification.)

18 We had two other -- yes, sir, you're recognized, and
19 then we have one other. Give us your name again just for the
20 record.

21 Whereupon,

22 ROY CARR

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

1 DIRECT STATEMENT

2 MR. CARR: Yes. Roy Carr, Sebring Lakes area. What
3 I'd like to see is, or find out is is there a possibility that
4 the water company and the county can come to some working
5 agreement as to the replacement of the roads that has been
6 damaged by the flow of the water? The county at this point has
7 taken the position that we need one more house on our street in
8 order for them to maintain it, but yet AquaSource's water is
9 what has undermined that road and washed it out and made it
10 impassable. Is there a possibility that the water company and
11 the board of county commissioners can come to some working
12 agreement to make those roads passable so that the trash truck,
13 the mailman and other people can get through there? If,
14 really, Nestor, if Nestor had a fire down there right now,
15 you're not going to get a fire truck down to his house. You
16 can't do it.

17 CROSS EXAMINATION

18 BY MR. REILLY:

19 Q But it is a county road; is that correct?

20 A The road, sir, was established back in the early '70s
21 when this community was first set up. Okay? And I'm not an
22 engineer but there is a hard-based road. I don't know what
23 you'd call it. But over the years it was not maintained and,
24 yes, there was some deterioration due to normal use. But that
25 that I'm talking about is not normal deterioration. I mean,

1 it's where the water washed it out and there's no longer a road
2 available.

3 And there are -- like I say, it's been dry. There's
4 not been -- well, we got one stuck out there last week one
5 time. But now the rainy season has come and now you're going
6 to really get the washout. And down where they moved the pipe
7 down to the blowout pipe down at the end of the road down
8 there, I'm sure it's washed out down there too. But you
9 couldn't get an emergency vehicle in there.

10 Q You said that the county would pave this road. Have
11 they --

12 A No, not pave, sir. Maintain. They would grade if we
13 had -- you've got to have, I think, two residences for each
14 tenth of a mile. As it is set up right now, we only have seven
15 on that road, which we have to have one more person build
16 before the county would come in and grade it. But between now
17 and then, whenever that date might be, vehicles, vehicles can't
18 go through there, heavy vehicles.

19 Q Maintenance of this road might be beyond the
20 jurisdiction of this Commission.

21 A No, I understand that. I was, I was directing my
22 comment to AquaSource. Can they get with somebody on the board
23 of county commissioners to see if they can't come to some
24 working agreement so that, you know, should emergency vehicles
25 need to get down there, that we have a road base that, in fact,

1 they can get down there?

2 COMMISSIONER CARTER: I'm sure -- Ms. Rule, I saw you
3 nodding in acquiescence that you will be contacting the county
4 and seeing --

5 MS. RULE: I'm not aware of who maintains the road.
6 It sounds like it is not a county road. But Mr. Lihvarcik will
7 have an engineer go out and check the condition of the road and
8 we'll certainly report back to the Commission in our testimony.

9 MR. CARR: Okay. That's Sebring Lakes Boulevard
10 specifically.

11 UNIDENTIFIED SPEAKER: You're going to find out that
12 that's going to be between AquaSource and the homeowners. It's
13 not a currently county maintained road.

14 (Simultaneous conversation.)

15 MR. CARR: But the road was in working condition
16 before AquaSource washed it out.

17 UNIDENTIFIED SPEAKER: Your issue will be with them.

18 COMMISSIONER CARTER: Thank you so kindly.

19 Yes, ma'am. Please, again, give us your name when
20 you come up to the podium for our court reporter so she can add
21 that to the record.

22 MS. GILLER: Yes. I did not fill out one of those
23 forms in the beginning.

24 COMMISSIONER CARTER: That's okay. You can fill out
25 one afterwards. But right now --

1 MS. GILLER: My name is Theresa Giller.

2 COMMISSIONER CARTER: Wait. Excuse me. Were you
3 sworn in? Okay. Thank you so kindly.

4 Whereupon,

5 THERESA GILLER

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 COMMISSIONER CARTER: You are recognized.

9 DIRECT STATEMENT

10 MS. GILLER: Thank you. My name is Theresa Giller.
11 That's G-I-L-L-E-R. I live at 5127 Grand Concourse and have
12 for the last 13 years.

13 A major concern of mine right now is our water bill.
14 It's extremely high, as everyone has already admitted that. My
15 question is if I'm ready to go back to the well and there's a
16 facility base charge on the meter, is that fee to be waived if
17 our water is disconnected and we resume to go back to the well?
18 It's more of a question. And am I going to get an answer
19 today?

20 COMMISSIONER CARTER: One moment. I'm trying to make
21 sure that we get your name and address for the record so he's
22 going to get you the form. So if you ask your question again,
23 it might be something that we can have staff respond to. If
24 you'd just kind of try that one more time.

25 MS. GILLER: If the facility base charge has gone up

1 to \$47, it's about \$50 a month, so basically if we just sit
2 there and watch the meter and not use a drop of water, we're
3 paying \$50 a month to sit there and watch the meter do nothing.
4 If I'm ready to go back to the well -- I have four children, a
5 family of six living in my home. We've been in the area for 13
6 years, and I'm ready to go back to my well. In my opinion,
7 this is a whole waste of time for me and everybody else. If
8 anybody is getting paid today, it's been a waste of time. I'm
9 ready to go back to my well. There's, the quality of water in
10 my well is much better than what's coming out of my pipes. I
11 mean, when I have friends come over to my residence and ask me,
12 "May I have a glass of water," and I go, "Would you like sweet
13 or unsweet," that's, that is not right. I'm ready to go back
14 to my well.

15 Will I be charged for the meter sitting in my yard
16 for the \$50 facility base fee? Who do I ask that question and
17 when am I going to get an answer?

18 COMMISSIONER CARTER: I think, Mr. Rendell, that's
19 based upon the proposal -- look on Page 5, I believe it is, or
20 --

21 MR. RENDELL: If I understand your question, if you
22 disconnect your water system from Aqua's meter and go back to
23 the well --

24 MS. GILLER: I assume, which I don't want to assume,
25 but in this case I will because I don't have an answer or any

1 facts in front of me. If I don't pay the bill I just received
2 on Saturday, I do know I will be disconnected one way or the
3 other. I have, luckily I have the ability -- I have an older
4 home. I have the ability, I can go back on a well. There's
5 many homes that are brand new in that area that have been there
6 within the next, the last five years. They don't have wells.
7 They were mandated they had to go on this city water plant,
8 this whatever they call city water. It's more sewer water in
9 my opinion, but that's just an opinion.

10 MR. RENDELL: We will have to look into the matter.
11 If you connect, the way I understand, if you connect your well
12 to your house, there has to be a physical termination of that
13 pipe from the meter to your house or else it'll create an
14 immediate cross-connection violation of a DEP rule. So there
15 will have to be a physical disconnection. You'd have to
16 request that your service be terminated so you would no longer
17 be a customer of Aqua. But we would have to look into it with
18 the utility.

19 MS. GILLER: Okay. But who's paying the facility
20 base charge? You're saying if I request to be disconnected,
21 there's a meter sitting there?

22 MR. RENDELL: They would have to remove the meter and
23 you would no longer be a customer of the utility in order for
24 you not to pay the base facility. If the meter --

25 MS. GILLER: After what's been said today, it's going

1 to be a godsend.

2 MR. RENDELL: Sure. But what I was indicating is
3 there will have to be a physical disconnection of that pipe so
4 that no cross-connection could occur from the well into the
5 local water system.

6 MS. GILLER: Okay. So therefore my answer would be,
7 no, I would not be charged for that meter because they would
8 come get it, it's gone?

9 MR. RENDELL: That's not my answer. I would have to
10 check with the utility to see if you disconnected as a customer
11 and were no longer a customer and cease that relationship with
12 the company, then you would not have a base facility. You
13 would no longer be a customer. What I'm saying is we'd have to
14 see with the company if you requested this, when this would
15 occur. But you basically would have to no longer be a customer
16 of the utility.

17 MS. GILLER: Okay. And how long is that answer from
18 the company, how long will that answer take possibly?

19 MS. RULE: Mr. -- well, my understanding is,
20 certainly staff is correct, if you are physically removed from
21 the system, then you're not a customer and there would be no
22 charge. But like Mr. Rendell, I can't respond to the other
23 issues of what it would take to get that, whether there are
24 health department issues or DEP issues.

25 MS. GILLER: That's more of a concern for me to worry

1 about whether or not I can or cannot hook back up to my well.

2 My concern is I am not paying the \$50 a month that
3 you're requesting for me to pay for my meter.

4 MS. RULE: Once you're no longer a customer of the
5 utility, there will be no charges to you. That's correct.

6 MS. GILLER: Okay. What are we going to do about
7 what's being charged to us now? What are we going to do about
8 that? Are we paying it?

9 MS. RULE: I can't advise you to pay or not pay your
10 bills, and I'm not really sure what the question is. The
11 purpose of the hearing today is to gather your testimony and
12 the Commission will later make a decision about what, under
13 what circumstances the company can charge anybody anything.

14 MS. GILLER: Meanwhile what do we do with our
15 pocketbooks? Who do I ask that to? I'm looking at the
16 Commission.

17 COMMISSIONER CARTER: Do we have a bill, do we have a
18 copy of your bill?

19 MS. GILLER: You have a copy of three of my bills.

20 COMMISSIONER CARTER: Okay. We'll look into that.
21 Okay. That will be Exhibit Number 36.

22 (Exhibit 36 marked for identification.)

23 MS. GILLER: Along with a lot of my notes.

24 COMMISSIONER CARTER: And we'll have -- you can talk
25 with staff and you can talk with a representative of the

1 company afterwards. But a lot of your questions does not lend
2 itself to us responding to that today based upon what we're
3 doing now. Right now we are taking input from the customers on
4 the proposed rate increase for the customers of Aqua. Your
5 question has to do more with whether or not you are a customer
6 or not. That's a different issue. And, again, I said we have
7 staff here, both -- we have staff from the Public Service
8 Commission and Aqua has staff here that we can deal with that.

9 But let me just say this. And we've gone -- and I
10 sincerely appreciate those of you that have come out to speak
11 on your own behalf as well as speak on behalf of your
12 neighbors. We've gone through a process where we've taken
13 testimony and this testimony will be used to help us in
14 Tallahassee as well as help the company be a better company and
15 help us be better regulators.

16 Let me just say before we conclude, I'm on the verge
17 of concluding. I wanted to give my colleagues an opportunity
18 to make a few statements before we adjourn.

19 Commissioner Skop, you're recognized.

20 COMMISSIONER SKOP: Thank you, Mr. Chairman.

21 Like I said, I do also echo the comments of the Chair
22 about taking the time to come out because the consumer input
23 that we receive is very critical in terms of understanding what
24 the perceived problems are and how and what issues need to be
25 remedied in terms of service quality and the cost-effectiveness

1 of the service provided. So we do thank you for taking your
2 time out of your schedules to come offer testimony in this
3 regard. Thank you.

4 COMMISSIONER CARTER: Commissioner McMurrin.

5 COMMISSIONER McMURRIAN: Thank you, Chairman.

6 I just wanted to follow, of course, thanks to you all
7 for sharing with us your concerns not only about the rate
8 increase but about the quality of service. And I think, as
9 staff explained earlier, that we take those comments into
10 account and look at the quality of service in dealing with a
11 rate increase request.

12 Specifically to a question that Mr. Thompson brought
13 up, I just wanted to respond that, you know, I think when you
14 do call Tallahassee I think you're going to get people who do
15 care about your concerns on the other end of the phone. And if
16 not, please let us know, ask them to talk to their supervisor.
17 You'll see several numbers on the front of the Special Report
18 there that are direct numbers to several staff people involved,
19 as well as an 800 number that's down at the bottom which ties
20 directly into our consumer affairs representatives. And if
21 they can't directly answer your question, they will work to try
22 to get a more detailed response to you. And there's also a
23 website and an email address there. And I just wanted to point
24 that out because there are people on the other end of all those
25 things that do want to help you. And, in fact, a lot of those

1 things come to us. So I just wanted to let you know that. But
2 thank you all for coming today.

3 COMMISSIONER CARTER: Mr. Reilly.

4 MR. REILLY: Just a housekeeping measure. We have
5 copies of three bills here of people that did not actually make
6 presentations. One of them is the McDonald bill, and that was
7 one of the people that signed up and chose not to speak.

8 Are the McDonalds here?

9 MS. McDONALD: We're here.

10 COMMISSIONER CARTER: Exhibit 37.

11 MR. REILLY: Did you want to have your bills --

12 MS. McDONALD: Yes.

13 COMMISSIONER CARTER: Exhibit 37.

14 MR. REILLY: That would be 37.

15 COMMISSIONER CARTER: Okay. That will be Exhibit 37.

16 (Exhibit 37 marked for identification.)

17 MR. REILLY: There's a John DeLisa. Are you still
18 here?

19 UNIDENTIFIED SPEAKER: No. He went home. He's our
20 neighbor.

21 COMMISSIONER CARTER: Exhibit 38.

22 MR. REILLY: Okay. Exhibit 38.

23 UNIDENTIFIED SPEAKER: He spoke.

24 MR. REILLY: Excuse me?

25 UNIDENTIFIED SPEAKER: He spoke.

1 MR. REILLY: He spoke?

2 UNIDENTIFIED SPEAKER: Yes.

3 MR. REILLY: Well, let's make sure then. I --

4 COMMISSIONER CARTER: Where we are on the exhibits,
5 that would still be Exhibit 38.

6 (Exhibit 38 marked for identification.)

7 MR. REILLY: Okay. And then the last one is Dennis
8 Siminiak.

9 COMMISSIONER CARTER: Exhibit 39.

10 MR. REILLY: 39. Okay. Thank you.

11 (Exhibit 39 marked for identification.)

12 MS. FLEMING: Commissioner, if I may. I did want to
13 check to see if the utility wanted to put in a copy of the
14 notice and affidavit of this service hearing. And once we do
15 that, I would suggest that we move all the exhibits into the
16 record if there are no objections.

17 COMMISSIONER CARTER: That would be Exhibit Number
18 40.

19 MS. FLEMING: 40.

20 COMMISSIONER CARTER: Okay.

21 (Exhibit 40 marked for identification.)

22 (Exhibits 23 through 40 admitted into evidence.)

23 MS. RULE: Commissioners, I have the Notice of
24 Customer Service Hearings that was mailed to the customers. We
25 have not yet received the publisher's affidavits demonstrating

1 that they were properly published. So I'd like to identify two
2 exhibits, one for the notice that I'll put into the record
3 today, and then a late-filed exhibit for the affidavits, if
4 that's okay.

5 COMMISSIONER CARTER: Show it done.

6 (Late-Filed Exhibit 41 identified for the record.)

7 As we conclude our discussion here today, we want to
8 thank you. Again, as I said, is that some of you came out on
9 your own behalf, some of you came out on behalf of neighbors
10 and friends and family. And let me just tell you this, we have
11 been going all over the State of Florida. This case involves
12 county water and wastewater rates in Alachua, Brevard,
13 Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk,
14 Putnam, Seminole, Sumter, Volusia and Washington Counties. And
15 as a Commission we are going out to each one of these service
16 areas listening to the consumers, listening to the customers,
17 the people that pay the bills. It's very, very important to us
18 to hear from you. Some of the people here today said they're
19 not professional speakers. We're not looking for professional
20 speakers. We're looking for people that write the checks.
21 It's important to us to hear from you on what issues that are a
22 concern to you. Some of it -- I noticed some people said,
23 well, maybe you don't have anything to do with the trash or
24 anything like that, but we still care about your issues. And
25 it's important to us to have that feedback so that when we make

1 a decision, we make a decision based on the fact that it
2 impacts a person at the end of the line that's writing the
3 checks. So on behalf of the Florida Public Service Commission,
4 let me thank you for your time, thank you for your efforts.
5 And Mr. Reilly with the Office of Public Counsel, Ms. Rule with
6 the Aqua Utilities, to my fellow Commissioners, to our staff
7 and to you, ladies and gentlemen, thank you for coming out. We
8 are adjourned.

9 (Service Hearing adjourned at 1:03 p.m.)

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1 STATE OF FLORIDA)
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 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 *29th of June* 2007.

Linda Boles

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



Exh. 23
SCANNED

HIGHLANDS COUNTY
BOARD OF COUNTY COMMISSIONERS

June 12, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

**RE: FLORIDA PUBLIC SERVICE COMMISSION DOCKET 060368-WS
AQUA UTILITIES FLORIDA, INC.
APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES**

Dear Commission Clerk:

I have received the rate case synopsis dated April 30, 2007 that was provided by Aqua Utilities Florida, Inc. regarding their application for an increase in water and wastewater rates contained in Florida Public Service Commission Docket 060368-WS.

After review of the Aqua Utilities Florida, Inc.'s Rate Case Synopsis I am recommending disapproval of the proposed rate increases that would affect the Lake Josephine, Leisure Lakes and Sebring Lakes water systems and Leisure Lakes sewer system.

The proposed rate increases appear to be excessively high with increases in water Base Facility Charges ranging from approximately 297% on the Sebring Lakes System to 356% on the Leisure Lakes System and Gallonage Charges ranging from 116% on the Leisure Lakes System to 328% on the Lake Josephine System. Many of the residents on these systems are on fixed incomes and are trying to deal with increases in property taxes, homeowners insurance and other cost of living increases.

If you have any questions, please feel free to contact me at (863) 385-7755

Sincerely,

Carl E. Cool, PE
County Administrator

CC: John M. Lihvarcik, Aqua Utilities Florida, Inc.

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS EXHIBIT 23

COMPANY Aqua Utilities FL, Inc.

WITNESS Letter from Highlands County Comm.

DATE 06/13/07

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS, P. O. BOX 1926, SEBRING, FL 33871-1926

PHONE: (863) 402-6517

FAX: (863) 402-6835

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Sebring Lakes

#24

SITUATION

The Sebring Lakes water system routinely monitors for the presence of drinking water contaminants. The average test results for Haloacetic Acids (HAA5s) over the last four quarters, through the 3rd Quarter of 2005, is at 62 ug/L (micrograms per liter, or parts per billion). Thus our system exceeded the standard or maximum contaminant level (MCL) for Haloacetic Acids (HAA5s) in Table 3 of Rule 62-550 of the Florida Administrative Code. The MCL in Table 3 for HAA5s is 60 ug/L.

HEALTH EFFECTS

Some people who drink water containing Haloacetic Acids in excess of the MCL over many years may have an increased risk of getting cancer.

WHAT SHOULD CUSTOMERS DO?

This is not an immediate risk. Until the problem is corrected, any customers who are concerned about their exposure to HAA5s may wish to use alternative sources of water for ingestion, such as commercial bottled water, or water treated by an appropriate home water treatment device. Appropriate home water treatment devices are those certified by the National Sanitation Foundation (NSF) for reducing HAA5s in drinking water.

WHAT IS BEING DONE?

The water company has submitted a plan of corrective action to the Florida DEP that will address how this HAA5 MCL violation will be corrected, including measures taken to date.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person	System Name	Address (Co. Name, Street)
Customer Service	Sebring Lakes WTP	Aqua Utilities Florida 8374 Market St. #419
Phone Number	System PWSID #	Address (City, State, Zip)
800-250-7532	FL5284137	Bradenton, FL 34212

You can also contact the Florida Department of Environmental Protection, Water Compliance/Enforcement Section at (239) 332-6975.

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-W EXHIBIT 24

COMPANY Aqua Utilities FL, Inc.

WITNESS 2005 Annual Drinking Water Quality Report
Bills - Connie Burton

DATE 06/13/07

Aqua Utilities Florida, Inc.
8374 Market St. #419
Bradenton, FL 34212



CONNIE BURTON
4650 SEBRING LAKES BLVD
SEBRING FL
33875-6535

33875+6535-30 R017



2005 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, 2005 for **Sebring Lakes - PWS ID # 5284137**. 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.

Microbiological Contaminants - Presence of coliform bacteria in 1 sample collected during a month.						
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Monthly Number of Positive Samples	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria	6/05, 8/05, 9/05, 10/05	N	1	0	1	Naturally present in the environmental

* 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
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Radiological Contaminants - Results in pCi/L. The MCL for Uranium is 30 ug/L, which is equivalent to about 20.1 pCi/L.

Gross Alpha	7/03	N	3.6	N/A	0	15	Erosion of natural deposits
Radium 226 or combined radium	7/03	N	2.6	N/A	0	5	Erosion of natural deposits
Uranium	7/03	N	1.0	N/A	0	30 ug/L	Erosion of natural deposits

Inorganic Contaminants

Barium (ppm)	07/03	N	0.077	N/A	2	2	Erosion of natural deposits
Beryllium (ppb)	07/03	N	0.1	N/A	4	4	Metal refineries; electrical, aerospace, and defense industries; erosion of natural deposits
Fluoride (ppm)	07/03	N	0.15	N/A	4	4	Erosion of natural deposits
Nickel (ppb)	07/03	N	7.1	N/A	N/A	100	Natural occurrence in soil
Nitrate (as Nitrogen) (ppm)	04/05	N	0.04	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	07/03	N	35	N/A	N/A	180	Salt water intrusion, leaching from soil

Synthetic Organic Contaminants including Pesticides and Herbicides

Dalapon (ppb)	12/05	N	1.6	N/A	200	200	Runoff from herbicide used on rights of way
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Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 th Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm)	08/04	N	0.643	0	1.3	1.3	Corrosion of household plumbing systems
Lead (ppb)	08/04	N	1	0	0	15	Corrosion of household plumbing systems

TTHMs and Stage I Disinfectant/ Disinfection By-Product (D/DBP) Parameters - *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 or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	2005	N	1.7	1.3 - 3.52	MRDLG =4	MRDL =4	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	2/05, 4/05, 9/05, 12/05	Y (a)	69.25	50 - 86.4	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	2/05, 4/05, 9/05, 12/05	N	75.73	55.9 - 99.3	N/A	80	Byproduct of drinking water disinfection

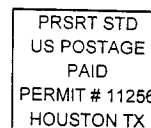
(a) **Violation:** In 2005, we exceeded the MCL for Haloacetic Acids. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. We are working with the Florida Rural Water Association (FRWA) on ways to reduce the level of Haloacetic Acids below the MCL. Quarterly monitoring is currently underway.

Violation: On July 31, 2005 we failed to maintain the required minimum disinfection level in the drinking water supply. This violation was cited by the Department of Environmental Protection (DEP) and resulted in an enforcement case. The case was resolved through a Consent Order with DEP, in which we installed a low chlorine level alarm with auto dialer at the water plant to ensure that this violation is not repeated in the future. Subsequent bacteria tests did not indicate any ill health affects from this violation.

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.

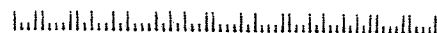
Aqua Utilities Florida
8374 Market St., #419
Bradenton, FL 34202



FL5284137 SEBRING LAKES

BURTON, CONNIE
4650 SEBRING LAKES BLVD
SEBRING, FL 33875-6535

338756535-50 0017



2005 Annual Drinking Water Quality Report Sebring Lakes PWSID # 5284137

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 (800) 250-7532 or visit us at www.aquautilitiesflorida.com.

Sebring Lakes obtains its water supply from two groundwater wells that draw water from the Floridian Aquifer. The water is chlorinated for disinfection purposes and polyphosphate is added for corrosion control. The Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system. Information provided by this assessment indicated that Sebring Lakes Water System is of high susceptibility to contamination. The assessment results are available on the DEP Source Water Assessment and Protection Program website at 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 stormwater 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 stormwater 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 stormwater runoff, and septic systems.
- E) **Radioactive contaminants**, which can be naturally occurring 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.

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.

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: means 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.



Service To:
CONNIE BURTON
4650 SEBRING LAKES BLVD
SEBRING, FL 33875-6535

Account Number
000901401 0644061
 SEBRING LAKES

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 **January 30, 2007** Total Amount Due **\$ 19.54** Due Date **February 21, 2007**

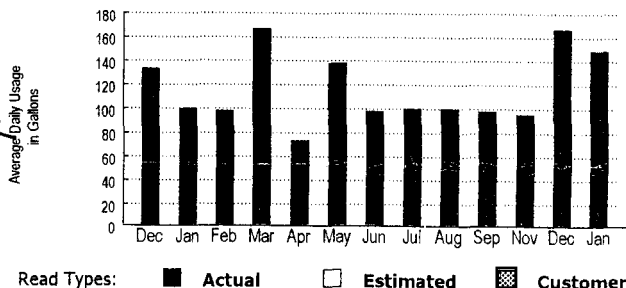
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
02043181	5/8	01/19/07	30	Actual	202500	4,500	Gallons
		12/20/06		Actual	198000		
Average Daily Usage = 150 Gallons		Total Days: 30		Total Usage:		4,500	Gallons

Billing Detail

Amount Owed from Last Bill \$ 20.63
 Total Payments Received..... 20.63
Balance..... 0.00
 Water Base Facility Charge..... 9.68
 4,500 gallons @ \$0.00219 per gallon 9.86
Total Water Charges 19.54
Amount Due 02/21/07 \$ 19.54

Water Usage History



1000 x 5.71

54.51 2569

cost x 5.88
 11.88
 2.88

Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137



Service To:
CONNIE BURTON
4650 SEBRING LAKES BLVD
SEBRING, FL 33875-6535

Account Number **211**
000901401 0644061
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 17.35** Due Date **March 21, 2007**

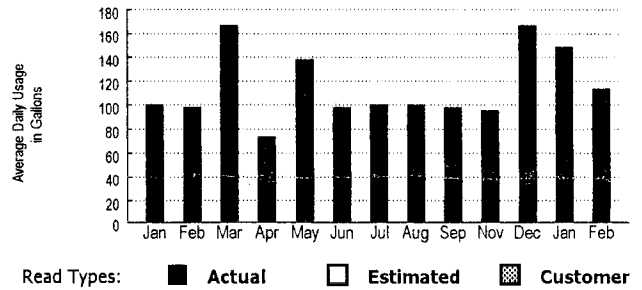
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
02043181	5/8	02/19/07	31	Actual	206000	3,500	Gallons
		01/19/07		Actual	202500		
Average Daily Usage ■ 112 Gallons		Total Days: 31		Total Usage:		3,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 19.54
Total Payments Received	19.54
Balance	0.00
Water Base Facility Charge	9.68
3,500 gallons @ \$0.00219 per gallon	7.67
Total Water Charges	17.35
Amount Due 03/21/07	\$ 17.35

Water Usage History



Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
REV 01/07



Service To:
CONNIE BURTON
4650 SEBRING LAKES BLVD
SEBRING, FL 33875-6535

Account Number **211**
000901401 0644061
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **March 29, 2007** Total Amount Due **\$ 18.22** Due Date **April 20, 2007**

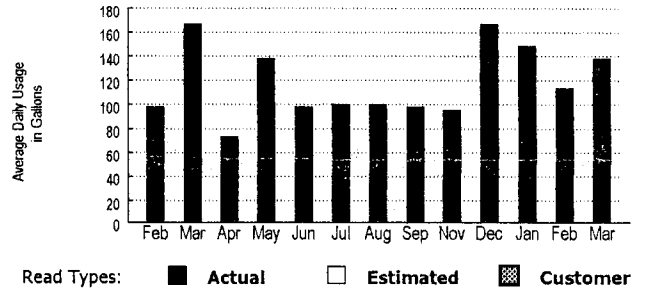
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
02043181	5/8	03/19/07	28	Actual	209900	3,900	Gallons
		02/19/07		Actual	206000		
Average Daily Usage = 139 Gallons		Total Days: 28		Total Usage:		3,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 17.35
Total Payments Received.....	17.35
Balance	0.00
Water Base Facility Charge.....	9.68
3,900 gallons @ \$0.00219 per gallon	8.54
Total Water Charges	18.22
Amount Due 04/20/07	\$ 18.22

Water Usage History



Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
 REV 01/07



Service To:
CONNIE BURTON
4650 SEBRING LAKES BLVD
SEBRING, FL 33875-6535

Account Number

M

000901401 0644061
 SEBRING LAKES

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
May 01, 2007

Total Amount Due
\$ 40.22

Due Date
May 23, 2007

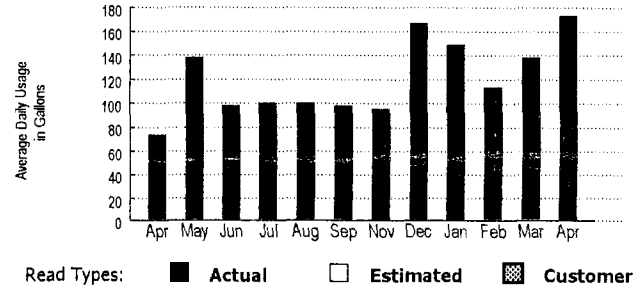
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
02043181	5/8	04/18/07	30	Actual	215100	5,200	Gallons
		03/19/07		Actual	209900		
Average Daily Usage = 173 Gallons		Total Days: 30		Total Usage:		5,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 18.22
Total Payments Received	18.22
Balance	0.00
Total Water Charges	40.22
Amount Due 05/23/07	\$ 40.22

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.



Service To:
CONNIE BURTON
4650 SEBRING LAKES BLVD
SEBRING, FL 33875-6535

Account Number
000901401 0644061
 SEBRING LAKES

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 **May 29, 2007** Total Amount Due **\$ 79.56** Due Date **June 20, 2007**

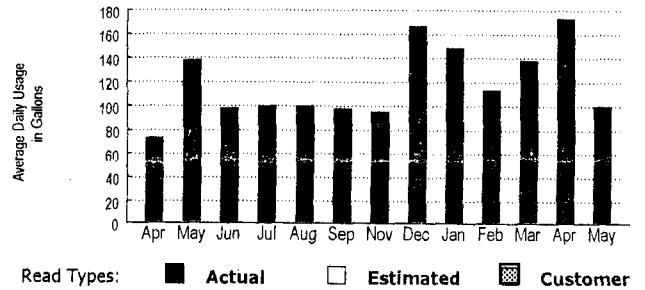
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
02043181	5/8	05/18/07	30	Actual	218100	3,000	Gallons
		04/18/07		Actual	215100		
Average Daily Usage = 100 Gallons		Total Days: 30		Total Usage:		3,000	Gallons

Billing Detail

Amount Owed from Last Bill \$ 40.22
 Total Payments Received 40.22
Balance **0.00**
 Water Base Facility Charge 47.37
 3,000 gallons @ \$0.01073 per gallon 32.19
 Total Water Charges 79.56
Amount Due 06/20/07 **\$ 79.56**

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 to see your report.



Service To:
FLOYD BARNARD
13701 TANGELO ST
SEBRING, FL 33875-9545

Account Number
000887455 0630835
 SEBRING LAKES

Exh. 25

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 **May 29, 2007**
 Total Amount Due **\$ 76.34**
 Due Date **June 20, 2007**

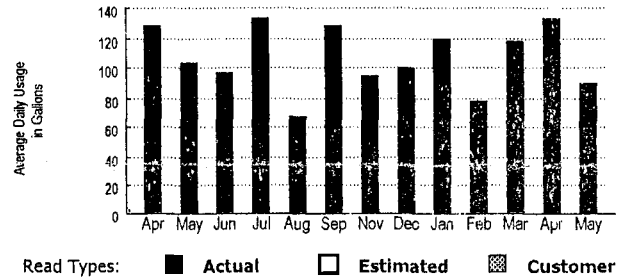
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041574	5/8	05/18/07	30	Actual	323000	2,700	Gallons
		04/18/07		Actual	320300		
Average Daily Usage = 90 Gallons		Total Days: 30		Total Usage:		2,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 35.20
Total Payments Received	35.20
Balance	0.00
Water Base Facility Charge	47.37
2,700 gallons @ \$0.01073 per gallon	28.97
Total Water Charges	76.34
Amount Due 06/20/07	\$ 76.34

Water Usage History



paid 6-13-07 # 3168

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 to see your report.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL528413 PAF-515-A-0
REV 01/07

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060369W EXHIBIT 25
 COMPANY Aqua Utilities FL, Inc
 WITNESS Customer Bill - Floyd Barnard
 DATE 06/13/07



Service To:
FLOYD BARNARD
13701 TANGLO ST
SEBRING, FL 33875-9545

Account Number
000887455 0630835
 SEBRING LAKES

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

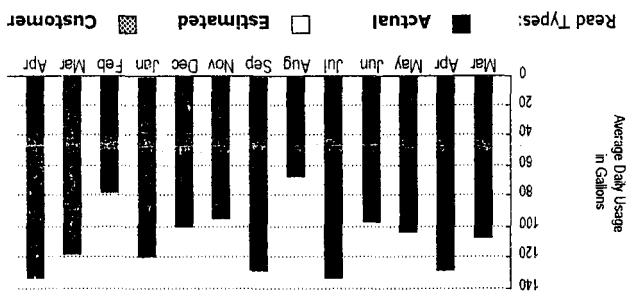
Questions about your water service? ... Contact us before the due date.
 Bill Date **May 01, 2007**
 Total Amount Due **\$ 35.20**
 Due Date **May 23, 2007**

Meter	Meter Size	Billing Period	Read Type	Meter Readings	Usage Units
45041574	5/8	04/18/07	Actual	320300	4,000 Gallons
Average Daily Usage = 133 Gallons			Total Days:	30	
			03/19/07	Actual	316300
			Total Usage:	4,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 16.91
Total Payments Received	16.91
Balance	0.00
Total Water Charges	35.20
Amount Due 05/23/07	\$ 35.20

Water Usage History



Handwritten: 5-9-07 #3154

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.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137AP-515-A-0
 REV 01/07

1336933



Service To:
FLOYD BARNARD
13701 TANGELO ST
SEBRING, FL 33875-9545

Account Number **25**
000887455 0630835
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **March 29, 2007** Total Amount Due **\$ 16.91** Due Date **April 20, 2007**

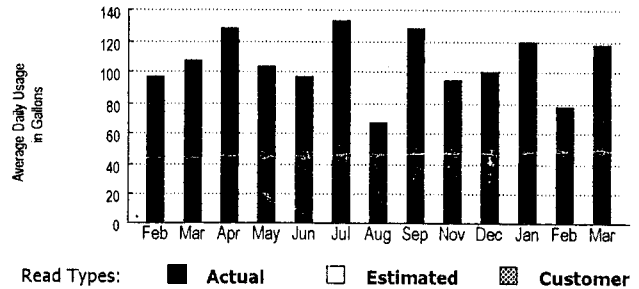
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041574	5/8	03/19/07	28	Actual	316300	3,300	Gallons
		02/19/07		Actual	313000		
Average Daily Usage = 117 Gallons		Total Days: 28		Total Usage:		3,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 14.94
Total Payments Received	14.94
Balance	0.00
Water Base Facility Charge	9.68
3,300 gallons @ \$0.00219 per gallon	7.23
Total Water Charges	16.91
Amount Due 04/20/07	\$ 16.91

Water Usage History



Message Center

Paid
4-4-07
 # *3836*

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
 REV 01/07



Service To:
FLOYD BARNARD
13701 TANGELO ST
SEBRING, FL 33875-9545

Account Number
000887455 0630835
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 14.94** Due Date **March 21, 2007**

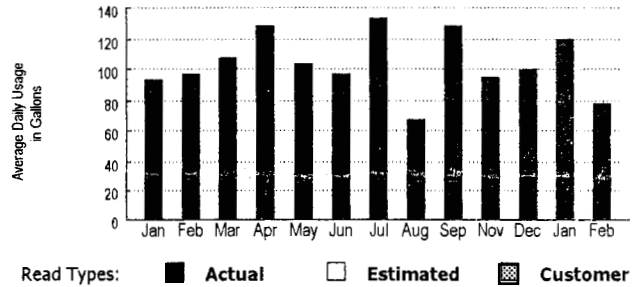
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041574	5/8	02/19/07	31	Actual	313000	2,400	Gallons
		01/19/07		Actual	310600		
Average Daily Usage = 77 Gallons		Total Days: 31		Total Usage:		2,400	Gallons

Billing Detail

Amount Owed from Last Bill \$ 17.56
 Total Payments Received..... 17.56
Balance..... 0.00
 Water Base Facility Charge..... 9.68
 2,400 gallons @ \$0.00219 per gallon 5.26
 Total Water Charges 14.94
Amount Due 03/21/07 \$ 14.94

Water Usage History



Message Center

Handwritten notes:
 # 3127
 3-7-07
 Paid

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-
 REV 01/C

June 10, 2007

To Whom it May Concern:

Aqua Utilities is literally raping the residents of Sebring Lakes. Raising the rates three hundred percent for water that is **undrinkable** is outrageous.

Our residents are working class or retired people who can not afford to pay \$60 to \$100 a month for something as necessary as water. Plus the cost of bottled water to drink or to cook with.

The company does not contribute to the cost of new water lines or, obviously, the treatment of their water. They claim to have spent \$900,000 on upgrades to their systems in Highlands. Where? Certainly not in Sebring Lakes! Most of our residents drink only bottled water because of the warnings distributed by the prior company, Aquasource. They want to raise our rates? Based on what justification? They have done no upgrades to our system what so ever. Sebring Lakes is obviously being charged for upgrades performed every where else in Highlands, not for anything here.

The water is so bad that much of the time it smells like sulfur or at other times, fish. It actually leaves a fishy smell on our dishes taken right out of the dishwasher. These people think they deserve a raise? Maybe we should start deducting our bottled water costs from their bill every month.

Our government officials need to take a good hard look at what these people are doing, stand up for our residents and put a stop to it.

Barbara & Ernest Greene

Barbara & Ernest Greene
4547 Sebring Lakes Blvd.
Sebring, FL. 33875

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 26
COMPANY Aqua Utilities FL, Inc.
WITNESS Letter from Barbara & Ernest Greene
DATE 06/13/07

Pd. 6/10/07 # 3872 # 17.26 due 6/20/07 Exh. 26A



Service To:
ROY & PAT CARR
4349 SEBRING LAKES BLVD
SEBRING, FL 33871

Account Number
000900677 0643367
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **May 29, 2007** Total Amount Due **\$ 79.56** Due Date **June 20, 2007**

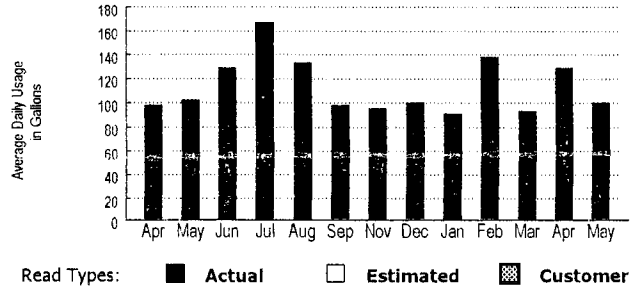
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01043730	5/8	05/18/07	30	Actual	259500	3,000	Gallons
		04/18/07		Actual	256500		
Average Daily Usage = 100 Gallons		Total Days: 30		Total Usage:		3,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 34.78
Total Payments Received.....	34.78
Balance.....	0.00
Water Base Facility Charge.....	47.37
3,000 gallons @ \$0.01073 per gallon	32.19
Total Water Charges	79.56
Amount Due 06/20/07	\$ 79.56

Water Usage History



Message Center

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1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137 PAP-515-A-C REV 01/07

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060368-115 EXHIBIT 26A
 COMPANY Aqua Utilities FL, Inc
 WITNESS Customer Bill- Roy Carr
 DATE 06-13-07

AUA Pd. 1/15/07
 #3299 \$16.25 due 1/22/07

Service To:
ROY & PAT CARR
 4349 SEBRING LAKES BLVD
 SEBRING, FL 33871

Account Number
000900677 0643367
 SEBRING LAKES

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 **December 29, 2006** Total Amount Due **\$ 16.25** Due Date **January 22, 2007**

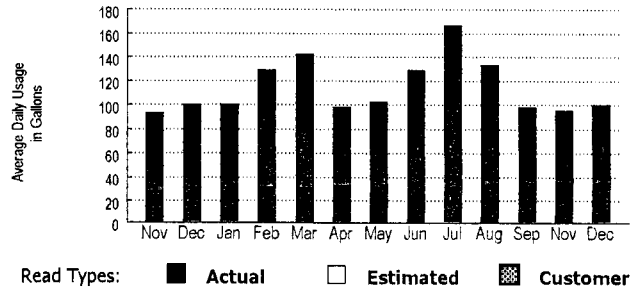
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01043730	5/8	12/20/06	30	Actual	243000	3,000	Gallons
		11/20/06		Actual	240000		
Average Daily Usage = 100 Gallons		Total Days: 30		Total Usage:		3,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 33.48
Total Payments Received.....	33.48
Balance.....	0.00
Water Base Facility Charge.....	9.68
3,000 gallons @ \$0.00219 per gallon	6.57
Total Water Charges	16.25
Amount Due 01/22/07	\$ 16.25

Water Usage History

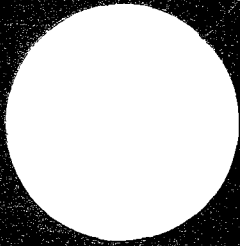


Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Exh. 26A



Aqua Utilities Florida Water Notice

Date: 5/27/2011 Time: 11:55
System Name: Seab. IS
Address: _____
Account #: _____

Due to a pipe break, there is a low water pressure in your area. The low pressure was a result of:

- WATER MAIN BREAK
- WATER MAIN CONSTRUCTION
- PUMP FAILURE DUE TO WATER BACKUP
- EXPLANATION: _____

We apologize for the inconvenience caused by your water service. We are committed to providing the following Precautionary/Boil Water Notice to all affected customers:

To ensure degradation of all potentially harmful bacteria and other microorganisms, water for drinking, cooking, and making should be boiled. Boiling water for 10 minutes. The water should be transferred to a clean, cool container (cool to the touch) within 2 hours of boiling. You may purchase bottled water at your own expense. Unless otherwise notified you will no longer need to boil water after 5/27/11 at 8:00 AM.

If you have any questions, please call our customer service contact:

CUSTOMER SERVICE
(800) 250-7532

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 06036846 EXHIBIT 27

COMPANY Aqua Utilities FL, Inc.

WITNESS Letter from Joseph + Kathleen

DATE 06/13/07 Alviano

EXH. 21

Shannon & Steve

Please present this letter at the
Agua Militia meeting tomorrow.
Thanks.

Joe & Kelly

June 13, 2007

TO Aqua Utilities Florida, Inc.

My husband & I are unable to attend the meeting today due to work commitments, however we want our voices heard in regards to your rate increase.

When we first moved in to our home in Aug. 2003 our water bill was approx. \$10⁰⁰ to \$12.00 per month. Two months ago our water bill was \$22.60 (water usage of 5,900 Gallons). I was in shock when I opened my water bill this past Saturday & found my bill had increased to \$102.65 !!!

This is outrageous and totally unacceptable!!!

The increase in the Water Base Facility Charge to \$47.37 from \$9.68 should not be allowed nor should the 5 fold increase in price per gallon.

The water itself is undrinkable without a filtration system and when it comes out of the tap it frequently has the odor of "rotten eggs". At other times has a strong smell of bleach.

The past 3 years we have had notices about the water testing → results show that
(over)

our water has an unacceptable level of a potentially cancer causing substance, and yet you want us to pay more for this water and your services ???

We purchase bottled water and pay for a filter system.

I + my husband do not agree with this increase and feel that the quality of your water and services does not warrant this increase!!!

Put the price back to where it was + where it belongs!!!

Kathleen Alviano
Joseph V. Alviano

5440 Knight Ave.
Sebring, FL.
33875-9704



Service To:
DAVID TARDIFF MD
13705 TANGELO ST
SEBRING, FL 33875-9744

Account Number **Exh. 28**
000887458 0630838
 SEBRING LAKES

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 **May 29, 2007** Total Amount Due **\$ 83.85** Due Date **June 20, 2007**

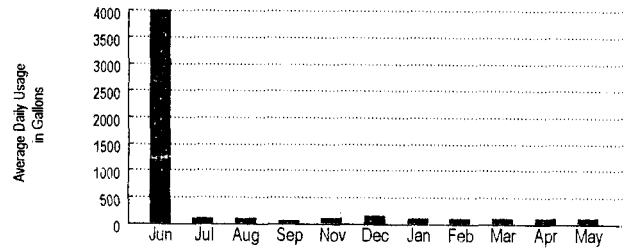
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041581	5/8	05/18/07	30	Actual	376400	3,400	Gallons
		04/18/07		Actual	373000		
Average Daily Usage = 113 Gallons		Total Days: 30		Total Usage:		3,400	Gallons

Billing Detail

Amount Owed from Last Bill \$ 33.94
 Total Payments Received..... 33.94
Balance..... 0.00
 Water Base Facility Charge..... 47.37
 3,400 gallons @ \$0.01073 per gallon 36.48
 Total Water Charges 83.85
Amount Due 06/20/07 \$ 83.85

Water Usage History



Read Types: Actual Estimated Customer

paid 6/11/2007 CK# 542

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 to see your report.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137AP-515-A-0

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS EXHIBIT 28
 COMPANY Aqua Utilities FL, Inc.
 WITNESS Customer Bill- Elaine Tardiff
 DATE 06/13/07



Service To:
DAVID TARDIFF MD
13705 TANGELO ST
SEBRING, FL 33875-9744

Account Number
000887458 0630838
 SEBRING LAKES

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 **May 01, 2007**
 Total Amount Due **\$ 33.94**
 Due Date **May 23, 2007**

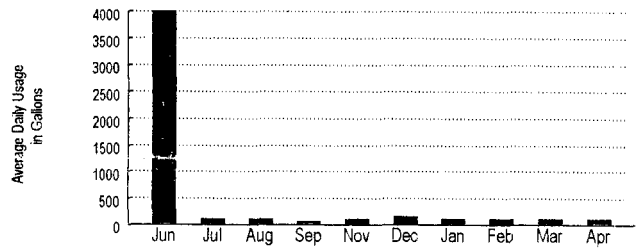
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041581	5/8	04/18/07	30	Actual	373000	3,700	Gallons
		03/19/07		Actual	369300		
Average Daily Usage = 123 Gallons		Total Days: 30		Total Usage:		3,700	Gallons

Billing Detail

Amount Owed from Last Bill \$ 16.91
 Total Payments Received..... 16.91
Balance..... **0.00**
 Total Water Charges 33.94
Amount Due 05/23/07 **\$ 33.94**

Water Usage History



Read Types: Actual Estimated Customer

Micole

*Febra - white
 Lauren*

*Reference to Protest
 #735 336 on file
 *Public Service Comm
 1800-342-3552*

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.

*Paid 05-09-2007
 CK # 538*

*Sheryl Banks is
 on Rep.*



Service To:
DAVID TARDIFF MD
13705 TANGELO ST
SEBRING, FL 33875-9744

Account Number
000887458 0630838
 SEBRING LAKES

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

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

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

Bill Date **March 29, 2007** Total Amount Due **\$ 16.91** Due Date **April 20, 2007**

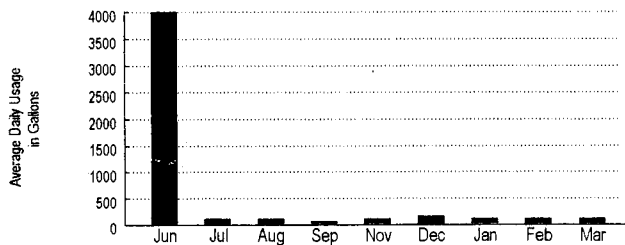
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041581	5/8	03/19/07	28	Actual	369300	3,300	Gallons
		02/19/07		Actual	366000		
Average Daily Usage = 117 Gallons		Total Days: 28		Total Usage:		3,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 16.69
Total Payments Received.....	16.69
Balance	0.00
Water Base Facility Charge	9.68
3,300 gallons @ \$0.00219 per gallon	7.23
Total Water Charges	16.91
Amount Due 04/20/07	\$ 16.91

Water Usage History



Read Types: Actual Estimated Customer

Message Center

pd
ck # 534
04/06/2007

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-
 REV 01/0



Service To:
ITALO PANOZZO
 13305 BYRD ST
 SEBRING, FL 33875-9697

Account Number
000887190 0630583
 SEBRING LAKES

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 **May 01, 2007** Total Amount Due **\$ 39.38** Due Date **May 23, 2007**

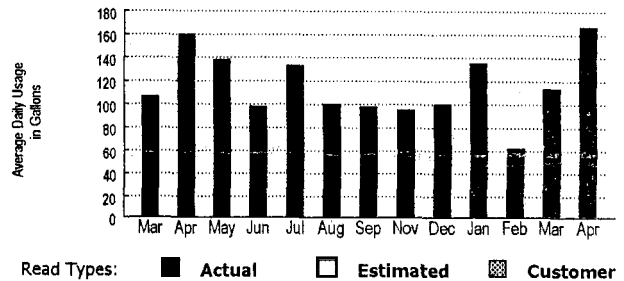
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041600	5/8	04/18/07	30	Actual	353200	5,000	Gallons
		03/19/07		Actual	348200		
Average Daily Usage = 166 Gallons		Total Days: 30			6000	Total Usage: 5,000	Gallons

Billing Detail

Amount Owed from Last Bill \$ 16.69
 Total Payments Received 16.69
Balance **0.00**
 Total Water Charges 39.38
Amount Due 05/23/07 **\$ 39.38**

Water Usage History



Rice \$169.00

PAID 5/13/07

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.

~~SAVED AT 11:13 AM~~
 1
 2
 3
 4
 5

Called June 11 11:70 AM

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137AP-515-A-0
 REV 01/07

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-45 EXHIBIT 29

COMPANY Aqua Utilities, FL, Inc.

WITNESS Customer Bill - Elaine Panozzo

DATE 06/13/07



Service To:
ITALO PANOZZO
 13305 BYRD ST
 SEBRING, FL 33875-9697

Account Number
000887190 0630583
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **May 29, 2007**
 Total Amount Due **\$ 86.00**
 Due Date **June 20, 2007**

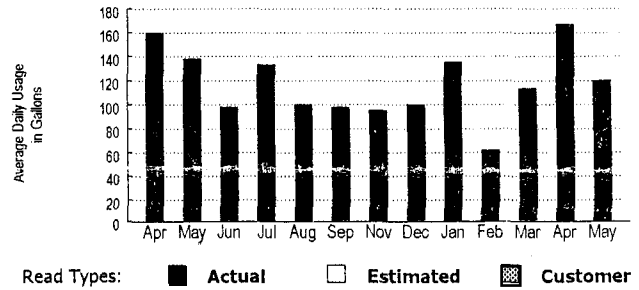
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041600	5/8	05/18/07	30	Actual	356800	3,600	Gallons
		04/18/07		Actual	353200		
Average Daily Usage = 120 Gallons		Total Days: 30		Total Usage:		3,600	Gallons

Billing Detail

Amount Owed from Last Bill **\$ 39.38**
 Total Payments Received **39.38**
Balance **0.00**
 Water Base Facility Charge 47.37
 3,600 gallons @ \$0.01073 per gallon 38.63
 Total Water Charges 86.00
Amount Due 06/20/07 **\$ 86.00**

Water Usage History



Handwritten notes: 00238, 01073
 A small diagram of a water meter is also present.

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 to see your report.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137 FAP-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

Service To:
ITALO PANOZZO
 13305 BYRD ST
 SEBRING, FL 33875-9697

Account Number
000887190 0630583
 Total Amount Due **\$ 86.00**
 Due Date **June 20, 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=44392 Cyc=33H1 1up=335900

*****AUTO**3-DIGIT 338 C 128 P 179
 ITALO PANOZZO
 13305 BYRD ST
 SEBRING FL 33875-9697



00088719006305830000000086003



Service To:
LUCJA MICHALOWSKA
5312 KNIGHT AVE
SEBRING, FL 33875

Account Number
000903255 0645815
 SEBRING LAKES

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 **May 01, 2007** Total Amount Due **\$ 39.38** Due Date **May 23, 2007**

Meter Data

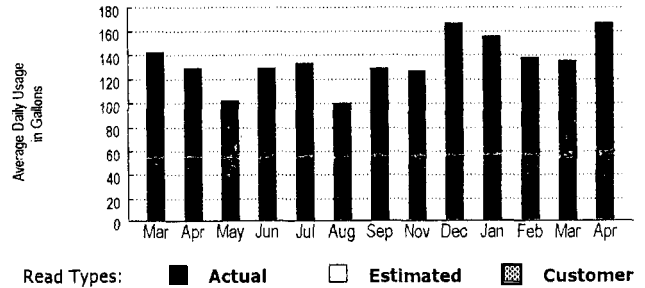
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4495317	5/8	04/18/07	30	Actual	113800	5,000	Gallons
		03/19/07		Actual	108800		
Average Daily Usage = 166 Gallons		Total Days: 30		Total Usage:		5,000	Gallons

Billing Detail

rek- 1190-05-14-2007 - \$39.38

Amount Owed from Last Bill	\$ 18.00
Total Payments Received	18.00
Balance	0.00
Total Water Charges	39.38
Amount Due 05/23/07	\$ 39.38

Water Usage History



6/11/07
Roger

James M Burns
6/13/07

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.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137PAP-515-A-0
 REV 01/07

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060368-WS EXHIBIT 30
 COMPANY Aqua Utilities FL, Inc.
 WITNESS Customer Bill - James Burns / 6/04/07
U.S. News & World Report article
 DATE 06/13/07



Service To:
LUCJA MICHALOWSKA
5312 KNIGHT AVE
SEBRING, FL 33875

EXN-30

Account Number
000903255 0645815
 SEBRING LAKES

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

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

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

Bill Date **May 29, 2007** Total Amount Due **\$ 88.14** Due Date **June 20, 2007**

Meter Data

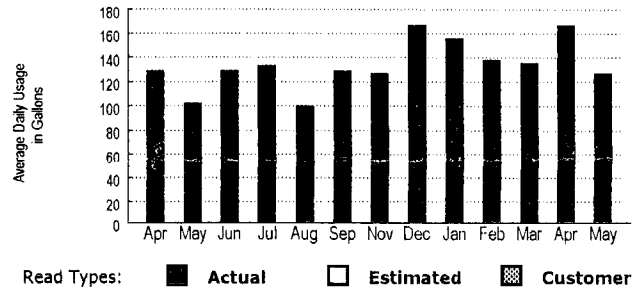
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4495317	5/8	05/18/07	30	Actual	117600	3,800	Gallons
		04/18/07		Actual	113800		
Average Daily Usage = 126 Gallons		Total Days: 30		Total Usage:		3,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 39.38
Total Payments Received.....	39.38
Balance	0.00
Water Base Facility Charge.....	47.37
3,800 gallons @ \$0.01073 per gallon	40.77
Total Water Charges	88.14
Amount Due 06/20/07	\$ 88.14

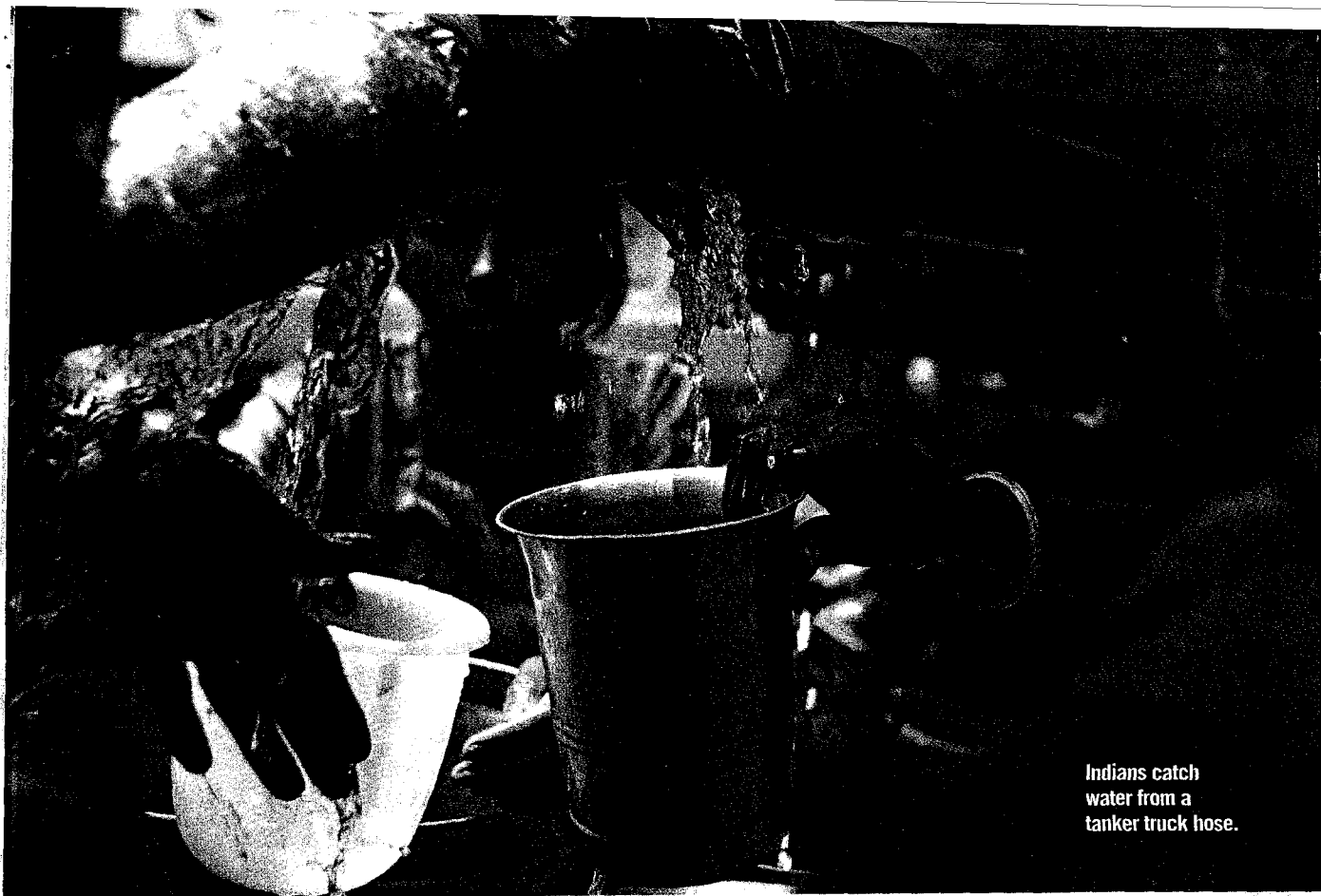
rek - 1200 - 06 - 13 - 2007
\$ 88.14

Water Usage History



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 to see your report.



Indians catch water from a tanker truck hose.

Water Woes

It's a special commodity everyone takes for granted. But supply is shrinking, pipes are aging, and few are willing to pay the price

By Marianne Lavelle

The nation's hidden water problem rushed into the basement apartments of 51st Street in West New York, N.J., last February 9, shortly after 4 a.m. That's when a 2-foot-wide pipe ruptured under Bergenline Avenue, New Jersey's longest commercial thoroughfare. Water burst through the asphalt with the force of a geyser, then cascaded downhill. "It came down the street like rapids," says Anthony Avillo, the deputy fire chief on the scene. Families were awakened by water cresting over the sides of their beds or by neighbors screaming. In the 18-degree cold, North Hudson Regional Fire and Rescue crew members lowered themselves chest-deep into the drink and deployed life rafts to help people escape. "We had one woman holding a baby and offering it up from the water like Moses," Avillo recalls.

Miraculously, no one was seriously hurt in the deluge, but 31 people, including 14 children, were forced from their homes—some for almost a month. And as is often the case with a major water-main break, the impact rippled far beyond the uprooted families. Water service abruptly stopped for 200,000 people in five of the nation's most densely populated towns, directly across the Hudson River from Manhattan. Even when taps began to flow again, residents were warned to boil water because a main break can be a gateway for harmful bacteria. "It was really a nightmare, and it was dangerous," says Christopher Irizarry, chief executive

Cover Story

ice abruptly stopped for 200,000 people in five of the nation's most densely populated towns, directly across the Hudson River from Manhattan. Even when taps began to flow again, residents were warned to boil water because a main break can be a gateway for harmful bacteria. "It was really a nightmare, and it was dangerous," says Christopher Irizarry, chief executive

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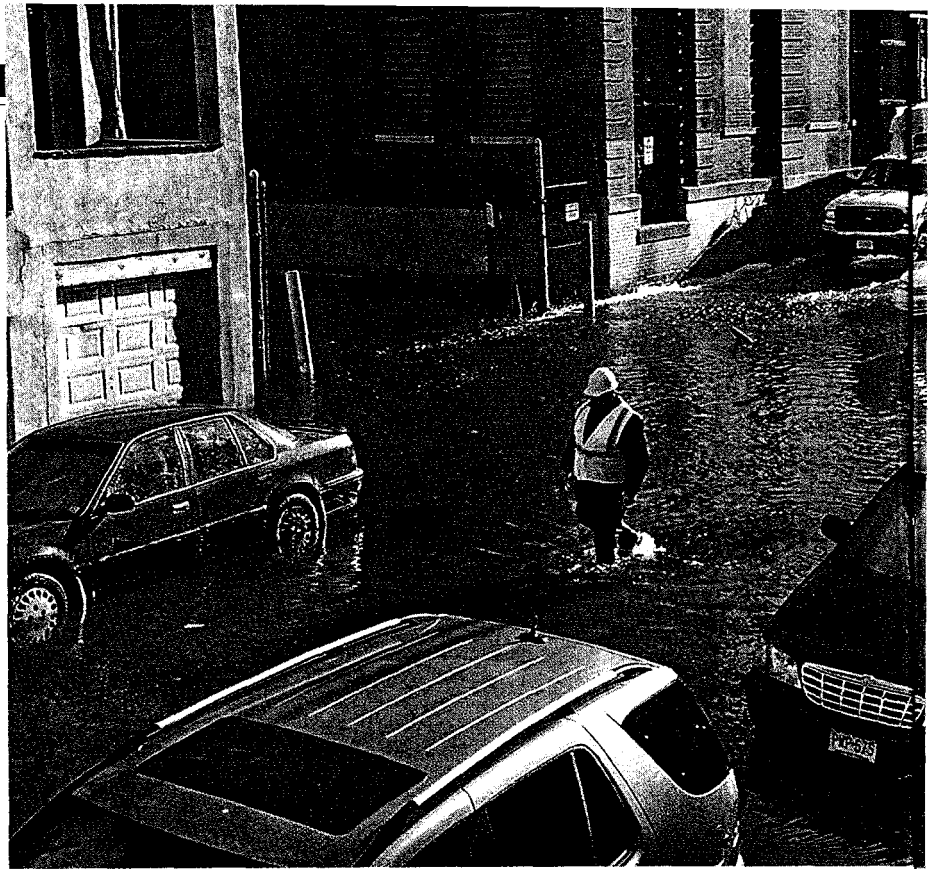
ice abruptly stopped for 200,000 people in five of the nation's most densely populated towns, directly across the Hudson River from Manhattan. Even when taps began to flow again, residents were warned to boil water because a main break can be a gateway for harmful bacteria. "It was really a nightmare, and it was dangerous," says Christopher Irizarry, chief executive

of the North Hudson Community Action Corp., which assisted the stranded residents. The worst fear was that a fire would break out, because hydrants were dry. Water tankers were called in from miles away to stand by.

For the North Jersey communities, the crisis was over in 60 hours, when the break was repaired and the water deemed safe. But those who've examined the state of water around the nation and the globe say the crisis is only beginning. Mismanagement and climate change are shrinking clean water supplies worldwide. The brunt of the problem is borne by the poor on every continent; those who have the resources, like denizens of that flashy desert capital of conspicuous wealth, Las Vegas, grab all the water they can find. In less arid regions, Americans take tap water for granted, but that's only because of hundreds of thousands of miles of underground pipe laid generations ago, much of it now decaying.

Studies by government and utilities agree that cities and towns will need to spend \$250 billion to \$500 billion more over the next 20 years to maintain the drinking water and waste-water systems we equate with modern living. The only debate is how to pay for it, in a country accustomed to paying about \$2.50 per 1,000 gallons—the lowest price for tap water in the developed world.

"There's a very widespread perception that water is a free good," says Steve Maxwell, a Boulder, Colo., consultant specializing in water and environmental issues. "It falls out of the sky—why should we pay for it? What's lost is the fact that we have to treat it,



AFTERMATH. A ruptured main under this street in West New York, N.J., displaced families and stopped

move it around, store it, and distribute it to homes in a process that costs a heck of a lot of money."

Omen. Maxwell is among those who believe it will take a catastrophic infrastructure failure causing widespread illness or death to spur action. Fortunately, that did not occur in West New York, but the break was a warning sign. The pipes most vulnerable to frigid temperatures are those that are deteriorating because they are nearing the end of their useful lives. Rich Henning,

spokesman for system operator United Water New Jersey, says some pipes in that area are 70 to 80 years old, and although many are in good working order, "this happened to be one where it was its time to go."

The American Water Works Association, the trade group for the nation's drinking water utilities, estimates that there are 250,000 to 300,000 main breaks per year, and the numbers are increasing as the infrastructure ages. United Water—one of a handful of private

High-Tech, Easy Ways to Conserve

Most of us have probably been told to turn off the faucet while brushing our teeth or to take shorter showers to conserve water. But new technologies take water efficiency to unprecedented levels, allowing households to save both water and money. John Koeller, technical adviser at the California Urban Water Conservation Council and the Alliance for Water Efficiency, gave Matthew Shulman of *U.S. News* some

tips on how to conserve.

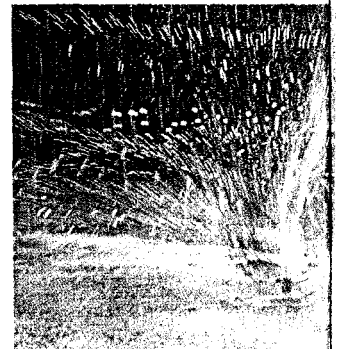
What new technologies are available to conserve water in the bathroom?

Toilet fixtures . . . can yield significant water reduction through new high-efficiency toilets that flush with 1.3 gallons or less. The current standard in the U.S. is 1.6 gallons maximum. If you cannot afford to replace the toilet, at least replace internal parts to get rid of leaks.

Bathroom faucets need aerators that [limit the flow

to] a gallon per minute or less. It's still sufficient to shave and wash your hands, but you really don't need the kind of flows that existed maybe 15 or 20 years ago in older homes.

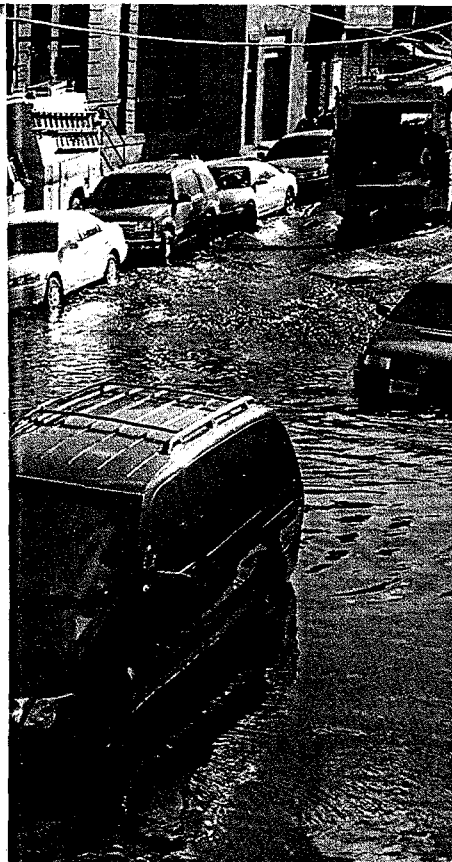
Install a low-flow shower head. Whereas the trend these days in the luxury homes seems to be high-flow shower systems with multiple heads, generally speaking, the trend on the efficient side is to come down to 2 to 2.5 gallons a



Smart controllers for lawn watering

minute on the shower head.

Let's move to the kitchen. People are using their dishwashers less and less and less. Why is that? Because



...r service to 200,000 people.

companies running U.S. water systems—is a good example; although it is now a subsidiary of the French utility company Suez, serving 7 million people in 20 states, it still operates some of the same network that it laid when the company was founded in North Jersey in 1869.

A major problem, at least in the view of the Bush administration, is that utilities haven't been charging their citizens the true cost of providing water but instead subsidize the service with other revenues. The Environmental Protection Agency

promotes the idea of what it calls "full-cost pricing" as one of its "four pillars" of sustainable water systems, along with conservation, better management, and cooperation among communities in the same watershed. Says Benjamin Grumbles, EPA assistant administrator for water, "The more people understand the true value of water as the lifeblood of the community, and the value of infrastructure as the organs and bones that help support the system, the more they'll realize prices need to reflect that."

Pillow talk. Ken Kirk, executive director of the National Association of Clean Water Agencies, representing sewer systems, wryly refers to the administration's idea as "the four pillows," because "they're kind of soft," he says. Although all make sense, he says, they wouldn't close the funding gap. In fact, in the topsy-turvy world of water, efficiency worsens the fiscal picture. The more water consumers save, the less revenue for utilities, which charge by the gallon.

Kirk's group is one of several pushing the concept of a federal trust fund for water, much like the one that finances the highway system through the federal gas tax. Advocates have put forth funding ideas like a surcharge on bottled water, fees on toilet paper and other "flushables," or some other broad rev-

enue source, but it all sounds like a tax to those on Capitol Hill and is a hard sell. Federal funding for drinking water and waste-water treatment, in fact, has declined 24 percent since 2001.

Since federal largess cannot be counted on, the problem is squarely in the lap of local water systems. Some have had

success. Atlanta, over the past five years, tackled a water system in crisis with a \$3.9 billion improvement program. The city doubled water rates, and voters approved a 1 percent sales tax to help turn around a system in which raw sewage spilled into waterways, and dangerous street sinkholes and advisories to boil water were a regular occurrence due to water-main breaks.

Aqua America, the largest U.S.-based private water company,

has obtained approval in some states for regular limited rate increases to address infrastructure. Chief Executive Nicholas DeBenedictis says his company is at full-cost pricing, and consumers have seen rate hikes of no more than 2.5 percent every two years. That has enabled Aqua America to ramp up its pipe-replacement program, which was so behind in the early 1990s that it would have taken 900 years to deal with aging infrastructure. Now, the company, which serves 2.8 million customers in 13 states, boasts it is able to

A BARGAIN AT THE TAP

Americans pay less for drinking water than do the residents of other developed countries.

	PRICE PER 1,000 GALLONS
United States	\$2.49
Canada	\$2.99
Sweden	\$3.25
South Africa	\$3.48
Spain	\$3.52
Australia	\$3.80
Finland	\$3.91
Italy	\$4.34
The Netherlands	\$5.64
France	\$5.96
Belgium	\$6.52
United Kingdom	\$7.20
Germany	\$8.50
Denmark	\$8.50

Source: NUS Consulting Group



...load satellite data.

...ople are eating out more and more. Dishwashers that used to be used most once a day are now cycling only 215 times a year.

There are many machines out there that now function with less than 6 gallons. In the old days, it was perhaps as much as three times that much water.

How about the laundry room? Now we have clothes washers that are so efficient that when it comes time to replace your old one, you ought to purchase an Energy Star washer. Energy use generally correlates with water use. So if you look for an Energy Star machine, you're going to see both energy and water use reduction.

What are ways to conserve

water outdoors?

First, repair the system—busted sprinkler heads, leaking pipes. Then put a good controller on. There are weather-based controllers—otherwise known as smart controllers—that operate off of either historic or current weather patterns, as opposed to a clock [for watering the lawn]. They adjust themselves to actual weather patterns and to actual plants you're watering by downloading a signal from a satellite every day.

The carwash industry is probably more efficient at washing cars than you are at

home with a hose. So, go to a carwash.

What will make people change their water-use habits? We're seeing more drought conditions and water quality problems, in states you'd never dreamed have water problems. People are thinking: What can I do to help? Water utilities [that] are aggressive are providing financial incentives for customers to change products and hopefully change their habits, too.

More on water conservation, including a video:
www.usnews.com/water

PURITY

Flushing
Out Disease

For a staple of life, water sure can cause a lot of trouble. Disease-bearing microbes, like the ones responsible for cholera and typhoid, happily hitchhike in the water from one city to another, infecting thousands of people along the way. A single cholera epidemic in London in 1848 claimed 14,600 lives.

These epidemics didn't become a matter of life and death in the United States until the mid-1800s, when cities proliferated, population density spiked, and more people were connected by waterways.

"Cholera is really a 19th-century disease," says David Rosner, a professor of history and public health at Columbia University. "Before that, epidemics were located in very specific places and tended not to travel very far."

As both population and industry grew, cities that had relied on nearby rivers found their water contaminated with the sewage and chemical waste of everything upstream. At around the same time, the first

epidemiologists were rethinking how diseases like cholera spread and debunking assumptions that the plagues were airborne. In 1854, British physician John Snow famously traced an outbreak of cholera



in London's Soho district to a single water pump, lending strong evidence to the notion that water was responsible for the spread of the deadly disease.

Before the practice of chlorinating water became common in the United States in the early 20th century, many cities combated the spread of waterborne diseases by bringing in water from more remote sources and separating their water supplies. New York City drew much of its water from the Croton River in modern-day Westchester County and later began tapping the Catskills with a lengthy series of aqueducts. Federal regulations slowly caught up with state efforts to mandate cleaner water, culminating in the Safe Drinking Water Act in 1974. Outside the United States, however, limited access to potable water remains a debilitating health hazard in many developing countries. —Chris Wilson



BEN GRAY—ATLANTA JOURNAL-CONSTITUTION

INVESTMENT. Atlanta is pouring \$3.9 billion into improving its water and sewer system.

replace 1 percent of its pipes annually. It's still a daunting job, however, since full replacement would take 100 years. And Aqua America continues to suffer its share of main breaks; in fact, the cost of the ruptures held the company's profit increase below 2 percent in the last quarter even as revenues soared 16 percent.

Risk averse. The economics have discouraged some would-be water saviors. German utility giant RWE wants to spin off its American water business just four years after entering the market here with great fanfare. Minutes of RWE corporate board meetings show that its executives concluded they had underestimated the business risk posed by decaying infrastructure and neglect.

Still, plenty of potential investors look at the same landscape—especially the prospect of monopoly ownership—and see an opportunity. Private-equity funds have moved onto the scene, scooping up two relatively small U.S. water systems last year at high premiums. But Jack Hoffbuhr, executive director of the American Water Works Association, isn't ready to identify it as a trend. "Water utilities are three to four times more capital intensive than any other utility," he says. "Once private-equity

firms look at when they'd begin to see a return on their funds, they might not be quite as interested in investment."

Meanwhile, back in New Jersey, United Water still copes with water-main breaks even though it says it has spent \$240 million in the past decade on capital improvements, including new pipelines. Now, it is trying to recoup some of those costs. Just two weeks after the West New York main break, but unrelated to the incident, United Water announced it would ask its customers to pay 28 percent more for water, its first rate hike in a dozen years. Although that would add only \$95 a year to the average bill, it will be a blow to the many poor residents in its service area.

In other words, it may make sense to pay more for water, but it still feels unfair to those who must buy this essential service, whatever the price. Water consultant Maxwell says the challenge is being faced worldwide. "How do we treat water more and more as an economic commodity—just like copper or oil or aluminum—and make rational economic decisions about it on the one hand," he says, "and on the other hand, accept that it's a fundamental human right and everybody has to have it to exist?" •

The United States has **52,837**
water systems. More than half of
them serve **500** or fewer people.

Sin City's Continuous Flow

Arid Las Vegas is wheeling and dealing to satisfy its outsize cravings for water

By Alex Markels

LAS VEGAS—You could almost hear the clang of jackpot bells in Pat Mulroy's office.

In late April, the tenacious water czar of southern Nevada chalked up another win in her two-decade crusade to satisfy Las Vegas's unquenchable thirst. This time it was thanks to a state water regulator's thumbs up on a plan to pump almost 20 billion gallons of water from a vast underground aquifer near the state's east central ranchlands, sucking water from deep beneath its hayfields and sending it 285 miles south to the quarter of a million homes served by Mulroy's Southern Nevada Water Authority.

The decision was followed days later by an even bigger coup: a historic agreement to rejigger the way Colorado River water is divvied up among Nevada and the six other western states that share the lifeline. Swapping the current use-it-or-lose-it annual system for a more flexible, market-style approach, the hard-fought deal among the states marks the biggest change in the controversial "Law of the River" since it was inked some 80 years ago. It lets downriver states like Mulroy's create liquid bank accounts, allowing them to save up surplus water in wetter years, in reservoirs for instance, to use during later periods of drought, and also lets them bolster their water supplies, in part, by paying for other states to conserve, so more water might be available for Nevada—a scheme that is expected to win final approval from Interior Secretary Dirk Kempthorne by year's end.

"What we got was huge," the 54-year-old Mulroy boasts of what could mean a near doubling of southern Nevada's total water supply. That's enough not only to keep the Las Vegas Strip's famous fountains dancing through even the worst droughts but also to maintain the city's status as one of the nation's fastest-growing metropolitan areas; 29 percent growth just between 2000 and 2006. "It's our bridge to the future," she says.

That bridge, which she plans to reinforce with everything from cloud-seeding campaigns to south-of-the-border desalination plants, is but the latest proof that when it comes to the booming but arid

American West, water increasingly defies the law of gravity. As the old saying goes, "water flows uphill . . . toward money," water analyst Michael Cohen says of Mulroy's gold-tipped divining rod.

Power grab. To be sure, Mulroy's success would have been impossible without the backing of Vegas's handful of billionaire gaming and real-estate development tycoons, who have ponied up hundreds of millions in water connection charges and other fees—not to mention millions more in political contributions. A German native with chiseled features and a knack for political maneuvering, Mulroy started her bureaucratic climb as a deputy manager in Las Vegas's water district in 1985. By 1991, she'd shrewdly melded southern

Nevada's once warring local water agencies into a single, far more potent authority. Mulroy then used her growing clout to persuade the city's power brokers not only to help bankroll her water grab efforts but also to abide a growing array of conservation measures.

Naysayers argue that SNWA-backed programs like those that recycle indoor wastewater and pay residents \$2 a square foot to swap sod for drought-tolerant ground cover simply aren't enough to offset the impacts of an annual flood of 65,000-plus new residents—impacts not only on Vegas's water supply but on a fragile desert ecosystem currently in the depths of a seven-year drought. "Maybe we can meet our needs now, but we don't have enough water to double or

DAVID BUTOW—CORBIS SABA



SPRAY. Las Vegas is known for its elaborate displays, be they stage shows, lights, or water. The cou

triple our population," says Launce Rake, spokesman for the Progressive Leadership Alliance of Nevada, a coalition of growth opponents that have fought piping water from the north. "Instead of just hurting during a drought like we are now, we'll be facing a catastrophic water shock."

He and other critics compare the pipeline project to Los Angeles's notorious 1913 water grab from the Owens Valley, 225 miles to the northeast, which transformed a swath of rich agricultural land into a wasteland. Yet water analysts like Cohen note that today's environmental laws—if properly enforced—will all but prevent a repeat of the story made famous in the movie *Chinatown*. Meanwhile, new water-saving technology and conservation measures may leave more room for growth than some might expect. Indeed, according to an analy-

sis by the conservation group Western Resource Advocates, Vegas's total water use has remained fairly constant in recent years and has actually fallen on a per capita basis (albeit still far higher than in some other southwestern cities).

To Mulroy, such progress shows that despite her city's Sodom-on-the-Colorado reputation for extravagance, "we can live and grow sustainably," she says of decisions like the one she made three years ago to pull up much of the turf at her nearly 1-acre home—despite her native Nevada husband's objections. "He was just being lazy."

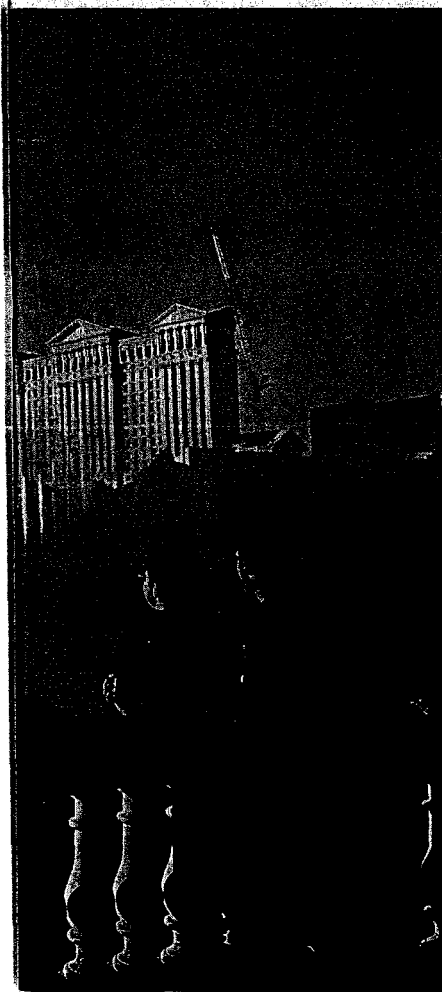
Fly into Vegas's McCarran International Airport, and it's pretty easy to spot those similarly disinclined to change. Grandfathered in from the days when the city first proffered itself as a desert oasis, older neighborhoods like those built near Las Vegas Springs—the city's original water source—stand in verdant defiance of the 100-degree heat; their tree-lined streets and broad lawns sustained by vast arrays of sprinklers.

Uphill climb. From there, a vast patchwork of newer neighborhoods fan out in every direction, each one thumbing its nose at the surrounding desert: from the backyard pools ubiquitous in the cookie-cutter developments south of the airport to the audacious Lake Las Vegas golf course and boating community on the city's eastern outskirts, where the water needed to keep its 320-acre centerpiece full literally flows uphill—pumped from nearby Lake Mead, the city's main water source.

Yet for all the obvious waste, there are also increasing signs of thrift. Take "Inspirada," a new master-planned 1,200-home development that swaps the conventional golf-course community design for an efficient "new urbanist" ethic. Instead of meandering "S"-curved streets designed to maximize views of the fairways, it features a classic square grid system of streets clustered around a public park and community pools. Front lawns and street-facing garages are replaced by front porches and drip-watered flower gardens. "You can't say 'no turf at all,'" developer John Ritter explains of landscaping restrictions that allow for a patch of green in the backyard. "But it's not two rocks and a cactus either."

Ritter claims the design, which incorporates an array of mesquite trees, Texas mountain laurel, and other drought-tolerant flora, makes the community about

Agriculture uses 70% of fresh water worldwide.



admiring the fountains at the Bellagio Hotel.

TIM STREET-PORTER—BEATWORKS / CORBIS

POWER

Harnessing a Mighty Force

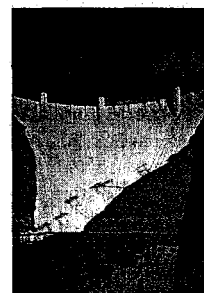
In large quantities, water is a hugely powerful force capable of doing a lot of work. Not surprisingly, machines to harness that energy have been used most often when cheap human labor is scarce.

The technology behind the first sophisticated water wheels is very similar to that of hydroelectric power plants. In both cases, water powers a wheel or propeller, translating the flow of the water into mechanical motion. Early models, dating at least to the Roman Empire and referenced in texts from earlier centuries, used water wheels to power gears or other simple machines to replicate manual labor, such as crushing grain or stone.

Modern versions of the water wheel, like that at Niagara Falls or the Hoover Dam, convert that motion into electricity by harnessing the movement of the water to power giant generators.

Like all other matter, water packs the most force when it falls from a distance, as opposed to flowing along horizontal-

ly, so water wheels are most effective when they are situated at waterfalls or places where a river quickly plummets in altitude.



The European inventor Nikola Tesla first pioneered the method for harnessing the chaotic power at Niagara Falls in the last years of the 19th century by diverting water at the top of the falls and funneling it down 140-foot shafts with propellers at the bottom, where the energy from the water was at a maximum. The same method is still employed at Hoover Dam.

Water is popular as an electricity generator because of its low emissions of greenhouse gas and because it's a highly renewable source. But it doesn't come close to generating all the required electricity for the population. In 2005, it accounted for just 7 percent of net energy generation in the United States. —C.W.

a third more water-efficient than conventional developments. "Could we do better? Sure," Ritter says of improvements that include sophisticated water-recycling systems and rooftops with photovoltaic panels. "But right now, affordability is a huge issue. And if you're talking about a \$40,000 upgrade for solar cells on a \$340,000 house, that's a really tough sell for most people."

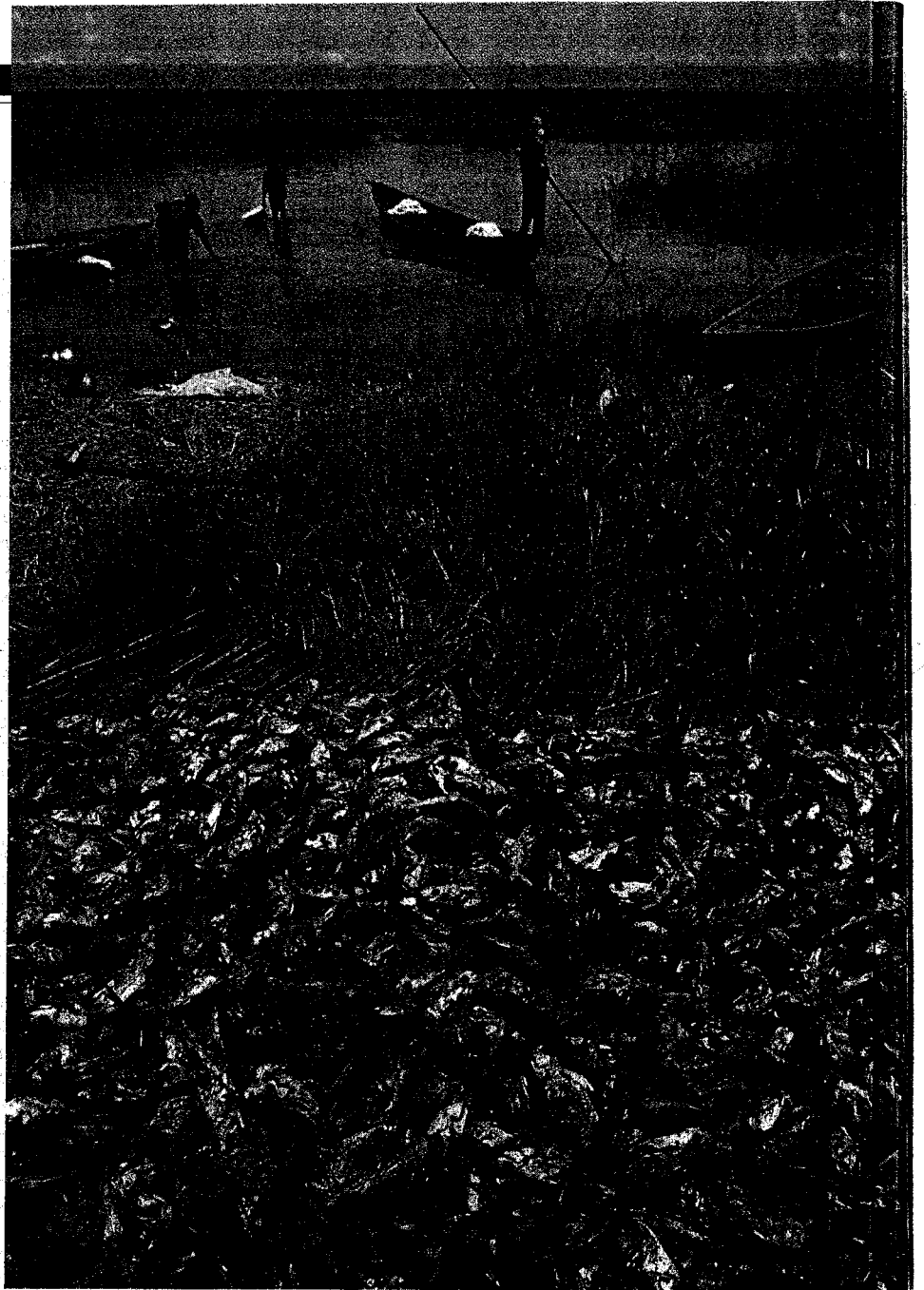
Conservation. To be sure, many Las Vegas think they do plenty already to conserve, thanks largely to the Las Vegas Wash, an urban river fed primarily by water recycled from every one of the city's sinks, bathtubs, and toilets. In a literal take on the city's claim that "What Happens in Vegas Stays in Vegas," the Wash's treated water flows back into Lake Mead, where it eventually makes its way back to the city's spigots. "So as long as I don't water my lawn too much, I can take a nice long shower because all the water's recycled," Mulroy boasts of the system she helped put in place.

Such comments make people like Steve Rypka cringe. The lanky 6-foot-3-inch "green living" consultant has made a science of how to take a five-minute shower, recently winning a "water hero" award from Mulroy's agency, in part, by installing an adjustable ring on the low-flow showerhead in his bathroom.

"I still get a nice spray at well under a gallon a minute," he boasts. "And I can get clean in less than five."

Rypka complains that for all her conservation programs, Mulroy still promotes wastefulness, not merely because she encourages long showers but because she doesn't charge enough for the water her agency meters. To be sure, the Las Vegas area's tiered rate system—which charges between \$1.10 and \$3.48 per 1,000 gallons—costs most residents about the same as what folks in Chicago pay and about a third of what Santa Fe, N.M., residents do.

"It just shows how out of touch folks are with the reality here," the longtime Las Vegas resident says as he drives his Toyota Prius past a field full of twisted creosote bushes, the Mojave Desert's most water efficient, yet unloved native plant. "People don't like to use it for landscaping because they think it's ugly," Rypka says of the plants. "But if we really want to get serious about sustainability—not just 10 or 20 years out, but 500 years—then we're going to have to rethink our idea of what's beautiful." For Rypka, it's the creosote. For others, it's the neon lights and shimmering fountains. In Las Vegas, reconciling those two views is a constant struggle. ●



A World of Thirst

Poor sanitation. Pollution. Wasteful irrigation.
The planet's freshwater supply is terribly managed

By Bret Schulte

Over the course of the past 40 years, north Africa's Lake Chad has shriveled to one tenth its earlier size, beset by decades of drought and agricultural irrigation that have sucked water from the rivers that feed it—even as the number of people whose lives depend on its ex-

istence has grown. In 1990, the Lake Chad basin supported about 26 million people; by 2004 the total was 37.2 million. In the next 15 years, experts predict, the incredible shrinking lake and its tapped rivers will need to support 55 million. "You don't have much room for error at this point," says hydrologist Michael Coe. The population growth has coincided with a 25 percent decrease in

DRYING UP. Lake Chad has shriveled to one tenth its size in the past 40 years.

rainfall, with global warming very likely a factor. As oceans store more heat, the temperature difference between water and land dissipates, sapping power from rainmaking monsoons. At the same time, desperate people are overusing wells. Coe recently concluded that water supplies in the basin are "stretched to their limits, and future needs will far outstrip the accessible supply."

Lake Chad, with its confluence of troubles, is emblematic of a burgeoning water crisis around the world. While the

One percent. Just 3 percent of the world's water is fresh. Of that, most is locked in the ground, glaciers, or ice caps. That leaves about 1 percent for the world's 6.6 billion people. As population grows, so does demand for water—but at two to three times the rate. People consume water for drinking, for hygiene, through food production, and in a variety of industrial processes. A blossoming middle class in Southeast Asia, India, and China will join the West in consuming far more than the minimum 20 to 50 liters (about five to 13 gallons) of water per day necessary per person. (Americans lead the world by consuming 400 to 600 liters per day, or as much as 158 gallons.) Upward mobility has yielded more flush toilets and a dietary shift from grain to meat-heavy diets. Raising a cow requires a thousand times more water than the

1.1 billion people lack adequate water worldwide, and 2.6 billion go without adequate sanitation.

western United States faces serious water problems, American money and know-how can at least soften the blow. Not so elsewhere. Worldwide, 1.1 billion people lack clean water, 2.6 billion people go without sanitation, and 1.8 million children die every year because of one or the other, or both. By 2025, the United Nations predicts 3 billion people will be scrambling for clean water. There are myriad problems: industrial contaminants flooding waterways, wasteful irrigation,

an exploding world population, political corruption and incompetence, and a changing climate—to name a few.

In a report issued in November, the United Nations declared water "a global crisis," announcing that 55 member nations are failing to meet their water-related Millennium Development Goal target, agreed upon in 2000, of halving the proportion of people without clean water and sanitation by 2015. The real crisis, experts say, is not a lack of water but a lack of water management. Water doesn't always appear in the right places, or at the right times. And it has to be cared for. "It's a terrible situation around the world," says Peter Rogers, Harvard environmental engineering professor, "but it doesn't have to be."

equivalent average for grain.

The rush from farms to cities in developing countries is increasing the stress on water sources and taxing inadequate infrastructure. With more than 50 percent of the world's population now in urban areas, cities are depleting groundwater sources and dumping industrial pollution and waste into rivers, destroying them as sources of clean water. "It's a failure of governments," says Peter Gleick, president of the Pacific Institute for Studies in Development, Environment, and Security, "to either set priorities . . . or to meet basic needs."

In teeming New Delhi, middle-class denizens tote the latest cellphones, but their home faucets, at best, work a few hours a day. A third of the city's water is lost in cracked, aging pipes. The poor in India's expanding slums don't have even that much; they must wait for water to arrive in trucks, which costs them more than piped water. In cities like Jakarta, Indonesia, slum dwellers pay five to 10 times more for water than the wealthy.

Untreated. Sanitation is the bigger mess, so to speak, because of uncontrolled urban growth. The Yamuna River, once a lifeline to New Delhi, is now an open sewer—used by those without toilets. And about half of the waste that goes through the city's sewage system is untreated before being dumped into the river. Open defecation is standard practice in much

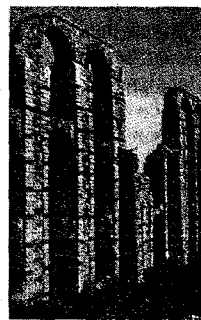
TRANSPORT

Pipelines and Lifelines

Water is heavy and sluggish, so moving large quantities of it from one place to another is not a simple task. While the technology behind the aqueducts that first performed this job has evolved over the millennia, the principle has remained the same: Make gravity do the work.

The Romans are generally credited with perfecting the early aqueducts that brought water to their cities, though the Assyrians had built similar structures several centuries earlier. Traces of the most famous pre-Roman aqueduct, built by King Sennacherib for his capital city of Nineveh sometime around 700 B.C., are still visible in the north of Iraq.

Multitiered stone arcades remain the iconic image of the ancient aqueducts, but most of the routes consisted of either tunnels or pipelines at a very shallow downward slope so that the water would naturally flow



from an elevated source down to the city.

In places where a valley intervened along the way, the Romans would often utilize a cheaper alternative to the arcades. Using U-shaped pipelines known as "inverted siphons," they would route the flow down a valley and back up again, relying only on the pressure at the receiving end of the pipe to power the water back up the opposite hill. (This required the mouth of the pipe where the water emerged to be at a lower elevation than the source.)

Many major U.S. cities, including New York and Los Angeles, still use similar technology to supply water to their residents.

New York boasts that unless there is a drought, 95 percent of its water is still delivered by gravity—the cheapest and most renewable source of power on Earth. —C.W.

SAFETY

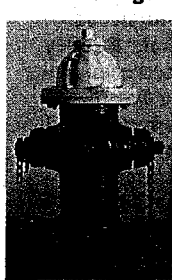
Help From the Hydrant

Looking back on the history of fighting fire, one can't help but wonder how man survived the infernos long enough to develop the technology for putting them out.

By the early 19th century, over 2,000 years after the invention of the aqueduct, the problem of tapping small amounts of water on short notice to fight fires still hadn't evolved much beyond ancient times.

Until the first steam-powered firetrucks were introduced in London in the late 1820s, firefighting consisted largely of "bucket brigades"—people in assembly lines dumping pails of water on a blaze. Vehicles with small reservoirs were drawn by horses or pulled by hand. As a result, fires were a major source of death and destruction in urban areas. But they were also a modernizing force; in rebuilding, cities often took the opportunity to improve infrastructures and rethink ways to distribute water to prevent future conflagrations.

The modern network of fire hydrants, which produce highly pressurized streams of water, evolved from systems that involved running water through wooden or metal pipes that often had to be punctured on the spot.



By the early 20th century, hydrants were proliferating, and motorized vehicles allowed brigades to tote larger reservoirs. Postwar technological advances, such as

better, faster vehicles, further dented what was previously a fundamental strategy for fighting fires: praying for rain.

But it is the modern sprinkler head that has had the greatest impact on fire safety. Like the hydrant, it had its origins in the days before indoor plumbing was standard in cities; the first such device was patented in 1872. Before continuous pressurized streams were available, systems drew water from tanks atop buildings that used gravity to power it to the sprinklers. Sprinklers are now required in most new commercial buildings of a certain size. As a result, blazes at such buildings today account for fewer than 5 percent of fire deaths in the United States. —C.W.



of the developing world. A lack of sanitation and clean water has helped make diarrhea the world's No. 2 killer of children. "They have water to drink. That's not the problem," says Andrew Hudson, director of water governance for the United Nations Development Program. "They don't have safe water to drink."

Studies have shown that providing clean water and sanitation brings tremendous benefits. Health costs go down. People live longer, stay healthier, and become more productive. But "financiers . . . want to invest in energy, telecoms, highways, high-speed trains, you name it," says Harvard's Rogers. "The problem is [water] yields social benefits, so no one individual can afford to do it." Industrialization of the developing world is a primary driver of water stress. Factories provide jobs, which attract people. They also use a lot of water. In China, industrialization will require a fivefold increase in water use by 2030.

The countryside poses its own problems. The developing world has followed America's lead in relying heavily on groundwater irrigation to expand its farm economy. Agriculture is the world's top user of water—as high as 80 percent in some countries—and it's also perhaps the most inefficient. In Chennai, India, drinking water must be trucked in, but outside city limits, farmers use gallon after gallon to irrigate

FLASH POINTS. Above, the Quelccaya ice cap in Peru. Right, construction on the South-North Water Transfer Project in China

rice, an extremely water-intensive grain.

Solving these problems requires money, but aid is down to a trickle. In the late 1990s, public spending on water and sanitation was 2 percent of the GDP in most countries. Today it's less than 1 percent as countries devote more resources to education, roads, and other priorities. Foreign assistance, meanwhile, has stagnated at about \$15 billion a year, though the World Bank is calling for twice that amount. In 2005, Congress passed the Senator Paul Simon Water for the Poor Act, which requires the government to implement a strategy to help developing countries provide clean water, but not a dime has yet been appropriated. "We get an awful lot of interest and oversight from Congress on this issue," says Claudia McMurray, the assistant secretary for oceans, environment, and science at the U.S. Department of State, "but it really does need the financial backing in order to make it work." The United States still spent \$1.7 billion on water-related aid from fiscal years 2003 to 2005, but occasionally that funding has been directed toward broader strategic interests; McMurray says a chunk of water-development money today goes to Iraq and Afghanistan.

Meanwhile, water problems worldwide

worsen the problem. Some call the violence in Darfur, sparked in part by drought-induced distress and famine, the first climate-change war.

● To fuel China's skyrocketing economy, the nation that built the Great Wall is doing much the inverse now through three grand canals, which will move 44 billion cubic meters of water per year from southern rivers to dry areas elsewhere. The \$60 billion South-North Water Transfer Project will provide fresh water to the desert expanses out west, which China is determined to populate, as well as riverless Beijing. But the possible environmental and social impacts of the massive dig-and-divert operation caused the World Bank, a financier of major water development projects, to refuse funding. Scientists worry about the impact on rivers' ecosystems, as well

agricultural production, but Howard is poised to halt all irrigation for farms this summer to save dwindling river water for human consumption.

● With its high Andes terrain, Peru is home to the world's largest tropical ice cap, the Quelccaya, and fields of glaciers that melt to provide fresh water and hydropower to a country with parching dry seasons and few energy reserves. As in the rest of the Andes and the Asian Himalayas, glaciers here are retreating at a record pace. Peru is perhaps most imperiled because "their cities and culture have developed around the abundance of [glacial] water," says Lonnie Thompson, a glaciologist at Ohio State University who's tracked Peru's ice for 30 years. The Qori Kalis, the main glacier flowing from the Quelccaya ice cap, is today shrinking at 10 times the pace it was when Thompson's research began. Locals are building small dams to store water for the dry seasons. Meanwhile, overcrowding and changing precipitation patterns have forced the capital of Lima, on the arid coast, to pipe water directly from the mountains.

The world, it seems, is drowning in water problems, but experts say there are also reasons for hope. New technology and practices like drip irrigation show promise. In India, entrepreneurs are making money with pay-and-use pit latrines that are cheap and sanitary. South Africa is making a massive financial commitment to deliver basic water services to its poor, even writing a guarantee of a human right to water into its constitution. Water expert Rogers believes technology breakthroughs are rapidly making the expensive prospect of desalination—cleaning salty or brackish water enough to be drinkable—cheap enough for even the poorest cities of Africa. Others believe the planet's crust holds far more fresh water than previously imagined. Robert Bisson, a commercial geologist who founded a water exploration company

called EarthWater Global, employs the same methods used to find oil, much to the delight of clients in Trinidad and Tobago, and elsewhere.

"We have a moral and fiscal responsibility here," Gleick says. "We have the brains, we have the money . . . to solve water supply and sanitation problems, but we're not meeting those responsibilities." And for millions of people, the luxury of time is evaporating. ●

3% of the world's water is fresh, but only 1% is usable.



are multiplying for a rainbow of reasons:

● Scientists working on the United Nations' global warming reports released this year concluded that the changing climate could mean water scarcity for as many as 250 million Africans by 2020. The U.N. declared that Africa is "one of the most vulnerable continents" to climate change because of its dry climate and poor infrastructure. Africa's legacy of political unrest and corruption will

as a decline in water levels, especially in the Yangtze River, fed by rapidly melting Himalayan glaciers. And groundwater has been pumped so low in places that salt water is intruding.

● In April, Australian Prime Minister John Howard asked his citizens to pray for rain. Gripped by a five-year drought, Australia's breadbasket, the Murray-Darling river basin, is collapsing. The basin provides 40 percent of Australia's



Service To:
ROBERT THOMPSON
5135 GRAND CONCOURSE
SEBRING, FL 33875-6519

Account Number
000902624 0645220
 SEBRING LAKES

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

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

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

Bill Date
May 29, 2007

Total Amount Due
\$ 88.14

Due Date
June 20, 2007

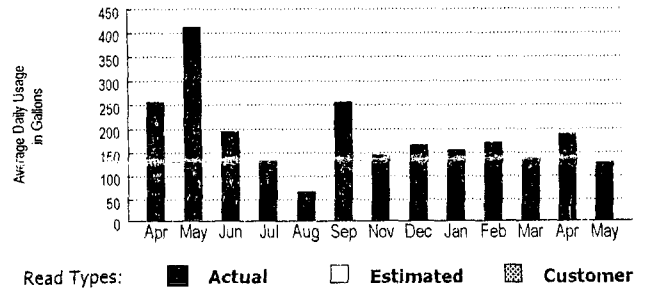
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770488	5/8	05/18/07	30	Actual	258300	3,800	Gallons
		04/18/07		Actual	254500		
Average Daily Usage = 126 Gallons		Total Days: 30		Total Usage:		3,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 42.31
Total Payments Received	42.31
Balance	0.00
Water Base Facility Charge	47.37
3,800 gallons @ \$0.01073 per gallon	40.77
Total Water Charges	88.14
Amount Due 06/20/07	\$ 88.14

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 to see your report.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS EXHIBIT 31
COMPANY Aqua Utilities FL, Inc.
WITNESS Customer Bill - Robert Thompson
DATE 06/13/07



Service To:
ROBERT THOMPSON
5135 GRAND CONCOURSE
SEBRING, FL 33875-6519

Account Number
000902624 0645220
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 21.29** Due Date **March 21, 2007**

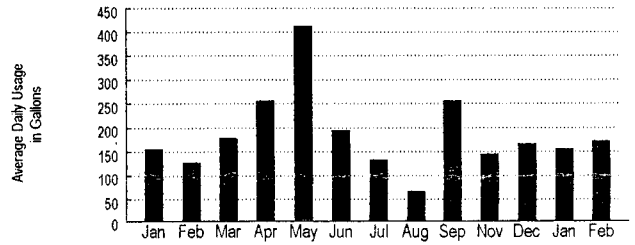
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770488	5/8	02/19/07	31	Actual	245000	5,300	Gallons
		01/19/07		Actual	239700		
Average Daily Usage = 170 Gallons		Total Days: 31		Total Usage:		5,300	Gallons

Billing Detail

Amount Owed from Last Bill \$ 19.97
 Total Payments Received..... 19.97
Balance..... 0.00
 Water Base Facility Charge..... 9.68
 5,300 gallons @ \$0.00219 per gallon 11.61
 Total Water Charges 21.29
Amount Due 03/21/07 \$ 21.29

Water Usage History



Read Types: Actual Estimated Customer

Message Center

*Water Quality?
 Fla, State - Contaminate cause Cancer
 (Regulate Wells)?
 Contact locally.*

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
 REV 01/07



Service To:
ROBERT THOMPSON
 5135 GRAND CONCOURSE
 SEBRING, FL 33875-6519

Account Number
000902624 0645220
 SEBRING LAKES

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: **December 29, 2006** Total Amount Due: **\$ 19.92** Due Date: **January 22, 2007**

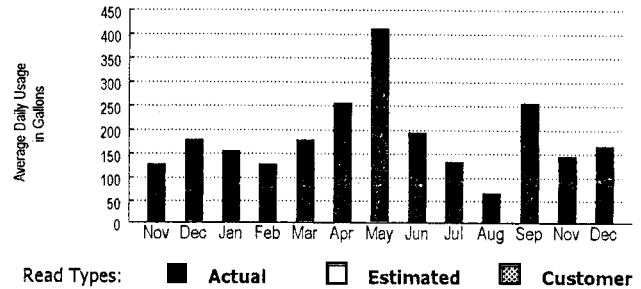
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770488	5/8	12/20/06	30	Actual	235000	5,000	Gallons
		11/20/06		Actual	230000		
Average Daily Usage = 166 Gallons		Total Days: 30		Total Usage:		5,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 40.05
Total Payments Received	40.05
Balance	0.00
Water Base Facility Charge	9.68
5,000 gallons @ \$0.00219 per gallon	10.95
Total Water Charges	20.63
Interest On Deposit	0.71 Credit
Amount Due 01/22/07	\$ 19.92

Water Usage History



Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION



Service To:
ROBERT THOMPSON
5135 GRAND CONCOURSE
SEBRING, FL 33875-6519

Account Number
000902624 0645220
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **March 29, 2007** Total Amount Due **\$ 18.00** Due Date **April 20, 2007**

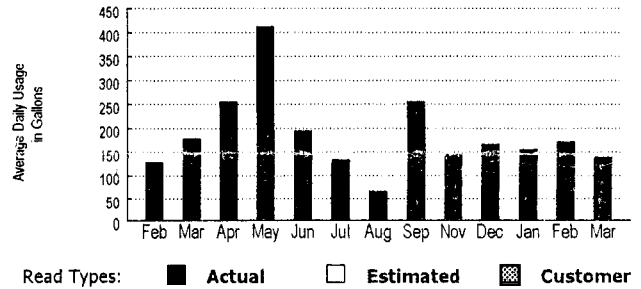
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770488	5/8	03/19/07	28	Actual	248800	3,800	Gallons
		02/19/07		Actual	245000		
Average Daily Usage = 135 Gallons		Total Days: 28		Total Usage:		3,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 21.29
Total Payments Received.....	21.29
Balance	0.00
Water Base Facility Charge.....	9.68
3,800 gallons @ \$0.00219 per gallon	8.32
Total Water Charges	18.00
Amount Due 04/20/07	\$ 18.00

Water Usage History



Message Center

Someone to contact locally why do we get letters from State of Fla. saying the water treatments will cause cancer.

How can you expect to ask for higher rates when you don't improve water quality

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
REV 04/07

FAX

ATTENTION: DELORES – Customer Service

Total = 5 pages
(plus)

TO: AQUA Utilities Florida, Inc.

FROM: Peter Jordan
13707 Ruby Terrace *Sebring Lakes - water*
Sebring, FL 33875

Home Phone: (863) 655-4890 FAX: (863) 655-7403 CELL: (239) 253-8782
ACCOUNT # 000887461 0630841

SUBJECT: Incorrect Billing due to incorrect Meter Readings.

Per our phone conversation this afternoon, I wanted to FAX you this information.
My latest bill dated May 29, 2007 is for \$ 837.10.
This is for a water usage of 73,600 gallons, over a 30 day period.
This is an average of 2,453 gallons per day! This is not possible.
My wife is here alone during the week, and I am only here on weekends.
I checked for leaks, and could not detect any, and the meter does not indicate any flow, when we're not using any water.
I called and requested a representative to come to my house.
They are scheduled to come Tuesday, 6/12/07.
I decided to do some investigation based on my current meter reading, and bills dating back to 11/20/06, when the new style bill was used, which shows the meter reading, and calculates usage in gallons, and average gallons used per day.

The bottom line is that my meter readings are incorrect!

I pulled all my bills dating back to 11/30/2006.
Look at my water meter photo that I took today. Look at the GALLONS reading. It reads 002265.
There is a fixed 0 after the number, which means the reading should be 0022650 gallons.
Now look at the spreadsheet on page 3, which shows all the readings taken since 11/30/2006.
There is an extra 0 added to all the numbers. This is incorrect.
(This would mean that the meter should have two fixed zero's after the number, not one.)
On the **page 3 spreadsheet**, I also show the amounts "**AS BILLED**" for water usage in the right column which totals \$1018.31.
Rates indicated on the bills were used. (i.e.: \$0.00219, \$ 0.00439, and \$ 0.01073)
On the **page 4 spreadsheet**, I show the "**CORRECTED READINGS**", and the gallon amounts which should have been billed. Also shown is the dollar amount over billed, which is **\$916.49**.
Page 5 is a copy of my latest bill, for \$ 837.10, which I have not paid as yet.
I would like to have an adjustment made on this invoice prior to payment.

Please investigate and get back to me as soon as possible.
Thank you,

Peter D Jordan

earlier bills included

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-W-EXHIBIT 32
COMPANY Aqua Utilities FL, Inc.
WITNESS Customer Bill- Julie Jordan
DATE 06/13/07

WATER METER PHOTO

6/11/07

PETER JORDAN - 13707 RUBY TERRACE - SEBRING, FL 33875

ACCT. # 000887461 0630841

PHONE: (863/655-4890) FAX: (863/655-4703)



METER READING 002265 0 GALLONS (6/11/07)

ACTUAL = 002265 0 NOT 002265 00

READINGS ON BILLS ARE INCORRECT!

AQUA Utilities

Peter Jordan - 13707 Ruby Terrace - Sebring, FL 33875

Acct# 000887461 0630841

AS BILLED							
Statement Date	Billing From	Period To	Days	Meter Reading Current	Previous	Usage Gallons	Notes
							New AQUA Acct# starts
11/30/2006	9/18/2006	11/20/2006	63	68000 Actual	63000 Actual	5,000	5,000@\$0.00219 = 10.94
12/29/2006	11/20/2006	12/20/2006	30	70000 Actual	68000 Actual	2,000	2,000@\$0.00219 = 4.38
1/30/2007	12/20/2006	1/19/2007	30	72500 Actual	70000 Actual	2,500	2,500@\$0.00219 = 5.48
2/28/2007	1/19/2007	2/19/2007	31	82000 Actual	72500 Actual	9,500	9,500@\$0.00219 = 20.81
3/29/2007	2/19/2007	3/19/2007	28	82000 Estimated	82000 Actual	0	0
5/1/2007	3/19/2007	4/18/2007	30	124600 Actual	82000 Estimated	42,600	42,600@\$0.00439 = 186.97
5/29/2007	4/18/2007	5/18/2007	30	<u>198200 Actual</u>	124600 Actual	73,600	73,600@\$0.01073 = 789.73
						→	Total = \$ 1018.31

Note: Readings billed are incorrect. Our meter reads only one zero after the reading, not two. See photo. Current reading is 22650 gallons.

Example: Last reading of 198200 gallons should be 19820 gallons.

All invoices as of 11/30/06 have been billed incorrectly.

AQUA Utilities

Peter Jordan - 13707 Ruby Terrace - Sebring, FL 33875

Acct# 000887461 0630841

CORRECTED READINGS

Statement Date	Billing From	Period To	Days	Meter Reading Current	Previous	Usage Gallons	Notes
11/30/2006	9/18/2006	11/20/2006	63	6800 Actual	6300 Actual	500	500@\$0.00219 = 1.10
12/29/2006	11/20/2006	12/20/2006	30	7000 Actual	6800 Actual	200	200@\$0.00219 = 0.44
1/30/2007	12/20/2006	1/19/2007	30	7250 Actual	7000 Actual	250	250@\$0.00219 = 0.55
2/28/2007	1/19/2007	2/19/2007	31	8200 Actual	7250 Actual	950	950@\$0.00219 = 2.09
3/29/2007	2/19/2007	3/19/2007	28	8200 Estimated	8200 Actual	0	0 ?
5/1/2007	3/19/2007	4/18/2007	30	12460 Actual	8200 Estimated	4,260	4260@\$0.00438 (rate ?) = 18.66
5/29/2007	4/18/2007	5/18/2007	30	19820 Actual	12460 Actual	7,360	7,360@\$0.01073 (intrim rate) = 78.98
							Total = \$ 101.82
							Amount Billed = \$1018.31
							Amount overbilled = \$916.49

Note: Meter Reading and usage are based on corrected meter readings.



Service To:
JORDAN, PETER D & JULIA
13707 RUBY TER
SEBRING, FL 33875-9543

Account Number
000887461 0630841
 SEBRING LAKES

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 **May 29, 2007** Total Amount Due **\$ 837.10** Due Date **June 20, 2007**

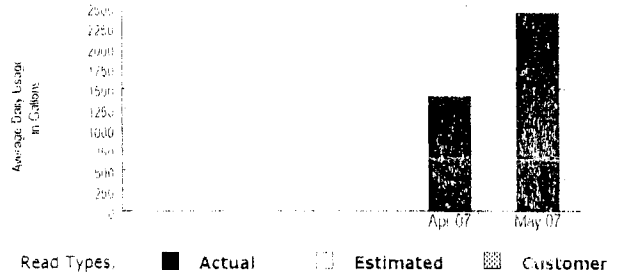
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Reading	Usage	Units
4495316	5/8	05/18/07	30	Actual	198200	198200	73,600 Gallons
		04/18/07		Actual	124600	124600	
Average Daily Usage = 2,453 Gallons		Total Days: 30			Total Usage	73,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 0.00
Total Payments Received	0.00
Balance	0.00
Water Base Facility Charge	47.37
73,600 gallons @ \$0.01073 per gallon	789.73
Total Water Charges	837.10
Amount Due 06/20/07	\$ 837.10

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 to see your report.

1338933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

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

Service To:
JORDAN, PETER D & JULIA
13707 RUBY TER
SEBRING, FL 33875-9543

AQUA Water Bill

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

Account Number
000887461 0630841
 Total Amount Due **\$ 837.10** Due Date **June 20, 2007**
 Amount Enclosed

Seq=44582 Cyo=3311 Top=330900

*****AUTO**E-DIGIT 338 C 128 P 179
 JORDAN, PETER D & JULIA
 13707 RUBY TER
 SEBRING FL 33875-9543



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

00088746106308410000000837106

PAGE 5



Service To:
JORDAN, PETER D & JULIA
13707 RUBY TER
SEBRING, FL 33875-9543

Account Number
000887461 0630841
 SEBRING LAKES

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 **May 01, 2007** Total Amount Due **\$ 196.65** Due Date **May 23, 2007**

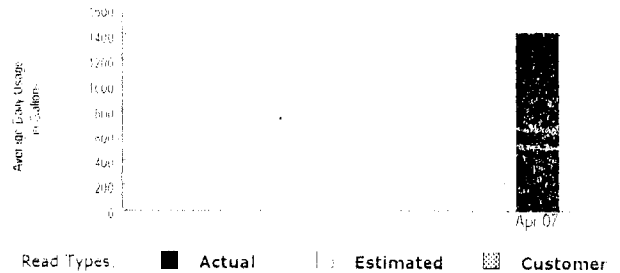
Meter Data

Meter	Size	Billing Method	Days	Read Type	Meter Reading	Usage	Unit
4495316	5/8	04/18/07	30	Actual	124800 00,246 0	42,600	Gallons
		03/19/07		Estimated	82000 000820 0		
Average Daily Usage = <u>1,420 Gallons</u>		Total Days 30		Total Usage		42,600	Gallons

Billing Detail

Amount Owed from Last Bill \$ 9.68
 Total Payments Received 9.68
Balance **0.00**
 Total Water Charges 196.65
Amount Due 05/23/07 **\$ 196.65**

Water Usage History



WATER

5-14-07

CK 1156

\$ 196.65

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.

*CALLED QUESTIONING USE
 THEY READ METER AND WILL ADJUST NEXT BILL.*



Service To:
JORDAN, PETER D & JULIA
 13707 RUBY TER
 SEBRING, FL 33875-9543

Account Number
000887461 0630841
 SEBRING LAKES

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

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

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

Bill Date **March 29, 2007** Total Amount Due **\$ 9.68** Due Date **April 20, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Reading	Usage	Units
4495316	5/8	03/19/07	28	Estimated	82000	0008200	0 Gallons
		02/19/07		Actual	82000	0008200	
			Total Days	28	Total Usage		0 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 30.49
Total Payments Received	30.49
Balance	0.00
Water Base Facility Charge	9.68
Total Water Charges	9.68
Amount Due 04/20/07	\$ 9.68

WATER
 4-9.07
 CK 1131
 \$ 9.68

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.



Service To:
JORDAN, PETER D & JULIA
 13707 RUBY TER
 SEBRING, FL 33875-9543

Account Number
000887461 0630841
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 30.49** Due Date **March 21, 2007**

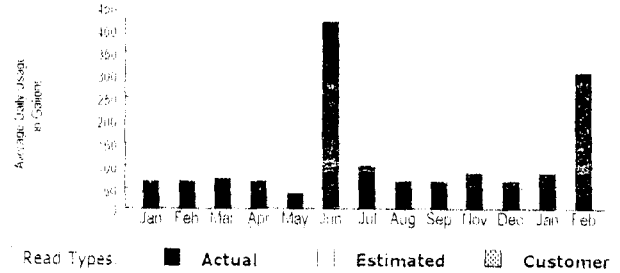
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4495316	5/8	02/19/07	31	Actual	82000 0008200	9,500	Gallons
		01/19/07		Actual	72500 0007250		
Average Daily Usage = 306 Gallons		Total Days 31			Total Usage	9,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 15.16
Total Payments Received	15.16
Balance	0.00
Water Base Facility Charge	9.68
9,500 gallons @ \$0.00219 per gallon	20.81
Total Water Charges	30.49
Amount Due 03/21/07	\$ 30.49

Water Usage History



Message Center

3-12-07
 \$ 30.49
 CR 1119

A UA

Service To:
JORDAN, PETER D & JULIA
13707 RUBY TER
SEBRING, FL 33875-9543

Account Number
000887461 0630841
SEBRING LAKES

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

January 30, 2007

Total Amount Due

\$ 15.16

Due Date

February 21, 2007

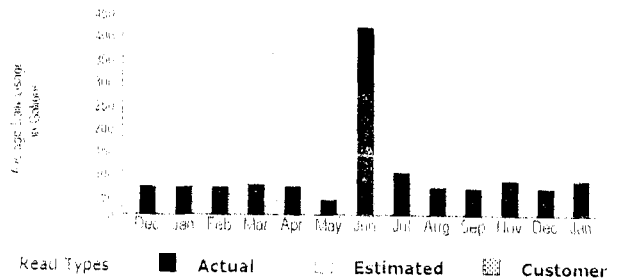
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Reading	Usage	Unit
4495316	5/8	01/19/07	30	Actual	72500 0007250	2,500	Gallons
		12/20/06		Actual	70000 0007000		
Average Daily Usage = 83 Gallons		Total Days		30	Total Usage		2,500 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 14.06
Total Payments Received	14.06
Balance	0.00
Water Base Facility Charge	9.68
2,500 gallons @ \$0.00219 per gallon	5.48
Total Water Charges	15.16
Amount Due 02/21/07	\$ 15.16

Water Usage History



Message Center

PAID
2-12-07
OK# 1100
\$ 15.16

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

A UA

Service To:
JORDAN, PETER D & JULIA
13707 RUBY TER
SEBRING, FL 33875-9543

Account Number
000887461 0630841
SEBRING LAKES

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: **December 29, 2006** Total Amount Due: **\$ 14.06** Due Date: **January 22, 2007**

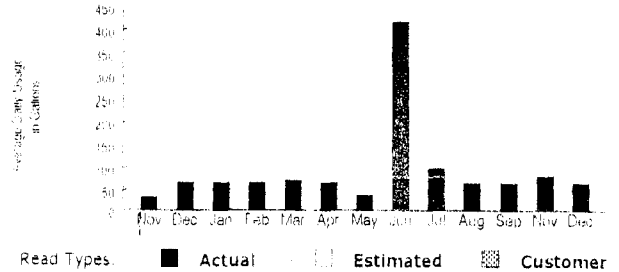
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4495316	5/8	12/20/06	30	Actual	70000	2,000	Gallons
		11/20/06		Actual	68000		
Average Daily Usage = 66 Gallons		Total Days 30		Total Usage:		2,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 15.13
Total Payments Received	15.13
Balance	0.00
Water Base Facility Charge	9.68
2,000 gallons @ \$0.00219 per gallon	4.38
Total Water Charges	14.06
Amount Due 01/22/07	\$ 14.06

Water Usage History



Message Center

WATER
 1-8-07
 CR 1073
 \$14.06

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

AUA

Service To:
JORDAN, PETER D & JULIA
13707 RUBY TER
SEBRING, FL 33875-9543

Account Number
000887461 0630841
SEBRING LAKES

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: **November 30, 2006** Total Amount Due: **\$ 15.13** Due Date: **December 27, 2006**

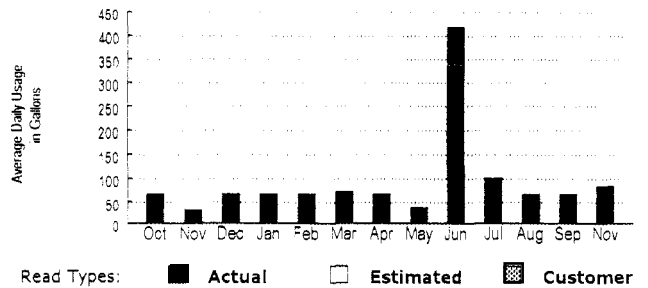
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4495316	5/8	11/20/06	63	Actual	0006800	5,000	Gallons
		09/18/06		Actual	0006300		
Average Daily Usage = 79 Gallons		Total Days: 63		Total Usage:		5,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 16.14 Credit
Total Payments Received	0.00
Balance	16.14 Credit
Water Base Facility Charge	20.33
5,000 gallons @ \$0.00219 per gallon	10.94
Total Water Charges	31.27
Amount Due 12/27/06	\$ 15.13

Water Usage History



12-11-06
\$15.13
CK 1057

Message Center



Service To:
MISSY FOTHERINGHAM
 13450 LYNNWOOD ST
 SEBRING, FL 33875-6500

Exh 33
 Account Number
000887328 0630715
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **May 29, 2007** Total Amount Due **\$ 205.10** Due Date **June 20, 2007**

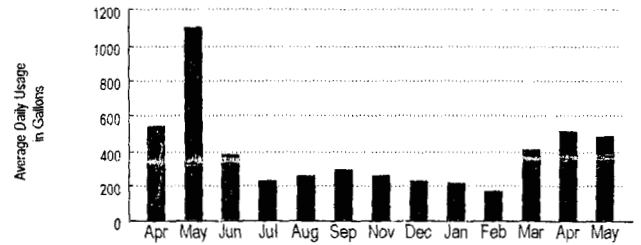
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4637794	5/8	05/18/07 04/18/07	30	Actual Actual	332400 317700	14,700	Gallons
Average Daily Usage = 490 Gallons		Total Days: 30		Total Usage:		14,700	Gallons

Billing Detail

Amount Owed from Last Bill \$ 82.47
 Total Payments Received..... 82.47
Balance..... **0.00**
 Water Base Facility Charge..... 47.37
 14,700 gallons @ \$0.01073 per gallon..... 157.73
 Total Water Charges 205.10
Amount Due 06/20/07 **\$ 205.10**

Water Usage History



Read Types: Actual Estimated Customer

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 to see your report.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137^{PAP-515-A-0}

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 030368-WS EXHIBIT 33

COMPANY Aqua Utilities FL, Inc.

WITNESS Customer Bill - Missy Fotheringham

DATE 06/13/07



Service To:
MISSY FOTHERINGHAM
 13450 LYNNWOOD ST
 SEBRING, FL 33875-6500

Account Number
000887328 0630715
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **May 01, 2007** Total Amount Due **\$ 82.47** Due Date **May 23, 2007**

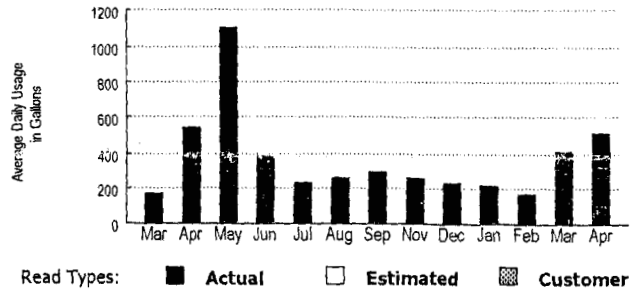
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4637794	5/8	04/18/07	30	Actual	317700	15,300	Gallons
		03/19/07		Actual	302400		
Average Daily Usage = 510 Gallons		Total Days: 30		Total Usage:		15,300	Gallons

Billing Detail

Amount Owed from Last Bill \$ 28.51
 Total Payments Received 28.51
Balance **0.00**
 Total Water Charges 82.47
Amount Due 05/23/07 **\$ 82.47**

Water Usage History



Handwritten:
 CK 1377
 PAID
 5/16/07
 82.47

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.



Service To:
MISSY FOTHERINGHAM
 13450 LYNNWOOD ST
 SEBRING, FL 33875-6500

Account Number
000887328 0630715
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **March 29, 2007** Total Amount Due **\$ 28.51** Due Date **April 20, 2007**

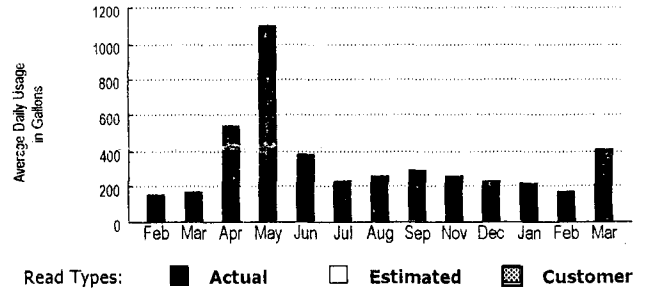
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4637794	5/8	03/19/07	28	Actual	302400	11,400	Gallons
		02/19/07		Actual	291000		
Average Daily Usage = 407 Gallons		Total Days: 28		Total Usage:		11,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 20.64
Total Payments Received	26.78
Balance	6.14 Credit
Water Base Facility Charge	9.68
11,400 gallons @ \$0.00219 per gallon	24.97
Total Water Charges	34.65
Amount Due 04/20/07	\$ 28.51

Water Usage History



PD 4/16/07
Check 1362
28.51

Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
 REV 01/07



Service To:
MISSY FOTHERINGHAM
13450 LYNNWOOD ST
SEBRING, FL 33875-6500

Account Number
000887328 0630715
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 20.64** Due Date **March 21, 2007**

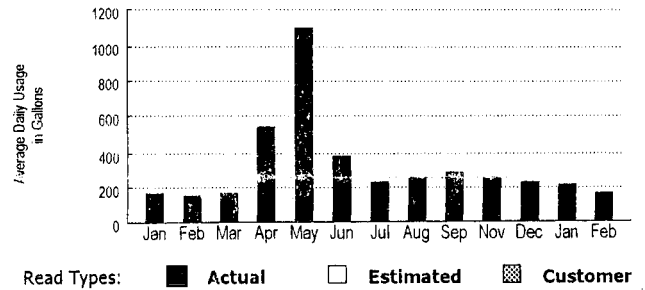
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4637794	5/8	02/19/07	31	Actual	291000	5,400	Gallons
		01/19/07		Actual	285600		
Average Daily Usage		Total Days:			Total Usage:	5,400	Gallons
174 Gallons		31					

Billing Detail

Amount Owed from Last Bill \$ 24.13
 Total Payments Received..... 25.00
Balance..... 0.87 Credit
 Water Base Facility Charge..... 9.68
 5,400 gallons @ \$0.00219 per gallon 11.83
 Total Water Charges 21.51
Amount Due 03/21/07 \$ 20.64

Water Usage History



Message Center

*Check 1260
 26.78
 3/15*

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
 REV 01/07



Service To:
MISSY FOTHERINGHAM
13450 LYNNWOOD ST
SEBRING, FL 33875-6500

Account Number
000887328 0630715
 SEBRING LAKES

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 **January 30, 2007** Total Amount Due **\$ 24.13** Due Date **February 21, 2007**

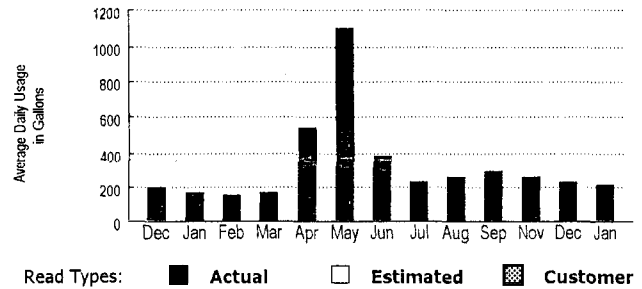
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4637794	5/8	01/19/07	30	Actual	285600	6,600	Gallons
		12/20/06		Actual	279000		
Average Daily Usage = 220 Gallons		Total Days: 30		Total Usage:		6,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 25.01
Total Payments Received.....	25.01
Balance	0.00
Water Base Facility Charge.....	9.68
6,600 gallons @ \$0.00219 per gallon	14.45
Total Water Charges	24.13
Amount Due 02/21/07	\$ 24.13

Water Usage History



Message Center

PO C/K 1250
 25.00 2/15/07

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

BS-APA-02

AUA

Service To:
MISSY FOTHERINGHAM
13450 LYNNWOOD ST
SEBRING, FL 33875-6500

Account Number
000887328 0630715
SEBRING LAKES

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 **December 29, 2006** Total Amount Due **\$ 25.01** Due Date **January 22, 2007**

Meter Data

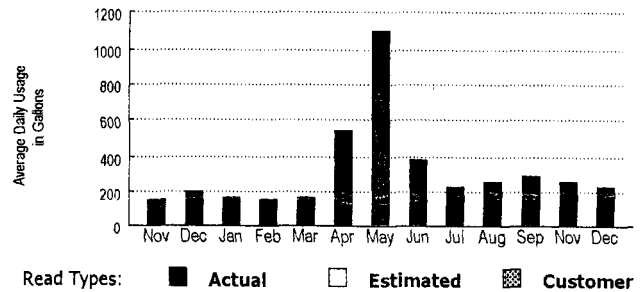
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
4637794	5/8	12/20/06	30	Actual	279000	7,000	Gallons
		11/20/06		Actual	272000		
Average Daily Usage = 233 Gallons		Total Days: 30			Total Usage:	7,000	Gallons

*PP
01/15/07
CIC 1243*

Billing Detail

Amount Owed from Last Bill	\$ 56.16
Total Payments Received.....	56.16
Balance	0.00
Water Base Facility Charge.....	9.68
7,000 gallons @ \$0.00219 per gallon	15.33
Total Water Charges	25.01
Amount Due 01/22/07	\$ 25.01

Water Usage History



Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

63-AP-07

June 7, 2006

Mr. Nestor Guevara
241 Northeast 89th Street
Miami FL 33138

Reference: Water Main
4245 Sebring Lakes Blvd.
Sebring, FL

Dear Nestor:

This letter is to officially serve as notification regarding the underground utility service for your water at the above referenced location.

Aqua Utilities of Florida has refused to extend the water main to your property which means we have no way to hook up water to your house. We cannot obtain a Certificate of Occupancy until we have water hooked up.

Aqua Utilities of Florida wants to be paid for running the underground utility to your property. The cost for this work is not part of our contract price to build the house. Therefore, you will be responsible for the full cost of having Aqua Utilities Florida extend the water main to your property.

After the water main is installed, we will then hook up the supply line from your house to the water main and pay for the meter.

We have requested a written quote from Aqua Utilities for the cost of this installation and will give this to you as soon as we receive it. Payment arrangements will need to be made at that time based on Aqua Utilities' requirements, i.e., deposit paid before beginning of work and/or final payment based on completion of work. You will need to make your check out to Aqua Utilities.

Please contact me as soon as possible to finalize this transaction.

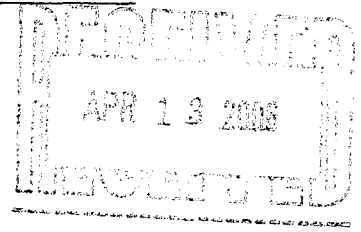
Cordially,

William H. Elfers
President

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-W EXHIBIT 34
COMPANY Aqua Utilities FL, Inc.
WITNESS Letters from William Elfers et al
DATE 06/13/07

Clifford R. Rhoades, P.A.

Attorneys at Law

REPLY ADDRESS: 2141 Lakeview Drive • Sebring, FL 3387011 East Main Street • Avon Park, FL 3382515 North Oak Avenue • Lake Placid, FL 33852

April 10, 2006

Via Facsimile 941-907-7401

Via Regular Mail

Mr. Jack Lihvarcik
Aqua Utilities Florida, Inc.
6960 Professional Parkway East
Suite 400
Sarasota, FL 34240

**RE: My Client: Elfers & Elfers, Inc.
4245 Sebring Lakes Boulevard**

Dear Mr. Lihvarcik:

This firm represents Elfers & Elfers, Inc., the contractor for the above-mentioned residence. My client is concerned about services being installed at the residence, as the construction is near completion. I am in receipt of correspondence from your company of August 11, 2005, wherein Aqua Utilities confirmed that water was available to the location. The correspondence further advised that Aqua Utilities was responsible for installing the service from the main up to the meter.

It is my understanding that my client tendered payment of Five Hundred dollars (\$500) for installation of the meter. My client has advised me that Aqua Utilities returned his payment and declined to install the meter. A representative told Bill Elfers that Aqua Utilities would not be responsible for running the service from the main to the property location. Is this accurate? If so, please provide me with a detailed explanation, as Aqua Utilities' correspondence clearly indicates that it would be responsible for installing the service from the main up to the meter. Both, my client, and the homeowner entered into binding agreements with the understanding that Aqua Utilities could and would provide water service to the location. Neither party contemplated water-related expenses exceeding the charge for the meter installation and charges to extend the lines from the home to the meter. Aqua Utilities' change in position will create damages for one or both parties. We again request that Aqua Utilities install the service to a meter located on the property.

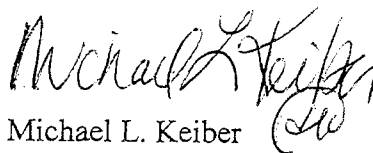
COPY

PAGE TWO
April 10, 2006
Mr. Jack Lihvarcik

Please schedule the installation, or otherwise provide an explanation as to why Aqua Utilities is unwilling to install the service within fourteen (14) days of this letter. Should we fail to hear from you in the allotted time, my client has authorized me to take any action necessary to protect its interests.

PLEASE BE GOVERNED!

Very truly yours,


Michael L. Keiber

MLK/dk
Enclosure

Cc: Client

COPY

Pugh Utilities Service, Inc.
760 Henscratch Road
Lake Placid, Florida 33852
(863) 465-6911

October 11, 2005

Elfers & Elfers
2713 Alt. 27 South
Sebring, Florida 33870

The following is a quote to extend the 6" water main from the existing blowoff located at 4349 Sebring Lakes Blvd to the North end of the lot for proposed home.

Parts:

- 460' - 6" C-900 PVC pipe
- 1 - 6" MJ sleeve
- 1 - 6" x 2" MJ reducer tap cap
- 3 - 6" mega lugs

Parts & labor	\$6900.00
Permit fee	\$ 400.00
Engineering fee	\$ 500.00

\$ 8300.00 + tap fee

These prices do not include the tap in fee which is payable to Aquatic Utilities. You will have to contact them directly to find out the cost of the tap in fee.

This quote is good for 15 days due to unstable material prices and availability.

Sincerely,

Daniel M. Holmes
Daniel M. Holmes, as President
Pugh Utilities Service, Inc.

Olivia - AquaSource

Exh. 34

COPY

AQUA

Utilities Florida.

Sebring Lakes 67

Aqua Utilities Florida, Inc.
6960 Professional Parkway East
Suite 400
Sarasota, FL 34240

www.aquafl.com

August 11, 2005

To Whom It May Concern:

This letter is to confirm that potable water is available at the following locations in Sebring Lakes:

4245 Sebring Lakes Blvd

****Please be advised that we are only responsible for installing the service from the main up to meter. It is your responsibility to extend lines from home to meter and at this particular property you would have to extend your line approximately 415 to hook up to the service.

To have a meter installation, the following fees must be paid prior to installation:

Meter Installation	\$500.00
--------------------	----------

Please make check payable to: Aqua Utilities Florida Inc
8374 Market St #419
Bradenton, FL 34202

If you have in further questions or concerns please feel free to call
Customer service @ 1-800-250-7532 & fax 941-907-7401

Sincerely,

Olivia
Customer Service Rep

*2/15
Brian
going out to
check it out &
send receipt*

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-W EXHIBIT 35

COMPANY Aqua Utilities FL, Inc.

WITNESS Post Closing agreement between several

DATE 06/13/07 Sources

Exh 35

AquaSource

JUN - 9

POST CLOSING AGREEMENT

June 8, 1999

Mr. John K. McClure
Swaine, Harris, Sheehan & McClure, P.A.
Attorneys at Law
425 South Commerce Avenue
Schring, Florida 33870

Re: Lake Josephine Water Asset Sale

Dear John:

PREPARED BY: Michael J. Ashfield
AquaSource Utility, Inc.
P.O. Box 40496
Houston, TX 77240-0496

This letter sets forth certain post-closing agreements and understandings among Darold Pugh, sole shareholder of Lake Josephine Water (the "Company"), AquaSource Utility, Inc. ("Buyer"), and Douglas E. Pugh. This letter supplements the Asset Purchase Agreement for the Company, dated April 5, 1999, regarding the Buyer's acquisition of certain assets of the Company (hereinafter, the "Transaction"). The agreements and understandings herein shall survive closing of the Transaction. Reference to property in items 1 through 3 below were taken from a survey conducted by Chastain-Skillman, Inc., dated April 22, 1999.

1. It is understood the fence along the north border to East 35 feet of Lot 16 of Block 1 of Lake Josephine Heights Subdivision is not on the Seller's property line. At this time there is no impact on the utility's operations, therefore there is no need to move such fence. If at such time there is a need to move the fence, the cost to move will be borne by Darold Pugh, or his assignees.
2. The encroachment into Lot 17 of Block 1 of Lake Josephine Heights Subdivision of the structure housing the fire truck does not, at this time, impact the utility's operations; therefore there is no need to move such structure. However, if at such time there is a need to move the structure, the cost to move will be borne by Douglas E. Pugh, the current property owner of the structure, or his assignees.

** OFFICIAL RECORDS **
BK 1458 PG 666

Nicolina Smith

1st Witness

Nicolina Smith

Printed Name

TERRI WATSON

2nd Witness

TERRI WATSON

Printed name

**** OFFICIAL RECORDS ****
BK 1458 PG 868

**STATE OF FLORIDA
COUNTY OF HIGHLANDS**

I HEREBY CERTIFY that on this day before me, an officer duly qualified to take acknowledgments, personally appeared **DARALD PUGH and DOUGLAS E. PUGH**, to me personally known or who produced _____ as identification and who executed the foregoing instrument and acknowledged before me that they executed the same.

WITNESS my hand and official seal in the state and county named above.

DATED this 9 day of June, 1999.

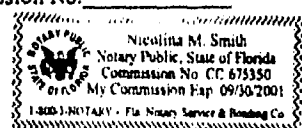
Nicolina M. Smith

Notary Public, State of Florida

Printed Name

Commission No. _____

My commission expires:
(affix notarial seal)



FILE # 1026301 RCD: Jun 15 1999 @ 02:25PM
L. E. "Luke" Brooker, Clerk, Highlands County

Mr. John K. McClure
Swaine, Harris, Sheehan & McClure, P.A.

June 8, 1999
Page 2

- 3. It is understood that the current access road in Lots 17 and 16 of Block 1 of Lake Josephine Heights Subdivision does not follow the 10-foot easement. Therefore, AquaSource is granted unlimited entry and exit to the plant using the existing road on property owned by Douglas E. Pugh. If and when AquaSource ceases the use of the existing plant, AquaSource shall demolish and remove the facilities. Once this is completed, AquaSource shall convey (or deed) the applicable parcel consisting of the East 35 feet of Lot 16 of Block 1 of Lake Josephine Heights Subdivision in its current condition at that time to Douglas E. Pugh at no cost.

** OFFICIAL RECORDS **
BK 1458 PG 867

I trust the foregoing agreements and understandings are consistent with the Parties understanding of the Transaction. Please have Darald Pugh and Douglas E. Pugh acknowledge agreement with same in the space below and return a copy of this letter to me.

Sincerely,



Michael J. Ashfield
Director, Transaction Specialist

MJA:tld

The foregoing is hereby acknowledged and agreed upon:

AquaSource Utility, Inc.

By: _____

Date: _____

Darald Pugh

By: Darald Pugh

Date: 6-9-99

Douglas E. Pugh

By: Douglas E. Pugh

Date: 6-9-99

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-W EXHIBIT 36

COMPANY Aqua Utilities FL, Inc.

WITNESS Customer Bill- Robert Giller

DATE 06/13/07



Service To:
ROBERT GILLER
5127 GRAND CONCOURSE
SEBRING, FL 33875-6519

Account Number **Exh. 36**
000902589 0645185
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **May 29, 2007**
 Total Amount Due **\$ 134.28**
 Due Date **June 20, 2007**

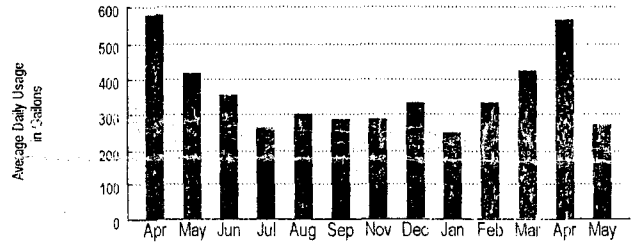
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770493	5/8	05/18/07	30	Actual	820000	8,100	Gallons
		04/18/07		Actual	811900		
Average Daily Usage = 270 Gallons		Total Days: 30		Total Usage:		8,100	Gallons

Billing Detail

Amount Owed from Last Bill \$ 230.17
 Total Payments Received 230.17
Balance **0.00**
 Water Base Facility Charge 47.37
 8,100 gallons @ \$0.01073 per gallon 86.91
 Total Water Charges 134.28
Amount Due 06/20/07 **\$ 134.28**

Water Usage History



Read Types: Actual Estimated Customer

*10 AM Wed B104
 Commission mtg Administration
 Public Service Bldg
 Customer Hearing*

*www.floridapsc.com
 *dockets *filings #060368
 *publications
 -special reports
 -Aqua Utilities Florida*

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 to see your report.

*protest # 739103C
 4/11 Governor Charlie Crist (Will)
 6/11 Denise Grimley - maura
 6/11 County Administrator - Carl Cool (Michelle)*

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137AP-515-A-0
 REV 01/07

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

Service To:
ROBERT GILLER
5127 GRAND CONCOURSE
SEBRING, FL 33875-6519

AQUA Water Bill

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

Account Number
000902589 0645185
 Total Amount Due **\$ 134.28**
 Due Date **June 20, 2007**

Amount Enclosed

\$

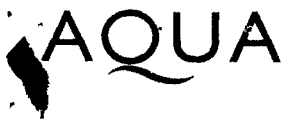
Please make check payable to Aqua Util. FL.
 Print your account number on your check,
 then mail to address on back.

Seq=44370 Cyc=33HI 1up=335900

*****AUTO**3-DIGIT 338 C 128 P 179
 ROBERT GILLER
 5127 GRAND CONCOURSE
 SEBRING FL 33875-6519



00090258906451850000000134287



Service To:
ROBERT GILLER
5127 GRAND CONCOURSE
SEBRING, FL 33875-6519

Account Number
000902589 0645185
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **March 29, 2007** Total Amount Due **\$ 140.60** Due Date **April 20, 2007**

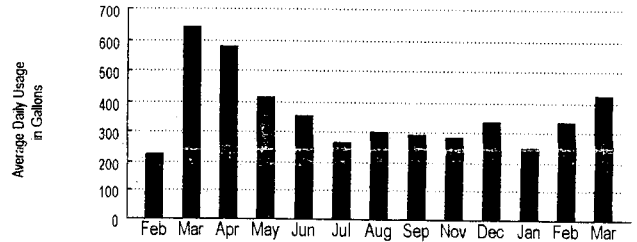
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770493	5/8	03/19/07	28	Actual	794900	11,900	Gallons
		02/19/07		Actual	783000		
Average Daily Usage = 425 Gallons		Total Days: 28		Total Usage:		11,900	Gallons

Billing Detail

Amount Owed from Last Bill \$ 104.86
 Total Payments Received 0.00
Balance **104.86**
 Water Base Facility Charge 9.68
 11,900 gallons @ \$0.00219 per gallon 26.06
 Total Water Charges 35.74
Amount Due 04/20/07 **\$ 140.60**

Water Usage History



Read Types: Actual Estimated Customer

*Placid Utilities - 402-6786
 Base -*

Message Center *Sebring Utilities - 471-5112*

*City Limits - Base - 8.14 per gallon 2.30 per thousand
 Outside Base - 11.80 per gallon 3.30 per thousand*

Avon Park Dept -

*- 1,000 - 3,000 9.37
 - 4,000 - 6,000 2.24 per gallon
 - 7,000 - 9,000 2.28 per gallon
 - 10,000 - 12,000 2.32 per gallon
 over 12,000 - 2.36*

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
 REV 01/07

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

Service To:
ROBERT GILLER
5127 GRAND CONCOURSE
SEBRING, FL 33875-6519

AQUA Water Bill

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

Account Number
000902589 0645185
 Total Amount Due **\$ 140.60** Due Date **April 20, 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=4640 Cyc=33HI 1up=322375

AUTOSCH 5-DIGIT 33872 C 13 P 15
 ROBERT GILLER
 5127 GRAND CONCOURSE
 SEBRING FL 33875-6519



00090258906451850000000140608





Service To:
ROBERT GILLER
5127 GRAND CONCOURSE
SEBRING, FL 33875-6519

Account Number
000902589 0645185
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 104.86** Due Date **March 21, 2007**

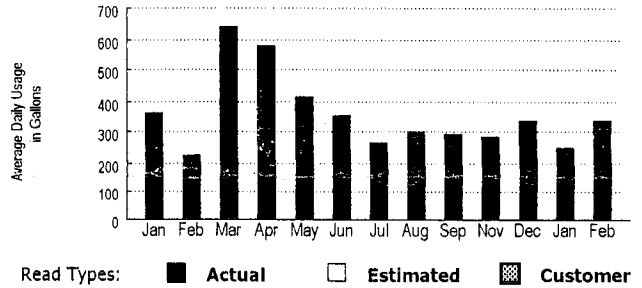
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45770493	5/8	02/19/07	31	Actual	783000	10,400	Gallons
		01/19/07		Actual	772600		
Average Daily Usage ■ 335 Gallons		Total Days: 31		Total Usage:		10,400	Gallons

Billing Detail

Amount Owed from Last Bill..... \$ 72.40
 Total Payments Received..... 0.00
Balance..... 72.40
 Water Base Facility Charge..... 9.68
 10,400 gallons @ \$0.00219 per gallon..... 22.78
 Total Water Charges..... 32.46
Amount Due 03/21/07..... \$ 104.86

Water Usage History



Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

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

Service To:
ROBERT GILLER
5127 GRAND CONCOURSE
SEBRING, FL 33875-6519

PAP-515-A-0
 REV 01/07

AQUA Water Bill

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

Account Number
000902589 0645185
 Total Amount Due **\$ 104.86** Due Date **March 21, 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=382 Cyc=33HI 1up=315651

AUTOSCH 5-DIGIT 33872 C 2 P 4
 ROBERT GILLER
 5127 GRAND CONCOURSE
 SEBRING FL 33875-6519



00090258906451850000000104862





Service To:
EARL MC DONALD
13721 CROW ST
SEBRING, FL 33875-9520

#37

Account Number **000887470 0630850**
 SEBRING LAKES

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 **November 30, 2006** Total Amount Due **\$ 50.99** Due Date **December 27, 2006**

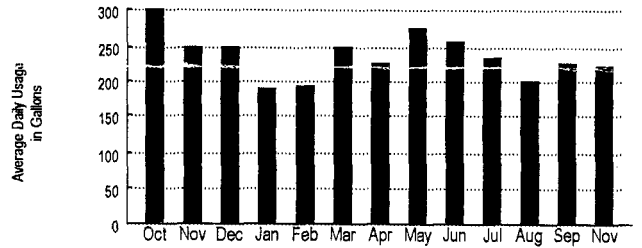
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041586	5/8	11/20/06	63	Actual	534000	14,000	Gallons
		09/18/06		Actual	520000		
Average Daily Usage = 222 Gallons		Total Days: 63		Total Usage:		14,000	Gallons

Billing Detail

Amount Owed from Last Bill \$ 0.00
 Total Payments Received..... 0.00
Balance..... 0.00
 Water Base Facility Charge 20.33
 14,000 gallons @ \$0.00219 per gallon..... 30.66
 Total Water Charges 50.99
Amount Due 12/27/06 \$ 50.99

Water Usage History



Read Types: ■ Actual □ Estimated ▨ Customer

from 2.19 per 1000 to 47.37

Message Center

1073
~~11,100~~

10.73
~~11,100~~
 107300

47.37
 2.19
 45.18

per 1000 gals.

1336933

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060368-WS EXHIBIT 37
 COMPANY Aqua Utilities FL, Inc.
 WITNESS Customer Bill - Earl McDonald
 DATE 06/13/07



Service To:
EARL MC DONALD
13721 CROW ST
SEBRING, FL 33875-9520

Account Number
000887470 0630850
 SEBRING LAKES

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 **January 30, 2007** Total Amount Due **\$ 25.45** Due Date **February 21, 2007**

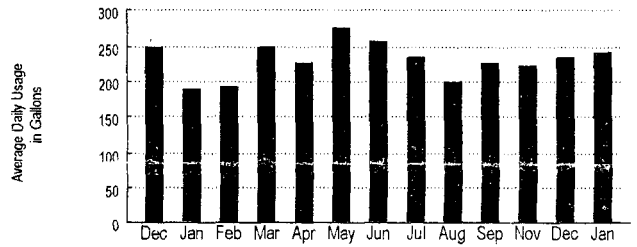
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041586	5/8	01/19/07	30	Actual	548200	7,200	Gallons
		12/20/06		Actual	541000		
Average Daily Usage = 240 Gallons		Total Days: 30		Total Usage:		7,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 25.01
Total Payments Received.....	25.01
Balance	0.00
Water Base Facility Charge.....	9.68
7,200 gallons @ \$0.00219 per gallon	15.77
Total Water Charges	25.45
Amount Due 02/21/07	\$ 25.45

Water Usage History



Read Types: Actual Estimated Customer

Message Center

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© 2005 USPS

Peel here to fold

V 111 A

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137



Service To:
EARL MC DONALD
13721 CROW ST
SEBRING, FL 33875-9520

Account Number
000887470 0630850
 SEBRING LAKES

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 **February 28, 2007** Total Amount Due **\$ 24.57** Due Date **March 21, 2007**

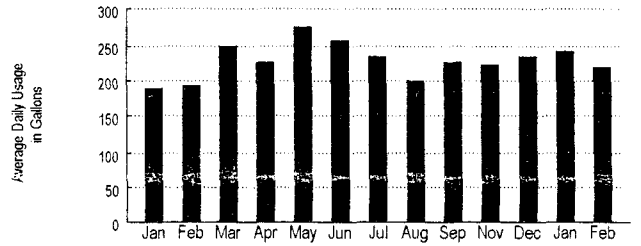
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041586	5/8	02/19/07	31	Actual	555000	6,800	Gallons
		01/19/07		Actual	548200		
Average Daily Usage = 219 Gallons		Total Days: 31		Total Usage:		6,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 25.45
Total Payments Received.....	25.45
Balance	0.00
Water Base Facility Charge.....	9.68
6,800 gallons @ \$0.00219 per gallon	14.89
Total Water Charges	24.57
Amount Due 03/21/07	\$ 24.57

Water Usage History



Read Types: Actual Estimated Customer

Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0
REV 01/07



Service To:
EARL MC DONALD
13721 CROW ST
SEBRING, FL 33875-9520

Account Number
000887470 0630850
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **March 29, 2007** Total Amount Due **\$ 21.94** Due Date **April 20, 2007**

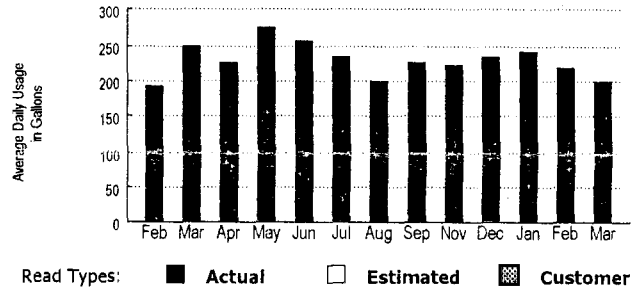
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041586	5/8	03/19/07	28	Actual	560600	5,600	Gallons
		02/19/07		Actual	555000		
Average Daily Usage = 200 Gallons		Total Days: 28		Total Usage:		5,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 24.57
Total Payments Received.....	24.57
Balance	0.00
Water Base Facility Charge.....	9.68
5,600 gallons @ \$0.00219 per gallon	12.26
Total Water Charges	21.94
Amount Due 04/20/07	\$ 21.94

Water Usage History



Message Center

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137

PAP-515-A-0



Service To:
EARL MC DONALD
13721 CROW ST
SEBRING, FL 33875-9520

Account Number
000887470 0630850
 SEBRING LAKES

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

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

Questions about your water service?... Contact us before the due date.
 Bill Date **May 01, 2007** Total Amount Due **\$ 54.85** Due Date **May 23, 2007**

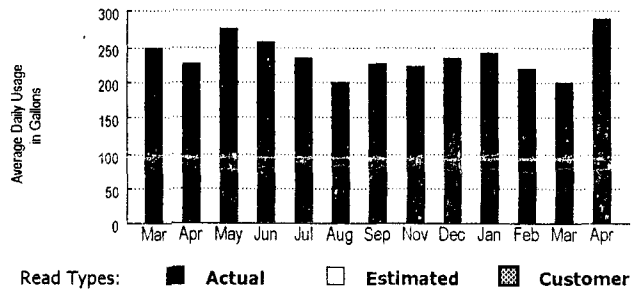
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041586	5/8	04/18/07	30	Actual	569300	8,700	Gallons
		03/19/07		Actual	560600		
Average Daily Usage = 290 Gallons		Total Days: 30		Total Usage:		8,700	Gallons

Billing Detail

Amount Owed from Last Bill \$ 21.94
 Total Payments Received..... 21.94
Balance..... **0.00**
 Total Water Charges *0.00219-19.05* 54.85
Amount Due 05/23/07 **\$ 54.85**

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.

*1) Why isn't increase on this bill
 2) water base up \$3200 → 40%
 water amount up 300%*

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137AP-515-A-0
 REV 01/07



587410
④

Service To:
EARL MC DONALD
13721 CROW ST
SEBRING, FL 33875-9520

Account Number
000887470 0630850
SEBRING LAKES

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 **May 29, 2007**
Total Amount Due **\$ 172.91**
Due Date **June 20, 2007**

Meter Data

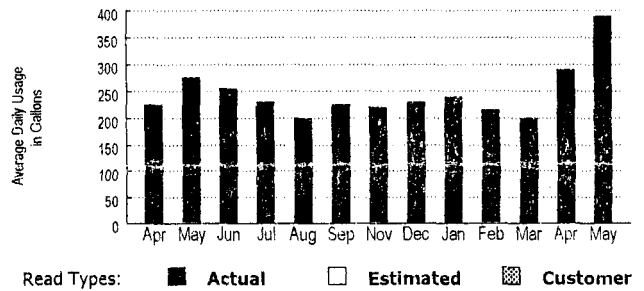
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041586	5/8	05/18/07	30	Actual	581000	11,700	Gallons
		04/18/07		Actual	569300		
Average Daily Usage = 390 Gallons		Total Days: 30		Total Usage:		11,700	Gallons

Billing Detail

Amount Owed from Last Bill \$ 54.85
 Total Payments Received..... 54.85
Balance..... 0.00
 Water Base Facility Charge..... 47.37
 11,700 gallons @ \$0.01073 per gallon..... 125.54
 Total Water Charges 172.91
Amount Due 06/20/07 \$ 172.91

0.00219

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 to see your report.



Service To:
JOHN DELISA
13500 TANGELO ST
SEBRING, FL 33875-9738

#38

Exh. 38

Account Number
000887362 063074
 SEBRING LAKES

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

May 29, 2007

Total Amount Due

\$ 111.75

Due Date

June 20, 2007

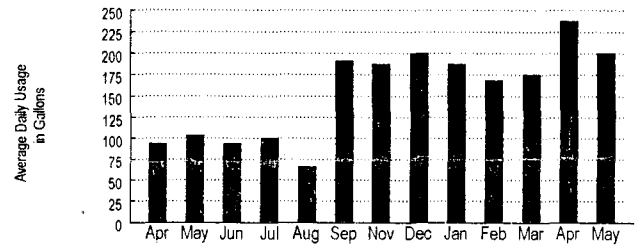
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
45041592	5/8	05/18/07	30	Actual	344100	6,000	Ga
		04/18/07		Actual	338100		
Average Daily Usage = 200 Gallons		Total Days: 30		Total Usage:		6,000	Ga

Billing Detail

Amount Owed from Last Bill \$ 48.59
 Total Payments Received 48.59
Balance **0.00**
 Water Base Facility Charge 47.37
 6,000 gallons @ \$0.01073 per gallon 64.38
 Total Water Charges 111.75
Amount Due 06/20/07 **\$ 111.75**

Water Usage History



Read Types: Actual Estimated Customer

344100
 338100

 6000

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 we would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137PAP-5
REV

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 060368-W-EXHIBIT 38
 COMPANY Aqua Utilities Fl, In
 WITNESS customer Bill- John Delisa
 DATE 06/13/07



Service To:
JOHN DELISA
 13500 TANGELO ST
 SEBRING, FL 33875-9738

Account Number
000887362 0630744
 SEBRING LAKES

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

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

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

Bill Date
May 01, 2007

Total Amount Due
\$ 48.59

Due Date
May 23, 2007

Meter Data

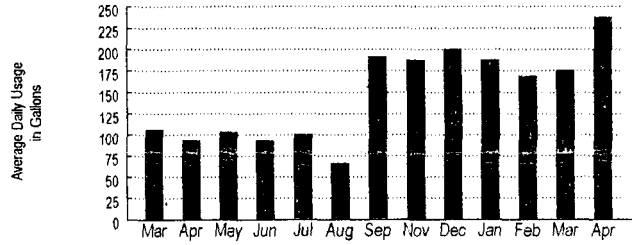
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041592	5/8	04/18/07	30	Actual	338100	7,200	Gallons
		03/19/07		Actual	330900		
Average Daily Usage = 240 Gallons		Total Days: 30		Total Usage:		7,200	Gallons

Billing Detail

738999 W

Amount Owed from Last Bill \$ 20.41
 Total Payments Received..... 20.41
Balance..... 0.00
 Total Water Charges 48.59
Amount Due 05/23/07 \$ 48.59

Water Usage History



Read Types: Actual Estimated Customer

*338100
 330900

 7200*

*34256
 33810

 04460*

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.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. DbD368-USEXHIBIT 39
COMPANY Aqua Utilities FL, Inc.
WITNESS Customer Bill - Dennis Siminiak
DATE 06/13/07



000090381106463310000000019757

|||||||

SEBRING FL 33875-6543

5502 PRINCE AVE

DENNIS SIMINIAK

AUTOMSCH 5-DIGIT 33872 C 13 P 15

Seq=4664 Cyc=33HI 1up=322375

Your bill will be paid through ZipCheck
Automatic Payment Program.

Do Not Pay

\$ 19.75

Amount Withdrawn
Withdrawn On or After
April 20, 2007

000903811 0646331

Account Number

762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Aqua Utilities Florida, Inc.

AQUA Water Bill

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

DENNIS SIMINIAK
5502 PRINCE AVE
SEBRING, FL 33875-6543

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

1 336933

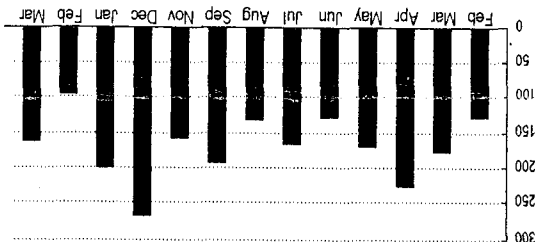
PAP-515-A-0
REV 01/07

FL5284137

Handwritten signature: TPPE
Handwritten signature: P/O

Message Center

Read Types: Actual Estimated Customer



Water Usage History

Billing Detail

Amount Owed from Last Bill: \$ 16.25
Total Payments Received: 16.25
Balance: 0.00
Water Base Facility Charge: 9.68
4,600 gallons @ \$0.00219 per gallon: 10.07
Total Water Charges: 19.75
Amount Due 04/20/07: \$ 19.75

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041593	5/8	03/19/07	28	Actual	397600	4,600	Gallons
Average Daily Usage = 164 Gallons				Total Days:	28	Total Usage:	4,600 Gallons

Meter Data

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 29, 2007**

Total Amount Due: **\$ 19.75**

Due Date: **April 20, 2007**



Service To:
DENNIS SIMINIAK
5502 PRINCE AVE
SEBRING, FL 33875-6543

Account Number
000903811 0646331
SEBRING LAKES

Handwritten initials: EXH-39



Service To:
DENNIS SIMINIAK
5502 PRINCE AVE
SEBRING, FL 33875-6543

Account Number
000903811 0646331
SEBRING LAKES

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
Bill Date **May 01, 2007** Total Amount Due **\$ 46.91** Due Date **May 23, 2007**

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

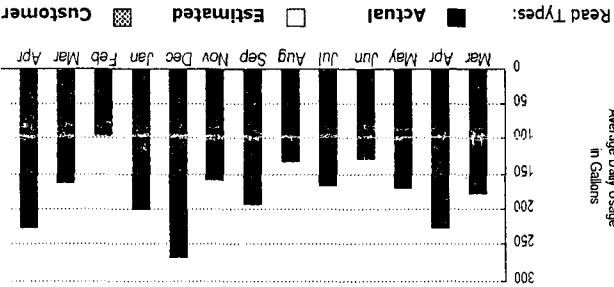
Meter Data

Meter	Size	Billing Period	Read Type	Meter Readings	Usage	Units
45041593	5/8	04/18/07 - 03/19/07	Actual	404400	6,800	Gallons
Average Daily Usage = 226 Gallons					Total Usage:	6,800
Total Days: 30						Gallons

Billing Detail

Amount Owed from Last Bill \$ 19.75
 Total Payments Received 19.75
Balance **0.00**
 Total Water Charges 46.91
 Amount Due 05/23/07 \$ 46.91

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.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:
DENNIS SIMINIAK
5502 PRINCE AVE
SEBRING, FL 33875-6543

FL528413 PAP-S-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

Account Number
000903811 0646331

Amount Withdrawn On or After
\$ 46.91
May 23, 2007

Do Not Pay
Your bill will be paid through ZipCheck
Automatic Payment Program.

Handwritten: 7
408350
404400
3952

0009038110646331000000000046914

Seq=665 Cyc=33H1 Tmp=329723
 AUTOMATED 5-DIGIT 33872 C A P 7
 DENNIS SIMINIAK
 5502 PRINCE AVE
 SEBRING FL 33875-6543





Service To:
DENNIS SIMINIAK
5502 PRINCE AVE
SEBRING, FL 33875-6543

Account Number
000903811 0646331
 SEBRING LAKES

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 **May 29, 2007** Total Amount Due **\$ 89.22** Due Date **June 20, 2007**

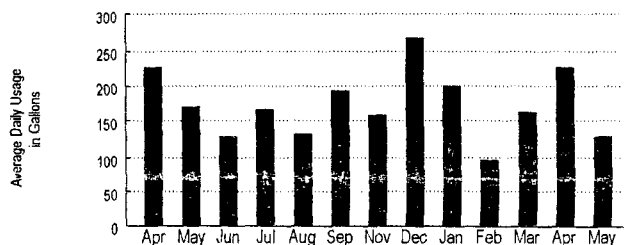
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
45041593	5/8	05/18/07	30	Actual	408300	3,900	Gallons
		04/18/07		Actual	404400		
Average Daily Usage = 130 Gallons		Total Days: 30		Total Usage:		3,900	Gallons

Billing Detail

Amount Owed from Last Bill \$ 46.91
 Total Payments Received..... 46.91
Balance..... 0.00
 Water Base Facility Charge..... 47.37
 3,900 gallons @ \$0.01073 per gallon 41.85
 Total Water Charges 89.22
Amount Due 06/20/07 \$ 89.22

Water Usage History



Read Types: Actual Estimated Customer

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 to see your report.

1336933

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL5284137^{AP-515-A-0}
 REV 01/07

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

Service To:
DENNIS SIMINIAK
5502 PRINCE AVE
SEBRING, FL 33875-6543

AQUA Water Bill

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

Account Number
000903811 0646331
 Amount Withdrawn **\$ 89.22** Withdrawn On or After **June 20, 2007**

Do Not Pay
 Your bill will be paid through ZipCheck
 Automatic Payment Program.

Seq=44374 Cyc=33HI 1up=335900

*****AUTO***3-DIGIT 338 C 128 P 179
 DENNIS SIMINIAK
 5502 PRINCE AVE
 SEBRING FL 33875-6543



00090381106463310000000089226

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 10:00 a.m.
Place: Highlands County Administration Building
Board Chambers (Room B104)
600 Commerce Street
Sebring, FL 33871

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 40
COMPANY Aqua Utilities FL, Inc.
WITNESS Notice of Service Hearing
DATE 06/13/07

Highlands
County

AQUA

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

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